



Pennie™ Broker / Assister Revised IVR Language / Dedicated Line 844-844-4440

“Hi! Thanks for calling Pennie. If you are a Pennie certified Broker or Assister then you’ve come to the right place!”

“Please listen carefully, as our menu options have changed”

- For questions related to your customer’s coverage in plan year 2020 or earlier, including 1095-A tax forms, you'll need to contact HealthCare.gov. **Press 1** to be transferred to Healthcare.gov now.

- If the application submitted on behalf of a customer was found to be potentially eligible for Medicaid, and you want to check on the status of their application, or have questions for the Department of Human Services, **Press 2**.

- To speak with a Pennie Customer Service Representative for any other matters regarding your current customers, assistance with 2021 applications, reporting a Qualifying Life Event, providing documentation related to a customer’s eligibility, or questions about the American Rescue Plan Act and other topics, **Press 3**.

PATH of LEAST RESISTANCE to SPEAK with a PENNIE CSR = Press 3

Once you get familiar with the revised menu, you can go right to **Press 3** at any point in the main menu offering to get to a Pennie CSR.

FINAL NOTE: Loop back / menu repeat message will replay the main menu offering after 5 seconds if caller makes no selection.