Enrollment instructions for 2020 MA/MAPD

Before enrolling your clients in an Aetna Medicare plan (MA/MAPD), remember these important points.

1 **Scope of Appointment:** If you meet with a client for a one-on-one appointment (whether in person or by phone) to discuss MA/MAPD products, you must document a Scope of Appointment. Paper, electronic and telephonic options are available.

2 **Ascend Virtual Sales Office app:** Whenever possible, we encourage you to use the Ascend app to enroll your clients electronically. You can request access on Producer World. [link "Producer World" to https://www.aetna.com/producer/Medicare/ascend_virtual_sales_office_app.html]

3 **Verify DSNP eligibility:** Before enrolling your clients in a DSNP, you need to verify they have both Medicaid and Medicare. To check their eligibility, just call the Aetna Medicare Broker Services Department at 1-866-714-9301 and choose option #7.

4 **Two-day turnaround time requirement:** Remember, we must receive signed enrollment applications within two calendar days after you receive them from beneficiaries.

Mailing addresses and fax numbers

Mailing addresses and fax numbers vary by plan and some have changed for 2020.

- You can find the mailing address and fax number for each plan on the "How to enroll" page of the enrollment form
- The mailing address and fax number for each plan correspond to the **application number** in the bottom-right corner of the enrollment form
  » The **first two letters** indicate where the enrollment should be sent

to you or you're not sure, call us at <1-855-338-7027 (TTY: 711)> to 8 a.m. to 8 p.m., seven days a week, from October 1 – February 14 day, from February 15 – September 30>.

<MA19XXXXXXX>

<form number> [<2019>] [<XXXXX>]

First two letters of the application number		
MA	Applies to some Aetna plans	**Fax:** 1-866-441-2341 or 1-888-665-6296 **Email:** MedicareEnrollmentTransactions@aetna.com **Mail:** Aetna Medicare, P.O. Box 14088, Lexington, KY 40512-4088
NG	Applies to legacy Coventry plans moving to Aetna brand and expansion markets	**Fax:** 1-866-756-5514 **Mail:** P.O. Box 7405, London, KY 40742
JV	Applies to Allina Health | Aetna Medicare and Innovation Health plans	
DS	Applies to all DSNPs except those in Georgia	
US	Applies to DSNPs in Georgia	**Fax:** 1-844-984-0393 **Mail:** P.O. Box 7083, London, KY 40742

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A complete application is the first step in the enrollment process

When assisting your clients with their application, you're responsible for answering all their questions and completing all the required information. Submitting an application without all of the required information will cause a delay in processing.

Make sure the following items are included on all applications:

- Beneficiary's name, as shown on their Medicare card
- Beneficiary's phone number
- Beneficiary's date of birth
- Beneficiary's permanent residence address/physical street address (P.O. box is not acceptable)
- Medicare number on the beneficiary's Medicare card
- Proof of Medicare Part A and/or B entitlement
- Requested effective date
- Plan selection
- Method of payment
- Signature(s) and date
- Your National Producer Number (NPN)

Don't forget to include the primary care physician (PCP) on the enrollment application

We encourage all applicants to select a PCP when enrolling in a plan. This is a critical step! For those enrolling in an HMO plan, this is especially important. If they don't select a PCP, we may select one for them. You should include the primary care ID on the application, too. Having that will help ensure the right PCP is assigned to the member's file.

After the application is approved by CMS, your clients will get:

- An enrollment confirmation letter within 10 business days after we receive their application
- Their member ID card and welcome kit

They may also get a call from an Aetna customer service representative to help ensure members understand how to start using their plan benefits.

> IMPORTANT: If any information on the application cannot be validated, your client may get a phone call, or a letter, from us requesting this information. It's imperative that your client provide the requested information in a timely manner. Otherwise, if the information is not provided within the needed time frame, the enrollment will be denied.

You can check application status online

To check the status of MA/MAPD enrollment applications, go to the **Individual Medicare page of Producer World** and click on "Reporting." The pending application report shows applications that are being processed or were denied. Once approved, applications appear on the Medicare book of business report.

Questions?

Just contact your local Aetna Medicare broker manager or the Aetna Medicare Broker Services Department at 1-866-714-9301 or brokersupport@aetna.com. Representatives are available Monday - Friday from 8 a.m. to 8 p.m. ET.

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