

Joanna M. Wyckoff, MSPM

Joanna Wyckoff started her career in the United States Air Force where she was in a non-typical career field as a woman in F-16 Avionics. As you can imagine, the Air Force instilled discipline and determination in her and taught her that she could accomplish anything she dedicated herself to. After 4 years of Active Duty and being stationed in Texas, Germany and lastly Idaho, Joanna was medically retired after suffering an injury to her chest while working on an aircraft. She then made Georgia her home and despite physical limitations, didn't let it stop her from pursuing a career and finishing her college degrees.

In 2010, Joanna was hired by the Social Security Administration. She started as a customer service representative interviewing the public all day and determining their needs, correcting issues and explaining SSA programs such as retirement, disability and Medicare to them. She was promoted to Claims specialist and interviewed the public to file their disability and retirement applications as well as processed Medicare enrollments and explained policies to the public such as enrollment periods and SSA's Extra Help for Part D program. While employed full time at SSA, Joanna completed both a Bachelor's of Science in Aeronautics and a Master's in Project Management with Embry- Riddle Aeronautical University by attending classes in the evening after a full work day for nearly 6 years.

In 2016, Joanna got licensed in Life and Health insurance, originally just for part time income to help pay off student loans from her Master's degree. Joanna found that her knowledge gained from SSA and passion for helping people who had trouble navigating such a complicated product was a perfect match for Medicare Sales. She started selling Medicare in the evenings and weekends and after 9.5 years at SSA, Joanna made the leap to run her Medicare business full time August 2019.

In addition to being an agent, Joanna was hired as the Director of Agent Development by Nationcare Insurance Services in January 2020 and she was responsible for hiring and training multiple Medicare supplement call centers and helping them add Medicare advantage and prescriptions to their offerings. At the very beginning of the Covid-19 Pandemic, Joanna assisted training agents in transitioning to remote sales as they could no longer go into the field. Due to the impact of Covid-19 on many American's losing their health insurance suddenly, Joanna assisted in building an under 65 health insurance sales platform for agencies and agents so they had the tools they needed to assist the millions of Americans who suddenly found themselves trying to navigate Medicaid, the Marketplace, and short term health plans. In July 2020, Joanna was asked to assist in running the daily operations and was promoted to Vice President of Agency Development with Nationcare Insurance Services.

You can find Joanna sharing Medicare policy and sales tips daily in social media groups such as her own group with her mentor Joe Tretola, Medicare Mentors, which is consisting of over 2,500 agents Nationally. Joanna's favorite hobby when she's not helping beneficiaries navigate Medicare or training agents is volunteering in Facebook's largest veteran group of over 660,000 where she is a group admin and gives Social Security Retirement, Disability, and Medicare entitlement advice and connecting veterans to resources.