



Submitting Multiple Enrollments at the Same Address

User Guide

v1-February 2017



Multiple Enrollments at the Same Address

The SilverScript Enrollment Portal has the functionality to significantly speed up multiple enrollments at the same address during a single enrollment session.

Here's how.

1. Enter your enrollment in the SilverScript Agent Portal.
2. After you submit the enrollment, you'll see your final confirmation page.
3. This is where you decide if you're going to enroll another person at the same address.

This is ideal for enrolling couples who have a qualifying enrollment event, or several residents of an assisted-living or long-term care facility.

Final Confirmation Page

Hello, Peter Cohen. Plan Year is 2017

Thank You!

Online Enrollment Confirmation # SS1701170001RQ

Your client's enrollment application has been received. Medicare, the federal agency that runs the Medicare program, must approve all enrollments. After we receive confirmation of your client's enrollment from Medicare, your client will receive a letter from us along with an ID card and Evidence of Coverage.

Once your client is enrolled in our plan, your client can only disenroll (or enroll in a new plan) during certain times of the year. Unless your client meets certain special exceptions, such as if your client moves out of the prescription plan service area, your client can only disenroll from a Medicare Part D prescription plan from October 15 through December 7 each year. If your client has questions about how or when to disenroll, please contact our customer support department.

If your client has limited income, your client may qualify for extra help (including help paying the prescription drug premium and yearly deductibles). For more information on extra help, your client should contact a local Social Security office or call 1-800-MEDICARE (1-800-633-4227). TTY/TDD users should call 1-877-486-2048.

Look for this button when you complete an enrollment if you have more than one client at that address.

Print a hard copy of the enrollment

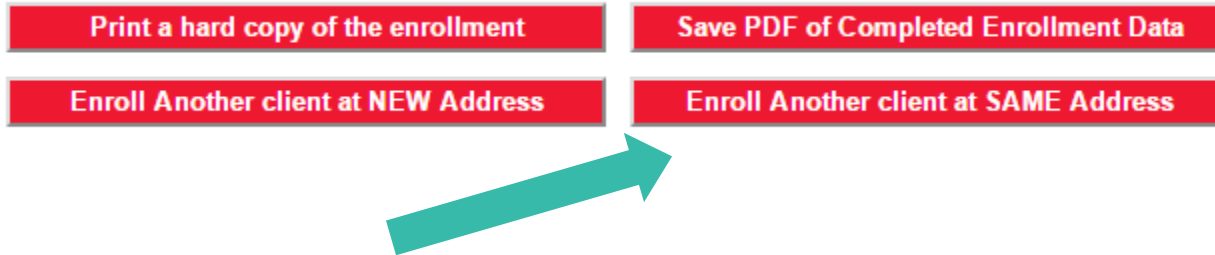
Save PDF of Completed Enrollment Data

Enroll Another client at NEW Address

Enroll Another client at SAME Address

4. The buttons at the bottom of this page are options for your next step after submitting an enrollment. You have the option to submit another enrollment at the *same address*, or to enroll another client at a *new address*.

Final Confirmation Page



5. When you click this button to enroll another client at the same address during a single enrollment session, the Portal will automatically insert the address information from the previous enrollment – you don't have to retype the address.

This feature is especially helpful if your clients are working with an **authorized representative** because it will automatically fill in the representative's information, in addition to the address.