

MMP eApp Frequently Asked Questions (FAQ)

Login Questions

Q. How do I access the MMP eApp?

A. The MMP eApp is accessed through Okta: <https://medmutual-oh.okta.com>

Q. How will we be able to get signed up for eApp?

A. You will receive an email from Okta to set up your Single Sign-On to access the MMP eApp.

Q. Will my old link work if I try to use it?

A. No, the old link to the IHC eApp is no longer available as of 5pm CST on Feb 7th, 2025. You will need to access the new MMP eApp through Okta.

Current Business

Q. What happens to my incomplete apps in the IHC eApp after January 23, 2025?

A. You will have until January 31, 2025 to complete the applications or recreate the quote in the MMP eApp.

Q. Where will I be able to see my completed apps?

A. All submitted business can be viewed in the MedMutual Protect Portal:

MedMutualProtect.Loomislive.com/view/login/

Product/Marketing Questions

Q. Can I use one application to sell multiple products?

A. Yes, with eApp it is easy to sell multiple products. You are able to add multiple products for each household.

Q. Where do I find Marketing materials?

A. If you need Marketing materials on the product you can find them in the eApp on the detail page for each product. Also, you can find the marketing materials in the Marketing Center.

Q. Is there a way to add a product or different benefit level for one applicant but not the other?

A. No, two separate eApp applications with the same effective date would need to be submitted. The bank draft would occur on the same date.

Application, Payment and Fees Process

Q. What form of payments will be accepted?

A. The only form of payment used on the eApp will be ACH monthly bank drafts.

Q. Are we able to help our customers enter the payment information?

A. Yes, the agent is able to help the customer enter their billing information, but the agent must share the screen with the customer to capture their signature.

Q. Can you use your, friend, or family member's email address?

A. No, the email address needs to be the primary applicant's spouse/ domestic partner. The email address must belong to one of the applicants listed. Work with the customer to set up a free account.

Q. What if they don't want to provide an email address?

A. Email addresses are required, the customer must agree to electronic transactions and signatures in eApp and they must have a way to receive links and info throughout the process.

Q. Is there a voice signature option for those that do not have email or internet?

A. No, all signatures will have to be handled through secure email or text. Unless the applicant is in person or virtual.

Q. How do I split commission with another agent?

A. If you would like to split commission with another agent, you would put the other agent's name and Agent Number in the space provided on the Get Started page in the eApp.

Q. At what point can we download the Applications we completed?

A. As soon as the customer signs and completes the payment information you can download the application.

Q. How long does the applicant have to sign their application and create their account?

A. The applicant has up to the effective date to sign the application. If the applicant does not sign before the effective date a new effective date must be selected. The quoted rate may change based on the signature date of the application.

Q. Will the eApp auto save the information in case there is a pause in completing the information input?

A. Yes, once the application process has started the information will be saved. The application can be resumed through the "dashboard".

Q. What is the earliest effective date that can be selected on the eApp?

A. The earliest effective date will be 7 days from the date of application.

Q. If we are completing the sale on Zoom or Teams and using screen share, would this be considered in person or on the phone?

A. Yes, if a screen share feature is being used for the sale this would be considered an in-person sale.