

ALEX MEDICARE FAQs

Get the most out of ALEX Medicare.

What is ALEX Medicare?

ALEX Medicare helps employees and their loved ones navigate and understand their Medicare options, and gives users the option to connect with a licensed agent to enroll in their best-fit plan. Medicare is a federal health insurance program designed for people who are 65 years of age or older and for younger people who qualify based on a disability or have certain diseases.

How does ALEX Medicare work?

ALEX Medicare gets to know employees through a one-on-one conversation and guides employees toward smarter, more personalized Medicare choices. It explains topics like Medicare eligibility, enrollment dates, coverage options, costs, and more. It also gives users the ability to connect with a licensed agent to enroll in the plan that makes the most sense for them.

Can employees share ALEX Medicare with their friends and family?

Yes! One of the benefits of ALEX Medicare is that employees can use it themselves to learn about Medicare eligibility, plans, and costs, but can also use it to support loved ones who may benefit from this information.

Are all employees eligible for ALEX Medicare?

ALEX Medicare is available to everyone. Whether employees are ready to explore Medicare options for themselves, or they're supporting a loved one through the Medicare enrollment process, ALEX Medicare was designed to help everyone understand Medicare options. ALEX Medicare will take employees through a few eligibility questions to determine when they are eligible to enroll in Medicare.

How does someone access ALEX Medicare?

If you don't already have access to ALEX Medicare, work with your Jellyvision rep to get access (it's available in your package!). ALEX Medicare can be accessed however your employees already experience ALEX today, and there's also a direct link to ALEX Medicare for easy access.

Does ALEX Medicare help a user enroll in a Medicare plan?

At the end of the experience, ALEX Medicare helps to connect users with an enrollment partner who will assist with Medicare enrollment. Jellyvision does not enroll users in plans - Jellyvision has partnered with LIG to offer Medicare plan enrollment. If you'd like to learn more about custom enrollment options for your employees, reach out to your Jellyvision rep.

What does the enrollment experience look like in ALEX Medicare?

We've partnered with LIG (Lighthouse Insurance Group), who's the Medicare agency within Gallagher, to provide enrollment support to ALEX Medicare users. After evaluating multiple agencies and brokerages, we decided to work with LIG based on their focus on the user experience, commission system that is free of carrier and plan influence.

At the end of the experience, ALEX will give users the option to connect with LIG, our enrollment support partner, to enroll in a Medicare plan. A user will input their contact information, and an LIG agent will reach out within the same business day (within business hours). If your organization prefers to send employees somewhere else for enrollment support, talk to your Jellyvision rep about custom enrollment options.

Does ALEX Medicare recommend a plan to users, like other ALEX products?

This is coming very soon! In addition to education and enrollment support, ALEX will ask key questions about doctors, prescriptions, risk tolerance, and other key medical information, and will recommend a best-fit Medicare plan. Note, this will be an additional cost.

How does Jellyvision store user data?

Jellyvision stores ALEX user data in accordance with HIPAA rules and regulations, which are meant to protect the privacy of users' personal health information, and SOC 2 compliance in our commitment to safe, confidential data storage.

How does Jellyvision remain CMS compliant with Medicare information?

We know that information integrity and accuracy are important. All information in ALEX Medicare, as well as all marketing materials, are CMS (Center for Medicare and Medicaid Services) compliant. Jellyvision will continue to review all information in ALEX Medicare to ensure everything is correct and compliant with CMS guidelines.

Are customizations available for ALEX Medicare?

We know that different organizations offer different types of Medicare support for their employees (like group plans, employer-sponsored plans, language specifications, etc). If you have a specific customization you're interested in, reach out to your Jellyvision rep to discuss how we can build a solution for you.

Have more questions or feedback?

Contact your Jellyvision representative today.