



Attention: Care Improvement Plus Brokers!

Verification Program Begins November 15, 2007

➤ As a reminder, we are implementing a Verification Program that requires **all enrollment applications** to be verified before beneficiaries can enroll in the plan. We are taking this measure to ensure we are enrolling individuals who understand our plan features and have one of the chronic conditions that qualify them for our plan.

➤ Verification can be completed in 1 of 2 ways:

1. Inbound Verification Call: Once the enrollment application is completed, call your region specific verification 800# (below). A Verification Agent will walk you and the applicant through the verification process. Some questions will need to be answered by you; but the majority of questions will need to be answered by the applicant. If at anytime the application cannot be verified by the applicant, the applicant will be asked to hand the phone back to you, and the application may need to be verified at a later time.

We encourage you to conduct the inbound verification call immediately after the applicant has completed the enrollment application, in other words, the point-of-sale. Completion of an inbound verification call will expedite the enrollment process.

or

2. Outbound Verification Call: If the applicant doesn't have time to complete a verification call or needs to have their application verified at another time, for whatever reason, submit the application as usual, indicating contact information and the best time of day for the application to be verified. A Verification Agent will call the applicant on a later date to verify the application.

An enrollment application submitted without a verification code will be addressed through an outbound verification call. If multiple attempts at an outbound verification call fail, the application will be treated as incomplete and a Request for Information (RFI) letter will be mailed to the applicant.

Regional numbers for **Inbound Verification** are as follows:

Maryland: 1-866-271-0560

South East (GA/SC): 1-866-447-4142

South Central (AR/MO): 1-866-673-3545

Texas: 1-866-799-5883

7 days a week, 8:00am – 10:00pm

Please Note: No enrollment applications will be processed without a verification code.



- For the remainder of the 2007 enrollment season, **continue to use your existing enrollment applications**. Please put the verification code underneath of your agent ID on the existing application. Remember to write clearly.
- For the 2008 enrollment season, new applications are being produced which will include instructions about the verification process.
- Imbedded in our verification script are disease-state verification questions which are mandated by CMS for all Chronic Special Needs Plans (C-SNPS).
 - These are new questions which will help confirm the eligibility of the applicant.
 - More details on disease state verification to follow!

IMPORTANT REMINDER: All applications must be completed, with a verification code, by the last calendar day of the month in order for coverage to be effective the 1st calendar day of the following month.

Questions about Care Improvement Plus?
Contact your Sales Manager