



## America's Healthcare Choices Depend on Agents and Brokers

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The National Association of Benefits and Insurance Professionals' (NABIP) licensed health insurance agents and brokers provide an essential service to Americans. NABIP members serve the health insurance needs of businesses, families, and individuals, helping consumers balance the desire for comprehensive coverage with the realities of rising medical costs.

**NABIP members protect the voices of consumers – ensuring Americans get access to the quality care they deserve.**

Representing more than **100,000 agents and brokers** nationwide across **150+ state and local chapters**, NABIP members are part of the fabric of our nation's communities – serving as the trusted advisors Americans depend on. In fact, agents and brokers have a **92 percent approval rating** when helping healthcare consumers.

# Here's how NABIP Agents and Brokers Make a Difference in New Mexico

## In the Words of Medicare Beneficiaries

### Navigating the Complexity of Medicare: Support in Selecting the Right Plan

*“I was given extensive help in identifying the types of Medicare coverage, the supplemental plans, and the prescription plans. I ended up with the best choice for me and I don't think I could have done this without help.”*

*“As I was approaching 65, I was getting bombarded with competing information. The lack of clarity was astonishing. My agent made navigating my Medicare options clear and straightforward, so that I was able to make my decisions with confidence. He and his team were also very helpful when I moved from California to New Mexico. I'm very grateful to be working with my agent and to have a resource that is professional and trustworthy.”*

*“I was at my doctor's and expressed my frustration about how difficult it was for me to sign up for Medicare with Medicaid. A patient advocate steered me to Karen, who was just starting her business as a Medicare insurance rep. I couldn't believe how complicated my options were. Thank God she was there. Over the last 4 years I've had to change plans 3 times. I could never do it without her. In addition, my eyes have become very sensitive to glare, which includes looking at my computer screen. I would have a lot of difficulty signing up or changing my insurance plan online.”*

## In the Words of Agents and Brokers

### Impact on Medicare Clients

*“ We are known as educators in our community of Santa Fe, NM. We focus on ensuring that our clients understand their transition to Medicare, or changing from one product to another, in order for the client to be able to make their own decision for what is best for them. Our clients appreciate not only classes that break down complicated terms and processes to an average citizen’s comprehension level. ”*

*“ I have been in the Medicare field for 16 years now. Majority of my members get to meet with me face to face and truly rely on me on a regular basis. In a typical week I will personally service a minimum of 10 members with calls regarding claims, medication checks, providers network checks, and every day benefit discussions. They absolutely struggle to call carriers directly and get well explained help. Their feedback about having a local broker in their corner for support has helped our agency create a memorable footprint in our community and our clients know they can rely on us. ”*

# NABIP Members:

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# NM

-  Are highly trained, licensed professionals with required continuing education
-  Navigate confusing and complex healthcare choices for Americans
-  Fight for access, care and coverage for consumers
-  Help people avoid costly mistakes when purchasing and accessing care
-  Select plan based on the consumer's need
-  Provide peace of mind for consumers
-  Act as an essential voice for Americans

For more voices of consumers and other testimonials, visit [www.brokersmakingadifference.org](http://www.brokersmakingadifference.org)

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