

# Pennie Support Pathways for Assisters and Brokers

Need assistance? Pennie is here to help! Support is just a phone call or a few clicks away.

## Purpose

This document outlines the support options available to Pennie Certified Assisters and Brokers and provides clear guidance on how to resolve issues and access timely assistance by phone, ticket, or email.

## Call Pennie for Fastest Help - 844-844-4440

- A call to the Contact Center is the quickest path to resolving your issue.
- Pennie's **Dedicated Assister/Broker Line** is available Monday through Friday 8AM – 6PM ET.
- Our Customer Service Representatives (CSRs) always strive for first call resolution. If that is not possible due to the complexity of your issue, you can request to speak to a supervisor.

## Open a Ticket

- When opening a ticket on the platform, be sure to make note of the ticket number for reference.
- **Standard processing times: 5-7 business days** (but may vary during Open Enrollment Period).

## Email Support

For support outside of business hours, you can send us an email.

- Assisters: [assisters@pennie.com](mailto:assisters@pennie.com)
- Brokers: [brokers@pennie.com](mailto:brokers@pennie.com)

Be sure to include your **ticket number (if one exists), customer name, customer phone and/or email, application ID, a brief summary of the issue, and the desired outcome. Do NOT include Personally Identifiable Information (PII).**

You will receive an autoreply confirming receipt of your email and outlining next steps. In addition, a support ticket will be opened for you.

## Need to escalate?

When contacting us, please indicate if your issue meets one of the escalation criteria below:

- A consumer is experiencing an urgent medical need.
- An issue remains unresolved past the standard processing time. Be sure to include details regarding your previous resolution attempts.
- Platform access issues and issues that prevent enrollment.

For support materials, trainings, certification details, and tool kits visit [agency.pennie.com](https://agency.pennie.com) and click the Partners tab.