

Group & Individual Marketing News Bulletin



South Carolina

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Blue Cross and Blue Shield Association



ARCHIVES

You may access marketing bulletins from 2008 to present in the *Agent* portion of our Web site, www.SouthCarolinaBlues.com.

NEW ADDRESS?

If your contact information changes, including e-mail address or fax number, please e-mail us your updated information to grpandindv@bcssc.com.

ORDER SUPPLIES

To order BlueCross supplies on COIN, visit our Web site at www.SouthCarolinaBlues.com, and select *Agent*. Then, select "Order Supplies" under *Forms*.

QUESTIONS?

Contact your marketing representative at 800-288-2227 ext. 42328 if you have questions.

November 23, 2009

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Submitting Medicare Advantage Applications

Tips for the 2010 election period

We know open enrollment can be a hectic time. That's why we've created a guide (attached) to help you get applications submitted and reviewed as quickly as possible. The guide includes helpful tips and a timeline of the application process. 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 Cell: 803-556-7568	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 Cell: 803-556-7400	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 Cell:	Chesterfield, Clarendon, Darlington, Dillon, Florence,



	843-267-9417	Georgetown, Horry, Lee, Marion, Marlboro and Williamsburg
Sherry Nicewonger	800-288-2227, ext. 44568 Cell: 803-586-8645	Calhoun, Chester, Fairfield, Lancaster, Richland, Sumter, York and Kershaw
Missy Ferguson-Peebles	800-288-2227, ext. 47424 Cell: 864-567-6828	Abbeville, Anderson, Cherokee, Greenville, Oconee, Pickens, Spartanburg and Union
Stacey Funderburk	800-476-8231, ext. 22142 Cell: 803-546-2197	Aiken, Edgefield, Greenwood, Laurens, Lexington, McCormick, Newberry, Saluda, Orangeburg, Allendale, Bamberg and Barnwell
Sara Nash	800-476-8231, ext. 22138 Cell: 843-367-4213	Beaufort, Berkeley, Charleston, Colleton, Dorchester, Hampton and Jasper

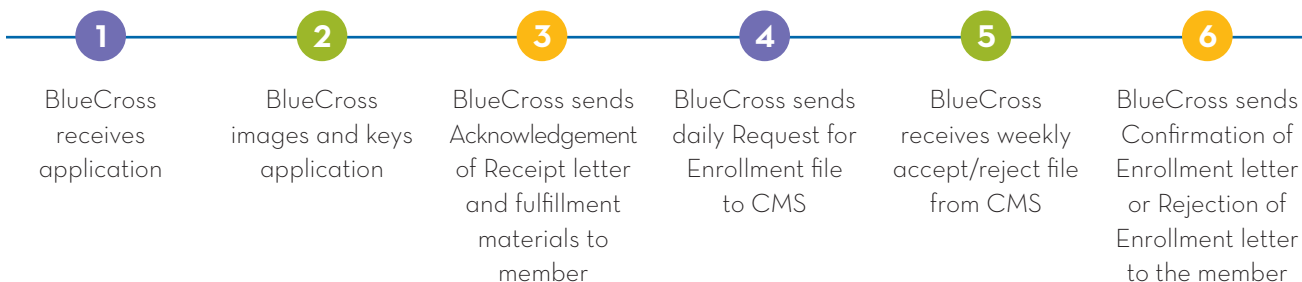
MEDICARE ADVANTAGE ANNUAL ELECTION PERIOD 2010

AGENT REFERENCE GUIDE

Application Tips

1. Please complete the entire application. 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. 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.
3. Be sure to insert dates in the Attestation of Eligibility for an Enrollment Period portion of the application (if indicated). This helps ensure the correct effective date for the member.
4. 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 MyBusinessManagerSM at 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.

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



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