

A Snapshot of...

Your Guide to HAAL 2014

How can HAAL help me?

The **H**ealthSpring **A**gent **A**ssistance **L**ine (HAAL) provides support to our internal and external agents.


Here are some—but not all—of the things HAAL can do


- Verify eligibility for Medicare and Medicaid
- Confirm Medicare effective dates
- Supply specific Provider and Formulary info
- Explain Plan benefits, co-pays and OOP expenses
- Answer licensing, certification, & appointment inquiries
- Supply updates on your application submissions
- Assist with eAgent user name & password
- Provide local market contact info
- Help with questions about Commissions

What HAAL can't do

- Speak with prospective members
- Assist with active member issues (contact Member Services)
- Tell you “how to sell”

What are HAAL's hours of operation?

	Lock-In Monday - Friday 8 am - 7 pm EST	Extended hours for AEP Monday - Friday 8 am - 9 pm EST	Saturday 11 am - 7 pm EST
			Sunday 1 pm - 7 pm EST

	Email	HAAL@HealthSpring.com
	Phone	1-866-442-7516 **
	Fax	1-855-296-2279

* Bilingual reps on staff

* All calls are recorded