YourFMO Enrollment Center FAQ

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1. What is the direct web address to the YourFMO Enrollment Center?
   https://www.YourFMOSunFire.com

2. Which web browser should I be using?
   Google Chrome works best.

3. How much does the YourFMO platform cost me to use?
   Nothing at all, your upline is providing you unlimited free access.

4. What is my username?
   Your National Producer Number (NPN) or email address. Find your NPN here: https://www.nipr.com/PacNpnSearch.htm

5. Where can I find the YourFMO training videos?
   https://www.ymtrainingvideos.com

6. Which carriers are available on the YourFMO Enrollment Center for Quote & Enrollment*?
   See the complete list of carriers available here.

7. Are non-commissionable plans displayed for quoting or enrollment?
   Yes, they will display a badge showing that they are in fact non-commissionable.

8. How do I locate SNP and MA-Only plans?
   You can view SNP or MA-Only plans by selecting the appropriate radio button in the Plan type section located in the top left section of the quote page.

9. I am certified to sell Cigna's Medicare Advantage plans; can I also sell their PDP plans?
   Yes, we now have Cigna's PDP live for enrollment!

10. After I certify, how long does it take for my carrier enrollment access to be updated?
    It varies by carrier and background process, it can take up to 7-10 days, or longer depending on your background content and area of residence.

11. What if I've already been certified for more than two weeks and not all my MA/PDP carriers are appearing, or allowing me to Enroll a client on the YourFMO platform?
    You need to contact your upline of the carrier/s that are appearing on the YourMedicare platform to make sure your other MA/PDP carrier contracts are properly aligned for access*.

12. How do I contact YourFMO for help with my YourFMO Enrollment Center access?
    Info@YourFMO.com or 855-949-6337 (please include/have your NPN)

13. Why did I receive two different YourFMO logins?
    You most likely have an Individual and Corporation login that need to be merged together. Please email your Name, Corporation and both NPNs/Logins to Info@YourFMO.com or call 855-949-6337.

14. Why does my Profile section of the YourFMO platform ask me for my Social Security Number (SSN)?
    This is only required for Anthem, you can save it as 123-45-6789 otherwise.

15. Are the eSOA's created on YourFMO automatically included with an application when it is submitted to the carrier, or does the eSOA remain in a repository for later access?
No, eSOA/SOA's are not included with the application submission. The YourFMO platform retains them so they can be retrieved and downloaded into PDF if an inquiry comes up.

16. How long are the eScope links good for?
They expire after 48 hours if they have not been completed.

17. How long are the Enrollment eSignature links good for?
They expire after 24 hours if they have not been completed.

18. What is the email address that my client should be looking for when I send out an eSoA, Quote, PURL or an enrollment application?
DoNotReply@sunfirematrix.com Make sure your clients look in their Junk/Spam folder as well.

19. How do I resend an enrollment application if my client doesn't receive it or it has expired?
Access the Reporting tab on your Dashboard. Locate your client, to the right you will find the personal code for the enrollment application in the column labeled "e-signature code". To resend the application you simply need to click on the three vertical dots in the action column and select "resend e-signature request".

20. Can I enter a future appointment date with the eScope?
Yes, you can set the appointment date for a future date.

21. How often are completed enrollments transmitted to the carriers?
Every 24 hours.

22. How long does a completed enrollment take to appear on the carrier's enrollment portal?
It can take 5-7 days, depending on the carrier and their reporting times.

23. Where can I access a list of my completed enrollments?
The Reporting tab allows you to access a list of your completed enrollments.

24. How do I access my Personal URL Website (PURL) to allow my clients to enroll on their own?
Add your NPN to the end of this URL: https://www.sunfirematrix.com/app/consumer/yourfmo/_____ (Check out the training video on this topic: https://www.ymtrainingvideos.com/). You can also access a copy of your PURL link in the Profile section.

25. Why isn't my phone number listed on the top right corner on my Personal URL Website (PURL)?
Because you haven't set up your Agent Profile yet – please view the three-minute training video on this topic: https://www.ymtrainingvideos.com. Be sure to mark your number as primary.

26. Why are NON-formulary drugs listed as more expensive on Medicare.gov than they are on YourFMO?
YourFMO helps agents ensure their clients are getting the best possible pricing available. For drugs not covered on the formulary, YourFMO uses an average of the actual prices a customer is likely to pay, (see GoodRx prices), in that area for the drug, not the full MSRP cost like Medicare.gov does. For NON-formulary drugs YourFMO takes the published wholesale rate for the drug and marks it up by the industry average retail margin, but there are fluctuations chain-to-chain and even store-to-store within a chain on the prices charged. This will result in some YourFMO NON-formulary drugs being quoted differently than on Medicare.gov

*For access to all above listed MA/PDP carriers your contracts must be aligned with a YourFMO affiliated NMO. Info@YourFMO.com

27. How do I establish my virtual phone number?
From your profile, scroll down to contact information. Click "add dialer phone for recording" then enter in the zip code of your choosing. Click "add dialer phone" and the rest of your virtual phone number will autogenerate. Then save changes.

28. How do I find client's current plan, Part A&B effective dates and LIS status?
From the quote, go to the top-left middle icon (customer profile), You'll see "customer lookup." Enter in your client's zip code, Medicare number and date of birth. Hit "lookup" and it'll pull all this info for you.

29. How do I convert the personal code for a quote to a contact so that it isn't lost?
There are a couple ways to do this. First if you enroll a client, it'll create a contact for you. If you're not quite ready to enroll them, another way is to use the compare/email feature. If you email the client a quote or comparison, that will also convert the personal code to a contact, and you won't lose your quote.

30. Why does it show Out-of-network pharmacy rather than preferred or standard?
This usually happens when the default pharmacy location closes. On the main quoting screen, go to "change pharmacy" from there, you can select a specific store number. Email info@yourFMO.com and we can get this fixed.

31. How do I find the personal code for a comparison/quote sent?
From the dashboard, go to "reporting" then switch to "communications." All the way to the right, it can be found under the "pin" column. You may need to extend the date range.

32. Where do I find personal code for an application sent?
From the dashboard, go to "reporting" and if it hasn't expired, it'll be listed under "e-Signature Code."

33. Are applications available in Spanish?
Yes. After hitting the "Enroll" button, there is a toggle-tab at the top of the page to switch from English to Spanish.

34. What if SunFire is missing available carriers in an area?
If a carrier isn't listed under the "Brand" filter, then it has been suppressed at the carrier's request.