





Claiming your Pennie Profile

A stroll through Pennie's platform

Step-by-Step Guide for Multi-Factor Authentication

A Supplement To The Account Claiming Process

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



Dear Sam Elliot,

An account has been created for you on Pennie.

In order to access your account, either [click here](#) or copy the following link into your web browser window:

<https://enroll.pennie.com/hix/account/user/activation/d67e8866fbc842d28033712adc13f357>

This is a one-time login and will **expire after 60 days**.

If you need further assistance, please contact Pennie at the toll-free number below.

Thank you,

Pennie

Click on the link that you received in your notification from Pennie to claim your account.

It will take you to a secure portal to begin the account claiming process.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.

New Account Set-Up

You should know

Pennie Customer Service has created an account for you on the Pennie. In order to access your account, please follow this simple process.

Your information

Pennie Customer Support Staff has provided the following phone numbers for you:

☒ (***)***-7307

In order to verify your identity, we will send you a verification code to the selected number, using a voice call or text message

Text Message

Send code

[This is not my phone number](#)

For the initial account claiming process, you will receive a text message or voice call to provide a Verification Code.

Once, the code is entered, click "Verify."

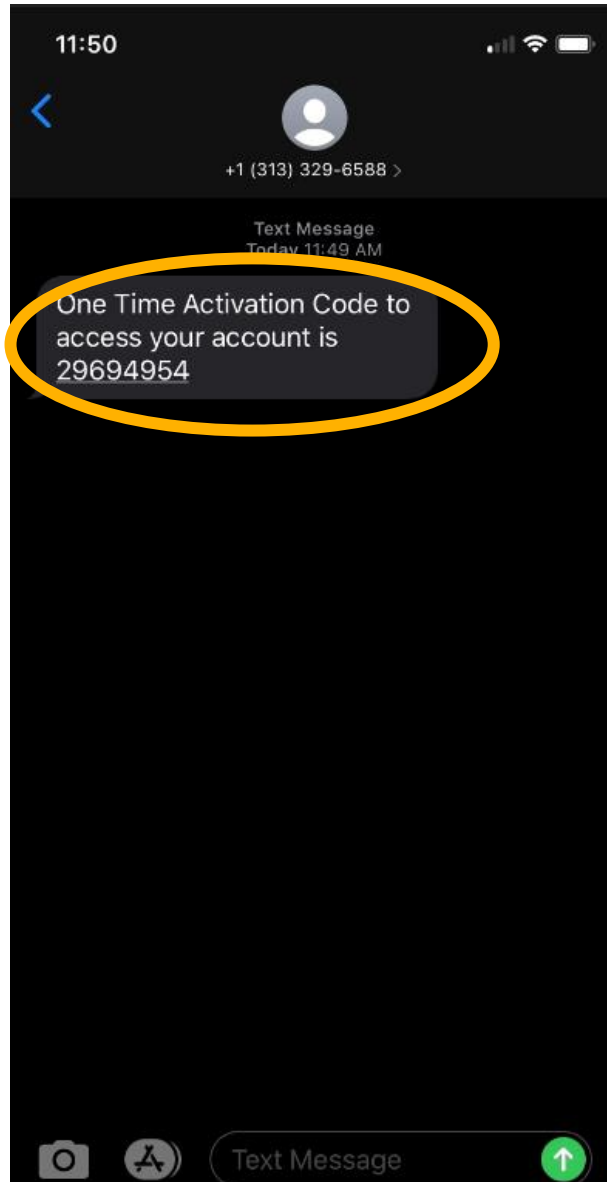
Please call 1-844-844-8040, TTY 711 to change the phone number we have on record for you.

Close

If the number listed is not your number, you may contact the Pennie Call Center for Technical Support +1 (844) 844-8040

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



For the initial account claiming process, you will receive a text message or voice call to provide a Verification Code.

Once, the code is entered, click "Verify."

Remember: you may contact the Pennie Call Center for Technical Support +1 (844) 844-8040

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.

pennie connecting Pennsylvanians to health coverage

New Agency Manager Account Set-Up

All fields on this form marked with an asterisk (*) are required.

Basic Information

First Name *

Last Name *

Email Address *

Confirm Email Address *

Phone Number *

Security Question

Security Question *

Set Password

Password *

Confirm Password *

☒ I have read and agree to the Privacy Policy

New Agent Account Set-Up

All fields on this form marked with an asterisk (*) are required.

Basic Information

First Name *

Last Name *

Email Address *

Confirm Email Address *

Phone Number *

Security Question

Security Question *

Set Password

Password *

Confirm Password *

☒ I have read and agree to the Privacy Policy

New Entity Account Set-Up

All fields on this form marked with an asterisk (*) are required.

Basic Information

First Name *

Last Name *

Email Address *

Confirm Email Address *

Phone Number *

Security Question

Security Question *

Set Password

Password *

Confirm Password *

☒ I have read and agree to the Privacy Policy

New Counselor Account Set-Up

All fields on this form marked with an asterisk (*) are required.

Basic Information

First Name *

Last Name *

Email Address *

Confirm Email Address *

Phone Number *

Security Question

Security Question *

Set Password

Password *

Confirm Password *

☒ I have read and agree to the Privacy Policy

Depending upon your user role, you will verify your name, contact information, sets a security question, and an account password.


Click "Submit" when ready to claim your Pennie Account.


Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



Log In Help & Support ▾



[What is this?](#) 

[Need help?](#)

Powered by Duo Security

Protect Your Pennie Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

Start setup

Click “Start Setup” to begin your Pennie Multi-Factor Authentication process.


For security, you will be asked for your Multi-Factor Authentication code each time you log into your Pennie Account.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



Log In Help & Support ▾

 PENNSYLVANIA Health Exchange

What type of device are you adding?


☒ **Mobile phone** RECOMMENDED

☐ **Tablet** (iPad, Nexus 7, etc.)

☐ **Landline**

☐ **Security Key** (YubiKey, Feltian, etc.)

☐ **Touch ID**
Requires Chrome on macOS to use Touch ID.

[What is this?](#) 

[Need help?](#)

Powered by Duo Security

Continue

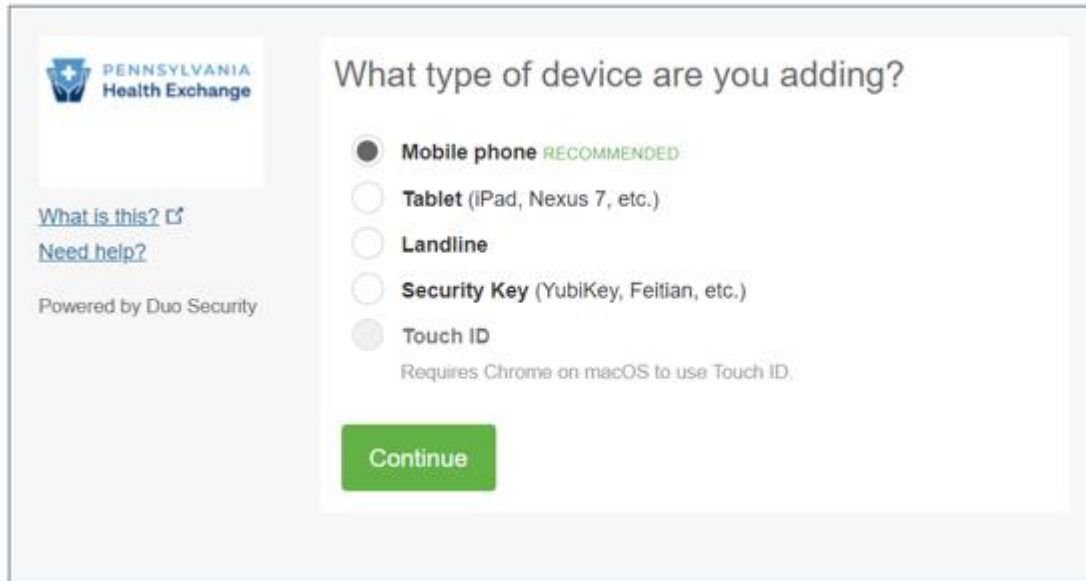
You will need to add a device to perform the Multi-Factor Authentication each time you log into your Pennie account.

Mobile phone is the recommended option.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.

Important Note



The screenshot shows the 'What type of device are you adding?' screen of the Pennsylvania Health Exchange. On the left, there is a logo for the Pennsylvania Health Exchange and links for 'What is this?' and 'Need help?'. Below these links, it says 'Powered by Duo Security'. The main area contains five radio button options: 'Mobile phone' (which is selected and has a green 'RECOMMENDED' label next to it), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', 'Security Key (YubiKey, Feltian, etc.)', and 'Touch ID' (with a note below it: 'Requires Chrome on macOS to use Touch ID.'). A green 'Continue' button is at the bottom.

Why do we recommend a Mobile Phone or Tablet for Multi-Factor Authentication?

- **Mobile phone is the recommended option because you have two signals – the primary signal is 4G/5G and the secondary is Wi-Fi.**
- A mobile ready tablet is preferred over a landline for the same reason.
- In the event that you do not wish to use a mobile phone for Multi-Factor Authentication, a tablet connected to Wi-Fi is a great solution for Duo Mobile.
- A landline that is directly connected to an individual's workstation or desk that **DOES NOT REQUIRE AN EXTENSION** can also be a strong source for Multi-Factor Authentication.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



Log In Help & Support ▾

PENNSYLVANIA Health Exchange

[What is this?](#) [Need help?](#)

Powered by Duo Security

Enter your phone number

United States ▾

+1 (717) 460-7307 ✓

Example: (201) 234-5678

☒ You entered (717) 460-7307. Is this the correct number?

Back Continue


Enter your phone number, check the verification box, and click continue.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



Log In Help & Support ▾

 What type of phone is 717-460-7307?

☒ iPhone

☐ Android

☐ Windows Phone

☐ Other (and cell phones)

[What is this?](#) [Need help?](#)

Powered by Duo Security

Back Continue

Select you type of mobile device.

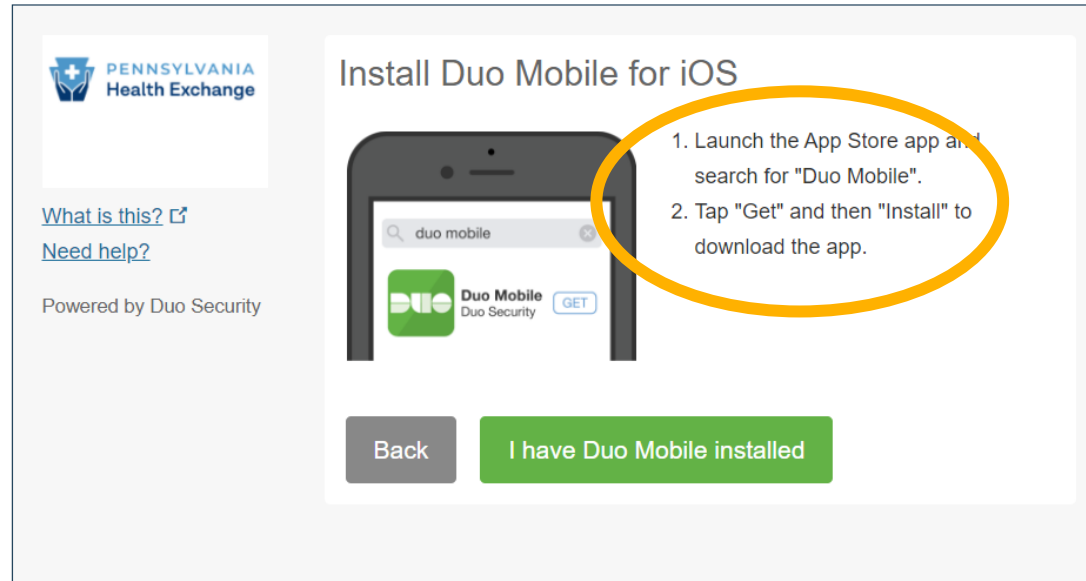
Click Continue

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



[Log In](#) [Help & Support](#) ▾

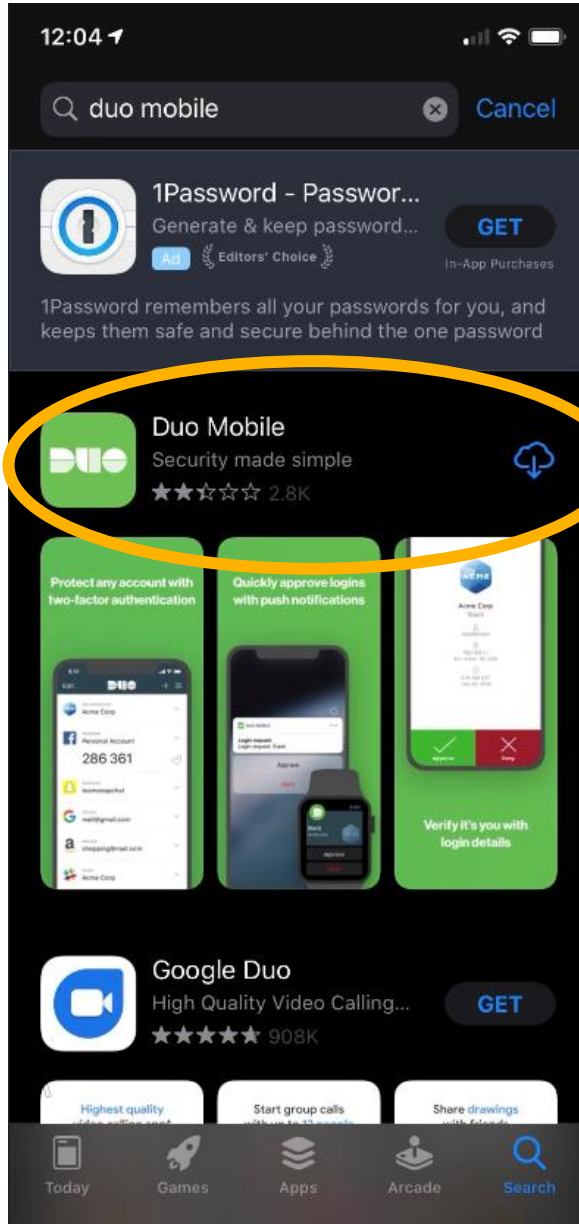


Download Duo Mobile app onto your mobile device.

The next page shows an example of what the download looks like from the App Store.

Multi-Factor Authentication

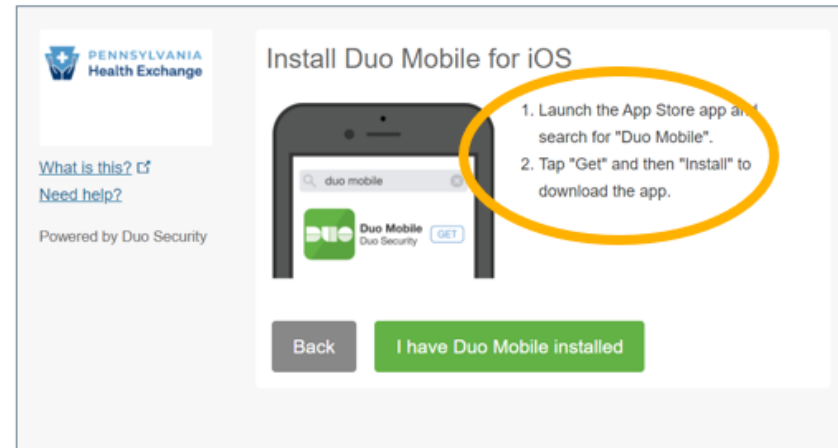
A Step – by – Step Guide to setting up your organization's profile in Pennie.



Visit the App Store

Download Duo Mobile app onto your mobile device.

When you have the app downloaded, click “I have Duo Mobile installed” to proceed.

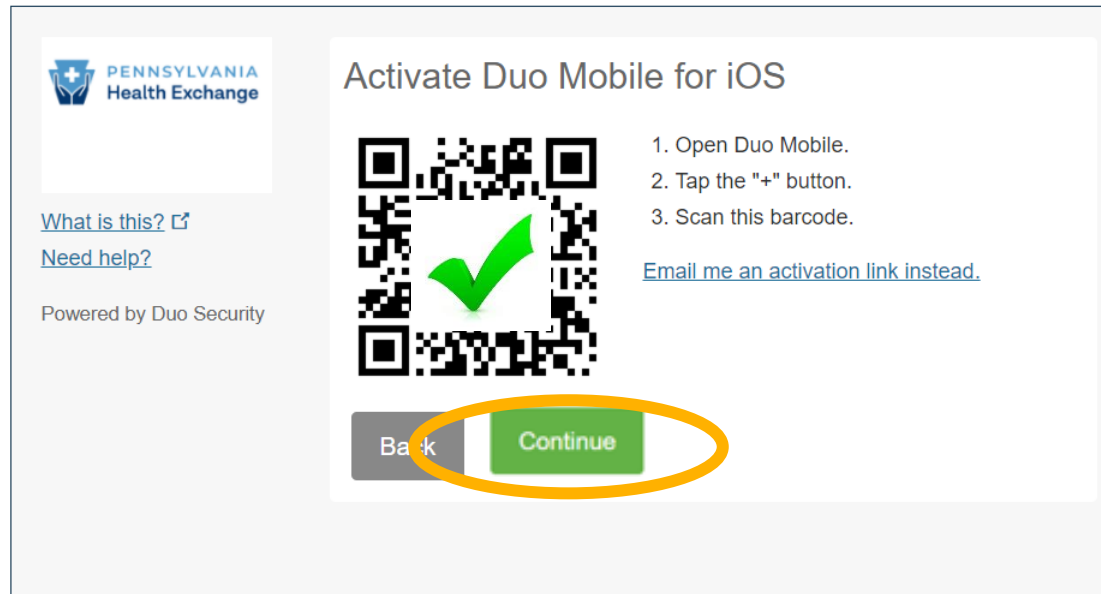


Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



Log In Help & Support ▾



Open the Duo Mobile app on your device.

The app will ask you to scan the QR Code on your screen.

Scan it – you will see a green check mark appear.

Click Continue to proceed.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



[Log In](#) [Help & Support](#) ▾

Log In

Email Address

Password

☐ Remember Me

[Log In](#)

[Forgot password?](#)

Welcome to your Pennie Account.

Enter Your Email Address

Enter Your Password


Click “Log In”

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



[Log In](#) [Help & Support](#) ▼






[What is this?](#) [Need help?](#)

Powered by Duo Security

Device:


Choose an authentication method

 Duo Push RECOMMENDED	Send Me a Push
 Call Me	Call Me
 Passcode	Enter a Passcode

For Multi-Factor Authentication, you will have the option to select a push notification to Duo Mobile, a call, or you can enter a pass code that has been sent to you via text message.




Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.

 PENNSYLVANIA Health Exchange

Device:

Choose an authentication method

 Duo Push RECOMMENDED	<input type="button" value="Send Me a Push"/>
 Call Me	<input type="button" value="Call Me"/>
 Passcode	<input type="button" value="Enter a Passcode"/>

What is this? [↗](#)
Need help?

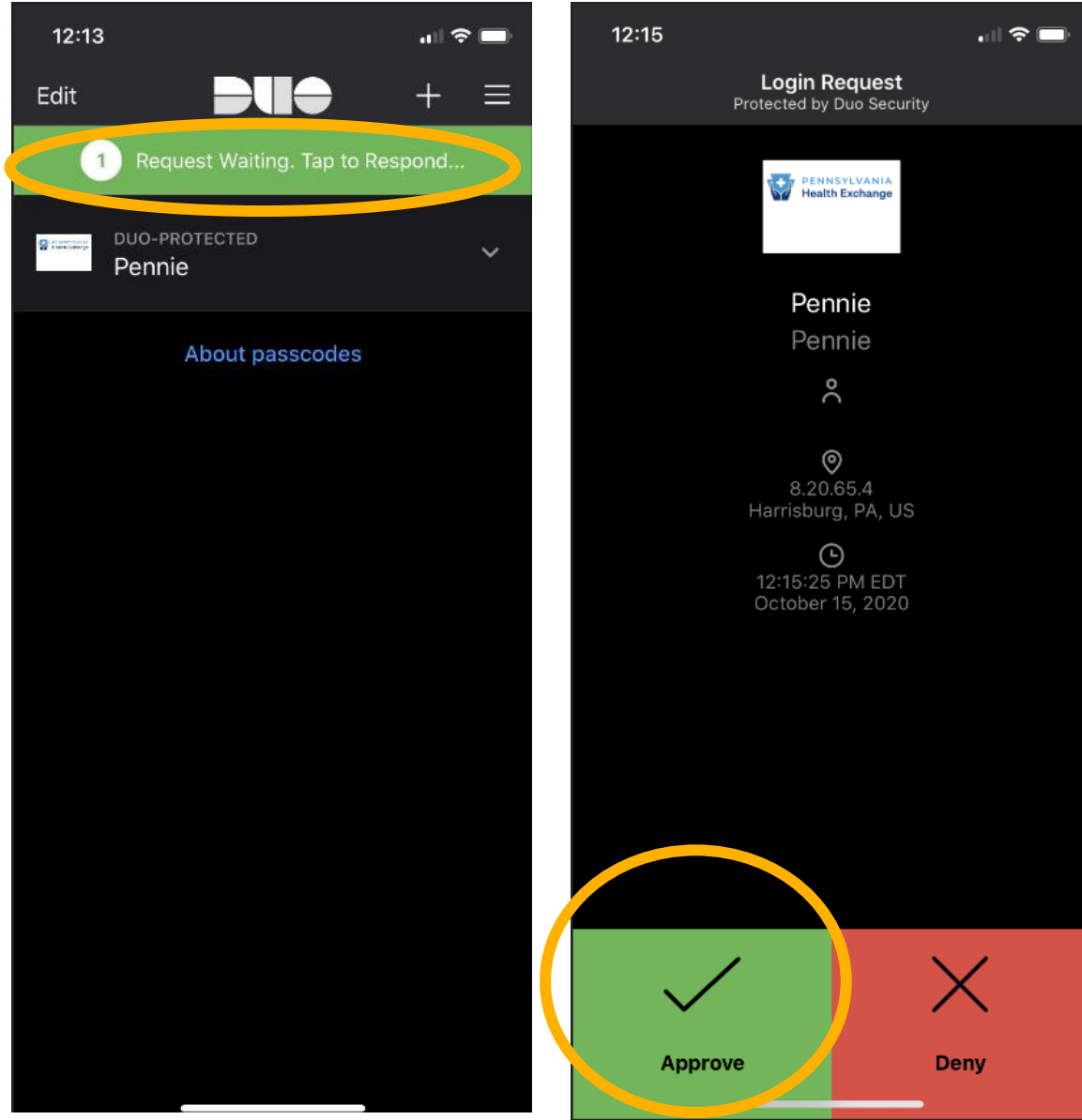
Powered by Duo Security

Pushed a login request to your device...

You will see a blue notification at the bottom of the page when your Duo Push Notification has been sent to your mobile device.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.

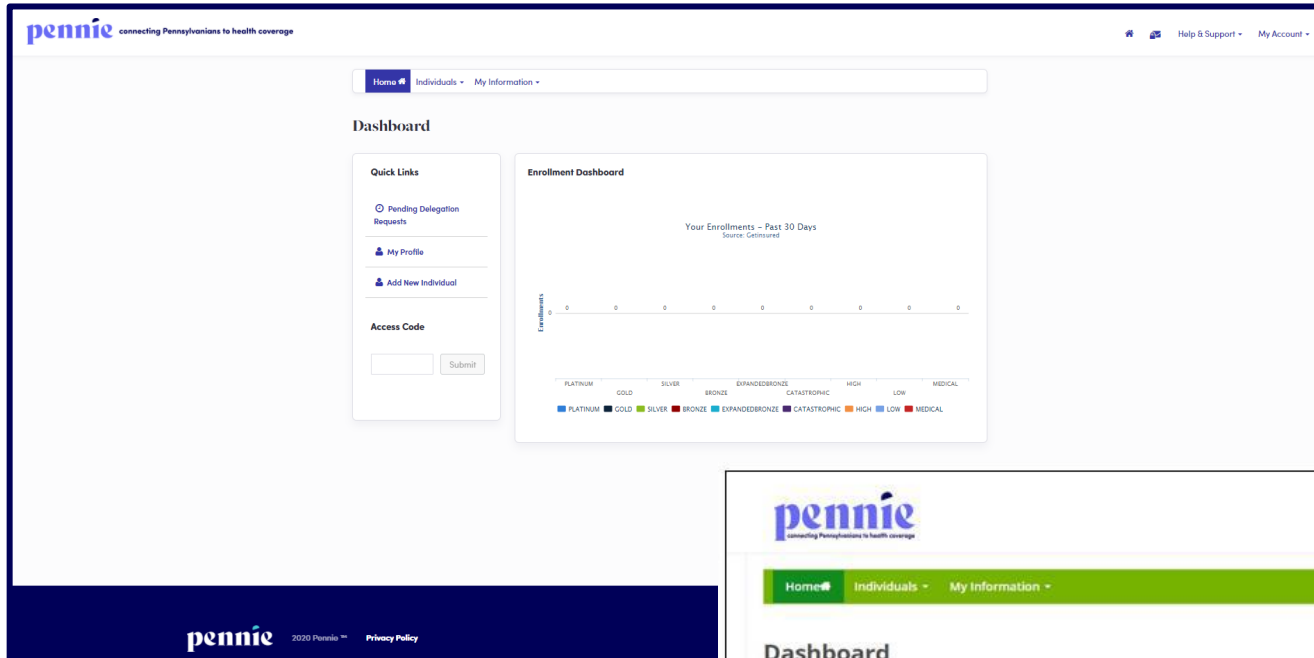


In the Duo Mobile App, you will see one push notification awaiting your verification.

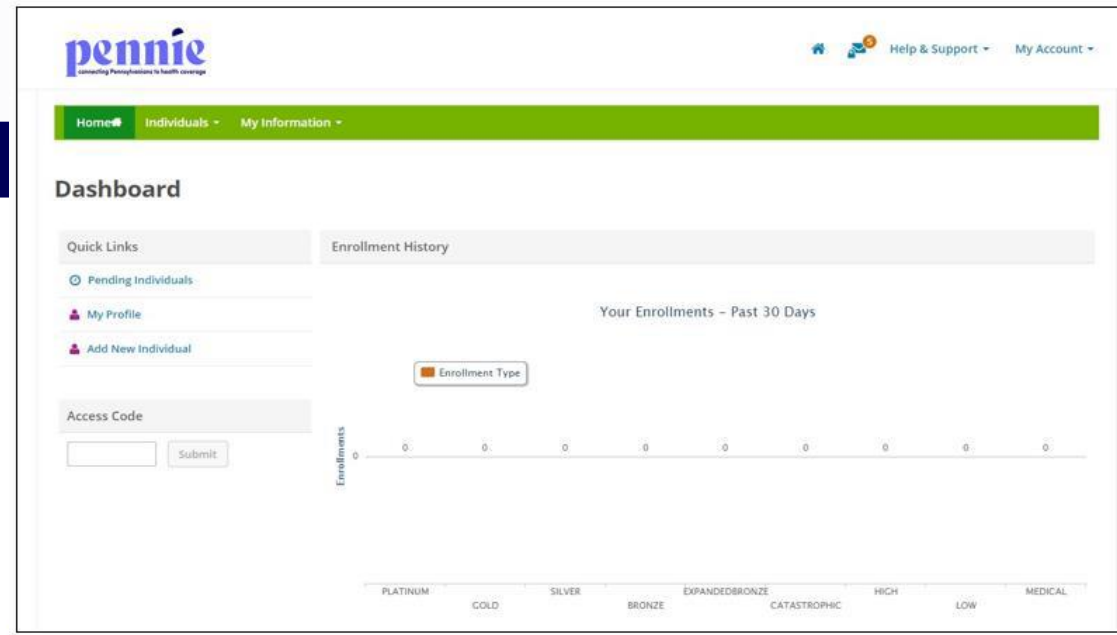
Click the “Approve” box to verify that it is you who are logging into your Pennie account.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.

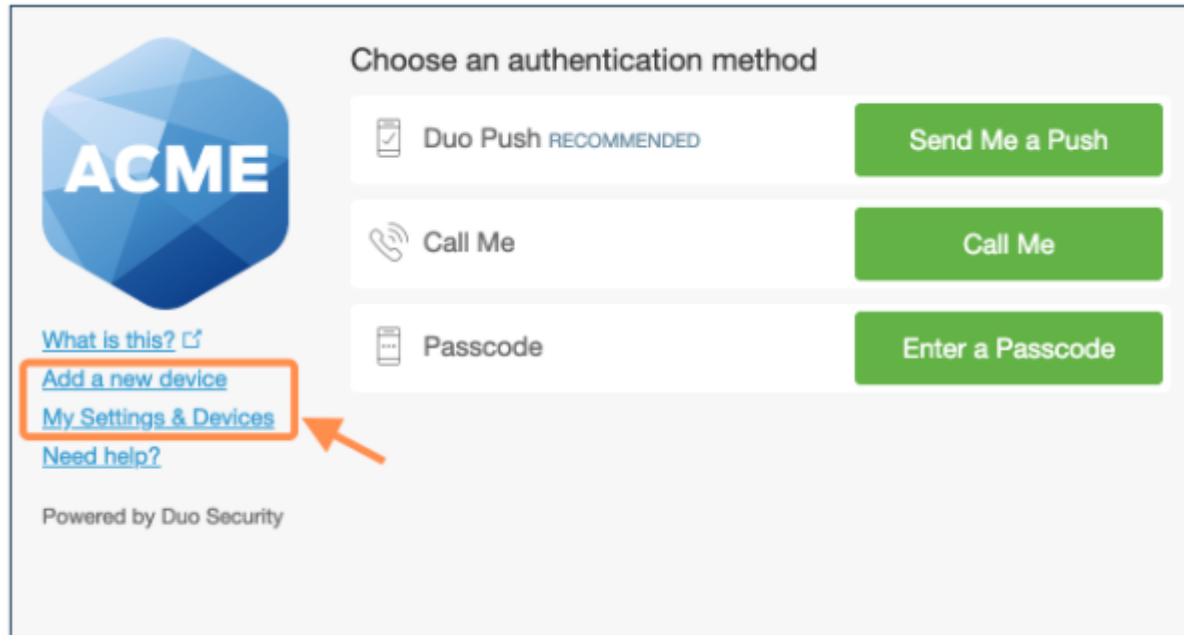


Depending upon your user role, you will now have secure access to the appropriate Dashboard for your user role.



Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.

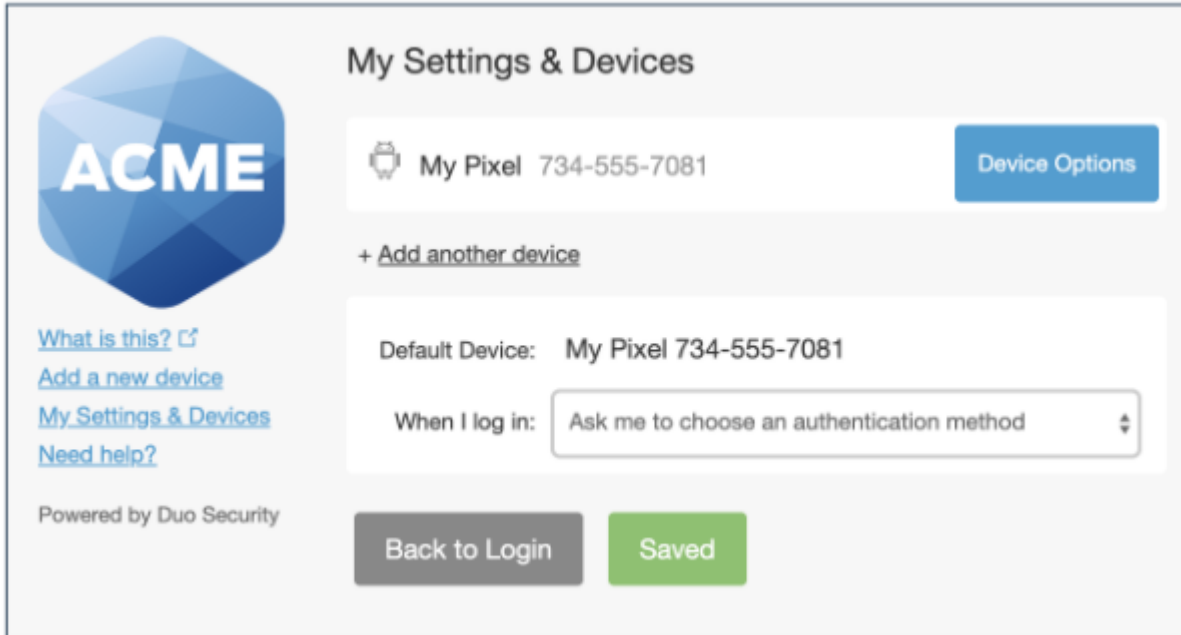


After passing primary authentication, users see Add a New Device and My Settings & Devices links on the Duo two-factor authentication page.

Duo authentication is required for access to the self-service pages.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.

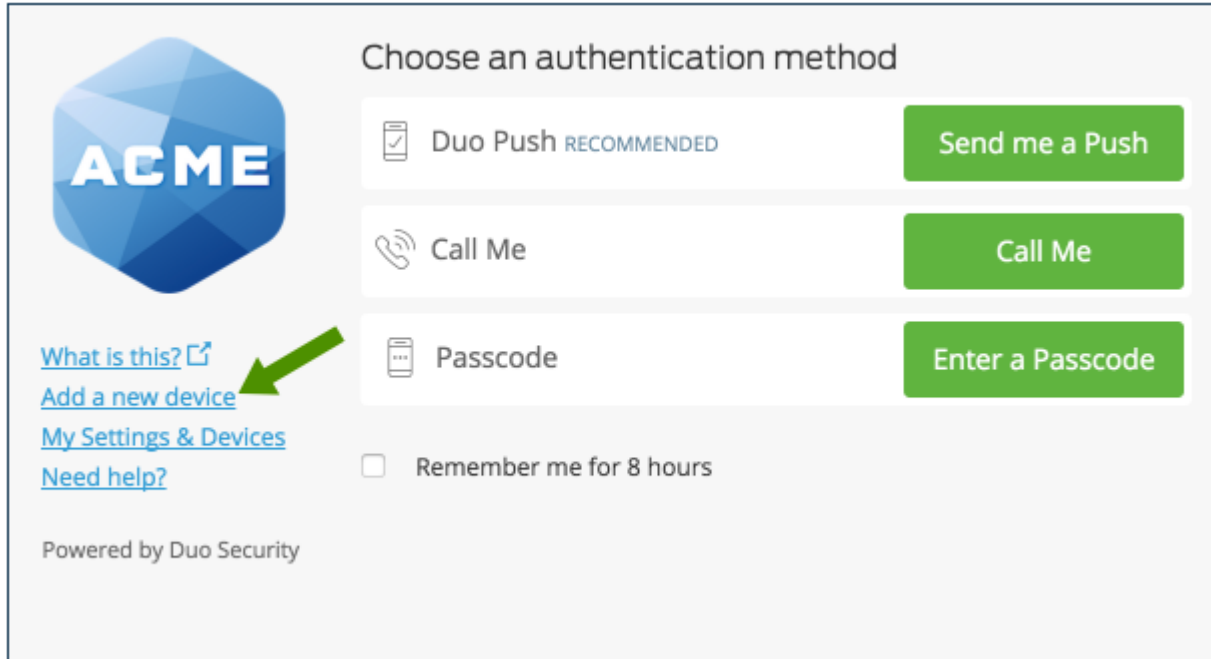


The screenshot shows the 'My Settings & Devices' page for an organization named 'ACME'. On the left, there is a blue hexagonal logo with 'ACME' in white. Below the logo are links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. At the bottom left, it says 'Powered by Duo Security'. The main content area has a title 'My Settings & Devices'. Below it, there is a section for 'My Pixel 734-555-7081' with a 'Device Options' button. A link '+ Add another device' is below this. Further down, 'Default Device: My Pixel 734-555-7081' is shown. A dropdown menu for 'When I log in:' is set to 'Ask me to choose an authentication method'. At the bottom, there are 'Back to Login' and 'Saved' buttons.

Users can quickly add another authentication device with the **Add a New Device** utility, while clicking **My Settings & Devices** prompts the user to complete two-factor authentication, then shows the device management portal.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.

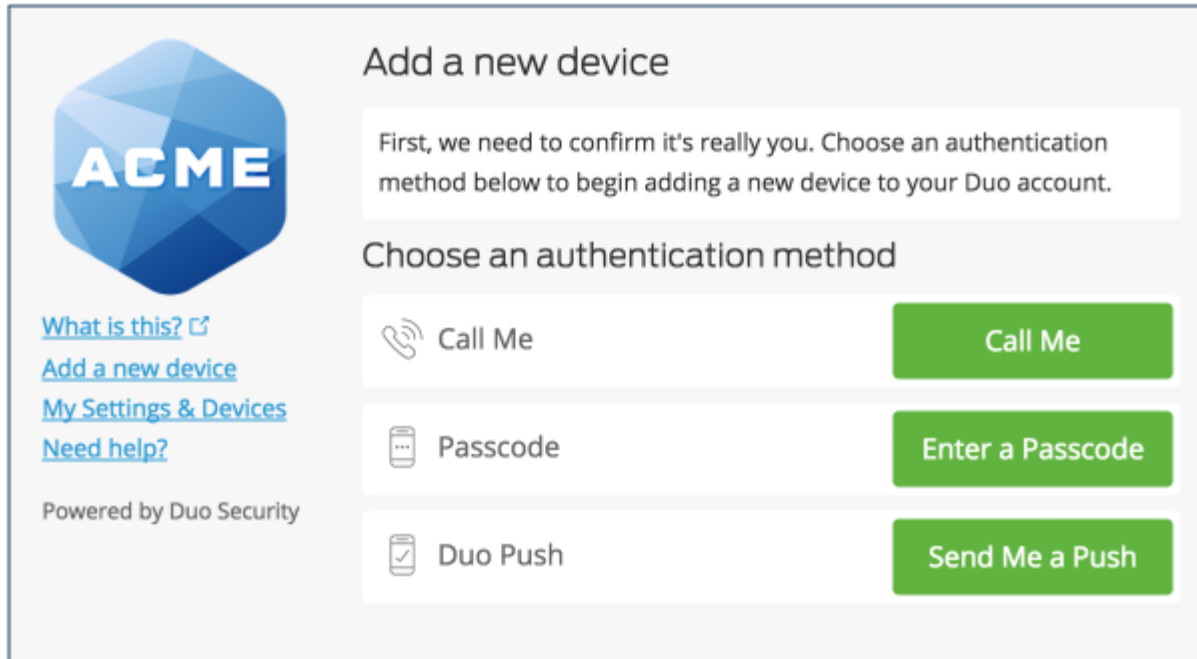


The screenshot shows the ACME Multi-Factor Authentication setup interface. On the left is the ACME logo. Below it are links: "What is this?", "Add a new device" (highlighted with a green arrow), "My Settings & Devices", and "Need help?". Below the links is the text "Powered by Duo Security". On the right, under the heading "Choose an authentication method", there are three options: "Duo Push RECOMMENDED" with a "Send me a Push" button, "Call Me" with a "Call Me" button, and "Passcode" with an "Enter a Passcode" button. At the bottom of the options is a checkbox labeled "Remember me for 8 hours".

To start enrolling a new device, click **Add a new device**.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



The screenshot shows the Duo Security interface for adding a new device. On the left is the ACME logo and a list of links: 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?'. Below these links is the text 'Powered by Duo Security'. The main section is titled 'Add a new device' and contains a message: 'First, we need to confirm it's really you. Choose an authentication method below to begin adding a new device to your Duo account.' Below this message is the heading 'Choose an authentication method' and three options, each with a green button:

Authentication Method	Action Button
Call Me	Call Me
Passcode	Enter a Passcode
Duo Push	Send Me a Push

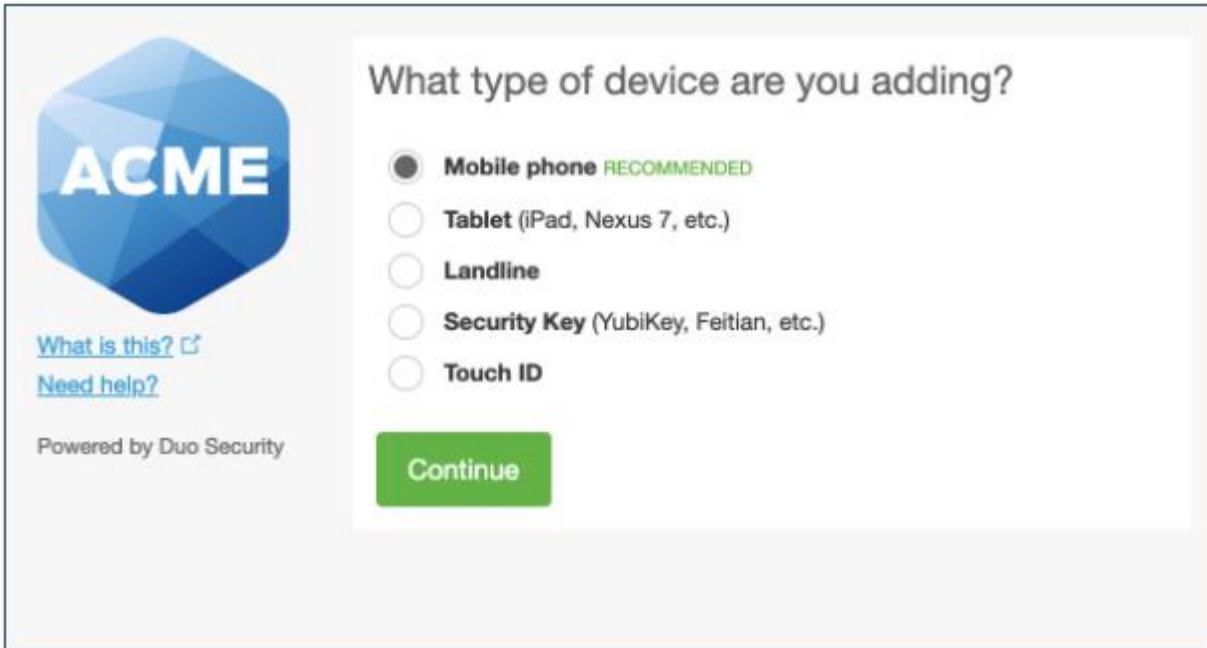
Choose an authentication method and complete two-factor authentication to begin adding your new device.


If you're adding a new device to replace one that you previously activated for Duo Push, don't select the Duo Push authentication method on this page unless you still have the original device.

If you don't have the original device, but you have a new device with the same phone number, then you can authenticate with a phone call or SMS passcode.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



[What is this?](#) 

[Need help?](#)

Powered by Duo Security

What type of device are you adding?


- ☒ **Mobile phone** RECOMMENDED
- ☐ **Tablet** (iPad, Nexus 7, etc.)
- ☐ **Landline**
- ☐ **Security Key** (YubiKey, Feitian, etc.)
- ☐ **Touch ID**

Continue

Proceed with the device enrollment process.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



[What is this?](#) [Add a new device](#)
[My Settings & Devices](#)
[Need help?](#)

Powered by Duo Security

Enter your phone number

United States

+1 7345556673 ✓

ex: (201) 234-5678

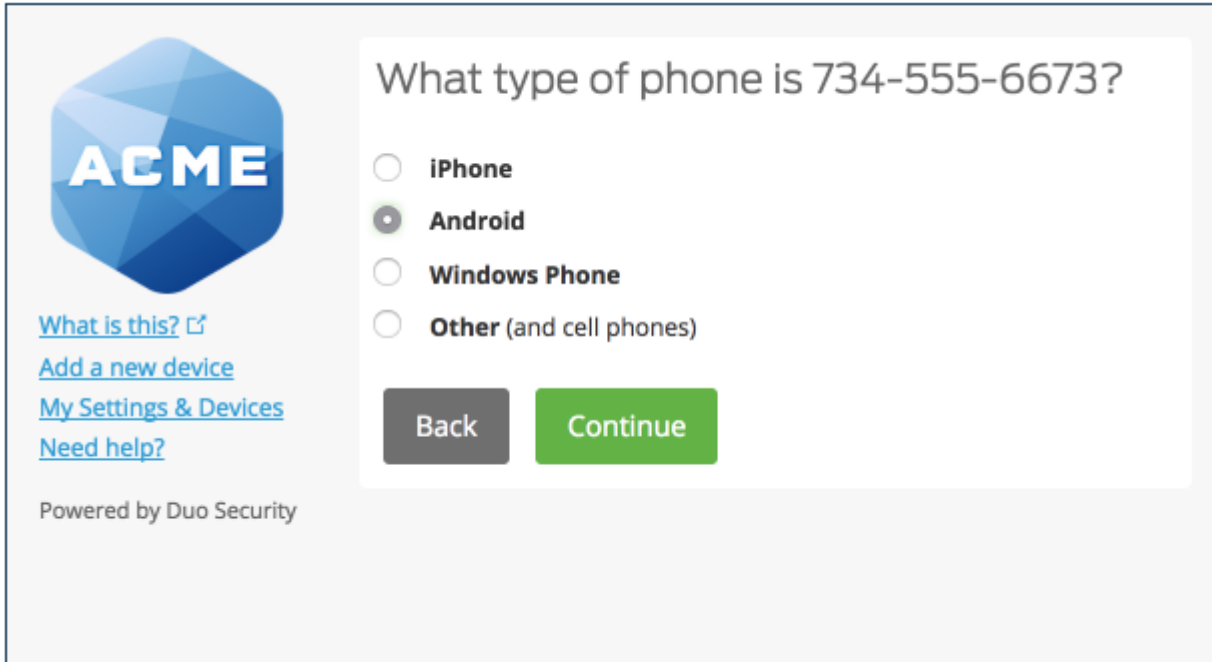
☒ (734) 555-6673 This is the correct number.

Back Continue

Enter and confirm the second phone's number.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.

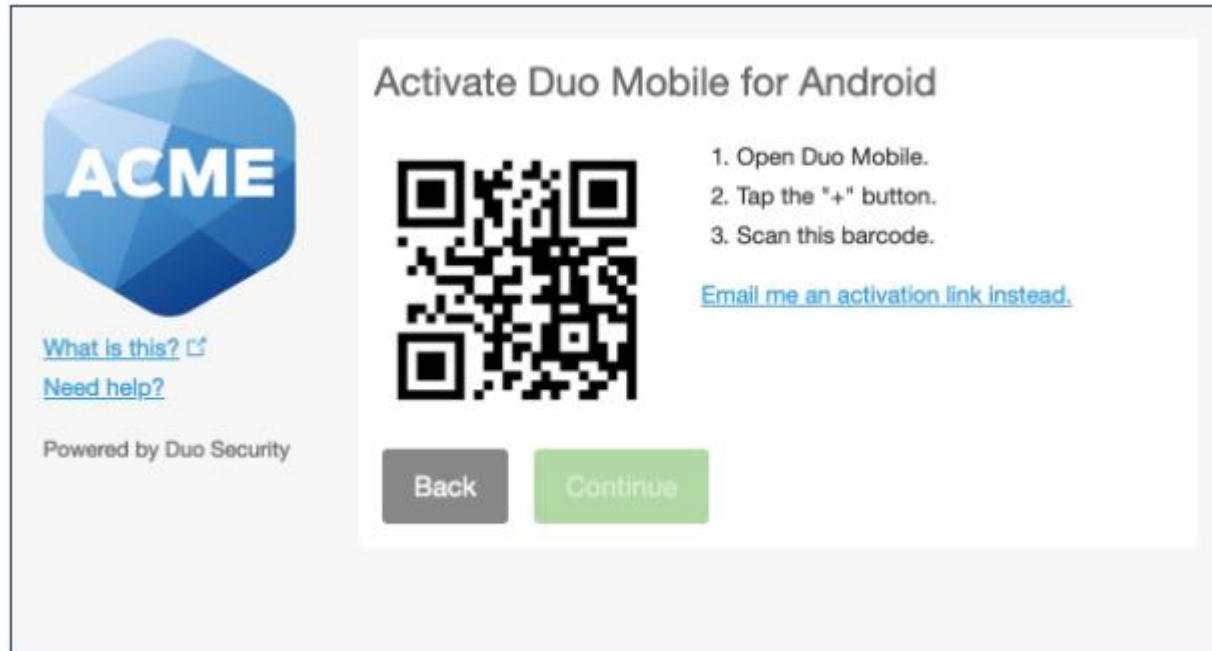


The screenshot shows the Duo Security mobile app interface. On the left, there is a blue hexagonal logo with the word "ACME" in white. Below the logo are four links: "What is this? ↗", "Add a new device", "My Settings & Devices", and "Need help?". At the bottom left, it says "Powered by Duo Security". The main area of the screen has a light gray background with a white box containing the question "What type of phone is 734-555-6673?". Below the question are four radio button options: "iPhone", "Android" (which is selected), "Windows Phone", and "Other (and cell phones)". At the bottom of the white box are two buttons: a gray "Back" button and a green "Continue" button.

Select the new phone's operating system.

Multi-Factor Authentication

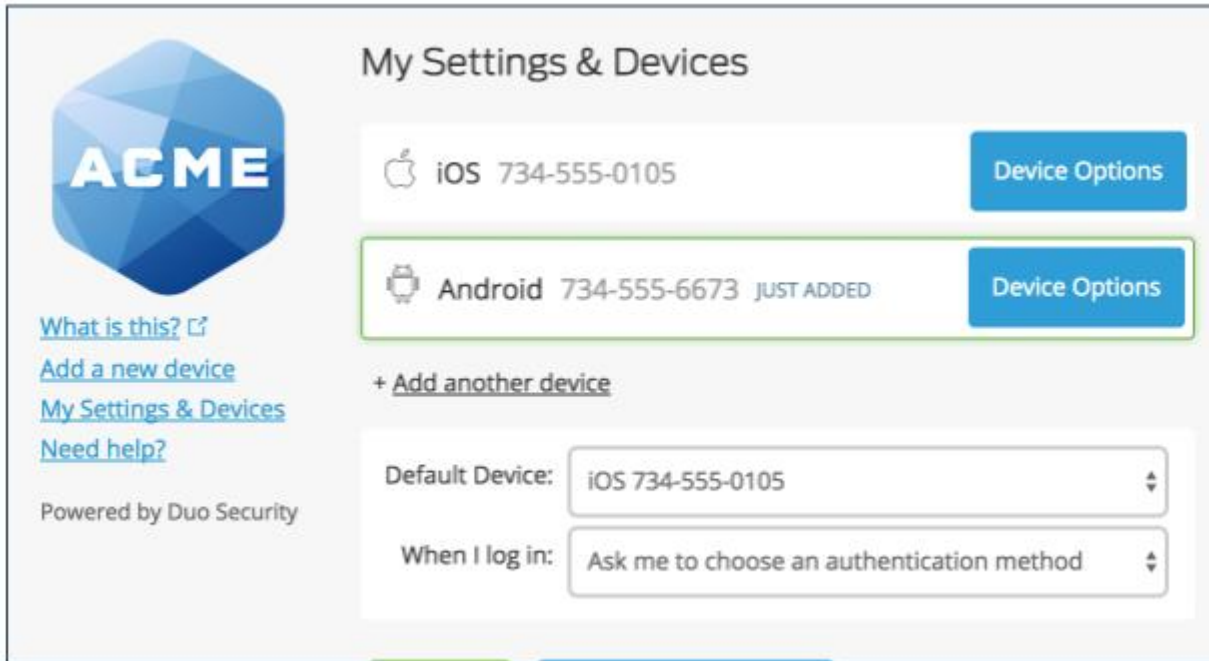
A Step – by – Step Guide to setting up your organization's profile in Pennie.



Install Duo Mobile on the new phone and scan the barcode to activate.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



ACME

My Settings & Devices

[What is this?](#) [Add a new device](#) [My Settings & Devices](#) [Need help?](#)

Powered by Duo Security

Device	Options
iOS 734-555-0105	Device Options
Android 734-555-6673 JUST ADDED	Device Options

+ [Add another device](#)

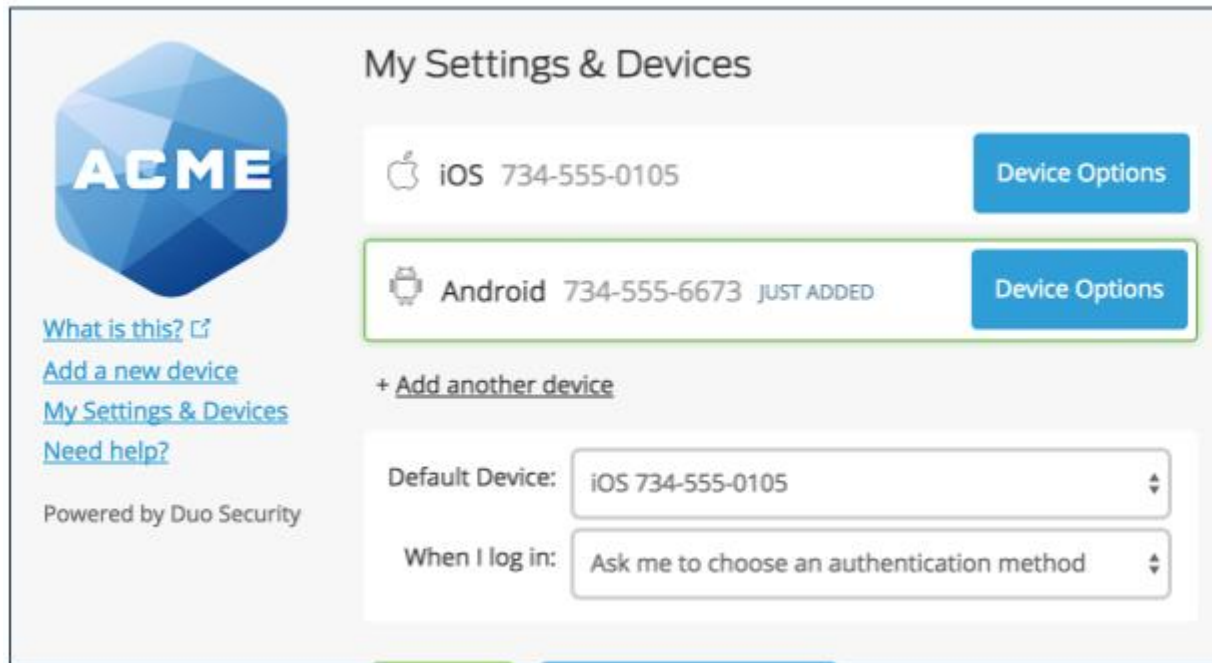
Default Device: iOS 734-555-0105

When I log in: Ask me to choose an authentication method

The new phone is added and listed with your other enrolled devices. You can click **Add another device** to start the enrollment process again and add another authenticator.

Multi-Factor Authentication

A Step – by – Step Guide to setting up your organization's profile in Pennie.



The new phone is added and listed with your other enrolled devices.

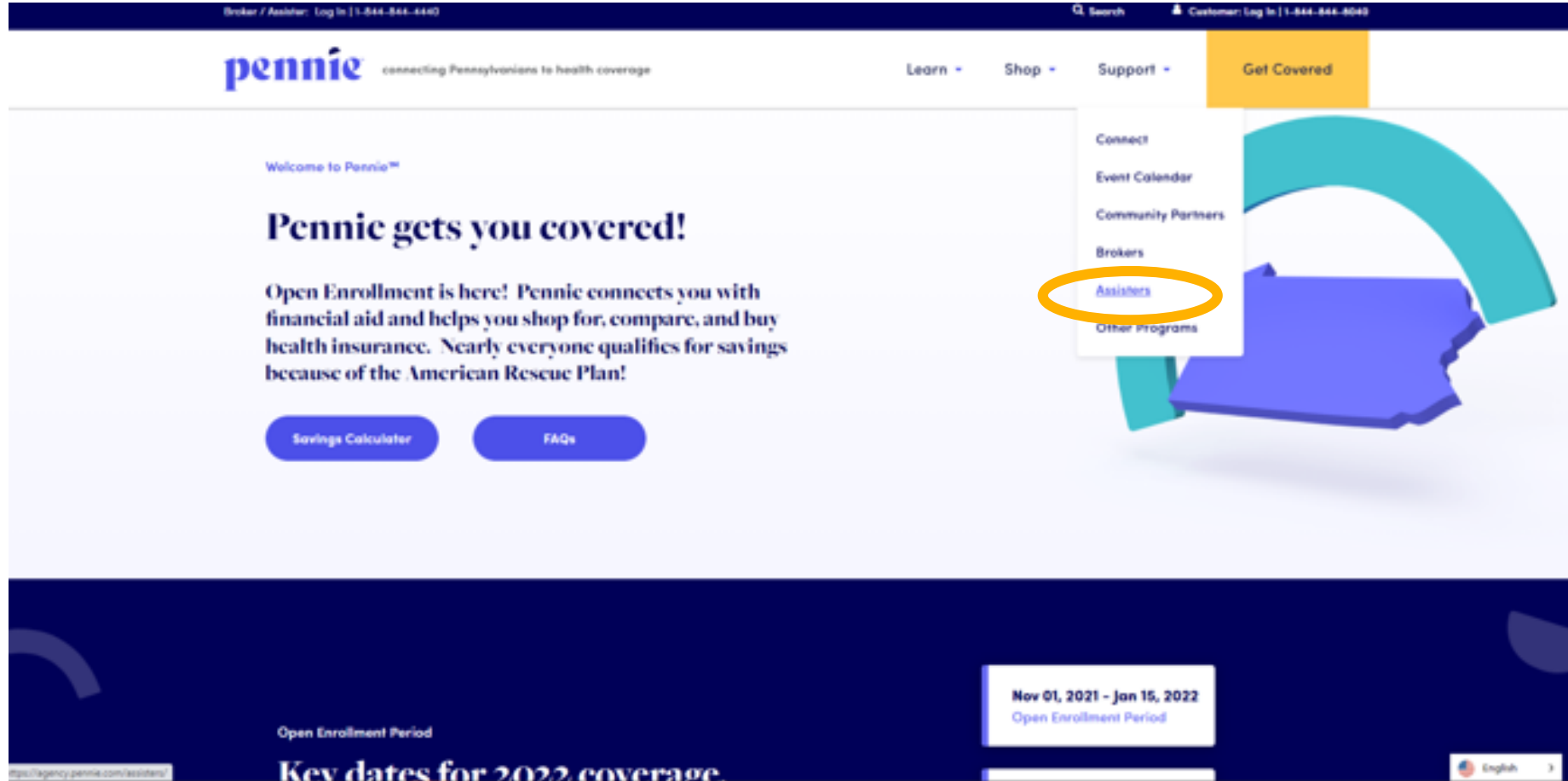
You can click **Add another device** to start the enrollment process again and add another authenticator.

Additional information regarding Duo Mobile Settings can be found here:

<https://duo.com/docs/self-service-portal>

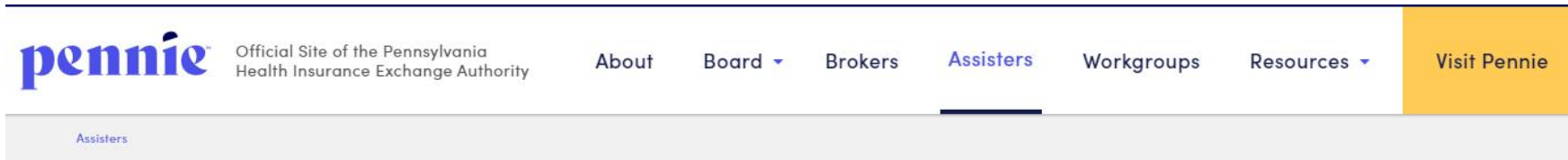
Enrollment Entities (*organizations*)

Visit pennie.com, click Support and Assistors



Enrollment Entities (*organizations*)

Visit the Pennie Assister Resource page and click Create An Account: <https://agency.pennie.com/assisters/>



Get Certified

Assisters are vital to the entire Pennie ecosystem, designed to provide a space for health insurance accessibility.

The Pennie-Certified Assister Training for OEP 2022 is now available! To access both the new Pennie-Certified Assister Training and the Re-certification Training for current Pennie Assisters, [click here](#)



Create An Account

If you are a Certified Pennie Assister looking to create your account, please contact your **Enrollment Entity Manager**. Your Enrollment Entity Manager will have the system privileges to "add new assister". If you do not have an Enrollment Entity Manager, please visit [this link](#) to establish your organization's Enrollment Entity Account and your assister account. Please note: it is important to **have separate email addresses/usernames** for your Enrollment Entity Account and your assister account within the Pennie platform.



Get Help

[Assister FAQs](#)

[Assister Lunch & Learns](#)

Meets the 3rd Wednesday of every month from 12:30 pm to 1:00 pm.

[Assister Resources](#)

Call 1-844-844-4440

[Watch: Assister Lunch & Learn Series](#)

Enrollment Entities (*organizations*)

If you are an Enrollment Entity Manager, you can create your organization's account here:
<https://enroll.pennie.com/hix/account/signup>



New Entity Account Set-Up

All fields on this form marked with an asterisk (*) are required.

Basic Information

First Name *

Last Name *

Email Address *

Confirm Email Address *

Phone Number * ?

Security Question

Security Question *

Set Password

Password *

Confirm Password *

Enrollment Entities (*organizations*)

New Entity Account Set-Up

All fields on this form marked with an asterisk (*) are required.

Basic Information

First Name * Sandra

Last Name * Long

Email Address * sandra.long@yopmail.com

Confirm Email Address * sandra.long@yopmail.com

Phone Number * 717 460 7307

Security Question

Security Question *

What is your oldest sibling's middle name?

james

Set Password

Password *

Confirm Password *

☒ I have read and agree to the [Privacy Policy](#)

Cancel Submit

Enter the Name and Contact Information for the Organization's Account Manager.

This is the person responsible for management of the organization's Pennie Account.

Later CEO, CFO, and Executive/Owner information will be collected.

Enrollment Entities (*organizations*)

Steps

1. Entity Information

2. Populations Served

3. Locations and Hours

4. Contact Information

5. Assisters

6. Document Upload

7. Payment Information

These are the seven steps that Entities need to follow to set up to claim their Pennie Entity Account.

Enrollment Entities (*organizations*)

Step 1: Entity Information

Very Important

Entity Type ▪ ☐ In-Person Assistance
☒ Certified Navigator Entities
☐ Certified Application Counselor

- In-Person Assistance - Independent CACs (Non-Cognosante Assister Network)
- Navigation Organization - Only for Members of Cognosante Assister Network
- Certified Application Counselor (CAC) - CACs or CAC Designated Organizations (CDOs) (Non-Cognosante Assister Network)

Enrollment Entities (*organizations*)

Steps

1. Entity Information

2. Populations Served

3. Locations and Hours

4. Contact Information

5. Assistors

6. Document Upload

7. Payment Information

Step 1: Entity Information

Entity Type *

☐ In-Person Assistance
 ☒ Certified Navigator Entities
 ☐ Certified Application Counselor

Entity Name *

Community Assistors

Business Name (Legal) *

Community Assistors

Primary Email Address *

sandra.long@yopmail.com

Primary Phone Number *

717

460

7307

Secondary Phone Number

xxx

xxx

xxxx

How would you like for us to contact you?

☒ Email
 ☐ Phone
 ☐ Fax
 ☐ Mail

Fax

xxx

xxx

xxxx

Federal Tax ID *

912834756

State Tax ID *

98765432101

Organization Type *

Community Clinic

Counties Served *

Jefferson

Clearfield

Elk

Did your organization receive an Outreach and Education Grant?

☐ Yes
 ☒ No

Next

Enter Primary
Entity/Organizational
Information

Enrollment Entities (*organizations*)

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My Account +

Steps

- ✓ Entity Information
- 2. Populations Served**
- 3. Locations and Hours
- 4. Contact Information
- 5. Assistors
- 6. Document Upload
- 7. Payment Information

Step 2: Populations Served

> Languages

Check all languages of your target population and specify percentages accordingly.

> Ethnicities

Check all ethnicities of your target population and specify percentages accordingly.

> Industries

Check all industries that apply, and provide percentages per industry.

Back Next

Enter Languages,
Ethnicities, and
Industries served by
the organization.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Steps

- Entity Information
- 2. Populations Served**
- 3. Locations and Hours
- 4. Contact Information
- 5. Assistants
- 6. Document Upload
- 7. Payment Information

Step 2: Populations Served

Check all languages of your target population and specify percentages accordingly.

Language *	Estimated percent of in language assistance *	Number of staff who speak the language fluently *
<input type="checkbox"/> Arabic		
<input type="checkbox"/> Armenian		
<input type="checkbox"/> Cantonese		
<input checked="" type="checkbox"/> English	90	4
<input type="checkbox"/> Farsi		
<input type="checkbox"/> Hmong		
<input type="checkbox"/> Japanese		
<input type="checkbox"/> Khmer/Cambodian		
<input type="checkbox"/> Korean		
<input type="checkbox"/> Lao		
<input type="checkbox"/> Mandarin		
<input checked="" type="checkbox"/> Russian	10	1
<input type="checkbox"/> Spanish		
<input type="checkbox"/> Tagalog		
<input type="checkbox"/> Vietnamese		
<input type="checkbox"/> Other (please specify)		
<input type="checkbox"/> Other (please specify)		
<input type="checkbox"/> Other (please specify)		
<input type="checkbox"/> Other (please specify)		
Total	100%	

Enter Organizational
Language Capabilities

Must equal 100%

Enrollment Entities (*organizations*)

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Steps

- ✓ Entity Information
- 2. Populations Served**
- 3. Locations and Hours
- 4. Contact Information
- 5. Assistors
- 6. Document Upload
- 7. Payment Information

Step 2: Populations Served

➤ Languages

Check all languages of your target population and specify percentages accordingly.

▼ Ethnicities

Check all ethnicities of your target population and specify percentages accordingly.

Ethnicity *	Estimated percent planned to serve *
<input type="checkbox"/> African	
<input checked="" type="checkbox"/> African American	40
<input type="checkbox"/> American Indian	
<input checked="" type="checkbox"/> Armenian	20
<input type="checkbox"/> Cambodian	
<input type="checkbox"/> Caucasian	
<input type="checkbox"/> Chinese	
<input type="checkbox"/> Filipino	
<input checked="" type="checkbox"/> Hmong	10
<input type="checkbox"/> Japanese	
<input type="checkbox"/> Korean	
<input type="checkbox"/> Laotian	
<input type="checkbox"/> Latino	
<input type="checkbox"/> Middle Eastern	
<input checked="" type="checkbox"/> Russian	30
<input type="checkbox"/> Ukrainian	
<input type="checkbox"/> Vietnamese	
<input type="checkbox"/> Other (please specify):	
<input type="checkbox"/> Other (please specify):	
Total	100%

Enter the predominant ethnicities served by the organization

Must equal 100%

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Steps

- ✓ Entity Information
- 2. Populations Served**
- 3. Locations and Hours
- 4. Contact Information
- 5. Assistors
- 6. Document Upload
- 7. Payment Information

Step 2: Populations Served

> Languages

Check all languages of your target population and specify percentages accordingly.

> Ethnicities

Check all ethnicities of your target population and specify percentages accordingly.

> Industries

Check all industries that apply, and provide percentages per industry.

Industries *	Estimated percent planned to serve *
<input checked="" type="checkbox"/> Agriculture	80
<input type="checkbox"/> Automotive	
<input checked="" type="checkbox"/> Construction	10
<input type="checkbox"/> Consumer Goods and Services	
<input type="checkbox"/> Energy	
<input type="checkbox"/> Financial Services	
<input checked="" type="checkbox"/> Food and Beverage	10
<input type="checkbox"/> Health Care	
<input type="checkbox"/> Housing and Real Estate	
<input type="checkbox"/> Manufacturing	
<input type="checkbox"/> Printing and Publishing	
<input type="checkbox"/> Sales	
<input type="checkbox"/> Telecommunications and Technology	
<input type="checkbox"/> Transportation	
<input type="checkbox"/> Other (please specify)	
<input type="checkbox"/> Other (please specify)	
Total	100%

Back Next

Enter predominant industries served by your organization

Must equal 100%

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Steps

- ✓ Site Information
- ✓ Population Served
- 5. Locations and Hours**
 - Primary Office
 - Sub-Office
- 6. Contact Information
- 6. Address
- 6. Document Upload
- 7. Payment Information

Step 5: Locations and Hours

Please list all locations and business hours for your organization.

Primary Site Location:

Primary Email Address:

Primary Phone Number:

Secondary Phone Number:

Hours of Operation

Day	Open	Close	Open	Close
Monday	<input type="text" value="Closed"/>	<input type="text" value="No"/>	<input type="text" value="Closed"/>	<input type="text" value="No"/>
Tuesday	<input type="text" value="Closed"/>	<input type="text" value="No"/>	<input type="text" value="Closed"/>	<input type="text" value="No"/>
Wednesday	<input type="text" value="07:00 am"/>	<input type="text" value="No"/>	<input type="text" value="02:00 pm"/>	<input type="text" value="No"/>
Thursday	<input type="text" value="07:00 am"/>	<input type="text" value="No"/>	<input type="text" value="02:00 pm"/>	<input type="text" value="No"/>
Friday	<input type="text" value="07:00 am"/>	<input type="text" value="No"/>	<input type="text" value="05:00 pm"/>	<input type="text" value="No"/>
Saturday	<input type="text" value="08:00 am"/>	<input type="text" value="No"/>	<input type="text" value="12:00 pm"/>	<input type="text" value="No"/>
Sunday	<input type="text" value="Closed"/>	<input type="text" value="No"/>	<input type="text" value="Closed"/>	<input type="text" value="No"/>

Mailing Address

Address 1:

Address 2:

City:

State:

Zip code:

Physical Address

Provide referrals to customer assistance programs that are culturally and linguistically appropriate.

Same as Mailing Address: ☒

Languages Spoken

☒ English Choose all spoken languages

☐ Arabic

☐ Armenian

☐ Cambodian

☐ Cantonese

☐ Farsi

☒ Hmong

☐ Korean

☐ Mandarin

☐ Russian

☐ Spanish

☐ Tagalog

☐ Vietnamese

☐ Other

Languages Written

☒ English Choose all written languages

☐ Arabic

☐ Armenian

☐ Cambodian

☐ Farsi

☒ Hmong

☐ Korean

☐ Russian

☐ Spanish

☐ Tagalog

☐ Traditional Chinese character

☐ Vietnamese

☐ Other

For your primary business location, please enter contact information, hours of operation, and languages spoken and written.

Enrollment Entities (*organizations*)

Steps

- ✓ Entity Information
- ✓ Populations Served
- ✓ Locations and Hours
 - Primary Sites
 - ✓ Sub-Sites
- 4. Contact Information
- 5. Assistors
- 6. Document Upload
- 7. Payment Information

Step 3: Location and Hours - Sub-Site

In this section, you will add all of your organization's sub-sites

Add Sub-Site

Back

Done

If your organization has more than one location, you may add sub-sites here.

Otherwise, click Done to move on to Contact Information.

Enrollment Entities (*organizations*)

pennie connecting people to health coverage

Steps

- 1. Entity Information
- 2. Population Details
- 3. Location Information
- 4. Contact Information
- 5. Address
- 6. Hours of Operation
- 7. Languages Spoken

3. Location Information

Sub-Site Name:

Primary Contact Name:

Primary Phone Number:

Secondary Phone Number:

Hours of Operation:

Day	Start Time	End Time
Monday	07:00 am	07:00 pm
Tuesday	07:00 am	07:00 pm
Wednesday	07:00 am	07:00 pm
Thursday	07:00 am	07:00 pm
Friday	07:00 am	07:00 pm
Saturday	Closed	Closed
Sunday	Closed	Closed

Missing Address:

Address 1:

Address 2:

City:

State:

Zip code:

Physician Address:

Address 1:

Address 2:

City:

State:

Zip code:

Language Spoken:

English ☒ Spanish ☐ Vietnamese ☐ Chinese ☐ Korean ☐ Tagalog ☐ Other

Additional Languages Spoken (Select all that apply):

English ☒ Spanish ☐ Vietnamese ☐ Chinese ☐ Korean ☐ Tagalog ☐ Other

Save Sub-Site

To Add a sub-site, simply enter the sub-site name, contact information, hours of operation, and languages spoken/written at that sub-site.

When complete, click "Save Sub-Site."

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Steps

✓ Entity Information

✓ Populations Served

✓ Locations and Hours

Primary Sites

✓ Sub-Sites

4. Contact Information

5. Assisters

6. Document Upload

7. Payment Information

Step 3: Location and Hours - Sub-Site

In this section, you will add all of your organization's sub-sites

Add Sub-Site

Back

Done

Sub-Site List

Name	Address
Community Assisters - Falls Creek	109 Main St Falls Creek PA 15840

The sub-site now shows up in your Sub-Site List.

Click "Add Sub-Site" to add another location to the list.

Click "Done" to advance to organizational Contact Information.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Steps

- Entity Information
- Populations Served
- Locations and Hours
- 4. Contact Information**
- Assisters
- Document Upload
- Payment Information

Step 4: Contact Information

Tell us about the contact people in your organization.

Primary Contact

Name *

Email *

Primary Phone Number *

Secondary Phone Number

How would this person like to be contacted?
☒ Email
☐ Primary Phone
☐ Secondary Phone
☐ Mail

Financial Contact

Name *

Email *

Primary Phone Number *

Secondary Phone Number

How would this person like to be contacted?
☒ Email
☐ Primary Phone
☐ Secondary Phone
☐ Mail

Add the Primary Contact/Executive Officer for your organization.

Add the Financial Officer for your organization.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

The screenshot shows the 'Step 5: Assisters' section of the enrollment process. On the left, a 'Steps' sidebar lists: Entity Information, Populations Served, Locations and Hours, Contact Information, 5. Assisters (highlighted), 6. Document Upload, and 7. Payment Information. The main content area for 'Step 5: Assisters' contains the text 'You will provide information about this organization's assisters'. Below this text, the 'Add Assister' button is circled in yellow. At the bottom of the main area are 'Back' and 'Done' buttons.

Just click "Add Assister" to add those in your organization who serve as assisters.

Click "Done" if you have none to enter.

Enrollment Entities (*organizations*)



Steps

- ✓ Info Information
- ✓ Population General
- ✓ Locations and Flows
- ✓ Contact/Interaction
- ✓ Resumes**
- 6. Document Upload
- 7. Payment Information

Step 5: Associates

On this screen, you will provide information about this organization's associates.

Add Associate

Associate Header

Name	Site
Rita Lee	Community Associates

New Associate Form

First name:

Last name:

Email:

Primary Phone Number:

Secondary Phone Number:

How would this person like to be contacted? ☒ Email
☐ Primary Phone
☐ Mail

Is this Associate Car-Dependent? ☒ No
☐ Yes

Primary Associate Site:

Secondary Associate Site:

Mailing Address

Street Address:

City:

State:

Zip Code:

Profile Information

Spoken Languages Supported (Select all that apply)

- ☒ English
- ☐ Arabic
- ☐ Armenian
- ☐ Cambodian
- ☐ Cantonese
- ☐ Farsi
- ☐ German
- ☐ Hindi
- ☐ Korean
- ☐ Mandarin
- ☒ Russian
- ☐ Spanish
- ☐ Tagalog
- ☐ Vietnamese
- ☐ Other

Written Languages Supported (Select all that apply)

- ☒ English
- ☐ Arabic
- ☐ Armenian
- ☐ Cambodian
- ☐ Farsi
- ☐ French
- ☒ German
- ☐ Korean
- ☐ Spanish
- ☐ Tagalog
- ☐ Traditional Chinese character
- ☐ Vietnamese
- ☐ Other

Education:

Upload Photo:

Enter the Assister's name, contact information, location information, and language profile.

Click "Save" to add the Assister.

Enrollment Entities (*organizations*)

If you are encountering a format error while adding Pennie Assistors to your Enrollment Entity Account, please note that you will need to enter 0000 (four zeros) before the Assistors PA Registration Number.



Assister Certification# 897330 Enter valid certification number

Assister Information

Name Brenda Moore
Email Brenda.moore@yopmail.com
Phone Number (717) 867-5309
Secondary Phone Number
How would you like us to contact you? phone
Is this Assister Certified? Yes
Assister Certification # 0000897330
Primary Assister Site Community Assistance Network

Quick Tip:

Always use four zeros before the six-digit Assister registration number.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

The screenshot shows the 'Step 5: Assistors' page in the Pennie enrollment system. On the left, a 'Steps' sidebar lists: Entity Information, Populations Served, Locations and Hours, Contact Information, Assistors (highlighted), 6. Document Upload, and 7. Payment Information. The main content area is titled 'Step 5: Assistors' and includes the instruction 'In this section, you will provide information about this organization's assistors'. It features an 'Add Assister' button, a 'Back' button, and a 'Done' button. Below these is an 'Assister Roster' table with two columns: 'Name' and 'Site'. The table contains two rows: 'Lisa Compa' and 'Kim Lee', both listed as 'Community Assistors'. Each row has a gear icon for editing. A yellow oval highlights the entire 'Assister Roster' table.

Name	Site
Lisa Compa	Community Assistors
Kim Lee	Community Assistors

The new assisters are now added and can claim their accounts via an email notification and secure link.

Click "Done" to continue to Document Upload.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Steps

✓ Entity Information

✓ Populations Served

✓ Locations and Hours

✓ Contact Information

✓ **Assisters**

6. Document Upload

7. Payment Information

Step 5: Assisters

In this section, you will provide information about this organization's assisters

Add Assister

Back

Done

Assister Roster

Name	Site
Lisa Compa	Community Assisters
Kim Lee	Community Assisters

⚙ Edit

NOTE:

If you need to edit the information that you entered for an Assister, simply click the edit gear in the righthand corner.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Steps

- ✓ Entity Information
- ✓ Populations Served
- ✓ Locations and Hours
- ✓ Contact Information
- ✓ Assistors
- 6. Document Upload**
- 7. Payment Information

Step 6: Document Upload

In this section, you can upload documents in support of your application

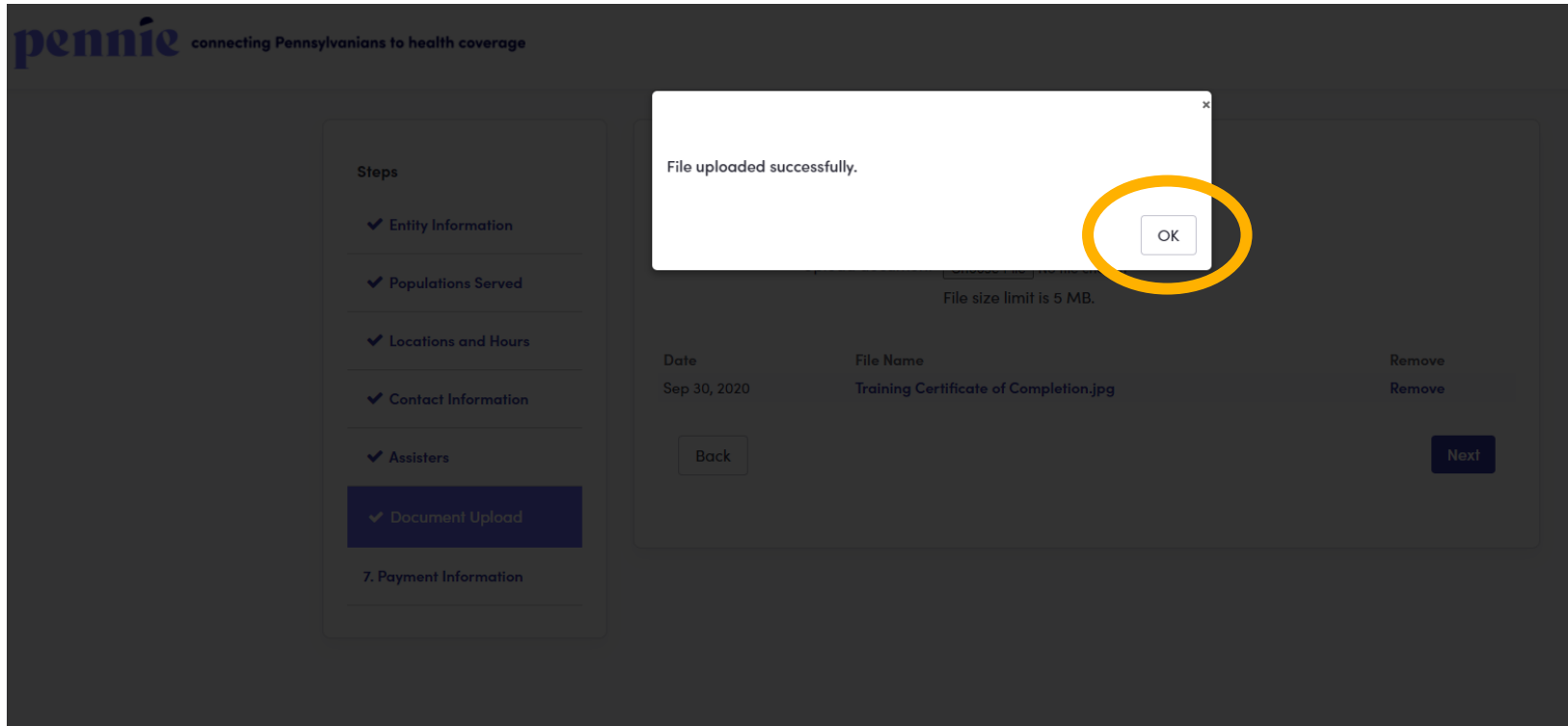
Upload document No file chosen
File size limit is 5 MB.

Nothing found to display.

In the initial claiming of your organization's Pennie Entity Account, please upload a copy of your organization's Pennsylvania Assister License.

If you cannot locate the document, it may be added after account creation.

Enrollment Entities (*organizations*)



When you upload your organization's PA Assister License from the Pennsylvania Department of Insurance or any other document, you will see a confirmation message when the upload is successful.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Steps

- ✓ Entity Information
- ✓ Populations Served
- ✓ Locations and Hours
- ✓ Contact Information
- ✓ Assistors
- ✓ Document Upload**
- 7. Payment Information

Step 6: Document Upload

In this section, you can upload documents in support of your application

Upload document No file chosen
File size limit is 5 MB.

Date	File Name	Remove
Sep 28, 2020	Training Services Application.pdf	Remove
Sep 30, 2020	PA 084368123.docx	Remove

When you upload your organization's PA Assister License from the Pennsylvania Department of Insurance or any other document, you will see a confirmation message when the upload is successful.

Click "Next" to continue.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

The screenshot shows the Pennie enrollment interface. On the left, a 'Steps' sidebar lists: Entity Information, Populations Served, Locations and Hours, Contact Information, Assistors, Document Upload, and 7. Payment Information (which is highlighted in blue). The main content area is titled 'Step 7: Payment Information'. It contains the question 'Receive payments?' with radio button options for 'Yes' and 'No'. The 'No' option is selected. Below the question are 'Back' and 'Submit' buttons. The 'Submit' button is circled in yellow.

Does your organization receive payment?

If so, select "Yes."

If not, select "No."

Select "Submit" if you are ready to complete your Pennie Entity Account Registration.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Steps

✓ Entity Information

✓ Populations Served

✓ Locations and Hours

✓ Contact Information

✓ Assistors

✓ Document Upload

7. Payment Information

Step 7: Payment Information

Receive payments? * ☒ Yes
☐ No

Payment Method * ☒ Check
☐ EFT

Payment Address

Address 1 *

Address 2

City *

State *

Zip code *


Back

Submit

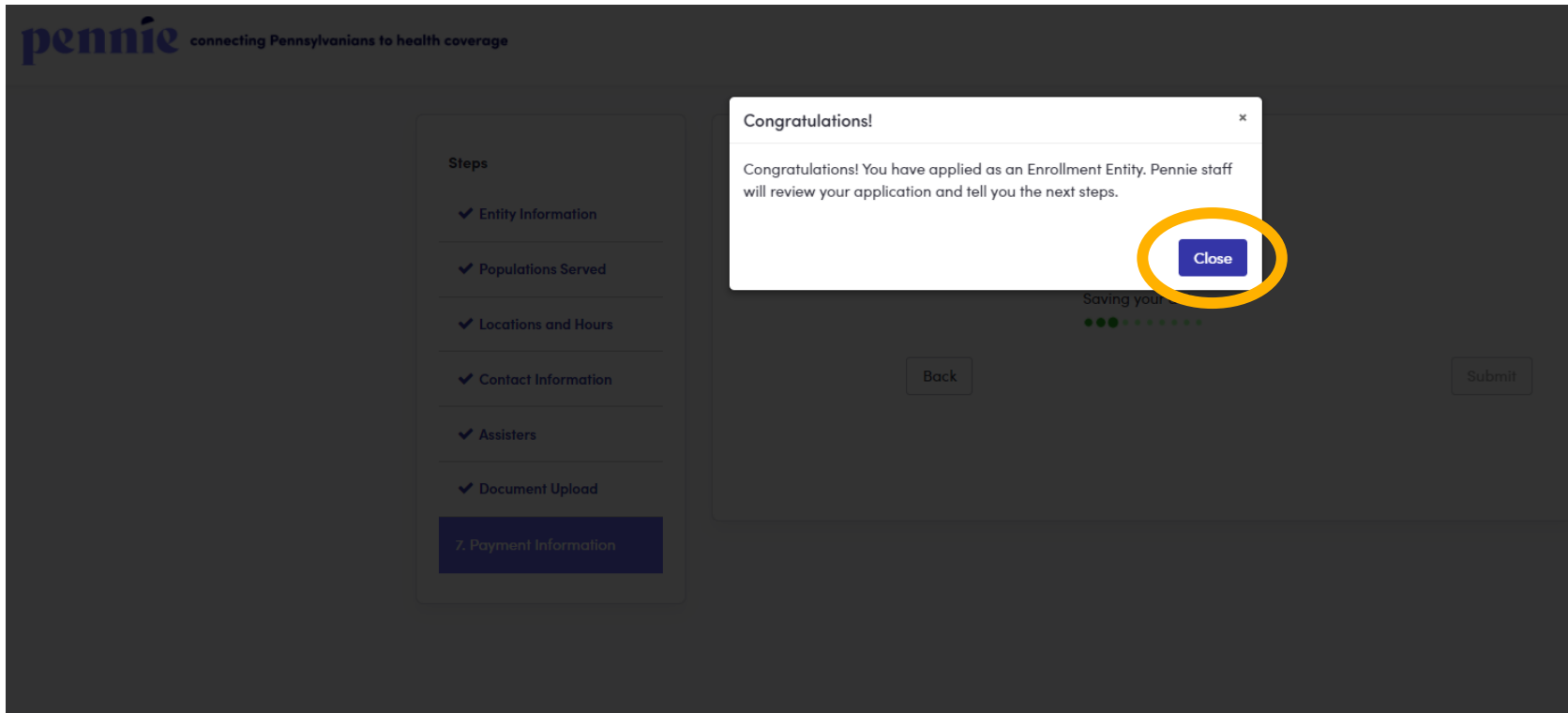
If your organization does receive payments, select "Yes," select the "Payment Method," and enter the "Payment Address."

Click "Submit" when you are ready to complete.

PROPRIETARY & CONFIDENTIAL



Enrollment Entities (*organizations*)



Congratulations!

You have claimed your Pennie Assister Entity Account.

Click "Close" to access your new account.

Note: You will be taken directly to the organization's Registration Status page.

Enrollment Entities (*organizations*)



Community Assisters

Steps

Entity Information

Populations Served

Locations and Hours

Contact Information

Assisters

Document Upload

Payment Information

Registration Status

Registration Status

Entity Number 1000000039

Status Pending

Registration Renewal Date N/A

Registration History

Date	Previous status	New Status	Comment
09/30/2020	Incomplete	Pending	No Comments

Your organization's Pennie Entity Registration is now in Pending status.

The Pennie Assister Admin will review you Entity Registration and "Deny" or set your organizational status to "Active" in the Pennie system.

Pennie Admin review will take less than 36 hours, but no more than 48 hours from your time of submission.

Enrollment Entities (*organizations*)

Assister ▾ **Entities ▾**

Certified Enrollment Entities 42 Matching Certified Enrollment Entities

Refine Results By (reset all)

Entity Name

Status
Select ▾

Registration Renewal Date
From To

Paid
☐ Yes ☐ No

Organization Type
Select ▾

Name	Assisters	Renewal Date	Status	Action
bestbrains	5	07/14/2021	Active	⚙️
Carrier staff member	1		Pending	⚙️
emmaava	1	08/17/2021	Active	⚙️
davecharlie	1	09/24/2021	Active	⚙️
Abc inc	0	08/16/2021	Active	⚙️
Community Assisters	2		Pending	⚙️
Entity	1	06/15/2021	Active	⚙️
Awesome Assister Services	2	08/31/2021	Active	⚙️
Berry White Assisters	0	08/28/2021	Active	⚙️
enrollment1	0		Incomplete	⚙️

1 2 3 4 5

What the Admin sees when reviewing an account.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Assisters ▾ Entities ▾

Community Assisters

[Entity Information](#)
[Populations Served](#)
[Locations and Hours](#)
[Contact Information](#)
[Assisters](#)
[Document Upload](#)
[Registration Status](#)

Registration Status Edit

Entity Number 1000000039
Registration Status Active
Registration Renewal Date 09/30/2021

View the status of your certification application here. You can also see the history of previous actions related to your status.

Certified Enrollment Entity History

Date	Previous status	New Status	View Comment	View Attachment
09/30/2020	Pending	Active	No Comments	No Attachment
09/30/2020	Incomplete	Pending	No Comments	No Attachment

Pennie Assister Registration Status is now Active.

The Account Manager will receive a notification via email that their Pennie account is Active.

Enrollment Entities (*organizations*)

Alert from Pennie: You have a new message in your account

From: noreply@pennie.com

Date: 2020-09-30 09:38

- Show pictures. --

Dear Sandra Long,

You have an important message from Pennie in your Secure Inbox that may require an action from you.

To access the message, log in to your Pennie account at <https://pa1uat.ghixqa.com> and click on My Inbox.

Please review the message carefully for updates and requests for action or information.

Reminders

- Make sure to keep your account and contact information, including your email address, up-to-date and report any changes to Pennie so we can continue to provide you with important updates.
- If you are unable to access your account, please contact Pennie Customer Service at 1-844-844-8040 or TTY 711.

Thank you,

Pennie

Contact Information

- To access your Pennie account, please visit <https://pa1uat.ghixqa.com/hix>
- To speak with a customer service representative, please call Pennie Customer Service at 1-844-844-8040 or TTY 711. Se habla español. Help is also available in other languages.

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[Privacy Policy](#)

Reference number: 11586

Entity Account Manager clicks
on link to claim their account
and to begin management.

Enrollment Entities (*organizations*)

ASSISTERS ▾ DELEGATIONS ▾ ACCOUNT ▾

Assisters 2 Matching Assisters Add Assister

Refine Results By (reset all)

Assisters' First Name

Assisters' Last Name

Status
☐ Active
☐ Inactive

Certification Status

Assister Certification Renewal Date
From
To

Name	Number Of Clients	Certification renewal for Assister	STATUS	CERTIFICATION STATUS
Kim Lee	0		InActive	Pending
Lisa Compa	0		InActive	Pending

Welcome to your organization's Pennie Assister Entity Portal.

Now, what about those Assisters?

They are in Pending Status.

They need to be set to active by their organization's (the Assister Entity) account manager.

Enrollment Entities (*organizations*)



ASSISTERS ▾

DELEGATIONS ▾

ACCOUNT ▾

Assisters

2 Matching Assisters

Add Assister

Refine Results By (reset all)

Assisters' First Name

Assisters' Last Name

Status

☐ Active

☐ Inactive

Certification Status

Select ▾

Assister Certification Renewal Date

Name ▾	Number Of Clients ▾	Certification renewal for Assister ▾	STATUS ▾	CERTIFICATION STATUS ▾
Kim Lee	0		InActive	Pending
Lisa Compa	0		InActive	Pending

⚙️

Edit

Select the Assister that you wish to edit.



Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

ASSISTERS ▾ DELEGATIONS ▾ ACCOUNT ▾

Kim Lee

Assister Information

Profile

Status

Assister Information Edit

First name Kim

Last name Lee

Email kim.lee@yopmail.com

Phone number (717)460-7307

Secondary Phone Number

How would you like us to contact you? email

Is this Assister Certified? No

Assister Certification #

Primary Assister Site Community Assistors

Secondary Assister Site Community Assistors - Falls Creek

Mailing Address

Street Address 109 Main St

Suite

City Falls Creek

State PA

Zip Code 15840

Profile Information

Review Assister Information

Review the Assister's Profile

Select the Status tab when you wish to change their Pennie Assister Account to active.

Enrollment Entities (*organizations*)

Kim Lee

Assister Information

Profile

Status

Status

Status InActive

New Status

Comment

Date	Previous status	New Status	View Comment
09/30/2020	InActive	InActive	No Comments

Select "Active" or "Inactive" status for the Assister and click "Save."

Enrollment Entities (*organizations*)

Kim Lee

Assister Information

Profile

Status

Status

Edit

Status

Active

View the status of your certification application here. You can also see the history of previous actions related to your status.

Assister History

Date	Previous status	New Status	View Comment
09/30/2020	InActive	Active	No Comments

The Assister is now "Active" and will receive an account claiming notification by email.

Enrollment Entities (*organizations*)

ASSISTERS -
DELEGATIONS -
ACCOUNT -

Assisters
2 Matching Assisters
Add Assister

Refine Results By (reset all)

Assisters' First Name

Assisters' Last Name

Status

☐ Active

☐ Inactive

Certification Status

Select

Assister Certification Renewal Date

From

MM/DD/YYYY

To

MM/DD/YYYY

Go

Name	Number Of Clients	Certification renewal for Assister	STATUS	CERTIFICATION STATUS	
Kim Lee	0		Active	Pending	⚙
Lisa Compa	0		InActive	Pending	⚙

The Assister is now Active, but NOT Certified.

Note: only the Pennie Assister Admin can "Certify" an Assister.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Assisters ▾
Entities ▾

Assisters 55 Matching Assisters

Refine Results By (reset all)

Assister First Name

Assister Last Name

Entity Name

Status

☐ Active

☐ Inactive

Certification Status

Select ▾

Assister Certification Renewal Date

From

MM/DD/YYYY

To

MM/DD/YYYY

Go

Name	Entity Name	Assister Renewal	Status	Certification Status	Action
Kim Lee	Community Assisters		Active	Pending	⚙️ Edit
Lisa Compa	Community Assisters		InActive	Pending	
Mary Bee	Overland Agency	07/29/2021	Active	Certified	⚙️
Mashum Vali	Entity ABC	07/20/2021	Active	Certified	⚙️
Mashum Vali	Mashum	08/05/2021	Active	Pending	⚙️
Mashum Vali	Mashum	08/06/2021	Active	Pending	⚙️
mason charlie	bestbrains		Active	Pending	⚙️
Mia Assister	Mia Entity	08/08/2021	Active	Certified	⚙️
Missy Smith	Karen	05/30/2021	Active	Certified	⚙️
monisha james	ivankajohn	01/17/2022	Active	Certified	⚙️

1
2
3
4
5
6

The Pennie Admin will set the Assister's Account to Certified when proof of Pennie Trining has been provided.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Assisters ▾ Entities ▾

Kim Lee

Assister Information

Profile

Certification Status

Status

Certification Status

Assister Number 3000000054
Certification Status Pending
Assister Certification Number N/A
Assister Certification Start Date N/A
Assister Certification Renewal Date N/A

Assister History

Nothing found to display.

Edit

Pennie Admin edits status to certified when proof of successful completion of Pennie Training has been provided.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Assisters ▾ Entities ▾

Kim Lee

Assister Information

Profile

Certification Status

Status

Certification Status

Cancel

Assister Number 3000000054

Certification Status Pending

Assister Certification Renewal Date

Assister Certification Number

New Status

Select ▾

Comment

Upload Supporting Document

Choose File

 No file chosen

Upload

File size limit is 5 MB.

Submit

View the status of your certification application here. You can also see the history of previous actions related to your status.

Assister History

Nothing found to display.

New Status is either Certified, Withdrawn, Denied, or De-Registered.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Assisters ▾ Entities ▾

Kim Lee

Assister Information

Profile

Certification Status

Status

Certification Status

Cancel

Assister Number 3000000054

Certification Status Pending

Assister Certification Renewal Date

Assister Certification Number

New Status

Select ▾

Comment

Upload Supporting Document

Choose File

 No file chosen

Upload

File size limit is 5 MB.

Submit

View the status of your certification application here. You can also see the history of previous actions related to your status.

Assister History

Nothing found to display.

New Status is either Certified, Withdrawn, Denied, or De-Registered.

Enrollment Entities (*organizations*)

pennie connecting Pennsylvanians to health coverage

Assisters ▾ Entities ▾

Activation Link Has been sent

Kim Lee

Assister Information

Profile

Certification Status

Status

Certification Status Edit

Assister Number 3000000054

Certification Status Certified

Assister Certification Number 5000000044

Assister Certification Start Date 09/30/2020

Assister Certification Renewal Date 09/30/2021

Assister History

Date	Previous status	New Status	View Comment	View Attachment
Sep 30, 2020	Pending	Certified	No Comments	No Attachment

The Assister's status is now "Active" and "Certified."

The Assister now has a notification to claim their Pennie Assister Account.

Enrollment Entities (*organizations*)

An account has been created for you on Pennie

From: noreply@pennie.com
Date: 2020-09-30 16:55

-- Show pictures. --

Dear Community Assisters,

An account has been created for you on Pennie.

In order to access your account, either [click here](#) or copy the following link into your web browser window:

<https://pa1uat.ghixqa.com/hix/account/user/activation/989b19c8a23c403e84a36b3ee2d8a0e9>

This is a one-time login and will **expire after 60 days**.

If you need further assistance, please contact Pennie at the toll-free number below.

Thank you,

Pennie

Contact Information

- To access your Pennie account, please visit <https://pa1uat.ghixqa.com/hix>
- To speak with a customer service representative, please call Pennie Customer Service at 1-844-844-8040 or TTY 711. Se habla español. Help is also available in other languages.

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Reference number: 11646

The Assister now has a notification to claim their Pennie Assister Account.

Here is what they will see.

Assisters

A Step – by – Step Guide to setting up your organization's profile in Pennie.

An account has been created for you on Pennie

From: noreply@pennie.com
Date: 2020-09-30 16:55

-- Show pictures. --

Dear Community Assisters,

An account has been created for you on Pennie.

In order to access your account, either [click here](https://pa1uat.ghixqa.com/hix/account/user/activation/989b19c8a23c403e84a36b3ee2d8a0e9) or copy the following link into your web browser window:

<https://pa1uat.ghixqa.com/hix/account/user/activation/989b19c8a23c403e84a36b3ee2d8a0e9>

This is a one-time login and will **expire after 60 days**.

If you need further assistance, please contact Pennie at the toll-free number below.

Thank you,

Pennie

Contact Information

- To access your Pennie account, please visit <https://pa1uat.ghixqa.com/hix>
- To speak with a customer service representative, please call Pennie Customer Service at 1-844-844-8040 or TTY 711. Se habla español. Help is also available in other languages.

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Reference number: 11646

To claim their Pennie Assister Account, the Assister must click on the secure link in their account claiming email.

Assisters

pennie connecting Pennsylvanians to health coverage

New Account Set-Up

You should know

Community Assisters has created an account for you on the Pennie. In order to access your account, please follow this simple process.

Your information

Pennie Customer Support Staff has provided the following phone numbers for you:

☒ (***)***-7307

In order to verify your identity, we will send you a verification code to the selected number, using a voice call or text message

Text Message

Send Again

This is not my phone number

Verification Code

59708641

Verify

The Assister will receive a text message or voice call to provide a Verification Code.

Once, the code is entered, click "Verify."

Please call 1-844-844-8040, TTY 711 to change the phone number we have on record for you.

Close

The assister may contact the Pennie Call Center for Assister Technical Support +1 (844) 844-8040

Assisters

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New Counselor Account Set-Up

All fields on this form marked with an asterisk (*) are required.

Basic Information

First Name * Kim

Last Name * Lee

Email Address * kim.lee@yopmail.com

Confirm Email Address * kim.lee@yopmail.com

Phone Number * 717 460 7307

Security Question

Security Question * What is your oldest sibling's middle name? ▾

james

Set Password

Password *

Confirm Password *

☒ I have read and agree to the Privacy Policy

Cancel Submit

The Assister verifies their name, contact information, sets a security question, and an account password.

Click "Submit" when ready to claim your Assister Account.

Assisters

pennie connecting Pennsylvanians to health coverage

[Home](#) [Help & Support](#) [My Account](#)

[Home](#) [Individuals](#) [My Information](#)

Dashboard

Quick Links

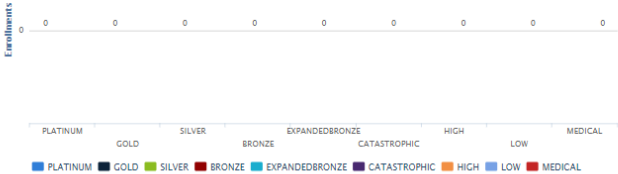
- [Pending Delegation Requests](#)
- [My Profile](#)
- [Add New Individual](#)

Access Code

Submit

Enrollment Dashboard

Your Enrollments - Past 30 Days
Source: Getinsured



Welcome to your Pennie Assister Account.



ADDRESS

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Bowman Tower, Floor 3
Harrisburg,
Pennsylvania
17101

PHONE

+1 844-844-8040

WEB

pennie.com