
Guidance for Processing Enrollment Requests Received at the Closing of AEP

AGENT FAQ

Q: Who is eligible to enroll using an AEP election period December 8-10?

A: A consumer who had difficulty enrolling prior to December 8, but had difficulties due to capacity issues with the enrolling entity.

Q: What can I do with existing leads in my book? Can I call consumers that I had contact with in AEP to ask if they have had any difficulties enrolling?

A: If you had an interaction with the consumer during this AEP and have permission to call, you may outreach to the consumer. When contacting the consumer, you should use the following language: "AEP ended on December 7. However, CMS has made an accommodation for consumers who attempted to enroll prior to December 8, but had difficulties due to capacity issues with the enrolling entity, such as call center hold times, website failures or agent availability. Did you have this problem?" Agents can only proceed with an AEP enrollment if the consumer confirms they had this problem.

Q: Must the agent ask the consumer if they had difficulties enrolling?

A: Yes. When contacting the consumer, you should use the following language: "AEP ended on December 7. However, CMS has made an accommodation for consumers who attempted to enroll prior to December 8, but had difficulties due to capacity issues with the enrolling entity, such as call center hold times, website failures or agent availability. Did you have this problem?" Agents can only proceed with an AEP enrollment if the consumer confirms they had this problem.

Q: If a consumer says they did not attempt to enroll prior to December 8, can the application be accepted?

A: No, the only exception to take an Annual Election Period (AEP) application December 8-10 is when a consumer had difficulty completing their application prior to December 8, due to capacity at the enrolling entity. Agents should check for another valid election period and use it if available. In the event an election period is not available and the consumer still desires to enroll instruct them to contact 1-800-MEDICARE.

Q: Should applications received December 8-10 be backdated to December 7?

A: No. Our enrollment department will be taking care of submitting the appropriate date to CMS based on guidance. Agents should submit the application with the date it was signed and received.

Q: Should agents direct consumers to mymedicareenroll.com?

A: Our recommendation to agents is to use iEnroll or eModel in order to avoid capacity issues that might occur.

Q: Will iEnroll and eModel allow AEP applications December 8-10?

A: Yes, as long as the application is marked as a 1/1 effective date with an AEP election period it will be accepted via iEnroll and eModel.

Q: How will leads for AEP appointment requests be flagged in bConnected?

A: Leads won't be specially labeled. Agents need to be vigilant in monitoring all leads. Agents have an obligation to determine the appropriate election period.

Q: If an agent receives an in-home appointment request, does the agent have to validate the consumer's unsuccessful attempt to enroll prior to December 8?

A: Yes, any request for an AEP enrollment December 8 through 10 must be verified with confirmation from the consumer that they had unsuccessfully attempted to enroll on or before December 7.

Q: What do I do with applications received after Saturday, December 10?

A: All applications must be sent to UnitedHealthcare regardless of receipt date. The UnitedHealthcare enrollment department will work with CMS to make a determination of application eligibility.

Q: Are enrollment centers and retail kiosks staying open through December 10?

A: No, enrollment centers and kiosks are filed as sales events and are required to be filed 7 days in advance. Enrollment centers and retail kiosks will be closed as planned at end of day December 7.

Q: What about SEP filed Sales Events?

A: All SEP filed Sales Events will occur as planned. It is business as usual for SEP activity. In the event that a consumer inquires about an AEP enrollment at one of these events, please refer the consumer to a non-presenting agent at the meeting or request the consumer meet with you individually after the meeting to address their specific situation.

Q: Is a Business Reply Card acceptable as a consumer's attempt to enroll?

A: No, a business reply card does not qualify as an attempt to enroll.

Q: Will the Outbound Enrollment Verification (OEV) surveyors ask what day the application was taken?

A: No changes to the Outbound Education Verification (OEV) process and survey are planned

Q: Can I do broad based communication to consumers informing them of this accommodation?

A: No, you may not distribute by e-blasts, post on website or other mass communication. You may only discuss this one-on-one with a consumer.

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