



## Important contacts and resources

**Keep this sheet in a convenient place for reference.**

FOR QUESTIONS REGARDING	CONTACT
<b>Members</b> (Billing, claims, payments and misc. questions)	Phone: 800.942.0954 or call the number on the back of membership ID card to reach an expert in member's plan type.
<b>Enrollments (status, issues, process)</b> Priority Health Medicare and Medigap	Phone: 800.970.7379 Option 2 Email: <a href="mailto:ph-MedicareEnrollment@priorityhealth.com">ph-MedicareEnrollment@priorityhealth.com</a>
<b>Commissions, licensing and AOR's</b>	Online: <a href="https://priorityhealth.com/agent">priorityhealth.com/agent</a> Email: <a href="mailto:commissions-licensing@priorityhealth.com">commissions-licensing@priorityhealth.com</a>
<b>Certification training and status</b>	
Agent Center	Online: <a href="https://priorityhealth.com/agent">priorityhealth.com/agent</a>
AHIP, Gorman or Pinpoint submission	Online: <a href="https://priorityhealth.pinpointglobal.com/Apps/Medicare">priorityhealth.pinpointglobal.com/Apps/Medicare</a>
<b>Medicare group plans under 51 eligibles</b> Small Business department	Phone: 800.471.2504 Email: <a href="mailto:ph-salessbd@priorityhealth.com">ph-salessbd@priorityhealth.com</a>
<b>Medicare group plans over 50 eligibles</b>	Contact LaDominic Brandon-Berkley 616.464.8352 Email: <a href="mailto:egwpsales@priorityhealth.com">egwpsales@priorityhealth.com</a>
<b>PH Digital Products Technical Support</b> (Agent Center log in issues, errors with Agent Center tools such as Medicare Enrollment/Connecture, Book of Business, PriorityQuote, HealthSherpa, or Agent Center navigation assistance)	Phone: 844.548.2574 <i>Phone calls are preferred as we are able to be most efficient with this method (Mon – Thurs, 8 am – 6 pm; Fri 9 am – 5 pm)</i> Email: <a href="mailto:pqsupport@priorityhealth.com">pqsupport@priorityhealth.com</a> <i>Email option is available, but less efficient. Please include your full name, broker ID, and email address used for login when emailing Technical Support.</i>
<b>Supply orders</b>	Use our <a href="#">supply order form</a> to order pre-enrollment materials.
<b>Medicare</b> (Federal Government)	Phone: 800.MEDICARE (800.633.4227) / TTY 877.486.2048 Online: <a href="https://www.medicare.gov">medicare.gov</a>
<b>Social Security</b>	Phone: 800.772.1213 / TTY 800.325.0778 Online: <a href="https://www.socialsecurity.gov/medicarecard">socialsecurity.gov/medicarecard</a>