

BEST INSURANCE PLANS, LLC

CAPABILITY STATEMENT | HEALTHCARE ENROLLMENT • BENEFICIARY SUPPORT • CUSTOMER SERVICE

Best Insurance Plans, LLC (BIP) is an owner-operated small business delivering healthcare enrollment, beneficiary education, and post-enrollment customer support. With healthcare enrollment experience dating to 2014, BIP helps consumers understand coverage, navigate enrollment processes, resolve coverage-related questions, and receive dependable ongoing support.

CORE CAPABILITIES

- **Medicare enrollment & beneficiary support**
- **ACA Marketplace enrollment assistance**
- Healthcare eligibility & enrollment support
- Benefits education & plan navigation
- Post-enrollment member/customer support
- Application & documentation assistance
- Phone, text, email & remote customer support
- Medicare & ACA enrollment-agent training
- Sensitive/confidential client information handling

WHY BIP

- More than a decade of direct consumer-facing healthcare enrollment experience
- Proven ability to translate complex insurance information into clear, understandable guidance
- Direct owner involvement, accountability, and responsive service
- Multi-channel remote service capability
- Experience supporting clients beyond enrollment through ongoing service and issue resolution
- Ability to scale with qualified employees and subcontractor resources as contract requirements grow

RELEVANT EXPERIENCE

- **12+ years** of healthcare enrollment and consumer-support experience
- Supported ACA Marketplace enrollment for **1,000+ individuals and families**
- Extensive Medicare enrollment and beneficiary-support experience
- Support for older adults, individuals with disabilities, and consumers needing additional guidance
- Post-enrollment support involving coverage, billing, eligibility, carrier, plan-change, and enrollment issues
- Experience training insurance agents in both Medicare and ACA Marketplace enrollment
- Carrier experience: **UnitedHealthcare, Humana, Aetna, Blue Cross and Blue Shield, Ambetter**, plus regional/specialty carriers
- Experience using **IntegrityCONNECT** and carrier enrollment platforms

COMMERCIAL PERFORMANCE

- CMS Marketplace **Circle of Champions** recognition, including Elite-level recognition
- Multiple years of CMS Marketplace performance recognition, **2018-2024**

COMPANY DATA

Legal Name	Best Insurance Plans, LLC
Established	January 10, 2019
Business Type	Small Business / LLC
SAM.gov	Active
UEI	QXN4KLE7SMN1
CAGE	23HQ1
Primary NAICS	524210 - Insurance Agencies & Brokerages
Additional NAICS	561422 - Telemarketing Bureaus & Other Contact Centers
Service Model	Florida-based / Remote service capability

TEAMING VALUE

- Small-business partner for healthcare enrollment, beneficiary/member support, and customer-service workstreams
- Commercial performance base suitable for subcontracting and teaming discussions
- Owner-led delivery with capacity to expand staffing when contract scope requires

POINT OF CONTACT

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Best Insurance Plans, LLC is actively seeking prime-contracting, subcontracting, and teaming opportunities aligned with healthcare enrollment, beneficiary support, and customer-service requirements.