

FAQS

Agent Appointments & Commissions

1) How and where do I go to begin selling the plans through Quotit?

A: To begin selling, agents must be appointed. To begin the appointment process, click [Quotit- Manhattan Life](#) and complete the form. Once appointed, log into your Quotit account and select carrier and plans under Settings. For additional assistance please call Quotit Broker Services at (866)478-6848

2) Is the appointment process 100% online?

A: Yes, if you elect.

3) Are there costs to be appointed?

A: No cost to contract, but when they submit first business just in time, cost varies per state. Only charge initial fee, no renewals.

4) How long does it take to get appointed and does the appointment include all products i.e., Medicare, Small Group or other?

A: Typically, 24-48 hrs. and agent will be appointed to sale the products requested. Up to agent.

5) What identification number do I use to receive credit for a sale?

A: The assigned ManhattanLife agent number. (Agent Numbers issued are a 7–11-digit Alpha Numeric)

6) How soon can I begin selling plans?

A: After appointment and background check complete.

7) Is there training available and is it required?

A: Yes and no, however we strongly recommend it. We have many on demand training options.

8) What is my commission percentage or who do I contact for Commission questions?

A: This would be established through your upline.

9) Are any plans Zero Commissions or cannot be sold by agents?

A: No.



Enrollment & Contacts

1) How do I enroll my clients electronically on Quotit?

A: Clients can enroll themselves. Agents make sure to add your unique enrollment link into the Online Application Settings page on your Quotit account settings, here are instructions:

- Log into your Quotit account <http://www.quotit.net>
- Go to the “Settings” Tab.
- Click on “Online Application Settings” under “Individual & Family: Agency Preferences”
- At the bottom of the page click on the “Add” button.
- Select “State”, “Product Type” and “Company/ Carrier Name”
- Paste unique redirect link (Copy from broker portal – See page 4 for instructions)
- Enter Agent Writing Number on file with the company (7–11-digit Alpha Numeric)
- Select “Save” and repeat steps above for every state you are appointed to sell. ·

2) How do I submit paper applications, by fax, email?

A: Fax and email can be utilized.

3) What forms of payment do you accept?

A: Direct Bill, Check.

4) Is there an enrollment / application fee?

A: For DVH products, no.

5) When do members come effective?

A: The effective date listed on the application. Effective dates can only be from the 1st to the 28th of any month.

6) What is the contact number to broker support?

A: For questions related to using the Quotit platform, please call tech support at 866-478-6848 option 1, 1 or email us at customer.support@quotit.com.

For any questions related to your appointment with carriers please call Quotit Broker Services at 877-228-8773 or contracting@AHCPsales.com.

To contact ManhattanLife directly: 800.369.3600 aces@manhattanlife.com

7) How do I submit an Agent of Record form?

A: Letter form insured signed.



Eligibility for coverage

1) How far in advance can an effective date be?

A: 90 days.

2) What are the valid ages of dependents?

A: 3 - 17.

3) Are child only applications accepted?

A: No.

4) If coverage already includes dependent children, how do I add an additional child (newborn or adopted) to the same policy?

A: Yes, to replacement question on new e-app and reference active policy #.

Claims

1) Grace period claims, are they paid without premium or suspended?

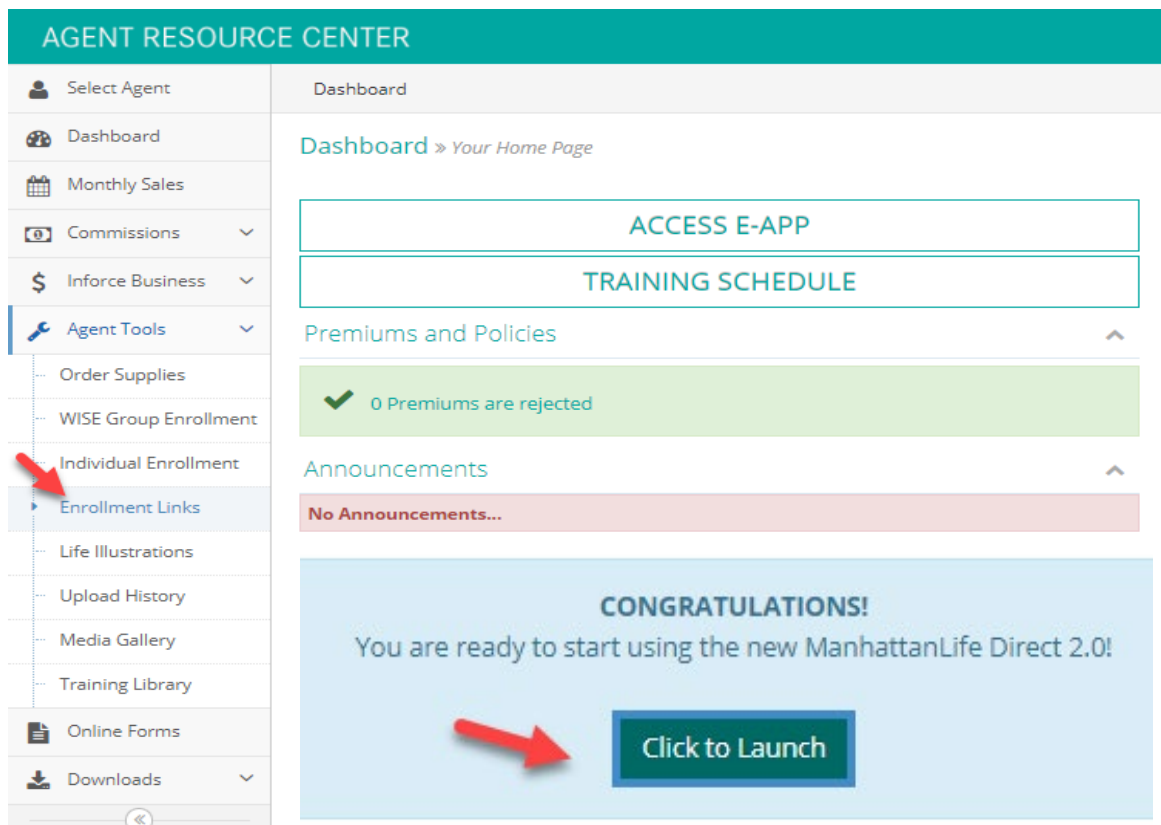
A: No.

2) How are claims submitted?

A: Several options. Email, Fax, Mail or Easy Upload. Contact ManhattanLife Broker support team or visit <https://www.manhattanlife.com/File-a-Claim>.



Personalized online enrollment links are available for all agents to use for enrolling clients online. See instructions below for obtaining your enrollment link. Go to <https://producer.manhattanlife.com/Life/account/login>. Once logged in, hover over AGENT TOOLS and click on ENROLLMENT LINKS. Click to launch ManhattanLife Direct 2.0



At the top of the page click on SETTINGS. Your link should be located on this page. If you do not have one available on that page, contact Agent Support 1-800-369-3600 or E-Mail ACES@ManhananLife.com with your name and writing number and one will be issued to you.

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