

Contracted HealthMarkets and Golden Outlook Agents

How to submit a Kaiser Enrollment App

You will be given access to quote and sell Kaiser Medicare Advantage via **QuoteConnect**.

1. Once you log on to QuoteConnect, Click on Dashboard. Next Click on “Build a Proposal”
2. After you complete the quote and click on **APPLY**, agents will be automatically redirected to <https://www.sunfirematrix.com/app/agent/hthmks>.
3. Kaiser Permanente Medicare quoting will be available in QuoteConnect if you have completed all the Ready the to Sell Requirements.
4. For questions/issues: contact HealthMarkets’ Field Support at [1-888-731-4447](tel:1-888-731-4447).

Troubleshooting Guide



Types of Errors

Unauthorized Account

You are logging in using the wrong **URL**



Unauthorized Account

You are not authorized to access this application.

Please contact your administrator for more information.

[Return to Login](#)

Wrong Username or Password

You are logging in with the wrong **credentials**



WRONG USERNAME OR PASSWORD.

[Forgot your password?](#)

[LOGIN >](#)

Troubleshooting

Verify your username and password

- Make sure Caps Lock and Num Lock are turned off and that there are no spaces before or after your username and password.

Clear your browser cache

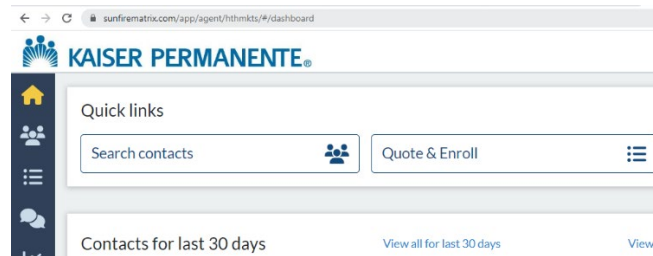
- Use **Ctrl-Shift-Delete** or follow the [Chrome](#) or [Edge](#) browser-specific guides.

Verify you are logging in with the correct URL

- <https://www.sunfirematrix.com/app/agent/hthmks>.
- Bookmark the page after logging in successfully for easy future access

Verify you are logging into the correct account

Many agents have multiple SunFire accounts. Make sure you see the Kaiser logo in the upper left corner once logged in. If ever prompted, be sure to select HealthMarkets and/or Regular Roles.



Reset your password

Click the "Forgot your password?" link below the password input. You will receive an email from SunFire Web App <no-reply@auth0.com>