

What to expect after submitting enrollments

- Enrollment Confirmation Email: We will send an email to the agent as soon as the enrollment is successfully entered into the agent portal.
- Enrollment Verification: We will contact the member (EV) via direct mail to confirm intent to enroll in the SilverScript plan and confirm the member understands how the coverage works before the enrollment becomes final.
- Acknowledgement Letter: The acknowledgement letter lets the member know that we received the enrollment application.
- Confirmation Letter: The confirmation letter lets the member know that Medicare has approved the enrollment.
- Welcome Kit: The welcome kit contains important plan information including:
 - Welcome Brochure - an introduction to the 2017 SilverScript plan.
 - Membership ID Card.
 - Low Income Subsidy (LIS) Rider.
 - Evidence of Coverage - a document that explains how the plan works, how we protect the member's privacy, and how to apply for Extra Help.
 - Abridged Formulary - a partial list of prescription drugs covered by the plan.
 - Pharmacy Directory - an updated listing of network pharmacies in the member's area.
- Enrollment Status Visibility: Agents can access the agent portal's Report tab to track the progress of your client's enrollment application...expect a 2 to 3 day lag between submitting the application and seeing the status via the Portal.