Blue Cross Medicare Options™

AGENT REFERENCE GUIDE

Contracting And Agent Support

Medicare Advantage Contacts

Regarding	Contact
Medicare Advantage Help Desk, Agents	(888) 723-7423
Medicare Advantage Application Fax	(855) 895-4747

Part D Contacts

Regarding	Contact
Part D Help Desk, Agents	(888) 723-7423
Part D Application Fax	IL, NM, OK & TX: (855) 297-4245 MT: (855) 874-4702
Montana Electronic Application	https://www.yourmedicaresolutions.com/enroll

Medicare Supplement Contacts

Regarding	Contact
Online Enrollment	Via BAP, see below!
Application Fax	IL, NM, OK, TX: (888) 235-2949 MT: (855) 426-5344
Member Customer Service	• Illinois: (800) 624-1723 • Montana: (855) 520-1577 • New Mexico: (800) 307-8144 • Oklahoma: (800) 722-3959 • Texas: (800) 654-9390
Medicare Supplement Help Desk For Agents, Producer Line	(888) 723-7423

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Miscellaneous Contacts and Resources

Regarding	Contact/Resource
Commissions, Certification and Contracting	Producer Service Center • Email: Producer_Service_Center@hcsc.net • Fax: (918) 549-3039 • Phone: (855) 782-4272
AHIP or HCSC Medicare Certification Inquiries	bmrxcertification@hcsc.net
Blue Access for Producers, Internet Help Desk	(888) 706-0583
Mailed MAPD and PDP Applications	MAPD: BlueCross MedicareRx P.O. Box 4555 Scranton, PA 18505 PDP (IL, NM, OK, TX): BlueCross MedicareRx P.O. Box 3897 Scranton, PA 18505 PDP (MT): MedicareBlue Rx P.O. Box 3178 Scranton, PA 18505

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Blue Access for Producers (BAP): • IL: www.bcbsil.com/producer • NM: www.bcbsnm.com/producer • OK: www.bcbsok.com/producer • TX: www.bcbstx.com/producer • MT: www.bcbsmt.com/Pages/agent.aspx	Your 9-digit HCSC-provided producer ID.	Upon registering, a randomly generated, unique password will be sent to the email address on file. Logging in with the randomly generated password, the system will prompt the agent to change to a new, unique and memorable password.	24 hours after receipt of welcome letter and producer ID

It is essential when enrolling a beneficiary on line you log into BAP using your PRODUCER NUMBER, and not your agency number.If not, your agent of record status and commissions are put at risk. If submitting a paper application, the same rule applies.

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Important Plan Information

Please See the links Below for Providers, Formularies and Plan Documents
- **https://www.bcbsil.com/medicare/mapd.html**
- **https://www.bcbsmt.com/medicare/mapd.html**
- **https://www.bcbsnm.com/medicare/mapd.html**
- **https://www.bcbsok.com/medicare/mapd.html**
- **https://www.bcbstx.com/medicare/mapd.html**

- **Our current brand of test strips (diabetic supplies) is Ascencia (Contour, Contour Next, and Breeze products)**
- **Scope of Appointment (availbale on the supply portal)**
- World Wide Travel Claims: www.bcbsglobalcore.com
- **Brand Guidance**
- ✓ **This is available through BAP**

- **Transportation (if available)**

   Blue Medicare Ride Assistance is the available transportation vendor. Please call the reservation line below (specific to your State):

   844-452-9379 IL BCBS Medicare Reservations
   844-452-9383 TX BCBS Medicare Reservations

   Issues with the reservation, has there been a delay etc.
   Please call ride assist line below (specific to your State):
   844-452-9380 IL BCBS Medicare Ride Assist
   844-452-9384 TX BCBS Medicare Ride Assist

Silver Sneakers Preferred Agent Portal

https://go.silversneakers.com/preferredagents

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- **Enrollment Periods**

    - ✓ Annual Enrollment Period (AEP): October 15 – December 7
    - ✓ Initial Enrollment Period (IEP): seven (7) months
      (your birthday month plus three months prior and after)
    - ✓ Initial Coverage Election Period (ICEP) _**IEP AND ICEP USUALLY COINSIDE**_
    - ✓ General Enrollment Period Picking Up Part B: (January 1 – March 31, effective July1) Penalty May Apply
    - ✓ **Open Enrollment Period (New, replacing disenrollment period) Annually through March 31. Beneficiaries can make one change to a MAPD or PDP (and back to original Medicare)**

- **Special Enrollment Periods**
    - ✓ Change in Circumstances
    - ✓ Moving
    - ✓ Group or other creditable coverage changes
    - ✓ Your Current Plan Exits (AEP, and December 8 – Last Day of February)
    - ✓ **Those on LIS and Medicaid now can only change plans every three months for the first 9 months of the year (New in 2019)**

- **Requests for Information**

- ✓ Letters are sent (and follow up calls) to new members to verify important information
- ✓ Their timely response is required and may impact their enrollment. They must be received within 21 days of notice or by the last day of the month

- **Optional Supplemental Benefits**
- ✓ They must choose this option at the time of enrollment and can drop the option at any time
- ✓ They must fill out a new enrollment form to add this option, using an SEP or the next AEP

- **Next steps to the enrollment**
- ✓ Prepare for Welcome Kit and Welcome Call
- ✓ Silver Sneakers (web page) www.silversneakers.com
- ✓ Tru Hearing (web page) www.truhearing.com
- ✓ Transportation (see calling directions above)Dental Coverage (always choose DPPO!) www.dnoa.com
- ✓ Vision Coverage (always choose Select!) http://portal.eyemedvisioncare.com/

Late Enrollment Penalty

If a beneficiary enrolls in a stand-alone PDP more than 63 consecutive days after his or her IEP, the beneficiary may be subject to a Late Enrollment Penalty.

The cost of the LEP depends on how long the beneficiary went without creditable prescription drug coverage.

The LEP is calculated by multiplying 1% of the "national base beneficiary premium" ($34.10 in 2016) times the number of full, uncovered months the beneficiary was eligible but didn't join a PDP and went without other creditable prescription drug coverage.

The final amount is rounded to the nearest $0.10 and added to the beneficiary's monthly premium.

The national base beneficiary premium may increase each year, so the penalty amount may also increase each year.

The LEP will not apply if the beneficiary has Creditable Coverage.

Creditable Coverage

A prescription drug coverage option with an actuarial value that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. Examples include:

- Existing coverage under a stand-alone PDP or MAPD
- State Pharmacy Assistance Program (SPAP)
- Veterans Administration (VA) coverage
- Military coverage, including TRICARE

Because these types of coverage have an actuarial value equal to or higher than the standard coverage required by Medicare, beneficiaries may choose not to enroll in a PDP plan when first eligible and most likely won't incur a Late Enrollment Penalty (LEP).

Beneficiaries should consult with their benefits administer or applicable agency to understand the impact of this decision.

There are voluntary and involuntary reasons why a Medicare beneficiary with Creditable Coverage may choose to enroll in a PDP plan.

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Billing

- ✓ **Electronic Funds Transfer (EFT)**
- ✓ **Paper Bill (sent 15 days prior to the due date)**
- ✓ **Social Security Administration (SSA) Deduction**
- ✓ **Railroad Retirement Board Deduction**
- ✓ **The member selects a payment method at the time of enrollment.**
- ✓ **Members who do not select a billing option on their enrollment form will automatically receive a paper billing statement.**
- ✓ **Important note: if they receive a bill directly they should pay it. Setting up social security deduction or EFT may take at least one payment cycle**
- ✓ **Agents do not collect premiums**
- ✓ **Those on a zero-premium plan will only receive a bill if they are paying a late penalty premium**

Blue Cross Medicare Advantage
P.O. Box 258222
Oklahoma City, OK 73126

Overnight Payments
Bank of Oklahoma
Attn: Lockbox # 268845
3232 West Reno
Oklahoma City, OK 73107

Blue Medicare Rx (PDP)
PO Box 268845
Oklahoma City, OK 73126-8845

BCBS World Wide Center
Mail International claims to:
PO Box # 261630
Miami, FL 33126

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Membership Rewards

www.BlueRewardsIL.com
www.BlueRewardsMT.com
www.BlueRewardsNM.com
www.BlueRewardsOK.com
www.BlueRewardsTX.com

Resources

Medicare

https://www.medicare.gov/

Extra Help and Medicaid Guidance

https://www.medicare.gov/information-for-my-situation/i-need-or-get-extra-help-medicaid

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