



Submit Timely Enrollment Applications: AEP Applications Must Be Received by December 7

As the close of the Annual Enrollment Period (AEP) approaches, the volume of enrollment applications continues to increase. Therefore, it is extremely important to submit complete, legible applications to UnitedHealthcare as promptly as possible.

As an agent, **you must receive a consumer's AEP enrollment application no later than December 7, 2016**. Keep in mind, **postmark dates do not apply**. The enrollment application must be dated the day it is received from the consumer and cannot be dated after December 7 for AEP. If you receive AEP enrollment applications on December 7, immediately sign, date and submit them to the correct enrollment center. For External Distribution Channel (EDC) agents who ordinarily submit their paper applications to their up-line for processing, please follow instructions provided by your up-line for submitting end of AEP applications.

In the event you receive an application on or after December 8, follow these guidelines:

- Sign and date the enrollment application based on the actual date of agent receipt (Note: it is prohibited to backdate the receipt/agent signature date).
- Submit the enrollment application to the Enrollment Department as you normally would. The Enrollment Department may need to pend or deny the enrollment application and reach out to the consumer for a valid election period (if applicable).
- Do not destroy or hold AEP enrollment applications dated and/or received after December 7. Submit all received applications to UnitedHealthcare's Enrollment Department.

Important information when submitting paper enrollment applications

- When submitting paper enrollment applications, make sure you sign and date each enrollment application upon receipt; carefully fax each page to the appropriate number. Refer to the Paper Enrollment Submission Process and Instructions.
- Regardless of the time of year, all Medicare Advantage (including Chronic and Dual Special Needs Plans) and Prescription Drug Plan **enrollment applications must be submitted within 24 hours of receipt**.

- UnitedHealthcare only has seven calendar days from the time an enrollment application is received from the consumer to transmit the consumer's information to the Centers for Medicare & Medicaid Services (CMS). During this busy selling season, each day is critical to ensuring we meet enrollment requirements. Agents who submit applications more than three calendar days after receiving it from a consumer may be subject to corrective and/or disciplinary action.

Ensure timely commissions

Occasionally, the Enrollment Department receives paper enrollment applications with missing or illegible agent identification information. Ensure timely processing and receipt of commissions by clearly writing all agent identification information and submitting all pages of the enrollment application. Make sure to include the last page of the enrollment application!

Simple. Secure. Paperless.

Give consumers an option for receiving their plan materials by talking to them about signing up to go paperless when they enroll in their new plans. We've made it easy! LEAN has a simple check box if consumers wants to go paperless with some of their plan documents like their Explanation of Benefits (EOBs) and the Annual Notice of Change (ANOC). The consumer plan documents are available on the secure plan website 24/7, along with other great tools to help them manage their plans.

Contact

If you have questions or issues submitting enrollment applications electronically, contact the Producer Help Desk at 888-381-8581 or phd@uhc.com. Please include your writing number in the subject line.

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