**UPDATED 090525**

**InnovAge Email Templates**

**Template 1: FMO portal account activated**

Subject: Your InnovAge FMO portal account is now activated

**Sender**: [shernandez1@innovage.com](mailto:shernandez1@innovage.com)

Hi {firstname},

Welcome to the InnovAge team – we’re excited to have you onboard as a valued FMO partner!

You can now access your InnovAge portal account to contract your downline agents, using the username and password you entered on the FMO signup form. Please use the links below to invite your agents to contract and certify to represent InnovAge.

{Agent\_Signup\_Link}

{Agent\_Signup\_Link\_LOA}

Respectfully,

Sheri Hernandez

Director Broker Channel Sales

916.847.5227

**Template 2: Agent portal account activated**

Subject: Your InnovAge agent portal account is now activated

**Sender**: [brokersupport@innovage.com](mailto:brokersupport@innovage.com)

Hi {firstname},

Welcome to the InnovAge team – we’re excited to have you onboard!

Now that you’re Ready to Sell, you can now access your InnovAge portal account to download sales and marketing materials, submit participant applications, and more. You can login with the username and password you entered on the agent signup form.

If you have any questions or require any help, please don’t hesitate to contact us.

Thanks,

Your Broker Support Team

[brokersupport@innovage.com](mailto:brokersupport@innovage.com)

(866) 492-9239

**Template 3: Participant application submission confirmation**

Subject: InnovAge application receipt – Application ID {application\_ID}

**Sender**: [brokersupport@innovage.com](mailto:brokersupport@innovage.com)

Hi {firstname},

Thank you for submitting an application to InnovAge. You can track the application status from your portal account under the enrollment status report. Depending on your state, enrollment can take between 30 and 90 days for state LTC approval.

If you have any questions or require any help, please don’t hesitate to contact your broker sales manager or broker support.

Thanks,

Your Broker Support Team

[brokersupport@innovage.com](mailto:brokersupport@innovage.com)

(866) 492-9239

**Template 4: Application closed due to duplicate lead**

Subject: InnovAge application {application\_ID} closed

**Sender**: [brokersupport@innovage.com](mailto:brokersupport@innovage.com)

Hi {firstname},

Thank you for submitting this application to InnovAge. We have closed it because an application for this same individual already exists in our system. You can view the application status from your portal account under the enrollment status report.

If you have any questions or require any help, please don’t hesitate to contact your broker sales manager or broker support.

Thanks,

Your Broker Support Team

[brokersupport@innovage.com](mailto:brokersupport@innovage.com)

(866) 492-9239

**Template 5: Missing information from signup form**

Subject: Missing information for your InnovAge account $agent\_id

**Sender**: [brokersupport@innovage.com](mailto:brokersupport@innovage.com)

Hi $firstname,

Thank you for contracting and certifying to represent InnovAge!

We are missing the information below marked with an “X”, which is required to activate your portal account. Please reply to this email with the missing information as soon as possible.

**State License(s) (We operate in CA, CO, NM, FL, VA, PA)**

State:

License Number:

Exp/Inactive Date:  
  
**Errors and Omissions (E&O) Insurance**Policy Limit:

Policy Expiration Date:

**W-9**

[Attach W-9 Form](https://www.irs.gov/pub/irs-pdf/fw9.pdf)

Thank you,

Your Broker Support Team

[brokersupport@innovage.com](mailto:brokersupport@innovage.com)

(866) 492-9239