How to use Reports to Check an Enrollment Status

By clicking on the reports tab, you can review enrollment information on your SilverScript book of business. You are able to view information on individual enrollments such as Member ID number; drug card ID numbers such as RxBIN, RxPCN, and RxGroup; low income subsidy level; late enrollment penalty amount; approved payment method; and other information from the member's enrollment application.

There are some instances when an enrollment will need further attention from the agent after it has been submitted to SilverScript for processing.

First is the "Pending" column. Within this column, there may be Conditional Rejects. If you know that your client is leaving an Employer Group plan then their enrollment might have an Employer Group Subsidy Reject. Medicare requires that we contact the member and they have to attest to the fact that they are aware of the implications of leaving their Employer group subsidized plan, even if that plan is ending. This is VITAL for the enrollment to continue processing. If it is not processed within 30 days of the conditional reject, they will not have a plan, it will be cancelled.

Enrollments

Export Print

Plan Type	Submitted	Enrolled	Disenrolled	Denied	Pending	Cancelled	Correction Needed
SilverScript Choice	184	96	1	0	60	0	27
SilverScript Plus	4	2	0	0	2	0	0
Totals	188	98	1	0	62	0	27

Application Date	Effective Date	Agent Name	Applicant First Name	Applicant Last Name	G ID #	Applicant HICN	Plan	Status
1/23/2015	2/1/2015	[illegible]	[illegible]	[illegible]	G5C[illegible]	[illegible]1A	CHOICE	Enrollment Request Submitted To CMS - Awaiting CMS Feedback

If the member's application has Enrollment Request Submitted to CMS – Awaiting CMS Feedback, click on the red Application Date. This is the client detail record, scroll halfway down the page, just below the Agent ID, and look for the TRRcodes. If your client has listed "127 Part D Enrollment Rejected, Employer Subsidy Status" on it, please make certain that they call **1-800-706-9340** right away to Attest that they do want this coverage. This is not something that the agent can do on their behalf, and it is time sensitive. They must attest or the enrollment will cancel, per Medicare's rules.

ContractID	S5601
MemberStatusCode	9
TRRcode1	127 Part D Enrollment Rejected, Employer Subsidy Status

Second, there is the “Correction Needed” column. This details when there is a processing delay, either due to an invalid Election Period, incorrect Medicare Claim Number, or some other piece of information that needs to be addressed. Most of this is taken care of by our internal team, but anytime an agent can help get the information from the client, it helps cut down on needless denials and delays.

Enrollments

Export Print

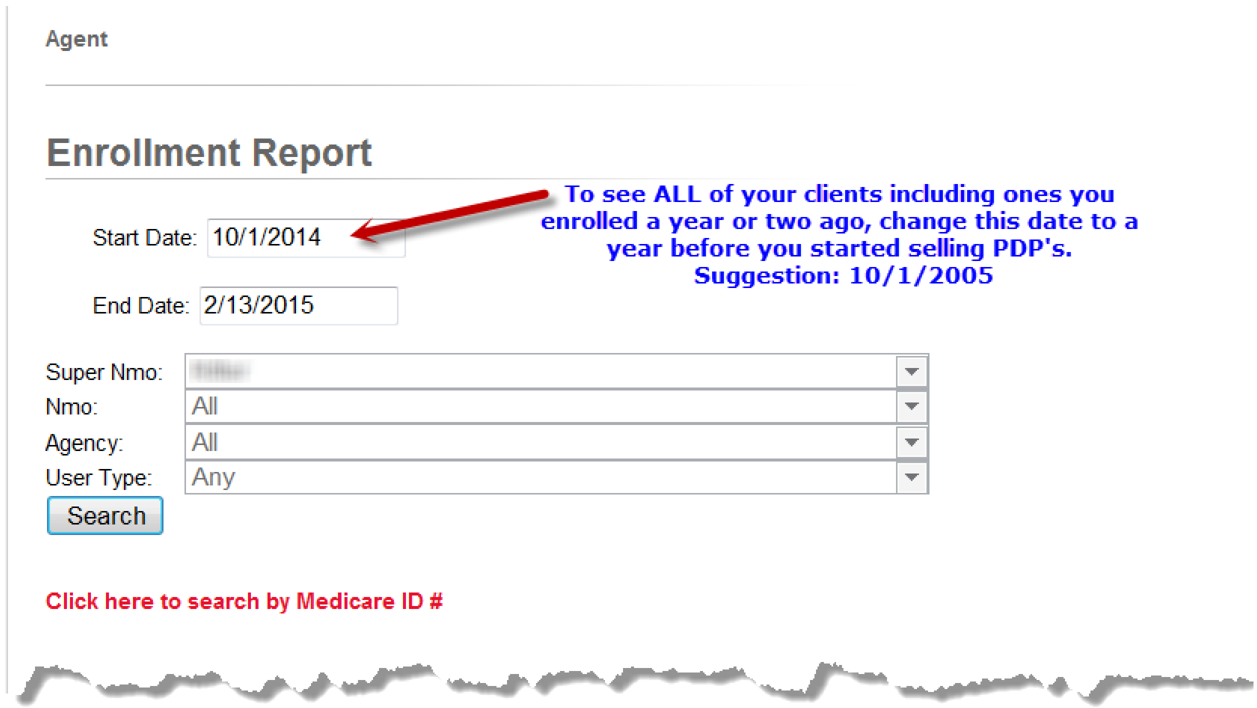
Plan Type	Submitted	Enrolled	Disenrolled	Denied	Pending	Cancelled	Correction Needed
SilverScript Choice	184	96	1	0	60	0	27
SilverScript Plus	4	2	0	0	2	0	0
Totals	188	98	1	0	62	0	27

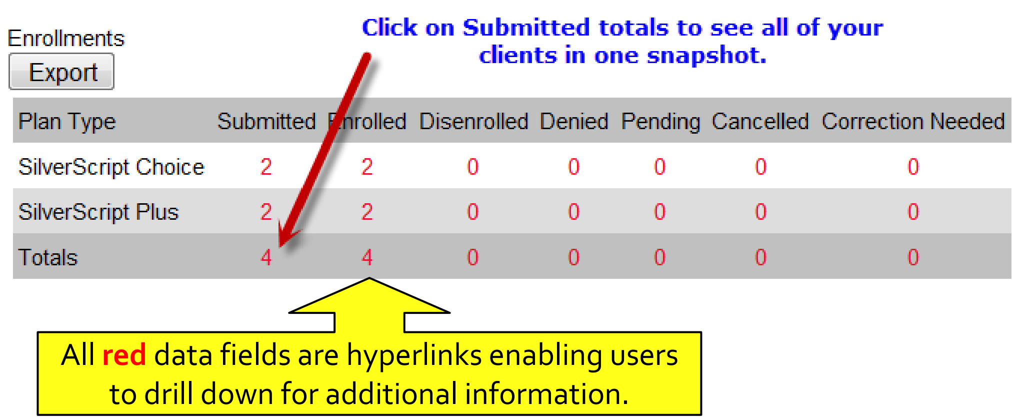
Click on the red number; pick the client you are checking on, and click on the red application date. On the client detail screen, all the way at the bottom is BEQErrCode. This code tells you what the error is about.

DisenrollmentReason	
UnpaidPremiumBalance	0000000.00
BEQErrCode	Failed to Scrub
DisenrollmentReasonCode	

These are the codes that need correction that the agent can help us get from the clients:
HICN not Valid – Medicare Claim number/Name/DOB/Gender mismatch
Failed to Scrub – Medicare Claim number doesn’t exist in Medicare system
Invalid Enrollment Period – Agent should verify enrollment period is valid; IEP is not always valid for PDP’s when it is valid for other products.
Invalid SEP Date – The Election Period’s date is out of range for the effective date
SEP Date needs Validation – Member needs to verify the start date of SEP with SilverScript

For codes such as Invalid Primary address, we use programs to determine if the address is valid, just not a USPS delivery address, then override without further input. If the Mailing address is invalid, it can be helpful to verify the mailing address with the client to be certain it was data entered correctly.





Plan Type	Submitted	Enrolled	Disenrolled	Denied	Pending	Cancelled	Correction Needed
SilverScript Choice	2	2	0	0	0	0	0
SilverScript Plus	2	2	0	0	0	0	0
Totals	4	4	0	0	0	0	0

This is a summary snapshot of enrollments, which displays enrollments by plan type i.e. SilverScript Basic, Choice, Plus (and EGWP for organizations marketing to employer groups) and by enrollment status i.e. total enrollments for each plan: Submitted, Enrolled, Pending at CMS, Disenrolled, Cancelled, and Correction needed.

By clicking on any of the red hyperlinked numbers, more detail regarding those clients will be displayed.

The list is also exportable, and may be used in tracking commissions received or outstanding. Just click on Submitted Totals then with that list, click on Export at the top of the client list.

Enrollment Report

RxBIN: 004336 | RxPCN: MEDDADV | RxGroup: RXCVSD

Data current as of: 2/13/2015 4:07 AM

Temporary Member ID Card >>

Export

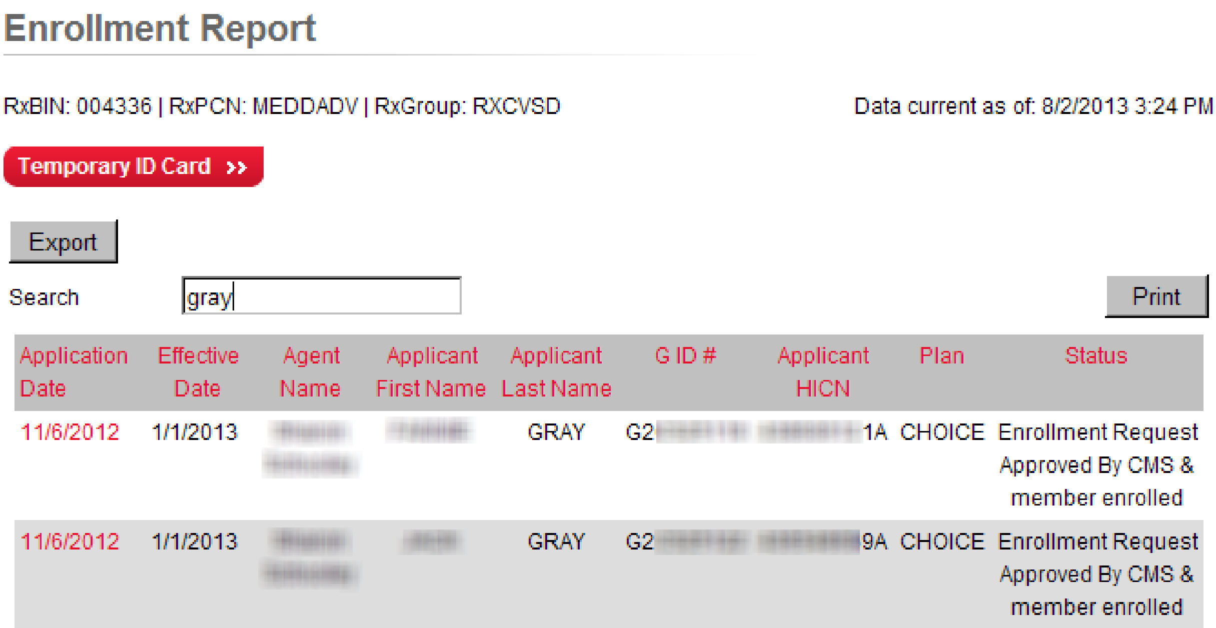
Exports to an Excel CSV File

Application Date	Effective Date	Agent Name	Applicant First Name	Applicant Last Name	G ID #	Applicant HICN	Plan	Status
12/1/2014	1/1/2015	[redacted]	[redacted]	[redacted]	G4C[redacted]26D		PLUS	Enrollment Request Approved By CMS & member enrolled
2/1/2015	3/1/2015	[redacted]	[redacted]	[redacted]	G4C[redacted]19A		PLUS	Enrollment Request Approved By CMS & member enrolled
12/1/2014	1/1/2015	[redacted]	[redacted]	[redacted]	G4C[redacted]20A		CHOICE	Enrollment Request Approved By CMS & member enrolled
12/1/2014	1/1/2015	[redacted]	[redacted]	[redacted]	G4C[redacted]26A		CHOICE	Enrollment Request Approved By CMS & member enrolled

The Member ID card information is provided on this screen enables agents to provide clients with vital information with just a few clicks, including the RxBIN, RxPCN, RxGroup, and the Member's Policy or G ID #. Also, the status of the member is listed in the right hand column.

From this screen, you can also print out a temporary ID Card. The RxBIN and RxPCN are already printed on the card; just add your client's G ID# and Name.

If you are searching for a specific client's name, you can use the search field at the top to enter their Last Name, HICN, or G ID# which will then filter your reports for just that individual.



Enrollment Report

RxBIN: 004336 | RxPCN: MEDDADV | RxGroup: RXCVSD

Data current as of: 8/2/2013 3:24 PM

Temporary ID Card »

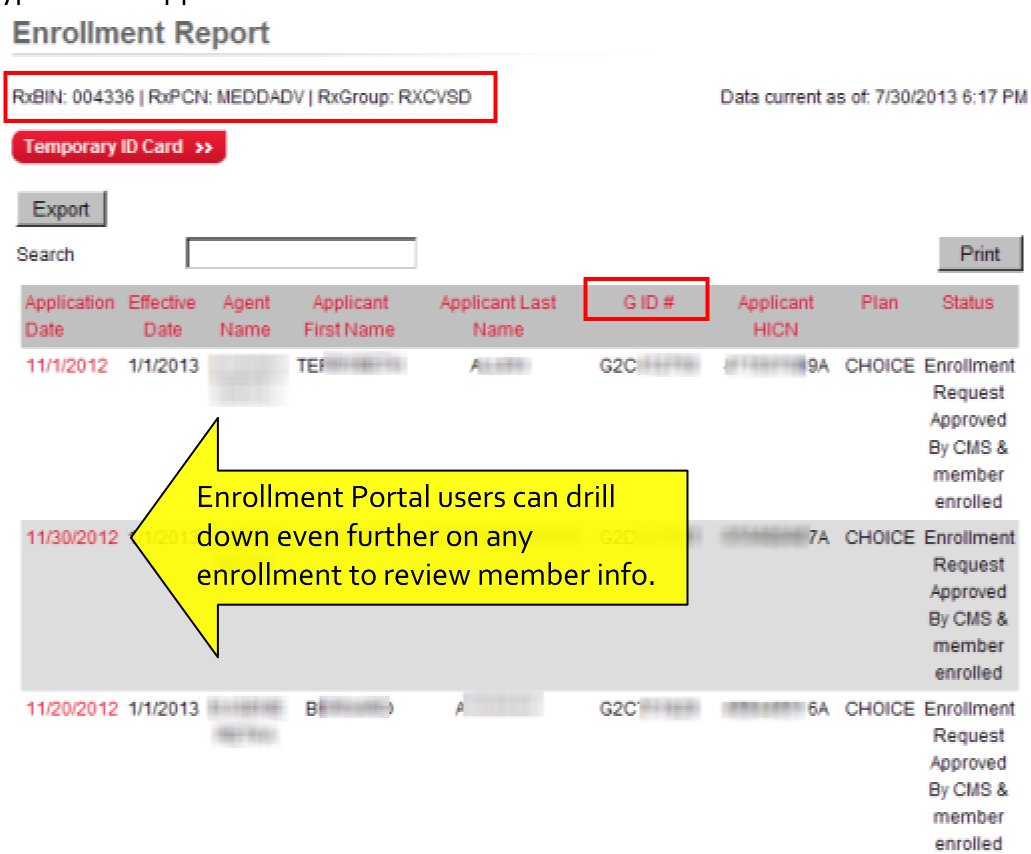
Export

Search: gray

Print

Application Date	Effective Date	Agent Name	Applicant First Name	Applicant Last Name	G ID #	Applicant HICN	Plan	Status
11/6/2012	1/1/2013	[illegible]	[illegible]	GRAY	G2[illegible]	[illegible]1A	CHOICE	Enrollment Request Approved By CMS & member enrolled
11/6/2012	1/1/2013	[illegible]	[illegible]	GRAY	G2[illegible]	[illegible]9A	CHOICE	Enrollment Request Approved By CMS & member enrolled

If you then want to check on the information regarding that one client, just click on the hyperlinked Application date.



Enrollment Report

RxBIN: 004336 | RxPCN: MEDDADV | RxGroup: RXCVSD

Data current as of: 7/30/2013 6:17 PM

Temporary ID Card »

Export

Search

Print

Application Date	Effective Date	Agent Name	Applicant First Name	Applicant Last Name	G ID #	Applicant HICN	Plan	Status
11/1/2012	1/1/2013	[illegible]	TE[illegible]	A[illegible]	G2C[illegible]	[illegible]9A	CHOICE	Enrollment Request Approved By CMS & member enrolled
11/30/2012	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]7A	CHOICE	Enrollment Request Approved By CMS & member enrolled
11/20/2012	1/1/2013	[illegible]	B[illegible]	A[illegible]	G2C[illegible]	[illegible]6A	CHOICE	Enrollment Request Approved By CMS & member enrolled

The next several pages provide examples of the information available to Enrollment Portal users by merely clicking on the Application Date hyperlink.

Name	Value
ConfirmationNumber	SS1[redacted]
DateOfEnrollment	11/5/201[redacted]
SubmitTime	
ApplicantTitle	
ApplicantFirstName	K[redacted]
ApplicantMiddleInitial	W
ApplicantLastName	D[redacted]
ApplicantBirthDate	9/1[redacted] 12:00:00 AM
ApplicantGender	M
ApplicantAddress1	[redacted] RD
ApplicantAddress2	
ApplicantCity	WEST [redacted]
ApplicantState	[redacted]
ApplicantZipCode	[redacted]
ApplicantZipCodeExt	
ApplicantPhoneNumber	[redacted]
ApplicantEmailAddress	
HICN	[redacted]A
ApplicantSSN	G2[redacted]
MailingAddress1	[redacted] RD
MailingAddress2	
MailingCity	WEST [redacted]
MailingState	[redacted]
MailingZipCode	[redacted]
MailingZipCodeExt	
AuthorizedRepName	
LanguageType	E
AgentID	[redacted]

- Note: The field “ApplicantSSN” displays the member’s policy/G ID#

PartACoverageEffectiveDate	9/1/20[illegible] 12:00:00 AM
PartBCoverageEffectiveDate	9/1/20[illegible] 12:00:00 AM
ContractID	S5601
MemberStatusCode	1
TRRcode1	185 Premium Withholding Option Change Status Rejected
TRRcode2	011 Enrollment Accepted as Submitted
TRRcode3	120 Premium Withholding Option Change Accepted
TRRcode4	
TRRcode5	
TRRcode6	
TRRcode7	
TRRcode8	
TRRcode9	
TRRcode10	
LowIncomePercentage	
LowIncomeCopay	
CoverageEffectiveDate	1/1/20[illegible] 12:00:00 AM
CoverageTerminationDate	12/31/9999 12:00:00 AM
AutoEnrolleeFlag	N
FacilitatedEnrollmentFlag	N
CredibleCoverageFlag	Y
UncoveredMonths	0
PremiumSource	D
CMSBenchSubsidyAmount	
LEPPenaltyAmount	
TierTranslation	CHOICE
CUID	[illegible]

Note the TRR Codes, these can tell you if there is a problem with an enrollment. The member may need to call Customer Care to resolve any issues. The TRR code at the top is the newest.

One of the most common is TRR 127 – the client just needs to call Customer Care to confirm that they want the PDP and not their Employer Subsidy plan OR that they made a mistake and want to keep their Employer Subsidy Plan. Once they do call in and affirm that they want the Part D plan as detailed on page 2, and Medicare approves the override, then the TRR 129 will show as Enrollment Accepted.

During AEP, when there has been a change to the Plan structure, new enrollees within the last three months of the current year may display an enrollment for 1/1 of the following year, it is because of the SilverScript Systems looking for the newest row of eligibility, and picks up the coming year, instead of the current year. Use the OriginalMemberEffDate row near the bottom to find the original effective date.

PBPID	[illegible]
ClientSetupHeirLevel1	9110
ClientSetupHeirLevel2	CHOICE[illegible]
ClientSetupHeirLevel3	[illegible]
SecondaryMemberID	
SecondaryHeirLevel1	
SecondaryHeirLevel2	
SecondaryHeirLevel3	
DEXMethodCode	AGTP
ElectionType	A
ElectionTypeReasonCode	
OriginalMemberEffDate	1/1/20[illegible] 12:00:00 AM
PBPChange	N
PBPChangeTimestamp	20[illegible]-01-01
FamilyID	
RelationshipCode	
PersonCode	
DisenrollmentReason	
UnpaidPremiumBalance	00000[illegible]
BEQErrCode	
DisenrollmentReasonCode	

Original Effective date of enrollment