

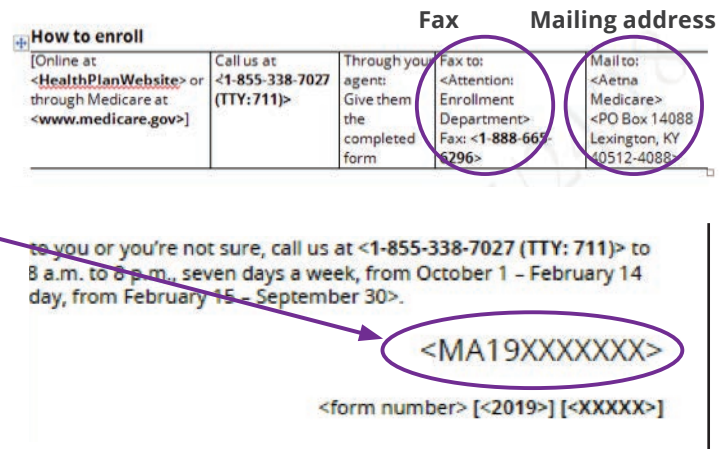
# How to submit 2019 MA/MAPD and PDP enrollments

- 1 Remember, we must receive signed Medicare enrollment applications within two calendar days after you receive them.
- 2 If you meet with a client for a one-on-one appointment (whether in person or by phone) to discuss MA/MAPD or PDP products, you must document a Scope of Appointment. Paper, electronic and telephonic Scope of Appointment options are available.

## Mailing addresses and fax numbers

• **Mailing addresses and fax numbers vary by plan.**

- IMPORTANT: Some have changed for 2019.
- You can find the specific 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 every page of the enrollment form.
  - » The **first two letters** indicate where the enrollment should be sent.



### First two letters of the application number

<b>MA</b>	<b>Email:</b> MedicareEnrollmentTransactions@aetna.com <b>Fax:</b> 1-866-441-2341 or 1-888-665-6296	<b>Mail:</b> Aetna Medicare Broker Enrollment Team P.O. Box 14088 Lexington, KY 40512-4088
<b>HP</b>	<b>Fax:</b> 1-888-554-7668	<b>Mail:</b> Aetna Coventry P.O. Box 7770 London, KY 40742-7770
<b>NG</b>	<b>Fax:</b> 1-866-756-5514	<b>Mail:</b> P.O. Box 7405 London, KY 40742
<b>JV</b>	<b>Fax:</b> 1-866-756-5514	<b>Mail:</b> P.O. Box 7405 London, KY 40742
<b>PD</b>	<b>Email:</b> MedicareEnrollmentTransactions@aetna.com <b>Fax:</b> 1-866-441-2341 or 1-888-665-6296	<b>Mail:</b> Aetna Medicare Broker Enrollment Team P.O. Box 14088 Lexington, KY 40512-4088
<b>RX</b>	<b>Fax:</b> 1-866-415-2232	<b>Mail:</b> Aetna P.O. Box 7763 London, KY 40742-7763



## **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 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. It's with that particular PCP in the directory, and will help ensure the right PCP is assigned to the member's file.

\*Producers are not permitted to market plans/benefits until October 1, 2018, and must be "ready to sell" for 2019 before doing so. Producers may NOT accept, collect or take possession of a completed AEP enrollment application prior to October 15.

### **Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance and its affiliates (Aetna).**

Prior to engaging in the sale of Aetna or Coventry Medicare products, producers must be ready to sell, which means certified, contracted, licensed in the applicable states, and appointed by Aetna in accordance with state law. As permitted in certain states, Aetna will order appointments after the first sale. This communication is intended for use by brokers only and is not intended for distribution to Medicare beneficiaries. Any publication or distribution of this communication to unauthorized recipients without Aetna's approval is prohibited.

## **After the application is submitted, 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 timely. Otherwise, if the information is not provided within the needed time frame, the enrollment may be held or denied.

### **You can check application status online**

To check the status of MA/MAPD and PDP 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?**

Check out the **Aetna Medicare Producer Guide** for more information about the enrollment process. For other questions, just contact your local Medicare broker manager or the Aetna Medicare Broker Services Department at 1-866-714-9301 or [brokersupport@aetna.com](mailto:brokersupport@aetna.com).

