

FAQs

Updated MAY 2026

PlanCompare Edge for Agents is available for INDIVIDUAL AGENTS.
Here are some frequently asked questions and answers.

New Enhancements to the Platform (no additional cost)

Q. What's new and exciting with PlanCompare Edge for Agents that will impact enrollment, client engagement, retention and my book?

A. Active Analytics will be on the PlanCompare Edge for Agents platform in time for AEP 2027:

Agents will have early visibility into 5 key areas of Medicare market disruption, clearly showing which clients are impacted and why. Insights include: plan discontinuations, drugs coming off formulary and cost increases including Maximum-Out-of-Pocket, premium and deductible increases.

Go into AEP knowing exactly which beneficiaries need attention so you can proactively reach out through the communication channels you already use, strengthen retention and create more opportunities to grow your book of business.

Subscription and Contact Info

Q. How do I sign up for PlanCompare Edge for Agents?

A. Visit <https://www.connecture.com/plancompare-edge-agents/> and click on **SUBSCRIBE NOW**. Provide your basic contact details and NPN, then accept the Terms of Service. You'll be directed to the PlanCompare Edge for Agents platform to finish signing up. A confirmation email will follow with your temporary password and access URL.

Q. How much does PlanCompare Edge for Agents Cost?

A. \$100 per agent/per month, billed monthly, quarterly, or annually, with a one-year MINIMUM commitment. Please note that optional CRM integrations on this platform require a separate license and are charged by our partners directly. (Note: If you click on the button to cancel—either intentionally or by accident—you'll have 30 days to reactivate your subscription before you are locked out of the system. If payment lapses, you'll receive an email regarding this with a date as to when your account will be inactive).

RetireFlo is bundled with your PCEA subscription at no additional cost. To activate, you'll need to request a discount code directly from RetireFlo at team@retireflo.com.

- **Current RetireFlo users:** Your existing subscription will not carry over. Activate your new access through RetireFlo with the discount code.

FAQs

- **New to RetireFlo:** Simply activate your bundled access through RetireFlo using the discount code.

Q. Who can I contact if I have registration problems or questions once I'm signed up?

A. Please contact our PlanCompare Edge Customer Success Team at <mailto:PCEASupport@connecture.atlassian.net> to submit a support request.

You will receive a confirmation with a ticket number. If you do not receive a response, please follow up at PCEAgentHelp@connecture.com.

Carriers

Q. How do I find out which carriers are available on the platform?

A. Our carrier list is available on our dedicated page at <https://www.connecture.com/plancompare-edge-for-agents-carrier-inventory/>. This list is updated regularly.

Q. Is the carrier inventory for PlanCompare Edge for Agents unique?

A. Yes. Selling permissions/plan access on PlanCompare Edge for Agents works differently than on other ConnectureDRX platforms. This carrier inventory is UNIQUE to PlanCompare Edge for Agents, regardless of your carrier permissions on any other ConnectureDRX platform you have used previously. (This list is updated regularly on <https://www.connecture.com/plancompare-edge-for-agents-carrier-inventory/>)

Please note the key on this page to better understand the carrier list:

Shop & View Only:

- Plans visible, but not available for quote/enroll—even if you're contracted elsewhere.

Quote and Enroll:

- Fully contracted carriers, ready to quote and enroll.

✓ * *Quote and Enroll In Progress:*

- Onboarding now, selling permissions coming soon.

FAQs

CRM Options – AgencyBloc and Medicare PRO CRM

AgencyBloc and Medicare PRO CRM are important optional integrations (at additional cost) you may choose to use via PlanCompare Edge for Agents. Data from each of these integrations will sync back to your beneficiary profiles for an enhanced agent/beneficiary experience.

Q. I use AgencyBloc. What data syncs back to PlanCompare Edge for Agents?

A. There is a bi-directional sync of data. Profile information can be passed from AgencyBloc to PCEA, including name, address and other key demographic information. Upon enrollment submission, pertinent plan data information (carrier, plan type, plan, etc.) is passed from PCEA back into AgencyBloc to populate a new policy record.

Coming in 2026: Bi-directional sync of drug, pharmacy, and provider data.

Q. I don't currently have an AgencyBloc account but would like to sign up so I can ensure my beneficiaries have a personalized shopping and enrollment experience via PlanCompare Edge for Agents. What should I do next?

A. Please visit agencybloc.com to connect directly regarding their solutions and to sign up.

Data and Upline Relationships

Q. Can an agent continue to work with their upline, and have a subscription to PlanCompare Edge for Agents?

A. Individual agents can subscribe to PlanCompare Edge for Agents while continuing to work with upline FMOs. As a technology company, ConnectureDRX is FMO agnostic and does not compete with any uplines, which provide additional services like training, education and licensing. We encourage agents to work with their uplines in growing their business.

Agencies with Multiple Agents

Q. I have an agency with more than one agent and would like ADMIN capabilities to support my business? Is PlanCompare Edge for Agents the right fit?

A. PlanCompare Edge is available for AGENCIES with multiple agents. Our agency platform is a separate site instance with additional capabilities.

Please contact marketing@connecture.com or visit [connecture.com/contact us](https://connecture.com/contact-us) to set up a demo and discuss with our Sales team.

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