

## Care Improvement Plus (CIP) Migration Frequently Asked Questions

### **Branding:**

#### **Q: What are the branding guidelines for 2015 and 2016 plans?**

A: 2015 effectives (10/1/2015, 11/1/2015, 12/1/2015 effectives) remain under the legacy CIP branding.

2016 effectives (starting with 1/1/2016)

- CIP Medicare Advantage (non-SNP) products have been rebranded to standard Medicare Advantage branding and logos. All materials are branded with the UnitedHealthcare® logo with the CIP Plan name listed in the body copy. The UnitedHealthcare® Medicare Solutions logo is on the member ID card for these plans.



- CIP Dual and Chronic Special Needs Plan (SNP) products have been rebranded to standard Community Plan Dual branding and logos, which includes the UnitedHealthcare Dual Complete plan. All materials are branded with the UnitedHealthcare logo with the CIP Plan name listed in the body copy. The UnitedHealthcare Community Plans logo is on the member ID card for these plans.



#### **2016 CIP Plan names:**

Care Improvement Plus Dual Advantage (Regional PPO SNP)  
Care Improvement Plus Gold Rx (PPO SNP)  
Care Improvement Plus Gold Rx (Regional PPO SNP)  
Care Improvement Plus Medicare Advantage (PPO)  
Care Improvement Plus Medicare Advantage (Regional PPO)  
Care Improvement Plus Silver Rx (Regional PPO SNP)

### **Agent Materials:**

#### **Q: How should UnitedHealthcare sales agents order Enrollment Guides for 2015 and 2016 effective sales?**

A: 2015 and 2016 Enrollment Guides can be ordered through the Agent Toolkit.

#### **Q: What does the 2016 CIP application look like?**

A: See a sample 2016 CIP application [here](#)

#### **Q: How do I obtain CIP provider directories for 2016 enrollments?**

A: Download a PDF of the provider directory by accessing the UnitedHealthcare Distribution Portal or the CIP Portal. To obtain a hard copy of the provider directory, reach out to your local leadership.

#### **Q: How and where do I perform a CIP drug search?**

A: Refer to the updated online provider search job aid located on the Distribution Portal that will be provided at the end of September 2015.

**Q: How do I look up providers?**

A: View [link](#) for more information.

**Training:**

**Q: How is Care Improvement Plus product training offered?**

A: Care Improvement Plus product training is conducted in-person. Please contact your agent manager or agency manager for specific dates and times.

**Certification:**

**Q: If I am already licensed and appointed to sell the UnitedHealthcare® Medicare Solutions portfolio of products, what else is needed to sell the 2016 Care Improvement Plus portfolio of products?**

A: You must complete all required online CIP certification courses.

**Q: Who should an agent contact with questions regarding the appointment process?**

A: The UnitedHealthcare Producer Help Desk (PHD) at **888-381-8581**, Monday – Friday, 7am – 7pm CST, or email [phd@uhc.com](mailto:phd@uhc.com). Please include your agent writing number in the email to the PHD.

**Q: How do I certify to sell Care Improvement Plus plans for 2016?**

A: Certification occurs through UnitedHealthcare online courses, which are available on the UnitedHealthcare Distribution Portal. UnitedHealthcare certifies agents to sell a type of product. Therefore, once an agent is certified in a specific product type, they are certified to sell all plans of that type in the Medicare Solutions portfolio. For example, an agent that passes the 2016 Dual SNP/Chronic SNP module is certified to sell 2016 UnitedHealthcare and CIP Dual SNPs and Chronic SNPs.

**Q: What courses must all agents complete in order to be certified to sell 2016 UnitedHealthcare and CIP products?**

A: Certification requirements are the same for all agents and all products in the Medicare Solutions portfolio. Agents must pass the Medicare Basics test, the Ethics and Compliance test, and the AARP course, plus the appropriate product modules/tests.

**Q: What happens if I am not certified for a product that I sell?**

A: If an agent submits a 2015 or 2016 enrollment application and the required certification module has not been completed, commission will not be paid and the writing agent will receive corrective action or may be terminated. If you have questions about obtaining certification, please contact the PHD at **888-381-8581**, Monday - Friday, 7am - 7pm CST, or email [phd@uhc.com](mailto:phd@uhc.com). Please include your agent writing number in the email to the PHD.

**Enrollment:**

**Q: How should 2015 enrollment applications be submitted?**

A: Field sales agents (EDC, ICA, ISR) must submit Care Improvement Plus enrollments in one of the following three ways:

1. Electronically by using the UnitedHealthcare® LEAN™ application.
2. Fax applications to (866)686-2508. *(Do NOT fax 2016 applications to this number.)*
3. Mail applications using Overnight delivery to *(Do NOT mail 2016 applications to this address):*

Care Improvement Plus  
Attn.: Enrollment Department  
4350 Lockhill-Selma Road, Suite 300  
San Antonio, TX 78249

**Q: How should 2016 enrollment applications be submitted?**

A: Field sales agents (EDC, ICA, ISR) must submit Care Improvement Plus enrollments in one of the following three ways:

1. Electronically by using the UnitedHealthcare® LEAN™ application – preferred method. (UnitedHealthcare-iEnroll™ is also available for 2016 CIP enrollments.)
2. Fax applications to (501)262-7070. *(Do NOT fax 2015 applications to this number.)*
3. Mail applications using Overnight delivery to *(Do NOT mail 2015 applications to this address):*

UnitedHealthcare Medicare Enrollment  
Attn.: Xerox/ACS  
3315 Central Avenue  
Hot Springs, AR 71913

**Q: How do I enter a Primary Care Provider (PCP) on an application (electronic or paper)?**

A: View [link](#) for more information.

**Q: How do agents submit a Scope of Appointment?**

A: The process has not changed. All Scope of Appointments (SOA), even those for appointments that do not result in an enrollment, must be faxed to: 866-994-9659 within 2 business days following the appointment. Do not submit the SOA form with the enrollment application. These rules apply to all Medicare Advantage and Prescription Drug Plans in the UnitedHealthcare Medicare Solutions portfolio. Refer to the Scope of Appointment Job Aid available on the Resource Center tab of the Distribution Portal.

**Q: Who will assist the agent with a pending application?**

A: Agents will have the ability to track their 2016 CIP enrollments on the Distribution Portal under the Enrollments tab. Agents will also receive email notifications regarding the application status for 2015 and 2016 CIP enrollments. If the email contains information that an application is pending, to resolve the issue the agent must contact the PHD at **888-381-8581**, Monday – Friday, 7am – 7pm CST, or email [phd@uhc.com](mailto:phd@uhc.com). Please include your agent writing number in the email to the PHD.

**Q: How do I obtain the Enrollment status for Care Improvement Plus applications?**

A: Care Improvement Plus 2016 Effective application status will be available on the Distribution Portal. Once the application is approved by CMS it will be provided on the Commission Statement in the Distribution Portal.

**Commissions (EDC and ICA channels only):**

**Q: How will 2015 Commissions be processed for agent commissions?**

A: Beginning in late September, 2015 sales for CIP will be included in the UnitedHealthcare commission statement, which is processed every payment cycle.

- September 2015 renewals will follow current CIP timing and be processed the first week of September. Beginning with October 2015 renewals, they will be processed out of the UnitedHealthcare systems on the third week of the month.
- Legacy CIP renewals (for those members with effective dates 2012 and earlier) will continue to be displayed on a separate commission statement that will be emailed directly to you beginning with the October renewal cycle.

**Q: How will 2016 Commissions be conducted for agent commissions?**

A: 2016 sales for CIP will be included in the UnitedHealthcare commission statement, which is processed twice a week.

**Q: What is the commission payment cycle?**

A: New business is processed twice weekly; renewals are processed monthly - the third weekend of the month.

**Q: How will I identify my CIP activity on the commission statement?**

A: CIP transactions can be identified by their contract numbers, which are displayed on the commission statement.

**Q: Where can I find my commissions statement?**

A: Commission statements are available on the UnitedHealthcare Distribution Portal and include details for new sales and renewals for CIP business sold under the UnitedHealthcare contract/agreement. The CIP Portal will not be available after September 30, 2015, to download or print those CIP commission statements.

**Q: Does the change to commissions, effective in September 2015, change the process for submitting CIP enrollments?**

A: No. Please see the Enrollment section for more information on how to submit CIP enrollments for 2015 and 2016 effective dates.

**Q: Who can agents contact regarding questions about commissions?**

A: For questions, all agents contact the PHD at **888-381-8581**, Monday – Friday, 7am – 7pm CST, or email [phd@uhc.com](mailto:phd@uhc.com). Please include your agent writing number in the emails to the PHD.

**Member Claims:**

**Q: Where should a CIP plan member submit a provider services claim?**

A: Members can submit a provider services claim by calling Customer Service at 800-204-1002, which is also located on the back of the member ID card.

**Member Benefits:**

**Q: If a member has questions on their current Care Improvement Plus benefits, where should they go?**

A: Members can call Customer Service at 800-204-1002 or contact their agent for more information.

**Q: How soon after enrollment should a member get their member ID cards?**

A: Once a member's enrollment is submitted and CMS approved, the member will receive a Welcome Letter and member ID card within 7 to 10 business days.

**Q: Can an agent request an additional ID card for a member?**

A: Yes. Without the member present, the agent must verify the member's HIPAA information and confirm that they are the member's documented Agent of Record before ordering any new materials, such as an additional ID card.

**If you have additional questions, please contact the PHD at 888-381-8581, Monday – Friday, 7am – 7pm CST, or email [phd@uhc.com](mailto:phd@uhc.com). Please include your agent writing number in the email to the PHD.**