

Keeping the health in health care.



Delegated MGA Partners PY2016

CarePlus
HEALTH PLANS, INC.



Agenda

- **Florida Markets & Counties**
- **CarePlus Training**
- **Florida Resident & Non-Resident Appointment**
- **Marketing Materials**
- **Enrollment Applications**
- **Commission Statements**
- **Delegated Reporting Tool**

About Us

CarePlus

- **Size**

CarePlus is one of the largest Medicare Advantage Plans in the State of Florida, with over 114,000 members

- **Strength**

Financially strong independently as well as backed by Humana, a fortune 100 company

- **Stars**

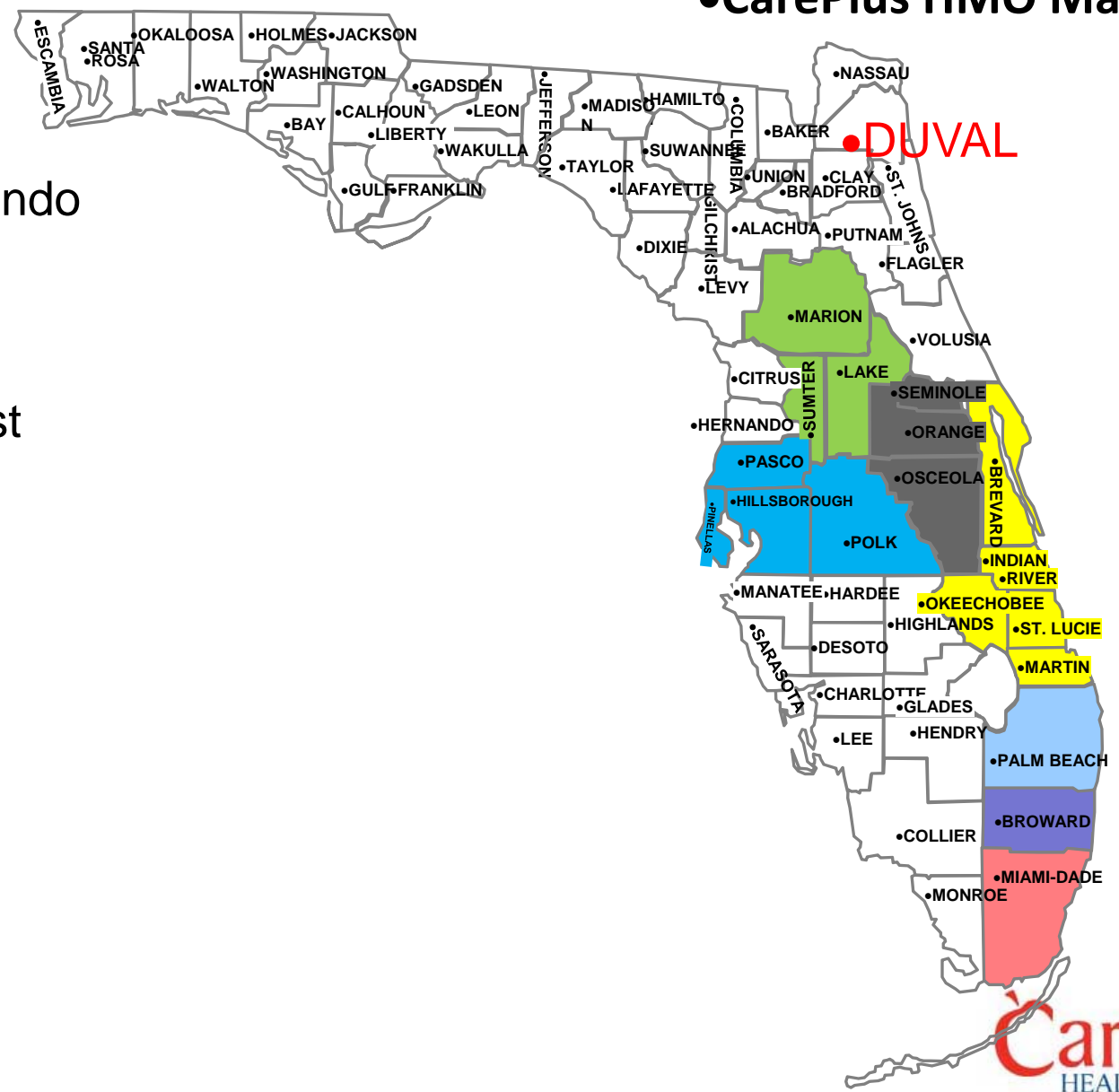
Awarded 5 star overall rating by Medicare for 2015

Well positioned for 2016 with benefit offerings across the state!

Florida Coverage Map

•CarePlus HMO Markets

- Orlando
- Non-Core Orlando
- Tampa
- Treasure Coast
- Palm Beach
- Broward
- Miami Dade



Eligible Counties in Florida

Brevard	Okeechobee
Broward	Orange
Duval	Osceola
Hillsborough	Palm Beach
Indian River	Pasco
Lake	Pinellas
Marion	Polk
Martin	Saint Lucie
Miami-Dade	Seminole
Sumter	

CarePlus HMO Training and Appointment Florida Resident Agents

FLORIDA Resident:

- MAPD pre-work
 - Includes AHIP, Ethics and compliance modules
- Face to Face Certification Class
- CarePlus added to new HMO certifications.

Every FL Agent is required to complete HMO Certification and CarePlus product training.

Florida does **not require resident and non-resident agencies to be appointed.

CarePlus Training and Appointment

Florida Non-Resident MGA Partners (contracted under PO Name & SSN)

Florida Non-Resident: *MGA Partners who oversees agents marketing CarePlus 'on Florida Soil'.*

- Appointment **by county**
- PO must complete HMO Certification and attend CarePlus product training.
 - Local Sales Manager will document specific Florida Counties
 - Once the non-res appointment has been completed, the PO will be cleared for CarePlus products
- With prior arrangement, CarePlus is permitted to conduct the product training **via webinar** for non-resident MGA Partners.

**In instances where the PO cannot attend Face to Face CarePlus product training due to long distance traveling.

2016 Medicare Marketing Material Online Ordering

CarePlus 2016 Pre-orders

Once the certification/appointment is complete, the agent will be directed to Humana's online ordering site. If certified to sell in Florida, the below message will appear on the order confirmation page with a link to CarePlus ordering site.

"As an agent who is certified to sell Humana HMO plans in the state of Florida, you are also eligible to sell CarePlus HMO plans. If you would like to order CarePlus materials, please click on the link below."

www.CarePlusKits.com

- The above link will lead you to the CarePlus ordering site
- Agents enter their SAN and Last Name (not applicable to agencies)
- MGA Partners enter their Agency SAN and skip second field (no last name, leave blank)
- Pre-Orders should be **entered by 9/14/15** to guarantee delivery before AEP
- Any questions or comments, please send us an email at cp.marketing@careplus-hp.com

Application Cycle

Submit

- Within **24- hours** of signature date

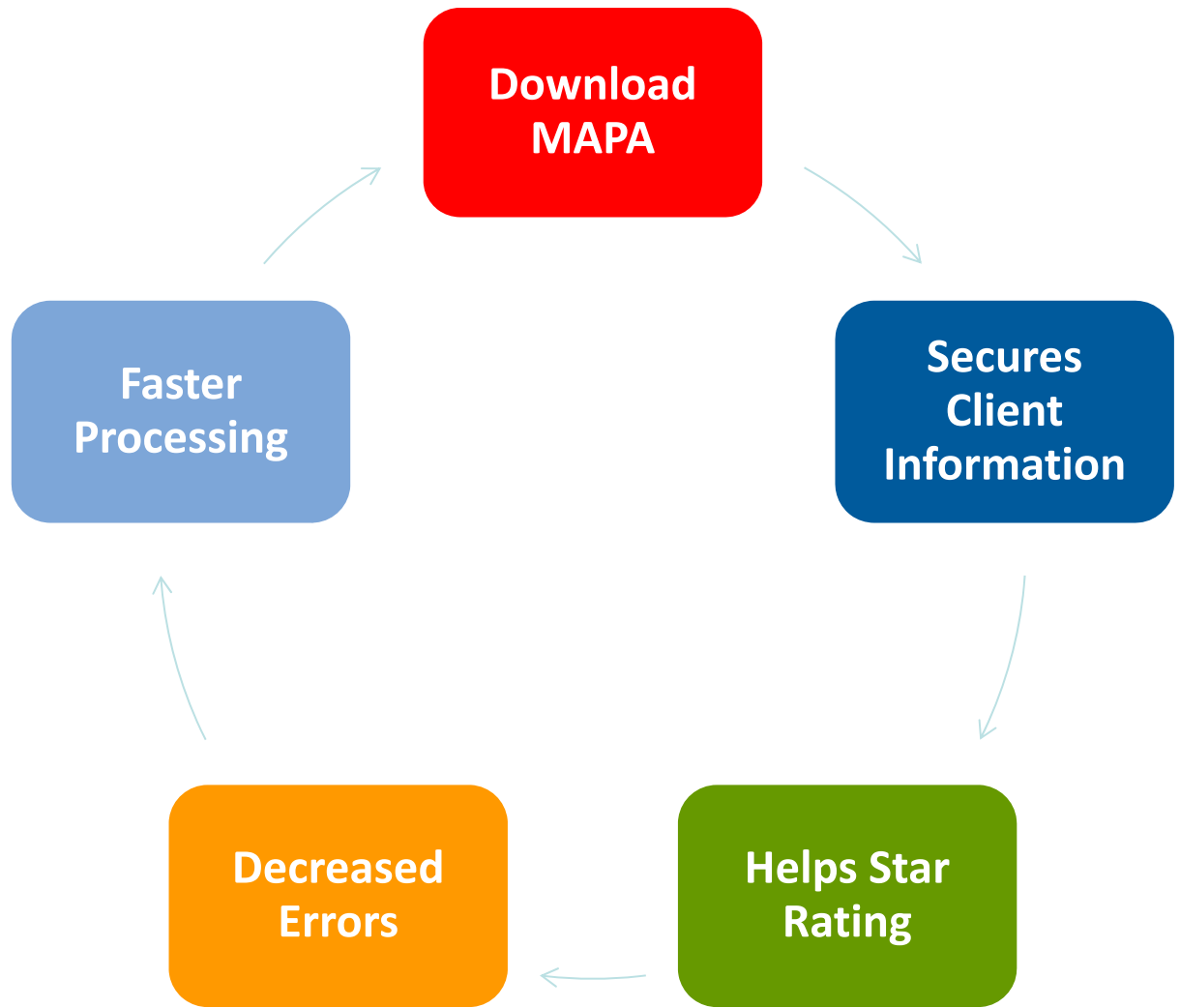
Received

- Must be received **NO** later than **3- days** of signature date

Process

- 3-4 days to process application

Electronic Enrollment Is Best



Paper Enrollment Application Process

Remember clock starts when the agent takes possession of the application.

Fax # (855) 819-8679

- Agents must use cover sheet and include the following:
- Applications should be sent to CarePlus and not MGA first.

Cover Sheet

1. Attn: CarePlus
Enrollment Applications
2. Number of applications
being submitted
3. Names of CarePlus
Enrollees
4. Writing Agent Name,
SAN, Primary Phone &
Email Address

Application Errors

Most Common Errors:

- Plan chosen is not available in service area(BSN)
- Member is already enrolled with CarePlus
- Invalid Medicare ID Number
- Dual-SNP and applicant doesn't have Medicaid
- Missing Signature

CarePlus Commission Statement

On August 26, 2015, CarePlus and Humana commissions were combined into one statement.

- CarePlus agents will receive commission payments weekly
- Commission statements will be available online every Thursday via the Humana Agent Portal.
- CarePlus agents will now be able to utilize Humana's Agent Support Unit for all commission inquiries.
- CarePlus will be identified on statements and reports by code **CP-MA**

Link to: [View a Sample Commission Statement](#)

Link to: [FAQ – Sign up for Direct Deposit and How to View Commission History](#)



Delegated Reporting Tool

Coming Soon!

Agents will be able to track their CarePlus applications online:

- **Submitted Applications**
- **Active Enrollment**
- **Terminated Coverage**

****All data is secured. Data is based on the SAN number of the agent logging into the Agent Portal.**

[JOB AID: How to use the Delegated Reporting Tool \(AP-315\)](#)

Questions

