

Manhattan Life / Central United Life / Family Life

Frequently Asked Questions

PRODUCER LOGIN INSTRUCTIONS

Appointed agents can log into their Agent Resource Center at www.manhattanlife.com to access information about commissions, product forms/supplies, client policies, policy notifications (lapsed/rejected premiums), hierarchy information, etc.

On the Manhattan Life website, go to PRODUCERS and PRODUCER LOGIN. If it is your first time on the site, click "I Want to Register" and set up a profile using your writing number.

If you have forgotten your password or have trouble logging in (and you have already registered), you can call (888) 441-0770 for technical assistance.

SUPPLIES

[Need to order supplies or download product forms?](#)

Go to www.manhattanlife.com and click on Producer Login. Once logged in you can **order supplies** by hovering over AGENT TOOLS and select ORDER SUPPLIES.

To **download product forms**, click on DOWNLOADS and PRODUCT DOWNLOADS to Search by State or Search by Product.

SUBMITTING BUSINESS

[Where do I send applications?](#)

Personalized online enrollment links are available for all agents to use for enrolling clients online. See instructions below for obtaining your enrollment link.

If you choose to submit paper applications, individual applications can be uploaded to the home office website at www.manhattanlife.com. You will need your agent login to upload them. You can also secure email applications to matt@manhattanfl.com or fax them to (904)339-9793 or mail to 1785 Edgewood Ave S., Jacksonville, FL 32205.

[How do I receive a personalized online enrollment link?](#)

If you have a writing number...

Go to www.manhattanlife.com go to Producer Login. Once logged in, hover over AGENT TOOLS and click on ENROLLMENT LINKS. Your link should be located on this page. If you do not have one available on that page, email sarahm@ppisales.info with your name and writing number, and we will have a link issued for you.

If you do not have a writing number yet...

Email sarahm@ppisales.info with your name, manager name and phone number, and we will send you contracting instructions so that your writing number and enrollment link can be issued.

COMMISSIONS

When are commissions paid?

As earned/Renewal commissions for Central United are paid out twice a month, on the 15th and the end of the month. As earned/Renewal commissions for Family Life are paid out weekly, every Wednesday. The minimum direct deposit amount the company will issue is \$25, so if your commission for that statement was under \$25, your commissions will be held until the total EFT is over \$25.

Advance commissions are paid out daily via direct deposit, for policies that have been **both issued and premium applied**. This typically takes 2-3 business days from the time the policy premium has been applied to the issued policy until the commission EFT is issued.

Where can I view my commission statements?

You can view your commission statements by logging in at www.manhattanlife.com.

Bi-monthly Central United and Weekly Family Life commission statements can be found under COMMISSIONS, and then click on the blue Statement button. There is a company button to select the company.

Advance EFT statements will show up under DOWNLOADS and GENERATED REPORTS once those are issued.

POLICY INFORMATION

Questions about a policy status?

To view your list of policies, including policy information such as client info, policy number, payment and claim history, effective dates, status, etc., login to www.manhattanlife.com. Once logged in you can look at your complete Agent Policy List under INFORCE BUSINESS. Click on each policy for detailed information. Once you have clicked on the policy detail you can download the policy by clicking on the correspondence tab.

Need to cancel a policy?

Cancellation requests can be emailed to worksite@manhattanlife.com for health policies or lifesbu@manhattanlife.com for life policies. You can also contact these divisions by calling (800) 999-2971 for health policies and (800) 877-7705 for life policies

Need a copy of a policy?

Policyholders can download a policy by going to www.manhattanlife.com and logging on their policyholder portal. Agents can also download a policy by going to www.manhattanlife.com and logging on their producer portal. Once logged in go to INFORCE BUSINESS to view the agent policy list. Click on each policy for detailed information. Once you have clicked on the policy detail you can download the policy by clicking on the correspondence tab.

Other policy specific questions can be directed to the following departments at the company:

Health Policies – (800) 999-2971

Life Policies – (800) 877-7705

CLAIMS

[How does an insured file a claim?](#)

An insured files a claim by filing out the corresponding Claim form. Accompanying the claim form should be a HCFA form from a doctor's office and/or a UB92 or UB04 form from a hospital. These forms have diagnosis codes that show treatment and room and board charges. Claim forms can be downloaded on our home page (www.manhattanlife.com) and customer service can be reached at 800-669-9030. Claims can be submitted through the policyholder's policy portal at www.manhattanlife.com.

[How are benefits paid to the insured?](#)

Benefits are paid directly to the insured unless they are assigned to a medical facility. Policy benefits are paid in addition to each other. Policy benefits are also paid in addition to all other insurance, including workers compensation. Please see sales materials for benefit descriptions.

ADDITIONAL QUESTIONS

[What is the CP4000 Payroll Rate for new agents?](#)

The payroll rate on the CP4000 Cancer plan is available for new agents. The agent needs to submit a paper application in order to request this rate, and the application must be submitted within 45 days from the agent's contract date.