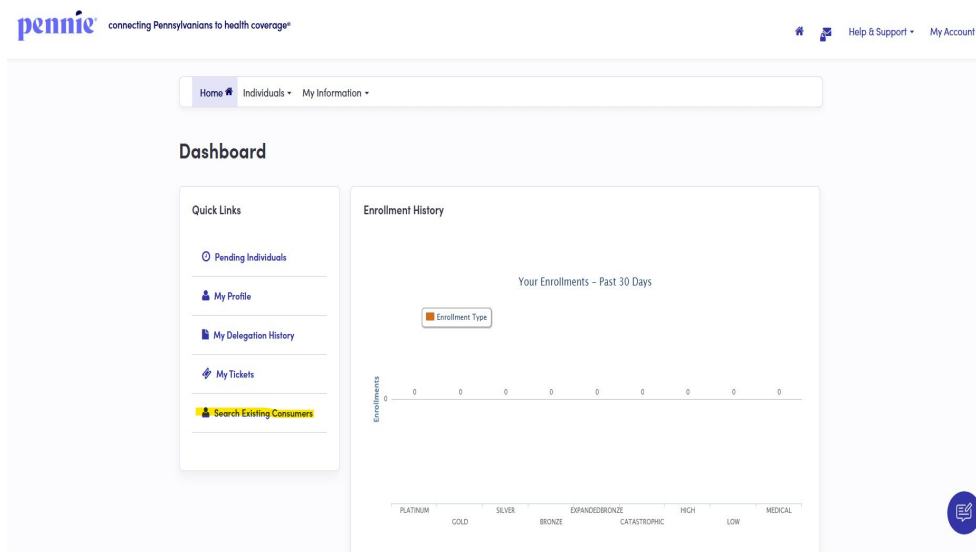


Locate existing consumer Pennie account

1. Always check for existing Pennie account for a client prior to entering new customer to avoid created duplicate accounts!
2. Log in to your Pennie Broker account.
3. From your Dashboard, on the left menu bar, click on “Search Existing Consumers”.



4. Enter all fields in this screen that are marked with a red asterisk and click the attest box to acknowledge that you have permission to use the consumers information to locate and claim their account. Click Continue:

The screenshot shows the 'Search For Existing Consumer' form. At the top, the Pennie logo and tagline 'connecting Pennsylvanians to health coverage' are visible. Below the navigation bar, the 'Search For Existing Consumer' title is present. On the left, a 'Quick Links' sidebar contains several options: 'Pending Individuals', 'My Profile', 'My Tickets', and 'My Delegation History'. The main content area contains a form with the following fields: 'First Name*', 'Last Name*', 'Date of Birth*' (with a date picker), 'Document Type*' (with a dropdown menu), 'Document Number*', and 'Method*' (with a dropdown menu). A yellow box highlights the 'Continue' button at the bottom right of the form. Above the form, there is a checkbox labeled 'I attest I have the permission to perform this search, and that the information provided to me to verify the consumer's identity is correct to the best of my knowledge.*'.

5. If the consumer does **not** already have an account you will receive a messages that states “No match found” and you will also see the option to click “Start new Application”.
6. If the customer is found, then go through the process of delegating yourself as their agent before moving forward in assisting with their Pennie needs.