

DSNP Verification Guide



SENIOR MARKETING
SPECIALISTS

UnitedHealthcare

Check via Jarvis:

1. Login to Jarvis.
2. On the homepage, click “Medicare & Medicaid Eligibility Lookup”.
3. Select “Medicaid Eligibility”, then fill out the required fields. When you are done, click “Check Medicaid Eligibility”.
 1. You will be able to see each Special Needs Plan that the client is eligible for. You will most likely not be able to view the Medicaid level that is shown here on the UHC tool.

Check via Phone or PHD LiveChat

- Call 888-381-8581
- Visit Jarvis for the LiveChat feature

Humana

Check via Vantage:

1. Login into Vantage.
2. On the homepage under “Quote and Enroll”, select “Eligibility Verification”.
3. On the first question prompt, select “DSNP Eligibility”.
4. Fill out the rest of the required field and submit.
 - This will show you the eligibility status, Medicaid ID (if you used the Social Security option), Medicare number, and Medicaid level.
 - To see the Medicaid level requirements, you will have to view the specific Humana plan’s Summary of Benefits or Evidence of Coverage.

Check via Phone

- Call 800-309-3163

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Wellcare/Allwell

Check via Ascend:

1. Login to Ascend,
2. Put in the zip code and select “no” to every question until you are asked “Do you need extra (financial) help?” and select “yes”.
3. Select “Medicaid” and fill out the required fields. To see the Medicaid number, click “Check Status”.
 - To see the Medicaid level requirements, you will have to view the specific Wellcare/Allwell plan’s Summary of Benefits or Evidence of Coverage.

Check via Phone

- Call 866-211-0544

Aetna

Aetna does not have the option for DSNP verification online.

Check via Phone - Broker Services Department

1. Call 1-866-714-9301, option 7
2. Listen for the “DSNP eligibility verification service” prompt to connect you with a Medicare Client Services Enrollment Specialist. They will be able to give you detailed information regarding dual eligibility.

Cigna

Check via Cigna Portal:

1. Login to the Cigna portal.
2. On the homepage, scroll down to the Tools section and click “Medicare/Medicaid Eligibility”.
3. Enter the Medicare Beneficiary Identifier and date of birth, then click “Medicare Status” to reveal the information.

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Cigna cont.

Check via Phone – Cigna Agent Resource line

1. Call 866-442-7516 (CARL) – The client must be on the line with the agent.
2. Ask for the client's Medicaid eligibility level and Medicaid number.

Notes:

- Cigna will provide Medicaid verification for all markets except: Arizona, Colorado, Kansas, Missouri, New Jersey.
- Mississippi will not provide a number; they can only verify the level
- North Carolina requires the Medicaid number, social security number, and date of birth to verify.
- Pennsylvania only provides Qualified Medicare Beneficiary (QMB) or better. They do not verify the Specified Low-Income Medicare Beneficiary (SLMB) program.
- D.C., Maryland, Mississippi, and Pennsylvania Medicaid is checked through an Interactive Voice Response system. Because of this process your call with CARL may require more.

Anthem

Check via :

1. Login to the Anthem Portal.
2. Hover over “Tools & Resources” at the top of the homepage and click “mProducer” in the dropdown menu. Click “Continue” on the user agreement.
3. Select “Eligibility Check Medicare and Medicaid”.
4. To check Medicare, fill out the information. To check Medicaid, click the “DSNP Eligibility Check” tab at the top and fill out the required information. When you're ready for results, click “Check Eligibility”.

Check via Phone

- Call the DSNP verification line at 844-274-6355. The zipcode will be required.