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Hello Valued Client,

I hope this note finds you well and enjoying the final days of summer. It's been a busy season for me, and I'm excited to share some big news! I've launched my own Medicare Insurance Agency - Key2Medicare.

This *new office* and *fresh brand* represent an exciting new chapter, while still providing the same trusted guidance and support you've always relied on. Please update your records with my new contact information enclosed.

****Medicare's Annual Enrollment Period (AEP): October 15th – December 7th****

It's time to start preparing for Medicare's Annual Enrollment Period (AEP). Remember, AEP is when you can change your Medicare Advantage Plan (MAPD) for 2026. You can also change plans during Open Enrollment Period (OEP) which is January 1 – March 31.

To make AEP smoother and easier, we're moving online this year (no more paper forms). Enclosed inserts will guide you step-by-step through the online process:

- Start at key2medicare.com (2026 AEP tab)
- Then watch for a PlanEnroll email to update your doctors and medications

Each person completes the process separately; please act by **SEPTEMBER 26TH**. Also watch for your Annual Notice of Change (ANOC) arriving late September/early October.

I look forward to guiding you this AEP! If you have questions or difficulties, please reach out – I'm here to help.

Regards,

Jenell Sobas
Agency Owner

P.S. If you've found value in my Medicare guidance, please scan the QR code below to leave a review.
Referrals of friends, family and neighbors are always appreciated – they are the highest compliment I can receive.



Instructions for AEP Online Process

Action Needed by September 26 (each person completes separately)

Step 1 – Complete Your AEP Form

- Go to **key2medicare.com**
- Click the **2026 AEP** tab in the top menu
- Fill out your information:
 - Current Coverage - select **Medicare Advantage**
 - Complete **Section C**
- Submitting this form automatically starts Step 2

Step 2 – Update Doctors and Prescription Medications in PlanEnroll

Within 72 hours of completing Step 1, you'll receive two emails:

1. From *jenell.sobas@key2medicare.com* – alert to watch for PlanEnroll email
2. From *jenell.sobas@planenroll.com* – link to Get Synced; create your account & update your health profile

****Follow the enclosed PlanEnroll Instruction sheet for step-by-step instructions****

Step 3 – Review Your MAPD Plan Options (begins after October 1)

- We'll call you to schedule an appointment (appointments begin October 15)

Other Important Notes

- Look for your **Annual Notice of Change (ANOC)** from your MAPD plan (late September/early October)
- If we don't receive your AEP form → No analysis will be done
- This online process will be our new standard—completing the steps now ensures you're set up for future years

Reminder: You can also change your MAPD plan during Open Enrollment (OEP) which is January 1 – March 31

We're here to help. Contact us if you have questions or need assistance.

Key2Medicare Insurance

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PlanEnroll Step-by-Step Instructions

Reminder: You must first go to our website at key2medicare.com and click on the 2026 AEP tab to fill out your AEP forms BEFORE you will receive your PlanEnroll email.

Step 1 – Email You Will Receive

FROM: jenell.sobas@planenroll.com

SUBJECT: Invitation to PlanEnroll Profile Sync

This email may go to your SPAM or JUNK folder. Move it to your inbox and click the blue 'Get Synced' button at the bottom of the email. This takes you to the PlanEnroll website.

****Steps 2 -11 take you through the PlanEnroll screens****

Step 2 – Lets Get Synced

Click Lets Get Synced box

Step 3 – Confirm Your Details

This screen will be completed with the information we have on file for you. **DO NOT MAKE CHANGES** if incorrect - Stop and call us so we can update your record before you proceed

If Correct - Select County (if not showing), click Continue

Step 4 – Pharmacy

Review the pharmacy listed - If correct, click Continue (If the wrong location is shown for the correct chain, still click Continue)

Mail Order is an automatic option, does not show and cannot be selected

To remove, click the trash can; To add, click Add Another Pharmacy - enter Zip Code, Radius, and Pharmacy Name

Find your Pharmacy in the list, select it – click Add; click Continue

Step 5 – Doctors

Review Doctors listed - If correct, click Continue

To REMOVE a Doctor – click Edit to the right of the Doctor name; Click Remove Doctor

To ADD a Doctor – click Add Another Doctor; Enter your doctor's details – Zip Code for location you go to; Set radius at minimum 25 miles; Doctor's last name

Find Doctor in the list (choose correct location), click Add

Repeat for all doctors, including dentist and eye doctor; click Continue when list complete

Step 6 – Prescriptions

If you do NOT take any prescription medications – click I currently don't take any prescriptions

Review Prescriptions listed and dosage information - If correct, click Continue

To ADD a Prescription – click Add New; type the first few letters, select from the list, click Continue; Select the dosage, Quantity and Frequency; click Add Prescription; click Add New or Continue if done

Turn Over 

Do NOT add over-the-counter medications, injections or infusions administered at doctor's offices

To REMOVE or EDIT a Prescription – click Edit to the right of the Prescription name; Edit Prescription dosage information and click Update Prescription OR click Remove Prescription to delete; Repeat steps until you have an accurate list of your Prescription Medications

If you cannot find a medication – Confirm you are entering the name like it is on the bottle/box; Some medications are NOT covered by Medicare and will not be listed

Step 7 – Current Coverage

Click top box I am enrolled in a Medicare plan; click Continue

Step 8 – Travel

Mark appropriate box; click Continue OR Skip

Step 9 – More Important to You

Mark appropriate box; click Continue OR Skip

Step 10 – Scope of Appointment

Click Select All; Click disclaimer box; click Continue

Step 11 – Profile and Password

Create a log in for your PlanEnroll account

Do NOT change the Email Address shown; Create Password; Click Complete Profile

Step 12 – Confirm Your Profile and Verify Email

You will receive an email from: PlanEnroll-Profiles@planenroll.com – Check your JUNK or SPAM

Click Verify Email (must be done within 72 hours)

This Completes Your PlanEnroll Account

If you have an update to your Health Profile – go to planenroll.com and Sign In

Scroll down the page and you will see an **Update Health blue box** – above that box you will see circles with categories you can click on (ie. click on Prescriptions – takes you to where you can update your medications)

Disregard

Shop Plans and Enrollment – we will provide a full review of your options and assistance with any plan changes
720-807-4195 office number shown on PlanEnroll website – **Use 303-484-1763 for Key2Medicare**

We're here to help. Contact us if you have questions or need assistance.

Key2Medicare Insurance

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