

## ALEX MEDICARE FAQs

# Get the most out of ALEX Medicare.

## What is ALEX Medicare?

ALEX Medicare is the newest offering in the ALEX platform. ALEX Medicare helps employees and their loved ones navigate and understand their Medicare options. 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.

## 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.

## Is ALEX Medicare available now? How does someone access it?

Yes! ALEX Medicare is available now and can be accessed however your employees already experience ALEX today, whether that's through ALEX Benefits Counselor or ALEX Go. There's also a direct link to ALEX Medicare for easy access.

## Does ALEX Medicare provide a plan recommendation, like the other ALEX products?

For now, ALEX Medicare primarily focuses on Medicare education. It helps employees learn about their Medicare options and even compare types of plans, but currently ALEX Medicare does not provide a recommended plan. This product will continue growing, and could eventually include something like plan recommendations in the future.

## 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.

## Does ALEX Medicare help me enroll in a Medicare plan?

In the future, ALEX Medicare will allow a user to connect with an enrollment partner who will assist with Medicare enrollment. Currently, Jellyvision is still working on finding that perfect enrollment partner, so while a user may not hear from someone right away, they will shortly!

## Can employees enter their Doctor and Medication Information?

Currently, ALEX Medicare does not take into consideration specific doctor and medication inputs as part of the general education it provides. However, it does ask key questions about a user's health, spending habits around medication, and what types of coverage they may need. This information is used to help employees get personalized guidance on how different types of plans will meet their personal needs.

## 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.

## Is ALEX Medicare customizable or available in other Languages?

While there are no current customization opportunities today, in the future, we will be able to support more customizations, like adding additional languages into ALEX Medicare.

## 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.

**Have more questions or feedback?**

**Contact your Jellyvision Representative today!**