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Your enrollment options for 2017 Aetna and Coventry Individual Medicare plans (MA/MAPD, PDP)

Before enrolling your client in an Aetna or Coventry Medicare plan, starting October 15, remember a few important rules.

1 We must receive signed Medicare enrollment applications within two calendar days after you receive them.

2 If you meet with a client for a one-on-one appointment (whether in person or by phone) to discuss MA/MAPD or PDP products, you must document a Scope of Appointment. You must maintain Scope of Appointments for at least 10 years and make them available upon request.

Please see our Producer Guide on **Producer World** for more information on the enrollment process. If you have any questions, just contact your local Medicare broker manager or the Broker Services Department at **1-866-714-9301** or **brokersupport@aetna.com**.

How to submit Aetna MA/MAPD/PDP enrollments

Online through our Ascend Virtual Sales Office app.
You can use the Ascend app on most devices. It runs on any iPad-based device (requires iPad 2 or later model running iOS7 or later) or Windows-based device (requires Windows 7 or later and x86 processor). Once you're ready to sell, you can request access on the **Broker Portal**.

Email:
MedicareEnrollmentTransactions@aetna.com. Scan and save the paper application, and any required paperwork, as a single document in an approved file format: .doc, .dox, .jpg, .pdf or .tif. Use the enrollee's name in the attachment file's name (do not use SSN, HICN or any other numbers). Attach the file to an email message and send securely with encryption. One applicant (and one attachment) per email is recommended, but up to five applicants/attachments per email are allowed. Attachments cannot exceed seven pages each. The email body cannot contain embedded images, graphics or logos. In the subject line, include the enrollee's name only (do not use SSN, HICN or any other numbers). You'll then receive an automated confirmation or rejection email with the enrollee's name in the subject line.

Fax: **1-866-441-2341 or 1-888-665-6296**

Mail: Aetna Medicare Broker Enrollment Team
P.O. Box 14088
Lexington, KY 40512-4088

How to submit Coventry MA/MAPD/PDP enrollments

Online through our Ascend Virtual Sales Office app.
You can use the Ascend app on most devices. It runs on any iPad-based device (requires iPad 2 or later model running iOS7 or later) or Windows-based device (requires Windows 7 or later and x86 processor). Once you're ready to sell, you can request access on the **Broker Portal**.

Fax for MA/MAPD:
1-888-554-7668 (Attn: Enrollment Department)

Fax for First Health Part D (PDP): 1-866-415-2232
(Attn: Enrollment Department)

Fax applications one at a time. Include a cover sheet with every fax transmission and include your Coventry Agent Writing Number (AWN), your name, email and phone number. Also indicate the enrollee's name.

Mail for MA/MAPD:
Coventry Health Care
P.O. Box 7770
London, KY 40742-7770

Mail for First Health Part D (PDP):
First Health Part D
P.O. Box 7763
London, KY 40742-7763

Note: Do not Overnight Mail any enrollment applications to a P.O. Box.

A complete application is the first step in the enrollment process

When assisting your clients with their application, you're responsible for answering their questions and ensuring all required information on the enrollment form is complete. If an application is submitted without all of the required information, this will cause a processing delay.

Make sure the following items are included on all applications:

- Beneficiary's name, as shown on their Medicare card
- Beneficiary's date of birth
- Beneficiary's permanent residence address/physical street address (P.O. Box is not acceptable)
- Medicare Health Information Claim Number (HICN) – This is the number on the beneficiary's Medicare card
- Proof of Medicare Part A and/or B entitlement
- Requested effective date

- Plan selection
- Method of payment
- Signature(s) and date
- On Aetna applications, your National Producer Number (NPN)*
- On Coventry applications, your Coventry AWN*

* (except in Florida; on Florida applications, your NPN and AWN are required)

Don't forget to include the Primary Care Physician (PCP) on the enrollment application

We encourage all applicants to select a PCP when enrolling for a plan. But for those enrolling in an HMO plan, this is especially important. Members of HMO plans are required to select an in-network PCP. **If HMO members visit their doctor before we have their PCP on file, their claim will be denied. Please help ensure your clients don't miss this critical step!**

To find providers for Aetna Medicare plans, go to **www.AetnaMedicareDocFind.com**. For Coventry Medicare plans, go to **www.coventry-medicare.com/findprovider**. (There's one exception: For Florida Aetna HMO plans, use the Coventry website instead.)

Let your clients know what happens next

New MA/MAPD and PDP members, as well as some members who make a plan change (for example, those who change from an MA plan to a PDP plan or from a PDP plan to an MA plan) will receive an enrollment verification letter within 10 business days after we receive their application.

Next, all MA/MAPD and PDP members will receive their member id card and welcome kit.

In addition, some members will receive a welcome call from an Aetna or Coventry customer service representative. On the call, we'll help ensure members understand how to start using their plan benefits. Members may also be contacted by phone later in the year about free services that are part of their plan, such as an in-home health assessment.

You can check application status online

To check the status of Aetna MA/MAPD and PDP enrollment applications, go to the Individual Medicare page of **Producer World**, then click "Reporting." The application pipeline status report shows applications that are being processed or were denied. Once approved, applications appear on the enrollment roster report.

To check the status of Coventry MA/MAPD and PDP enrollment applications*, access the **App Tracker** tool **https://apptrackerprod.cvty.com/ACom3Coventry/**. First-time users: To login, enter your Coventry AWN as the AWN/User id. For the password, enter "Coventry" and the last 4 digits of your Social Security Number. For example: Coventry1234.

*Exception: Florida Aetna HMO policies appear in the Coventry App Tracker tool and not on Producer World reports.

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