

How to avoid Medicare Advantage HMO and PDP application processing delays

Everybody benefits when an application goes through the first time it's submitted – you, Blue Shield, and especially your clients. To avoid having applications delayed or pended, use this helpful checklist when you submit Medicare Advantage HMO and PDP applications to us.

- Certification:** Are you Blue Shield certified? When you take your AHIP online training, make sure you complete the Blue Shield of California section and click to submit. We're not allowed to credit you for the enrollment if you're not certified.
- Version:** Are you using the appropriate version of the application? If you're applying for this year's plan, but are using last year's application, the enrollment will be rejected. CMS requires us to have your client go back and fill out this year's application – something we'd all like to avoid.
- Legibility:** Is everything on the application readable?
- Signature:** Is it signed and dated by your client? You'd be surprised how many applications we receive that aren't signed.
- Cover sheet:** When you fax or mail us your applications, include a batch sheet or cover sheet letting us know how many applications you're submitting so that we can confirm we received what you meant to send.
- SEP:** If you're submitting an application during "lock-in," did you include an Attestation for Eligibility for an Enrollment Period? This document lets us know which Special Election Period applies to the applicant.
- Proof of coverage:** If your client states that he or she currently has other prescription drug coverage, did you include proof of coverage?
- Timeliness:** Submit your application as soon as you have the client's signature. CMS requires that we process applications no more than seven days after the signature date, so submit your applications immediately after your client signs.

Follow these steps to help ensure your application is processed quickly and accurately – the first time. If you have any questions about any of these enrollment tips, please call Producer Services at **(800) 559-5905**.

Blue Shield has a contract with the federal government.
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