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## Submitting Medicare Advantage Applications

### *Tips for the 2011 election period*

Open enrollment can be a hectic time. That’s why we created a guide (attached) to help you get applications submitted and reviewed as quickly as possible. We’ve updated the guide with more helpful tips for submitting applications. Following the guide will make sure your clients get a prompt response.

For more information, please contact your BlueCross representative.

Rep	Phone	Counties Served
Fancy Crayton	800-288-2227, ext. 48317	Oconee, Pickens, Greenville, Anderson, Abbeville, McCormick, Edgefield, Aiken, Lexington, Barnwell, Bamberg, Orangeburg, Berkeley, Dorchester, Allendale, Hampton, Jasper, Beaufort, Colleton, Kershaw and Charleston
Lawrence Rush	800-288-2227, ext. 48348	Saluda, Greenwood, Newberry, Clinton, Laurens, Fairfield, Union, Chester, York, Cherokee, Spartanburg, Lancaster, Chesterfield, Marlboro, Darlington, Dillon, Horry, Marion, Georgetown, Williamsburg, Clarendon, Calhoun, Sumter, Richland and Lee
Katy Galloway	800-463-2315	Chesterfield, Clarendon, Darlington, Dillon, Florence, Georgetown, Horry, Lee, Marion, Marlboro and Williamsburg
Sherry Nicewonger	800-288-2227, ext. 44568	Calhoun, Chester, Fairfield, Lancaster, Richland, Sumter, York and Kershaw
Missy Ferguson- Peebles	800-288-2227, ext. 47424	Abbeville, Anderson, Cherokee, Greenville, Oconee, Pickens, Spartanburg and Union
Stacey Funderburk	800-476-8231, ext. 22142	Aiken, Edgefield, Greenwood, Laurens, Lexington, McCormick, Newberry, Saluda, Orangeburg, Allendale, Bamberg and Barnwell
Sara N. DeBiasi	800-476-8231, ext. 22138	Beaufort, Berkeley, Charleston, Colleton, Dorchester, Hampton and Jasper



South Carolina

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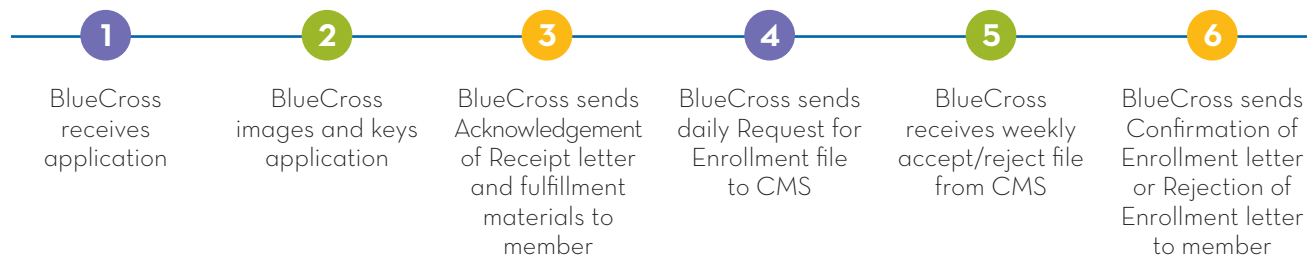
# MEDICARE ADVANTAGE ANNUAL ELECTION PERIOD 2010

## AGENT REFERENCE GUIDE

### Application Tips

1. Please complete the entire application. One area that is consistently incomplete is the Attestation page. Be sure to insert dates in the Attestation of Eligibility for an Enrollment Period portion of the application (if indicated). This helps to ensure the correct effective date for the member. Make sure you are using the correct application for the product and for the year the enrollment is requested. All applications must be signed and dated.
2. Each time you fax an application, please check your confirmation to ensure all pages were transmitted. If all pages did not go through, refax the entire document and make a note on the cover page that this is being sent again due to all pages not being received.
3. If your fax confirmation shows that all pages were transmitted, do not refax the application a second time. Last year we received more than 1,000 duplicate applications. Make sure to keep your cover sheet, which could include the applicant's name with the confirmation.
4. All applications and Scope of Appointment Forms must be submitted to us within 24 hours of signing. The Centers for Medicare & Medicaid Services (CMS) requires us to submit all applications within seven days. This helps us meet CMS timeliness standards.
5. You can mail applications to Medicare Advantage Operations, PO Box 100191, Columbia, SC 29202-3191 or fax to 803-264-9581.

### Application Timeline



You can view the application status on the Web 72 hours after submission. Please check My Business Manager<sup>SM</sup> at [SouthCarolinaBlues.com](http://SouthCarolinaBlues.com).

Please check the application status on the Web first before calling the broker service line. This will allow us to assist you and other agents with more complicated questions on the phone.

Reminder – Members that have a Private Fee-for-Service (PFFS) plan that is terminating will have a special enrollment period until January 31, 2011. Enrollment requests received from

October 1 through December 31, 2010, will have an effective date of January 1, 2011. Enrollment requests received in January will have an effective date of February 1, 2011.

**FOR SERVICE, PLEASE CALL OUR BROKER SERVICE LINE AT 877-374-9836.  
MEMBERS CAN CALL CUSTOMER SERVICE AT 888-645-6025.**

