

# Cal MediConnect Agent Agency Transfer



**L.A. Care**  
HEALTH PLAN<sup>®</sup>

*For All of L.A.*

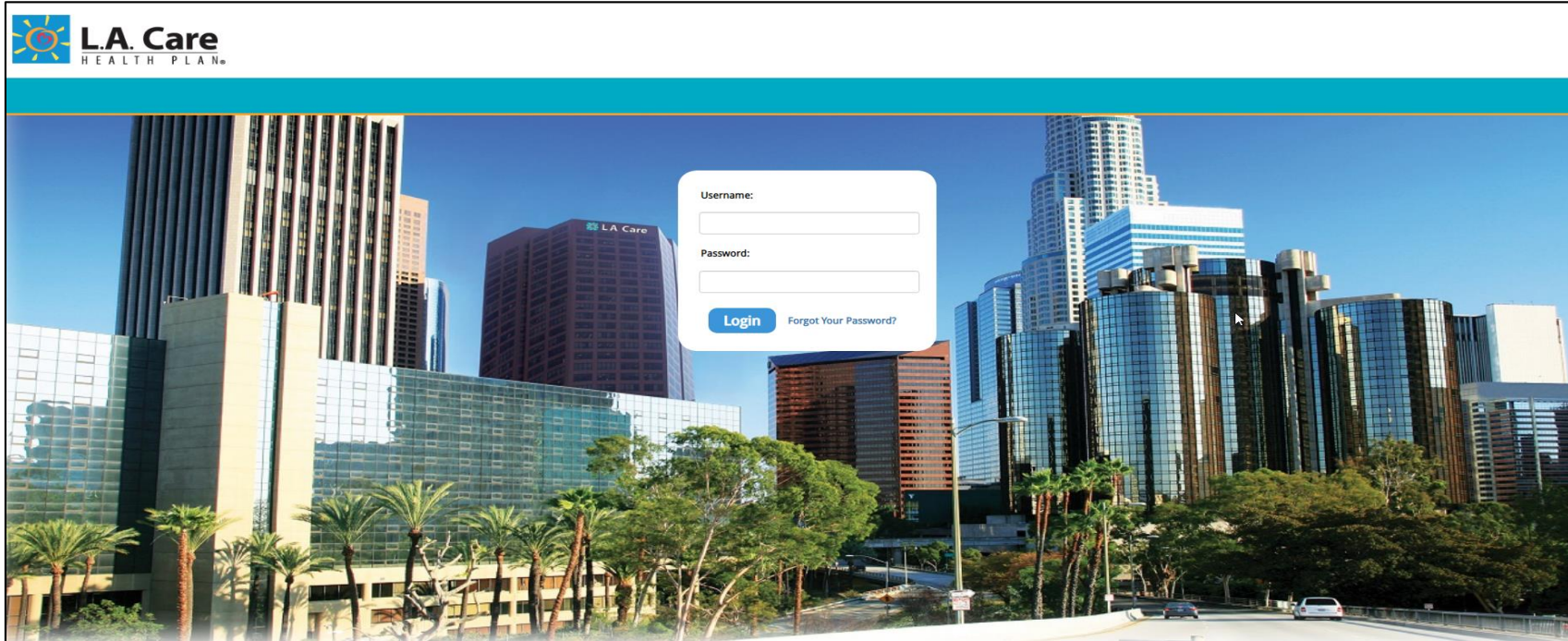
August 2020



**ELEVATING  
HEALTHCARE**  
IN LOS ANGELES COUNTY  
— SINCE 1997 —

# Cal MediConnect Login Page

Agent long in page for L.A. Care Health Plan



# Portal Options

Link to agent portal <https://sysintg-lacarehealthplan.cs79.force.com/AgentApplication>

1. Agent shall select the line of business to access respective portal
  - Cal MediConnect
  - L.A. Care Covered
- If agent only sells one product it will automatically be redirect agent to the respective product line.



# How to Submit an Inquiry (Case)

The screenshot displays the L.A. Care Agent Portal. At the top, a purple header contains the text "L.A. Care Agent Portal". Below this, a light gray bar says "Welcome Test JAR CMC Agent!" on the left and "Electronic Application" on the right. A paragraph of text follows: "The L.A. Care Agent Portal streamlines the fundamentals of day-to-day health insurance sales and supports you in ways that save time and can boost your income, including giving you 24/7 access to information and increased self-service capabilities. Access the tools you need to succeed in a competitive marketplace below." Below the text is a dark gray bar with the heading "Tools for Your Business". Underneath are six rounded rectangular buttons with icons and text: "LEADS" (magnifying glass), "BOOK OF BUSINESS" (open book), "MARKETING MATERIALS" (megaphone), "INQUIRIES" (document with question mark), and "PERSONAL INFORMATION" (hand pointing to a person icon). A sixth button, "HELP & TRAINING" (person with gear), is positioned below the first two. A black box labeled "Step 2" has an arrow pointing to the "INQUIRIES" button. At the bottom, a footer contains copyright information and links for "Privacy Statement", "Security Statement", and "Terms of Use".

L.A. Care Agent Portal

Welcome Test JAR CMC Agent! [Electronic Application](#)

The L.A. Care Agent Portal streamlines the fundamentals of day-to-day health insurance sales and supports you in ways that save time and can boost your income, including giving you 24/7 access to information and increased self-service capabilities. Access the tools you need to succeed in a competitive marketplace below.

Tools for Your Business

LEADS ▶

BOOK OF BUSINESS ▶

MARKETING MATERIALS ▶

INQUIRIES ▶

PERSONAL INFORMATION ▶

HELP & TRAINING ▶

Step 2

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1. Click on “Inquiries” to start the transfer process

# Type of Inquiries

- Agent Inquiries consist of:
  - Commission
  - Member Eligibility
  - Agent License
  - Agent Status Update
  - Application Status Update
  - Benefit Question
  - Leads
  - Member Material
  - Onboarding
  - Recertification
  - Personal Information Update
  - Provider Information
  - License Expiration/Grace Period
- Inquiries History
- Agency Transfer
- Agent Off boarding

The screenshot displays the L.A. Care Health Plan website interface. At the top, the logo and navigation menu (Home, Leads, Marketing Materials, Reports, Dashboards) are visible. The main content area is titled "Inquiries" and includes a sub-section for "Agent Inquiries". Below this, there are three distinct sections: "Agent Inquiries" with a list of inquiry types and a button; "Inquiries History" with a button; and "Agency Transfer" with a button. The "Agent Offboarding" section is partially visible at the bottom. A white box with the text "Step 3" and an arrow points to the "Agency Transfer" button.

**L.A. Care**  
HEALTH PLAN

Home Leads Marketing Materials Reports Dashboards

## Inquiries

Submit inquiries on behalf of yourself or your members. Depending on the type of inquiry, either L.A. Care or your Agent can assist you anytime in the Inquiry History section below.

### Agent Inquiries

Use this section for the following types of Agent Inquiries:

- License Questions
- Others

To submit an inquiry on behalf of yourself, click the button below:

[Agent Inquiry](#)

### Inquiries History

To view all of your Open and Closed Inquiries, click the button below:

[Inquiries History](#)

### Agency Transfer

If agent wants to transfer to another Agency, then agent must submit a request to L.A. Care to complete the transfer.

To submit an Agent Transfer Request, click on the button below:

[Agency Transfer](#)

### Agent Offboarding

To submit an Agent Offboarding Request, click the button below:

[Agent Offboarding](#)

**Step 3**

# Agent Agency Transfer Request

1. The Agent Transfer request is submitted by the agent, then request will go to current General Agency(GA)
2. Current GA approves it, then the request will go L.A. Care Admin.
3. L.A. Care Admin will review the request is correct and send the request to the new GA.
4. New GA approves the request.
5. L.A. Care Admin will receive the new GA approval and conducts the final approval.
6. Agent is appointed to the new GA.
7. A notification will be sent through the portal to the Agent with approval status.

“Please note: An Agent will only be allowed to Transfer Agency once a year between January and August of each year. If you submit a request to transfer any time after September 1<sup>st</sup>, the request will be declined. You will need to re-submit the request until January.”



# Thank You!

**[agentonboardinginquiries@lacare.org](mailto:agentonboardinginquiries@lacare.org)**

