LeClair
Local Carrier Resources for AEP

Certification/Training Information: If you haven't yet completed, you'll need to certify in order to talk about these plans with clients and order materials.

Easiest Way to Find In-Network Providers: With all of the changes to networks and providers this year, we wanted to give you a comprehensive guide to finding carrier networks.

Best Contacts for Each Carrier

Additional Tools & Resources: We've listed out the available materials–Please reach out to us if you'd like to receive any of these!

Allina Health | Aetna

Certifications:

- https://aetna.cmpsystem.com/page/login
- No hard deadline to complete, however; agents will not be able to market or sell plans, or order marketing materials, until they are ready to sell.
- Once complete, it can take up to 48 hours for our systems to update and allow agents to sell and order materials.

In-Network Providers:
Allina Health | Aetna – Find a Provider

Contact:
Hope Schumacher–Medicare Manager
Schumacherh@AllinaHealthAetna.us.com
507-571-9480, Call or Text (when texting for the first time, list agent name)

Additional Tools & Resources:

- Minnesota Broker Hub+ (tools, resources, forms, and flyers)
- AHA Fact Sheet

Blue Cross Blue Shield of Minnesota

Certifications:

- 2027 Blue Cross and Blue Shield of MN Certification Training
- Completed by 9/30, contact LeClair for next steps if questions

In-Network Providers:
Find Care | Blue Cross MN

Contact:
Michelle Forkenbrock–Sales and Account Mgmt Conslt Sr
michelle.forkenbrock@bluecrossmn.com 651-662-0908

Additional Tools & Resources

- Connect Platform: Use Connect to access the Medicare Enrollment Portal, Agent Reports, Enrollment Status, Documents & Forms and Agent News
- Medicare plan documents | Blue Cross MN: Marketing materials, EOC's, ANOC's, Provider and Pharmacy links, member FAQs, etc.

HealthPartners

Certifications:

- https://healthpartners.brainier.com/#/login
- Broker portal: www.healthpartners.com/broker
- There is no hard deadline for completion, but they can't discuss 2027 until it's done

Contact:
Partners Connect: 952-883-5444 / partnersconnect@healthpartners.com
Pamela Michael–Medicare Business Development Sales Executive
Pamela.R.Michael@HealthPartners.com

In-Network Providers:

- In the toolkit link and under Medicare with the corresponding state, they will find where they can take the certifications, search provider networks and use the Visit the find Care tool. All the directories are in the network information.
- Bottom line, their broker portal is where they will find everything they need for a successful AEP!

United Healthcare

Certifications:

- Visit Jarvis and navigate to Knowledge Center > Learning Lab.
- Agents must complete 2027 certifications before they can market, sell, or order plan materials.
- Certifications are required to receive renewal commissions

In-Network Providers

- To find in-network providers, log into Jarvis and click on Find A Doctor or visit Find Care| UnitedHealthcare Medicare

Contact:
Melanie Ormiston (Brunner) - Market Growth Manager, MN, ND, SD, MT, WY
melanie_brunner@uhc.com

Additional Tools & Resources

- Agent Quick Reference Guides and AEP resources are available in Jarvis under the Knowledge Center tab.
- Available reference guides include:
  - Chronic Special Needs Plan (CSNP)
  - Ancillary Benefits (Dental, Vision, Hearing, OTC, SSBCI, and more)
  - Part D Changes
- Up-to-date commissions information is found in Sircon

Medica

Certifications:

Log into your Medica Broker Portal and select Certifications and Sales Trainings. Here you will complete your Medicare Certification for 2027.

Contact:
Lan Maggie Chow - Sales Relationship Manager, Government Programs - Medicare
Lan.Chow@Medica.com