

Devoted Health Enrollment Tool

User Guide

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How to Log-In

- Go to the [Enrollment Website](#)
- **Username:** NPN
- **Password:** Last 4 digits of social security number
- You can change your password at any point, if you are using the iPad application as well any password changes will not carry over between the two application types



Sign in with your Devoted Health account

Username:

Password:

[Forgot Password](#)

Login

Welcome to Devoted Health Medicare Shopping & Enrollment Tools

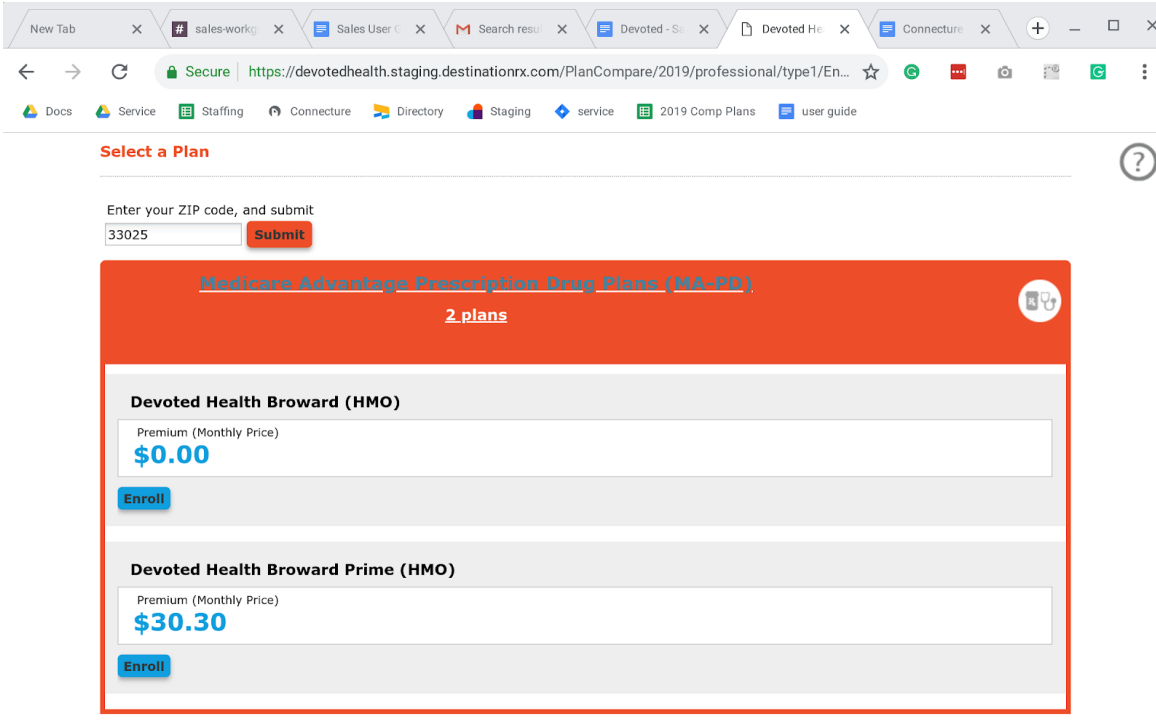
- **More Sales**
Present plan options to clients and help generate sales.
- **Track Leads**
Capture leads and track their status through enrollment.
- **Simplified Administration**
Manage all your applications through one portal.

[Privacy Policy](#) [Terms of Use](#)

How to Enroll a Prospect

Selecting a Plan

- On the top of the page, select “Start Enrollment”.
- Enter the ZIP code of prospect you wish to enroll.
- Plans for that region will be displayed or there will be a message indicating no plan are available.
- If the plans are shown, this means the prospect lives in a coverage area and either the Devoted Health (HMO) or the Devoted Health Prime (HMO) (for the county) can be selected.



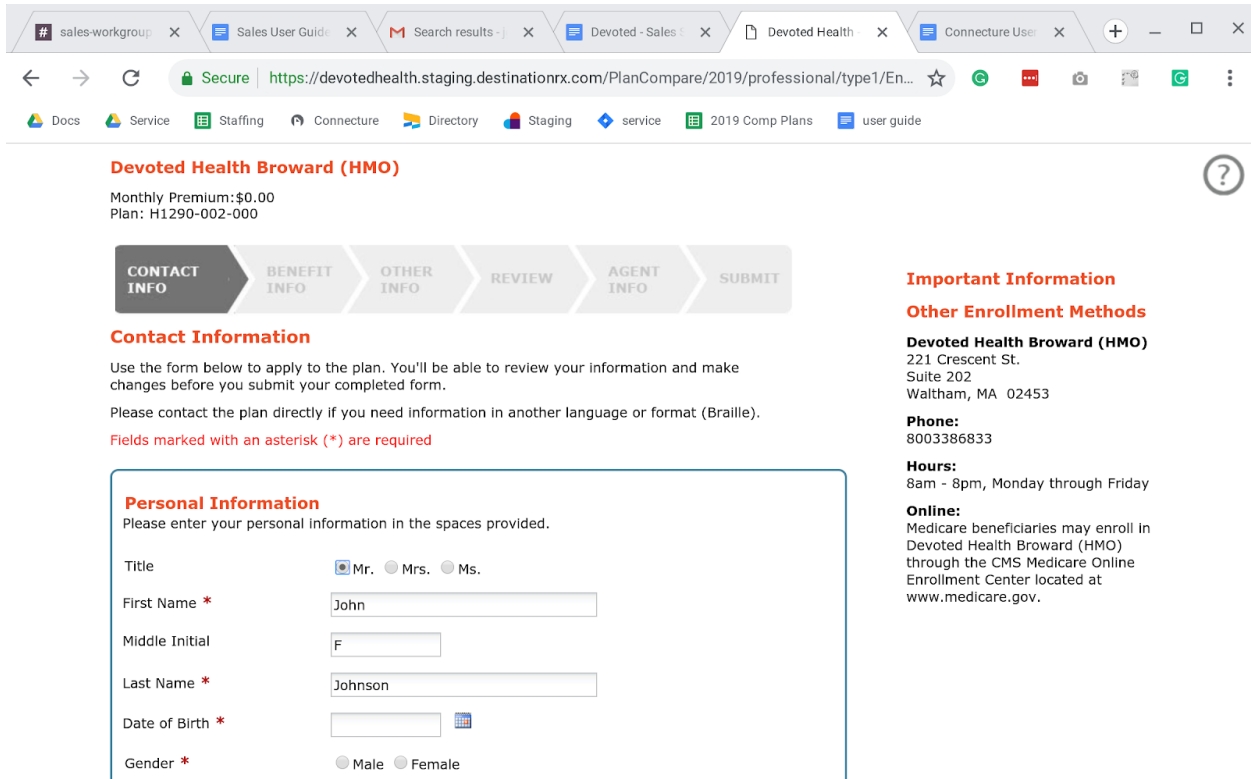
The screenshot shows a web browser window with the URL <https://devotedhealth.staging.destinationrx.com/PlanCompare/2019/professional/type1/En...>. The page title is "Select a Plan". Below the title, there is a form to enter a ZIP code. The ZIP code "33025" is entered, and a "Submit" button is visible. Below the form, a red banner displays "Medicare Advantage Prescription Drug Plans (MA-PD)" and "2 plans". Two plan options are listed:

Plan Name	Premium (Monthly Price)	Action
Devoted Health Broward (HMO)	\$0.00	Enroll
Devoted Health Broward Prime (HMO)	\$30.30	Enroll


After selecting Enroll, the application will guide you through six steps to submit the application for the future member.

1. Contact Information

The first page, Contact Information, requires Personal Information, Permanent Address, Mailing Address, and Emergency Contact to be filled out.

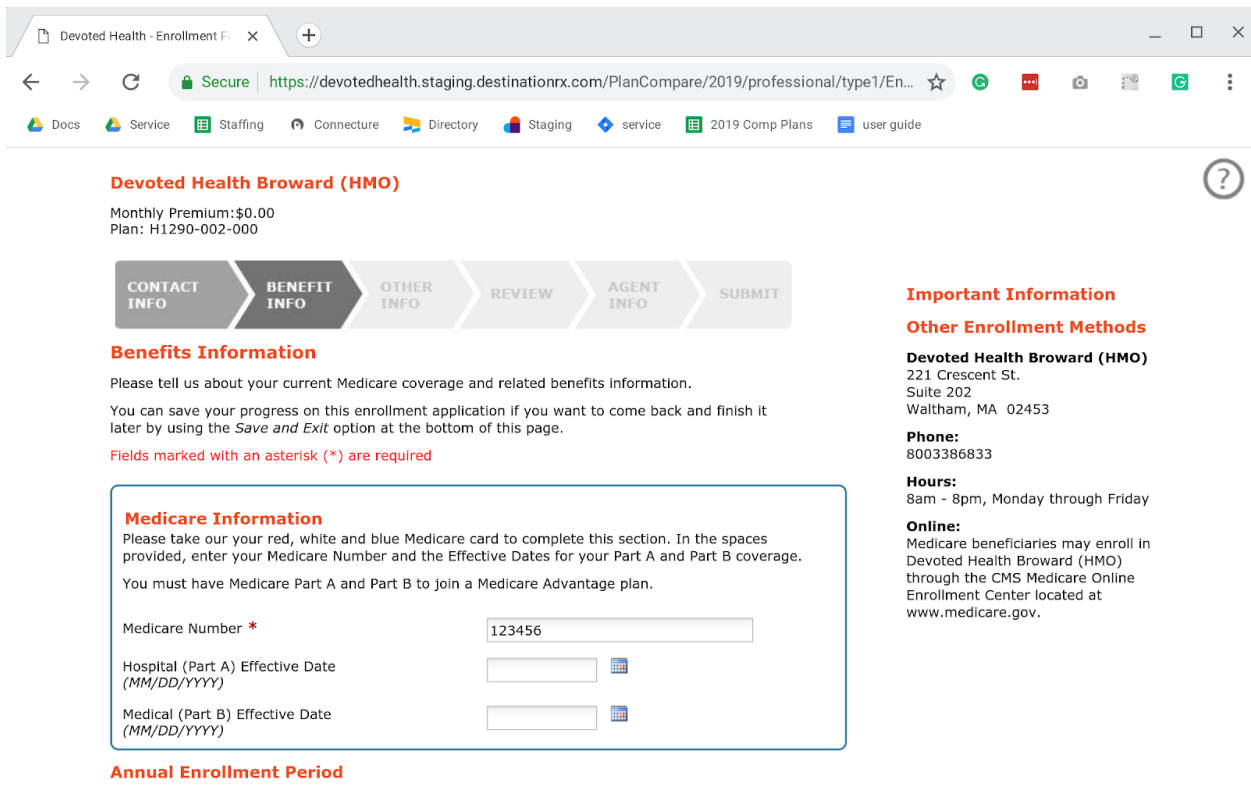


The screenshot shows a web browser window with several tabs open. The active tab is titled "Devoted Health" and shows the URL <https://devotedhealth.staging.destinationrx.com/PlanCompare/2019/professional/type1/En...>. The page content includes:

- Devoted Health Broward (HMO)** (HMO icon)
 - Monthly Premium: \$0.00
 - Plan: H1290-002-000
- A navigation bar with steps: CONTACT INFO (active), BENEFIT INFO, OTHER INFO, REVIEW, AGENT INFO, and SUBMIT.
- Contact Information**
 - Use the form below to apply to the plan. You'll be able to review your information and make changes before you submit your completed form.
 - Please contact the plan directly if you need information in another language or format (Braille).
 - Fields marked with an asterisk (*) are required.
- Personal Information**
 - Please enter your personal information in the spaces provided.
 - Title: Mr. Mrs. Ms.
 - First Name *:
 - Middle Initial:
 - Last Name *:
 - Date of Birth *: 
 - Gender *: Male Female
- Important Information**
 - Other Enrollment Methods**
 - Devoted Health Broward (HMO)**
 - 221 Crescent St.
 - Suite 202
 - Waltham, MA 02453
 - Phone:** 8003386833
 - Hours:** 8am - 8pm, Monday through Friday
 - Online:** Medicare beneficiaries may enroll in Devoted Health Broward (HMO) through the CMS Medicare Online Enrollment Center located at www.medicare.gov.

2. Benefits Information

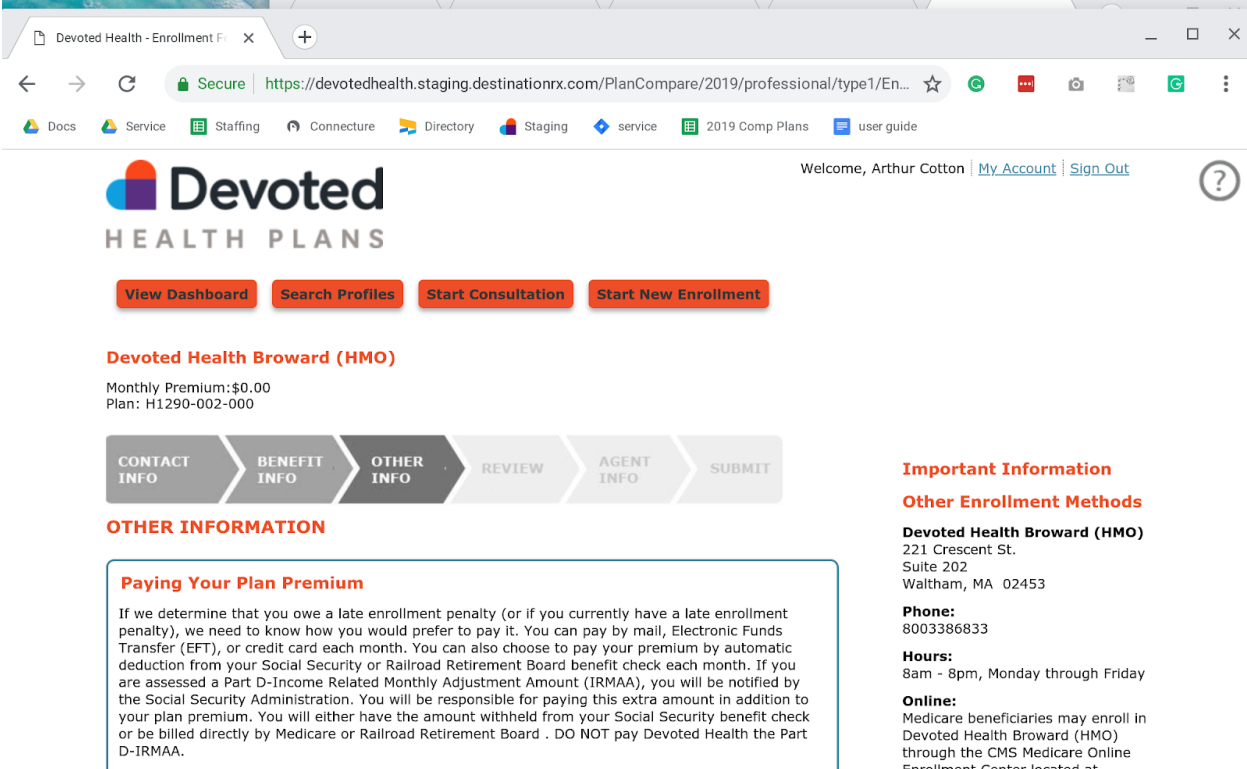
The next page will ask for the prospects Medicare Information, whether they are enrolling during the Annual Enrollment Period or a Special Enrollment Period. You must also answer questions regarding End Stage Renal Disease, Prescription Drug Coverage, Long Term Care, Medicaid Enrollment, and Employment Information.



The screenshot shows a web browser window with the URL <https://devotedhealth.staging.destinationrx.com/PlanCompare/2019/professional/type1/En...>. The page title is "Devoted Health - Enrollment F...". The main heading is "Devoted Health Broward (HMO)". Below this, it shows "Monthly Premium: \$0.00" and "Plan: H1290-002-000". A navigation bar contains buttons for "CONTACT INFO", "BENEFIT INFO", "OTHER INFO", "REVIEW", "AGENT INFO", and "SUBMIT". The "BENEFIT INFO" button is highlighted. The "Benefits Information" section includes instructions to provide Medicare coverage details and a note that asterisks indicate required fields. A form box contains the following fields: "Medicare Number *" with the value "123456", "Hospital (Part A) Effective Date (MM/DD/YYYY)", and "Medical (Part B) Effective Date (MM/DD/YYYY)". To the right, "Important Information" and "Other Enrollment Methods" are listed, including the address "221 Crescent St., Suite 202, Waltham, MA 02453", phone number "8003386833", hours "8am - 8pm, Monday through Friday", and online enrollment information.

3. Other Information

On this page, the prospect can select how to pay their premium. If the prospect has zero premium, selecting the “Get a Bill” option will not send out a bill. Next there is an option to add physicians, however, this is not required for the application. The last question requires the agent to report how the scope of appointment was collect.



Devoted Health - Enrollment F... x

Secure | <https://devotedhealth.staging.destinationrx.com/PlanCompare/2019/professional/type1/En...>

Docs Service Staffing Connecture Directory Staging service 2019 Comp Plans user guide

Welcome, Arthur Cotton | [My Account](#) | [Sign Out](#)

Devoted
HEALTH PLANS

[View Dashboard](#) [Search Profiles](#) [Start Consultation](#) [Start New Enrollment](#)

Devoted Health Broward (HMO)
Monthly Premium:\$0.00
Plan: H1290-002-000

CONTACT INFO BENEFIT INFO **OTHER INFO** REVIEW AGENT INFO SUBMIT

OTHER INFORMATION

Paying Your Plan Premium

If we determine that you owe a late enrollment penalty (or if you currently have a late enrollment penalty), we need to know how you would prefer to pay it. You can pay by mail, Electronic Funds Transfer (EFT), or credit card each month. You can also choose to pay your premium by automatic deduction from your Social Security or Railroad Retirement Board benefit check each month. If you are assessed a Part D-Income Related Monthly Adjustment Amount (IRMAA), you will be notified by the Social Security Administration. You will be responsible for paying this extra amount in addition to your plan premium. You will either have the amount withheld from your Social Security benefit check or be billed directly by Medicare or Railroad Retirement Board . DO NOT pay Devoted Health the Part D-IRMAA.

Important Information

Other Enrollment Methods

Devoted Health Broward (HMO)
221 Crescent St.
Suite 202
Waltham, MA 02453

Phone:
8003386833

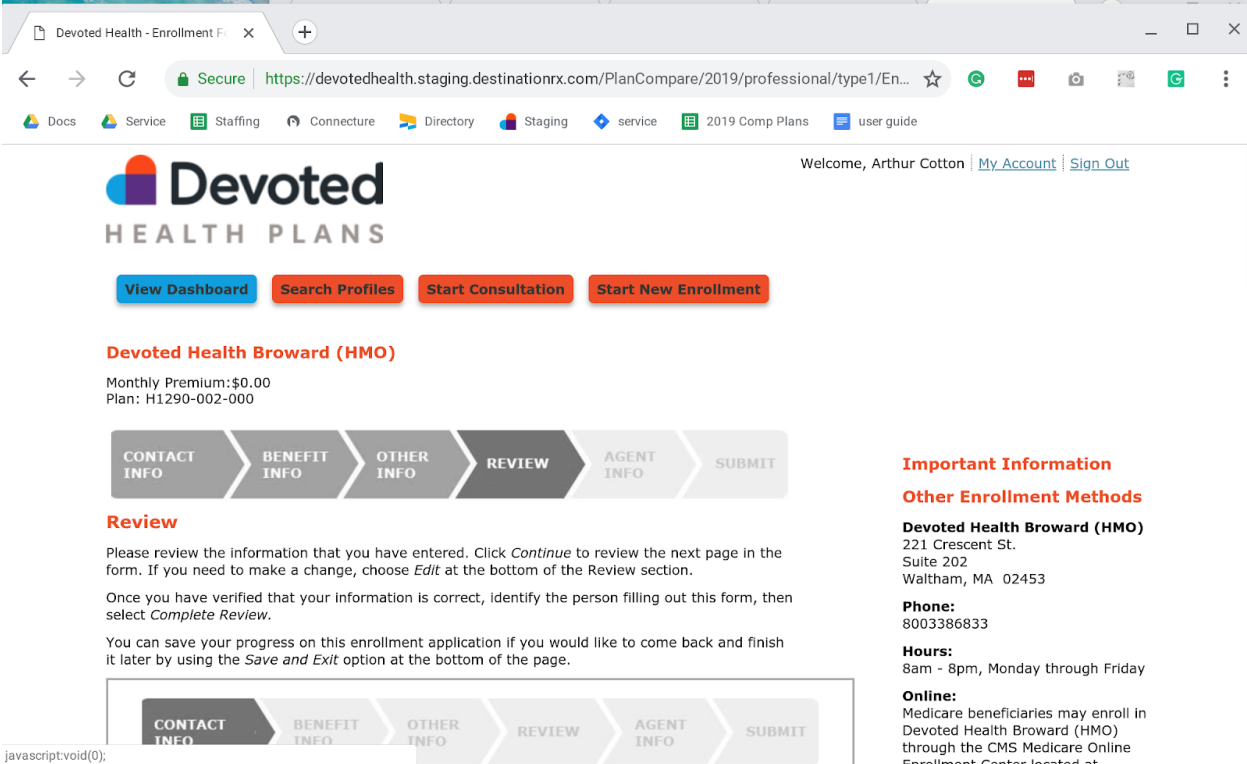
Hours:
8am - 8pm, Monday through Friday

Online:
Medicare beneficiaries may enroll in Devoted Health Broward (HMO) through the CMS Medicare Online Enrollment Center located at

On this page, you will also choose a PCP for the prospect. In-network Primary Care Physicians can be found at <https://www.devoted.com/search-providers/>. After finding the correct PCP, copy the 8-digit Devoted PCP ID (e.g. LX3Z4U-AA) into the application. Additional information can be found below at [Searching the Provider Directory](#)

4. Review

On this step, you'll have a chance to double check the information that was entered on the previous steps.



The screenshot shows a web browser window with the URL <https://devotedhealth.staging.destinationrx.com/PlanCompare/2019/professional/type1/En...>. The page header includes the Devoted Health Plans logo and a navigation menu with items like Docs, Service, Staffing, Connecture, Directory, Staging, service, 2019 Comp Plans, and user guide. A user is logged in as Arthur Cotton, with links for My Account and Sign Out.

The main content area features a navigation bar with buttons: View Dashboard, Search Profiles, Start Consultation, and Start New Enrollment. Below this, the plan is identified as **Devoted Health Broward (HMO)** with a Monthly Premium of \$0.00 and Plan ID H1290-002-000.

A progress bar shows the following steps: CONTACT INFO, BENEFIT INFO, OTHER INFO, REVIEW (highlighted), AGENT INFO, and SUBMIT.

Review

Please review the information that you have entered. Click *Continue* to review the next page in the form. If you need to make a change, choose *Edit* at the bottom of the Review section.

Once you have verified that your information is correct, identify the person filling out this form, then select *Complete Review*.

You can save your progress on this enrollment application if you would like to come back and finish it later by using the *Save and Exit* option at the bottom of the page.

Important Information

Other Enrollment Methods

Devoted Health Broward (HMO)
221 Crescent St.
Suite 202
Waltham, MA 02453

Phone:
8003386833

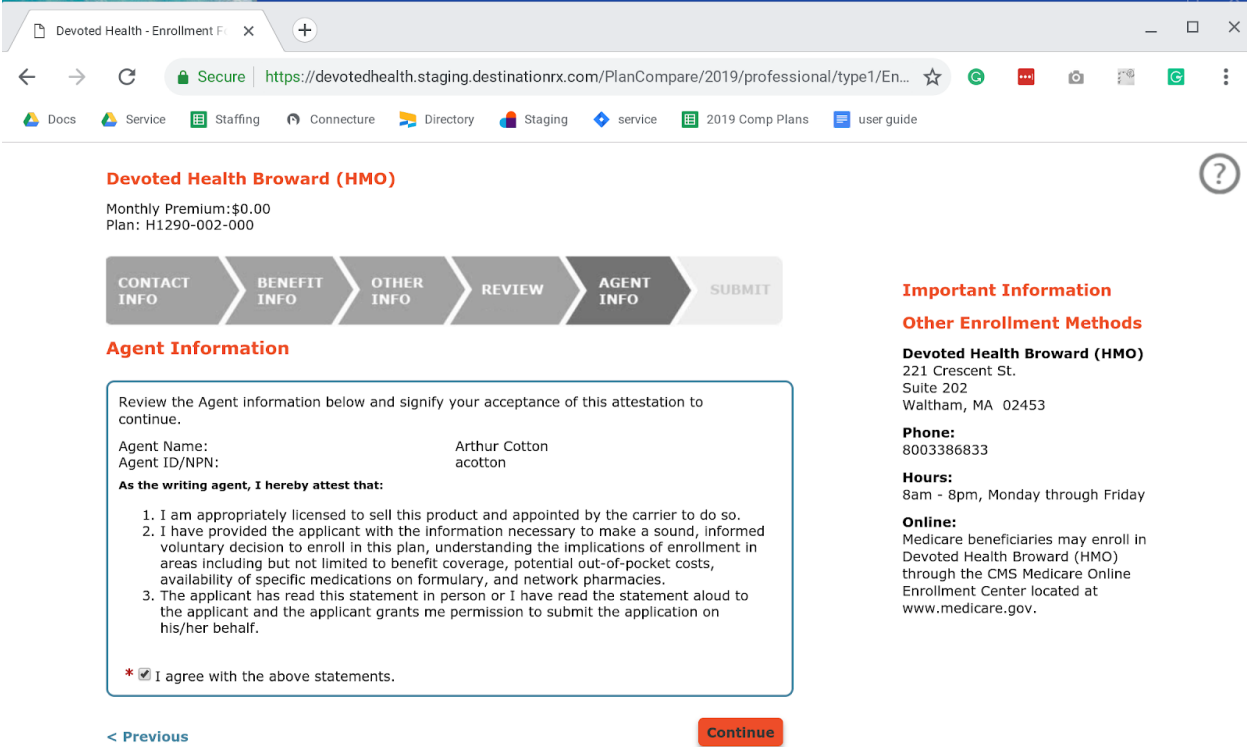
Hours:
8am - 8pm, Monday through Friday

Online:
Medicare beneficiaries may enroll in Devoted Health Broward (HMO) through the CMS Medicare Online Enrollment Center located at

javascript:void(0);

5. Agent Attestation

On this page, the agent must accept the terms displayed.



The screenshot shows a web browser window with the URL <https://devotedhealth.staging.destinationrx.com/PlanCompare/2019/professional/type1/En...>. The page title is "Devoted Health - Enrollment F...". The navigation bar includes links for Docs, Service, Staffing, Connecture, Directory, Staging, service, 2019 Comp Plans, and user guide. The main content area is titled "Devoted Health Broward (HMO)" and shows the enrollment progress: CONTACT INFO, BENEFIT INFO, OTHER INFO, REVIEW, AGENT INFO, and SUBMIT. The "AGENT INFO" step is currently active. Below the progress bar, the "Agent Information" section contains the following text:

Review the Agent information below and signify your acceptance of this attestation to continue.

Agent Name: Arthur Cotton
Agent ID/NPN: acotton

As the writing agent, I hereby attest that:

1. I am appropriately licensed to sell this product and appointed by the carrier to do so.
2. I have provided the applicant with the information necessary to make a sound, informed voluntary decision to enroll in this plan, understanding the implications of enrollment in areas including but not limited to benefit coverage, potential out-of-pocket costs, availability of specific medications on formulary, and network pharmacies.
3. The applicant has read this statement in person or I have read the statement aloud to the applicant and the applicant grants me permission to submit the application on his/her behalf.

* I agree with the above statements.

Navigation buttons: < Previous (blue) and Continue (red).

On the right side of the page, there is a section titled "Important Information" and "Other Enrollment Methods". Under "Other Enrollment Methods", the contact information for Devoted Health Broward (HMO) is provided:

Devoted Health Broward (HMO)
221 Crescent St.
Suite 202
Waltham, MA 02453

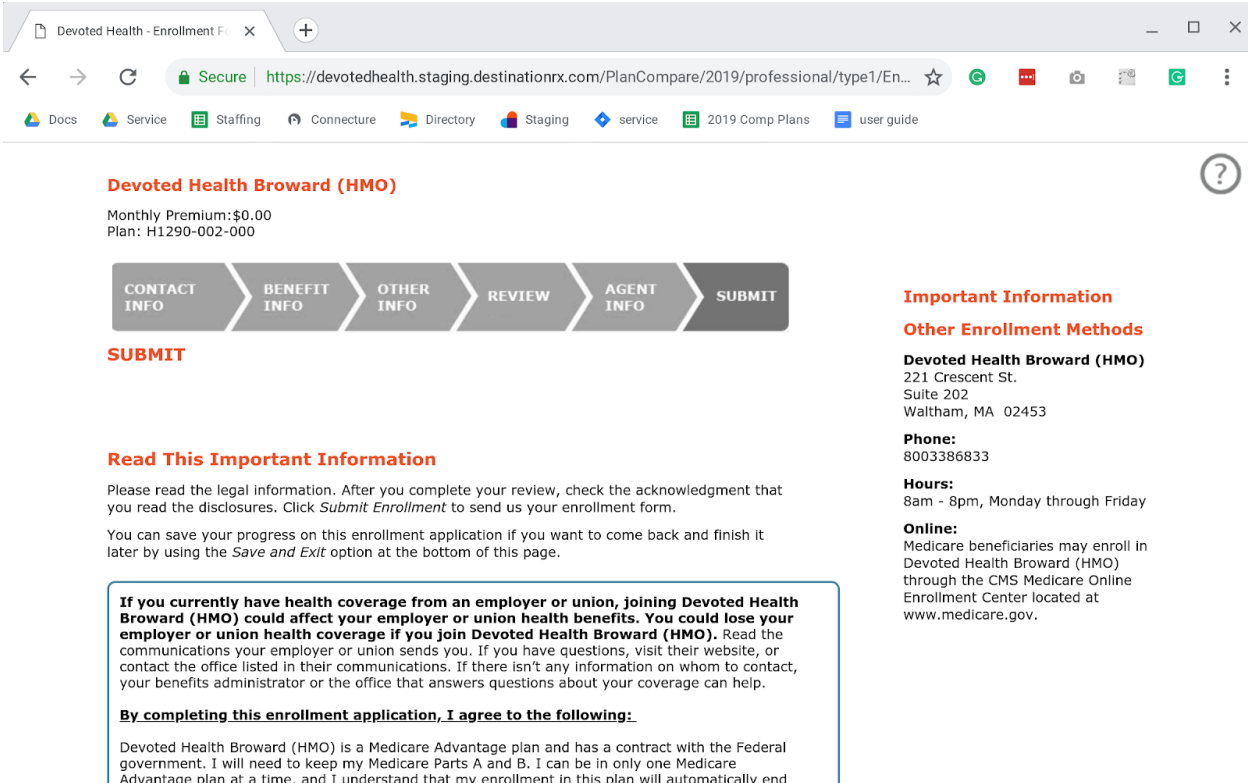
Phone:
8003386833

Hours:
8am - 8pm, Monday through Friday

Online:
Medicare beneficiaries may enroll in Devoted Health Broward (HMO) through the CMS Medicare Online Enrollment Center located at www.medicare.gov.

6. Submit

The final page requires the member to acknowledge text and state if the application is being submitted by the person or on behalf of the person seeking coverage.



Devoted Health - Enrollment F

Secure | <https://devotedhealth.staging.destinationrx.com/PlanCompare/2019/professional/type1/En...>

Docs Service Staffing Connecture Directory Staging service 2019 Comp Plans user guide

Devoted Health Broward (HMO)

Monthly Premium:\$0.00
Plan: H1290-002-000

CONTACT INFO BENEFIT INFO OTHER INFO REVIEW AGENT INFO SUBMIT

SUBMIT

Read This Important Information

Please read the legal information. After you complete your review, check the acknowledgment that you read the disclosures. Click *Submit Enrollment* to send us your enrollment form.

You can save your progress on this enrollment application if you want to come back and finish it later by using the *Save and Exit* option at the bottom of this page.

If you currently have health coverage from an employer or union, joining Devoted Health Broward (HMO) could affect your employer or union health benefits. You could lose your employer or union health coverage if you join Devoted Health Broward (HMO). Read the communications your employer or union sends you. If you have questions, visit their website, or contact the office listed in their communications. If there isn't any information on whom to contact, your benefits administrator or the office that answers questions about your coverage can help.

By completing this enrollment application, I agree to the following:

Devoted Health Broward (HMO) is a Medicare Advantage plan and has a contract with the Federal government. I will need to keep my Medicare Parts A and B. I can be in only one Medicare Advantage plan at a time, and I understand that my enrollment in this plan will automatically end

Important Information

Other Enrollment Methods

Devoted Health Broward (HMO)
221 Crescent St.
Suite 202
Waltham, MA 02453

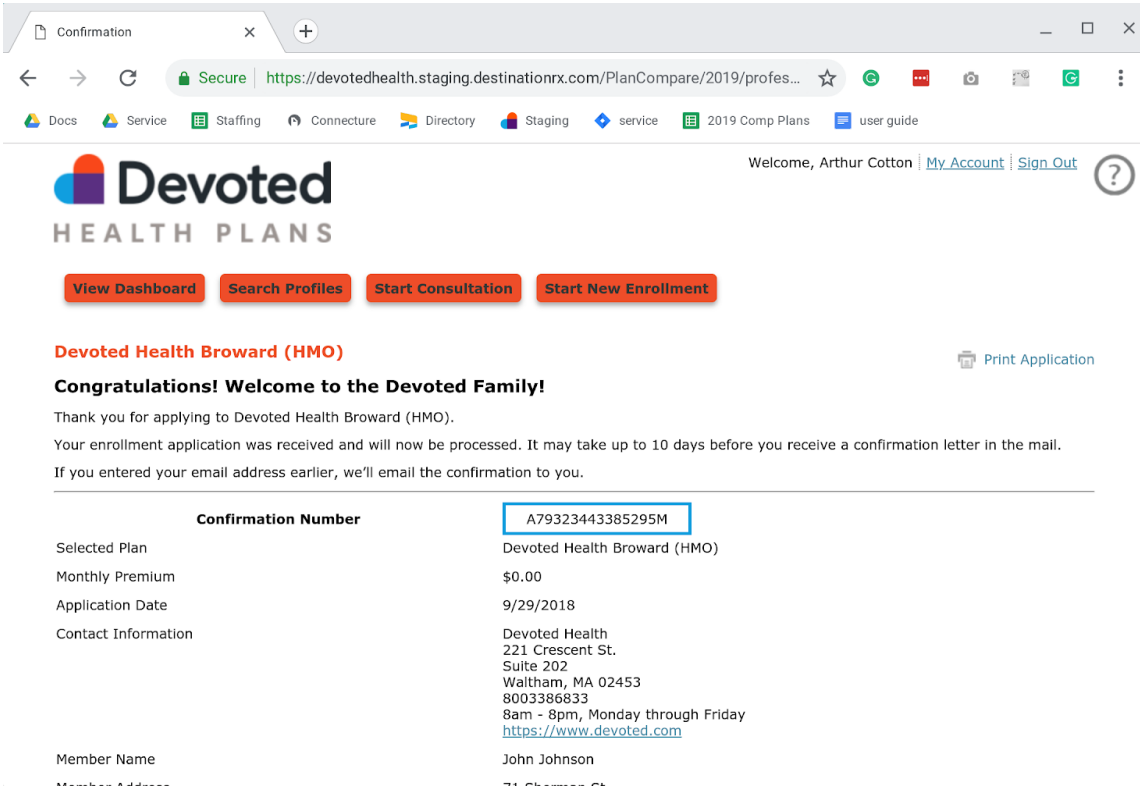
Phone:
8003386833

Hours:
8am - 8pm, Monday through Friday

Online:
Medicare beneficiaries may enroll in Devoted Health Broward (HMO) through the CMS Medicare Online Enrollment Center located at www.medicare.gov.

7. Confirmation

Once the application is submitted, a confirmation page is presented. The page can be printed and/or emailed to the member. Additionally, you can send yourself a confirmation email by submitting an additional email address.



The screenshot shows a web browser window displaying the Devoted Health Plans confirmation page. The browser address bar shows a secure connection to a staging URL. The page header includes the Devoted Health Plans logo and a user greeting: "Welcome, Arthur Cotton | [My Account](#) | [Sign Out](#)". Below the logo are four navigation buttons: "View Dashboard", "Search Profiles", "Start Consultation", and "Start New Enrollment".

The main content area is titled "Devoted Health Broward (HMO)" and features a "Print Application" button. The primary message is "Congratulations! Welcome to the Devoted Family!" followed by a thank-you note and enrollment details. A table below provides specific application information:

Confirmation Number	A79323443385295M
Selected Plan	Devoted Health Broward (HMO)
Monthly Premium	\$0.00
Application Date	9/29/2018
Contact Information	Devoted Health 221 Crescent St. Suite 202 Waltham, MA 02453 8003386833 8am - 8pm, Monday through Friday https://www.devoted.com
Member Name	John Johnson
Member Address	31 Pleasant St

Saving and Exiting the Plan

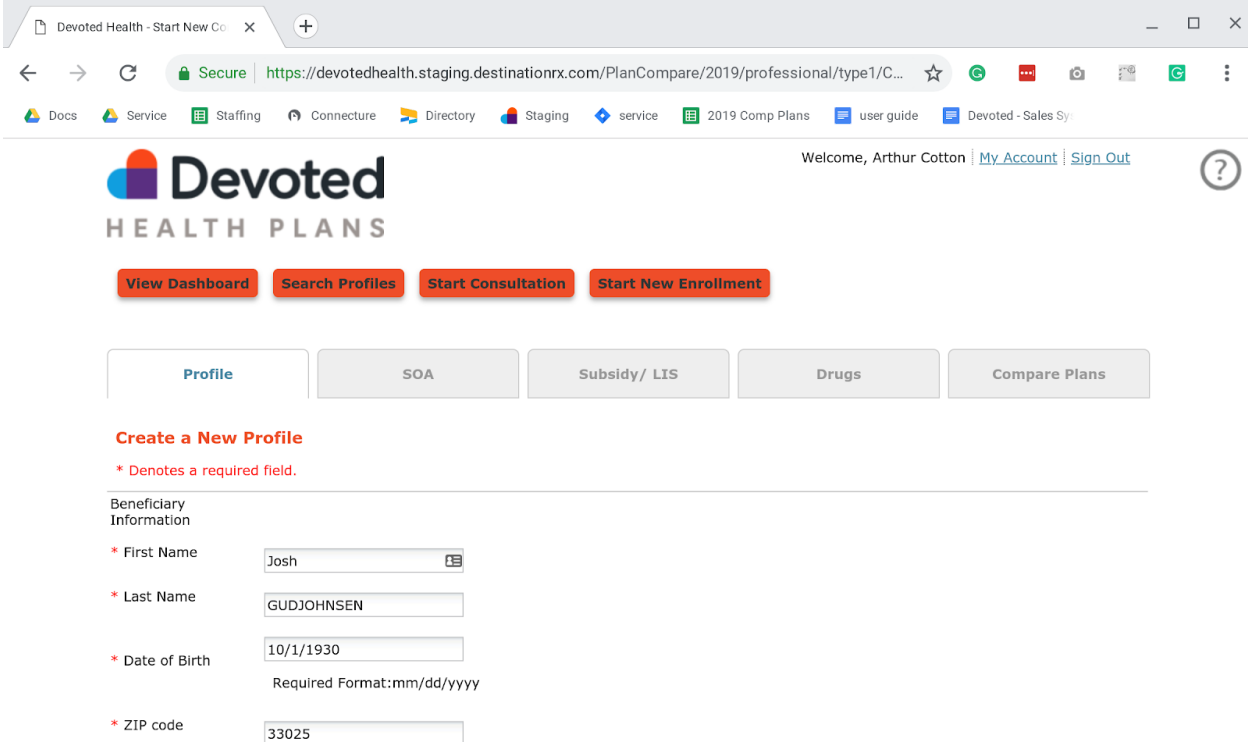
If you are midway through the application and need to pause, you can save and exit the application and come back to it later.

Comparing Plans

Start by selecting the Start Consultation at the top of the page. You'll be asked to complete the Profile, SOA, Subsidy/LIS, and Drugs, to compare the plans.

Profile

The Profile step requires the prospect's first name, last name, DOB and ZIP code to be entered. The other information on the page is optional for the comparison.



The screenshot shows a web browser window with the URL <https://devotedhealth.staging.destinationrx.com/PlanCompare/2019/professional/type1/C...>. The page header includes the Devoted Health Plans logo, a user greeting "Welcome, Arthur Cotton", and links for "My Account" and "Sign Out". Below the header are four navigation buttons: "View Dashboard", "Search Profiles", "Start Consultation", and "Start New Enrollment". A horizontal menu below these buttons contains five tabs: "Profile" (selected), "SOA", "Subsidy/ LIS", "Drugs", and "Compare Plans".

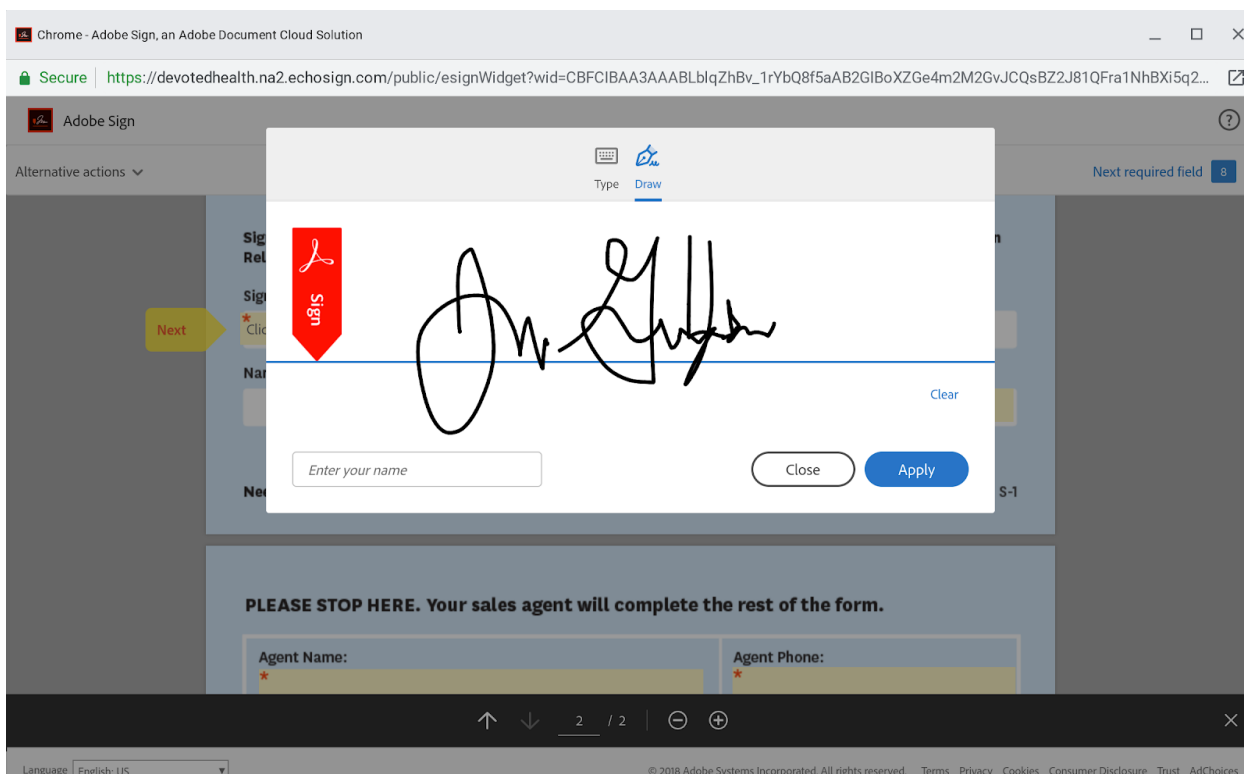
Create a New Profile
* Denotes a required field.

Beneficiary Information

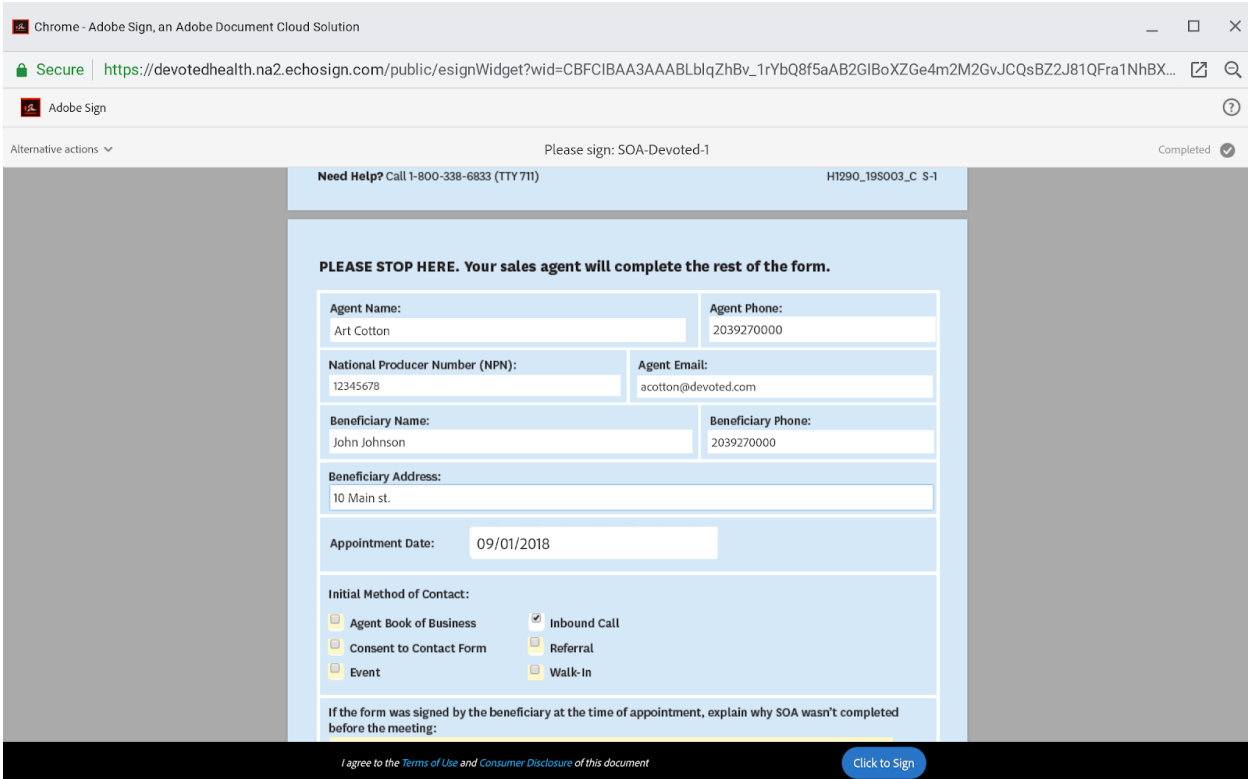
* First Name	<input type="text" value="Josh"/>
* Last Name	<input type="text" value="GUDJOHNSEN"/>
* Date of Birth	<input type="text" value="10/1/1930"/> Required Format:mm/dd/yyyy
* ZIP code	<input type="text" value="33025"/>

Completing an SOA

Select the Start Consultation button and then the SOA tab. You can then select “ePDF SOA” to complete a digital SOA. Selecting this option will open a new window to complete the SOA fields first have the prospect read the SOA. If they choose to accept the terms, have them can sign the agreement with a “signature” or by typing their name.



Complete the rest of the SOA form and select “Click to Sign”



Chrome - Adobe Sign, an Adobe Document Cloud Solution

Secure | https://devotedhealth.na2.echosign.com/public/esignWidget?wid=CBFCIBAA3AAABLb1qZhBv_1rYbQ8f5aAB2GIBoXZGe4m2M2GvJCqsBZ2J81QFra1NhBX...

Adobe Sign

Alternative actions ▾ Please sign: SOA-Devoted-1 Completed ✓

Need Help? Call 1-800-338-6833 (TTY 711) H1290_19S003_C S-1

PLEASE STOP HERE. Your sales agent will complete the rest of the form.

Agent Name: Art Cotton	Agent Phone: 2039270000
National Producer Number (NPN): 12345678	Agent Email: acotton@devoted.com
Beneficiary Name: John Johnson	Beneficiary Phone: 2039270000
Beneficiary Address: 10 Main st.	
Appointment Date: 09/01/2018	
Initial Method of Contact:	
<input type="checkbox"/> Agent Book of Business	<input checked="" type="checkbox"/> Inbound Call
<input type="checkbox"/> Consent to Contact Form	<input type="checkbox"/> Referral
<input type="checkbox"/> Event	<input type="checkbox"/> Walk-In

If the form was signed by the beneficiary at the time of appointment, explain why SOA wasn't completed before the meeting:

I agree to the [Terms of Use](#) and [Consumer Disclosure](#) of this document

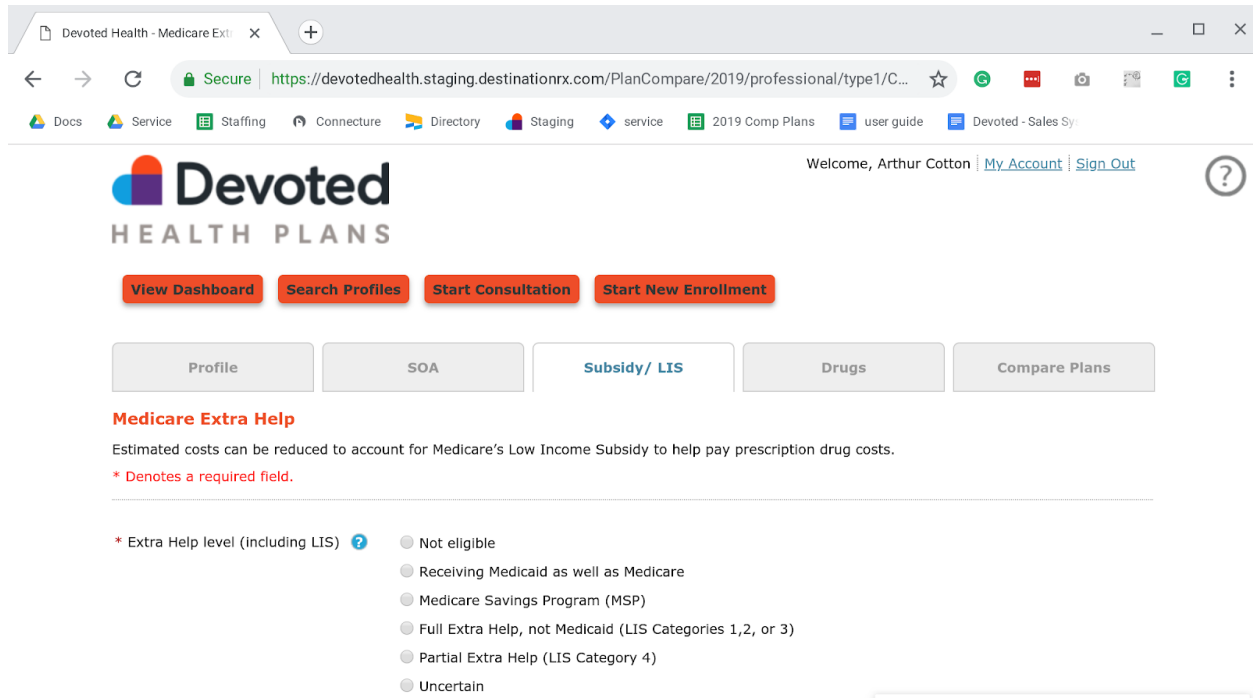
[Click to Sign](#)

A signed copy of the SOA will be sent to the agent and Devoted's sales administrators. If the prospect would like a copy of the form, it can be printed and handed to them or emailed from your email address.

Subsidy/LIS

Select the option that best describes the prospect's status. Select Uncertain if you or the prospect are unaware of their current status.

Note: If you need to verify a prospect's LIS eligibility we have an agent/broker services line that can verify LIS status - please call **1-877-764-9446** and "press" **1**



The screenshot shows a web browser window with the URL <https://devotedhealth.staging.destinationrx.com/PlanCompare/2019/professional/type1/C...>. The page header includes the Devoted Health Plans logo, a user greeting "Welcome, Arthur Cotton", and links for "My Account" and "Sign Out". Below the header are four red buttons: "View Dashboard", "Search Profiles", "Start Consultation", and "Start New Enrollment". A navigation bar contains five tabs: "Profile", "SOA", "Subsidy/ LIS" (which is selected and highlighted in blue), "Drugs", and "Compare Plans".

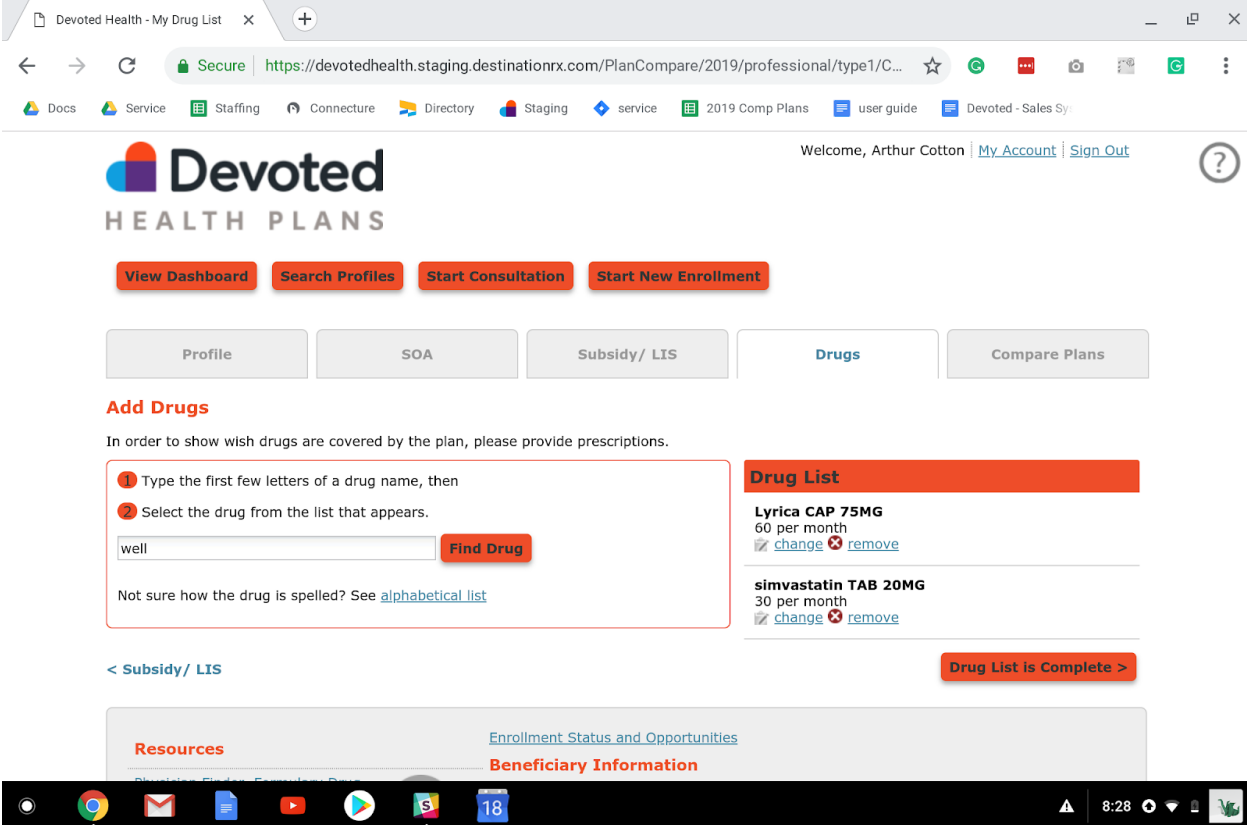
Medicare Extra Help
Estimated costs can be reduced to account for Medicare's Low Income Subsidy to help pay prescription drug costs.
* Denotes a required field.

* Extra Help level (including LIS) ?

- Not eligible
- Receiving Medicaid as well as Medicare
- Medicare Savings Program (MSP)
- Full Extra Help, not Medicaid (LIS Categories 1,2, or 3)
- Partial Extra Help (LIS Category 4)
- Uncertain

Drugs and Formulary

Search for the drugs the prospect is currently taking and add them to the Drug List. After adding all the prospect's drugs to the list, select "Drug List is Complete".

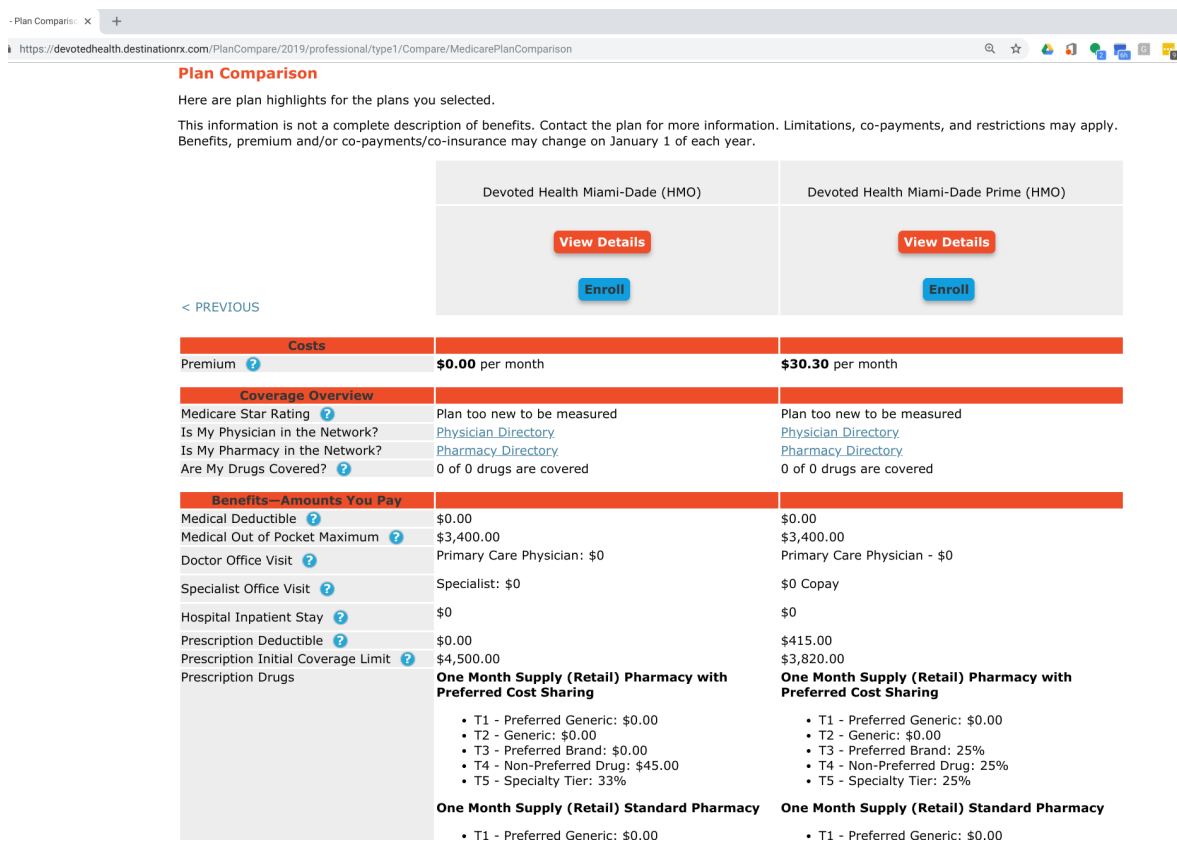


Compare Plans

Enter the ZIP Code and select “Submit”. If the area code is in a Devoted coverage area, two plans will be shown. You can select to compare both plans on this page.

The comparison will show the costs, a coverage overview, and the payment amounts for different benefits.

At the bottom of the page, there is an option to view additional details of each plan or enroll the prospect.



Plan Comparison

Here are plan highlights for the plans you selected.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments, and restrictions may apply. Benefits, premium and/or co-payments/co-insurance may change on January 1 of each year.

	Devoted Health Miami-Dade (HMO)	Devoted Health Miami-Dade Prime (HMO)
	View Details	View Details
	Enroll	Enroll

[< PREVIOUS](#)

Costs	Devoted Health Miami-Dade (HMO)	Devoted Health Miami-Dade Prime (HMO)
Premium ?	\$0.00 per month	\$30.30 per month

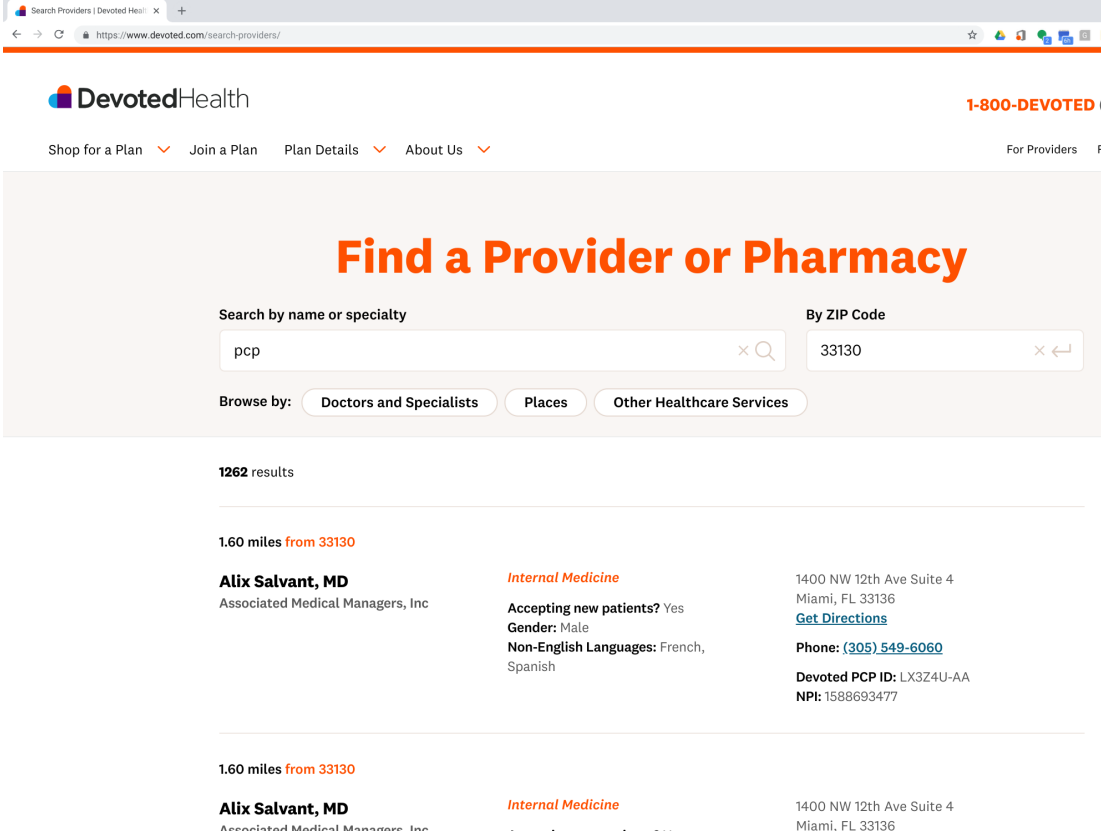
Coverage Overview	Devoted Health Miami-Dade (HMO)	Devoted Health Miami-Dade Prime (HMO)
Medicare Star Rating ?	Plan too new to be measured	Plan too new to be measured
Is My Physician in the Network?	Physician Directory	Physician Directory
Is My Pharmacy in the Network?	Pharmacy Directory	Pharmacy Directory
Are My Drugs Covered? ?	0 of 0 drugs are covered	0 of 0 drugs are covered

Benefits—Amounts You Pay	Devoted Health Miami-Dade (HMO)	Devoted Health Miami-Dade Prime (HMO)
Medical Deductible ?	\$0.00	\$0.00
Medical Out of Pocket Maximum ?	\$3,400.00	\$3,400.00
Doctor Office Visit ?	Primary Care Physician: \$0	Primary Care Physician - \$0
Specialist Office Visit ?	Specialist: \$0	\$0 Copay
Hospital Inpatient Stay ?	\$0	\$0
Prescription Deductible ?	\$0.00	\$415.00
Prescription Initial Coverage Limit ?	\$4,500.00	\$3,820.00
Prescription Drugs	One Month Supply (Retail) Pharmacy with Preferred Cost Sharing <ul style="list-style-type: none"> T1 - Preferred Generic: \$0.00 T2 - Generic: \$0.00 T3 - Preferred Brand: \$0.00 T4 - Non-Preferred Drug: \$45.00 T5 - Specialty Tier: 33% One Month Supply (Retail) Standard Pharmacy <ul style="list-style-type: none"> T1 - Preferred Generic: \$0.00 	One Month Supply (Retail) Pharmacy with Preferred Cost Sharing <ul style="list-style-type: none"> T1 - Preferred Generic: \$0.00 T2 - Generic: \$0.00 T3 - Preferred Brand: 25% T4 - Non-Preferred Drug: 25% T5 - Specialty Tier: 25% One Month Supply (Retail) Standard Pharmacy <ul style="list-style-type: none"> T1 - Preferred Generic: \$0.00

Searching the Provider Directory

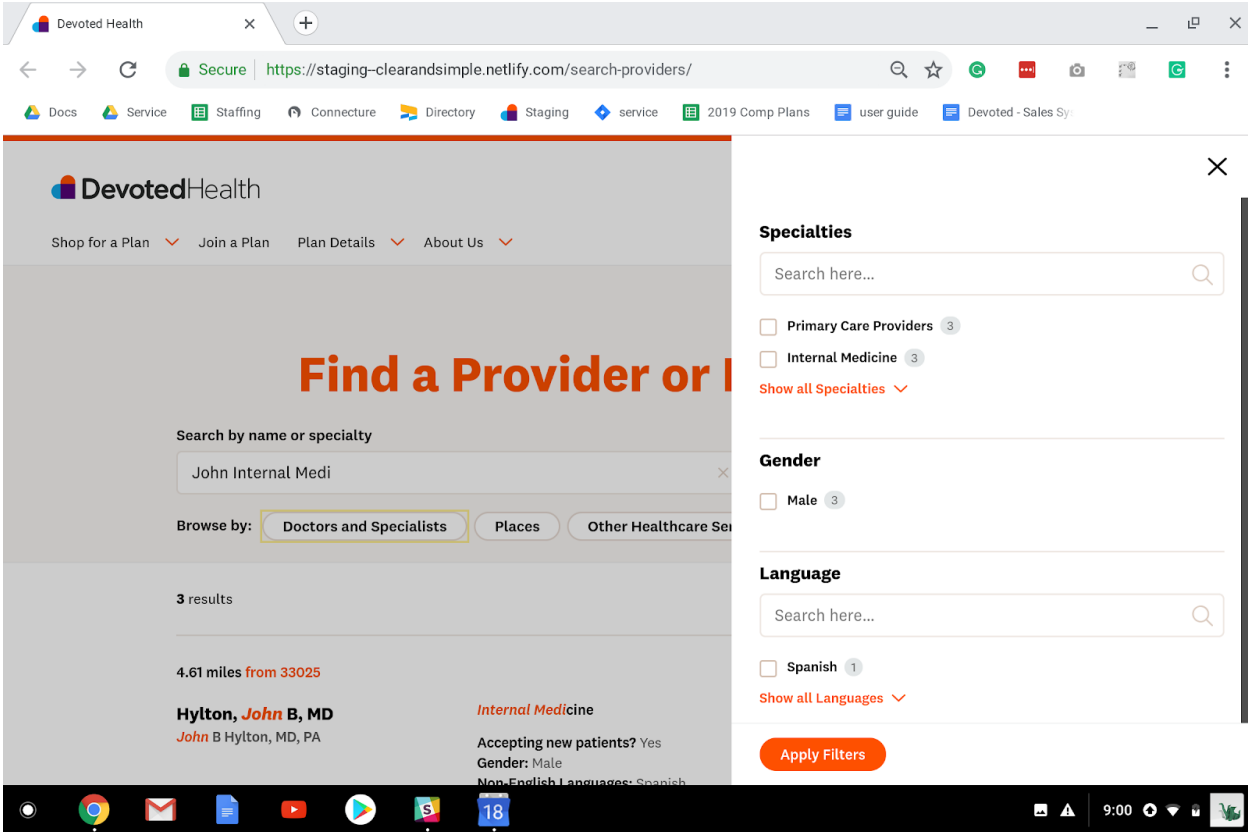
Select the Dashboard button at the top of the page and select the link “Physician Finder, Formulary Drug Finder, Pharmacy Finder” and enter the prospect’s ZIP code. <https://www.devoted.com/search-providers/>

Under the plan, select Find Physician, this will open a provider search page where you can search for in-network providers, hospitals, and pharmacies. Enter in the name, specialty and ZIP code to narrow the search. The results will be returned by the distance from the ZIP code entered.



The screenshot shows the Devoted Health search-providers page. At the top, there is a navigation bar with the Devoted Health logo, a phone number (1-800-DEVOTED), and several menu items: Shop for a Plan, Join a Plan, Plan Details, About Us, For Providers, and For. The main heading is "Find a Provider or Pharmacy". Below this, there are two search input fields: "Search by name or specialty" with the text "pcp" and "By ZIP Code" with the text "33130". There are also three "Browse by:" buttons: "Doctors and Specialists", "Places", and "Other Healthcare Services". Below the search fields, it says "1262 results". The first result is for "Alix Salvant, MD" at "Associated Medical Managers, Inc", 1.60 miles from 33130. The result includes details such as "Internal Medicine", "Accepting new patients? Yes", "Gender: Male", "Non-English Languages: French, Spanish", "Phone: (305) 549-6060", "Devoted PCP ID: LX3Z4U-AA", and "NPI: 1588693477". The second result is identical to the first.

By selecting one of the “Browse by:” options, you can filter the results by specialties, gender, and language. For PCP selection on the application, please use the 8-digit Devoted PCP ID (e.g. LX3Z4U-AA).



Devoted Health

Shop for a Plan | Join a Plan | Plan Details | About Us

Find a Provider or Location

Search by name or specialty

John Internal Medi

Browse by: **Doctors and Specialists** | Places | Other Healthcare Services

3 results

4.61 miles from 33025

Hylton, John B, MD
John B Hylton, MD, PA

Internal Medicine

Accepting new patients? Yes
Gender: Male
Non-English Languages: Spanish

Specialties

Search here...

Primary Care Providers 3

Internal Medicine 3

Show all Specialties

Gender

Male 3

Language

Search here...

Spanish 1

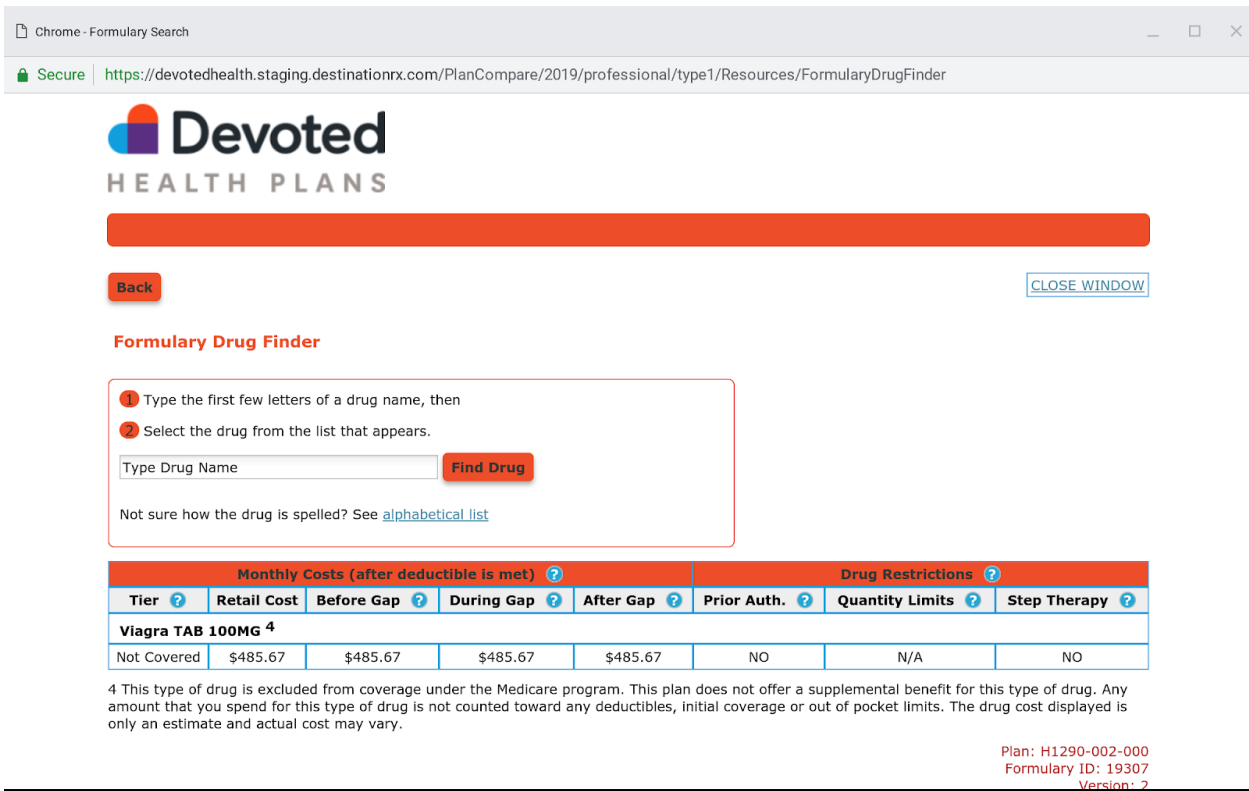
Show all Languages

Apply Filters

Searching for Drugs/formulary

Select the Dashboard button at the top of the page and select the link “Physician Finder, Formulary Drug Finder, Pharmacy Finder” and enter the prospect’s ZIP code.

Under the plan, select Find Drug, the next page will allow you to enter the drug name. Once found the table will display the cost to the prospect. In the example below, Viagra is not covered, so the full cost is listed under “Retail cost”.



Chrome - Formulary Search

Secure | <https://devotedhealth.staging.destinationrx.com/PlanCompare/2019/professional/type1/Resources/FormularyDrugFinder>

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Formulary Drug Finder

1 Type the first few letters of a drug name, then
 2 Select the drug from the list that appears.

Type Drug Name Find Drug

Not sure how the drug is spelled? See [alphabetical list](#)

Monthly Costs (after deductible is met) ?					Drug Restrictions ?		
Tier ?	Retail Cost	Before Gap ?	During Gap ?	After Gap ?	Prior Auth. ?	Quantity Limits ?	Step Therapy ?
Viagra TAB 100MG ⁴							
Not Covered	\$485.67	\$485.67	\$485.67	\$485.67	NO	N/A	NO

4 This type of drug is excluded from coverage under the Medicare program. This plan does not offer a supplemental benefit for this type of drug. Any amount that you spend for this type of drug is not counted toward any deductibles, initial coverage or out of pocket limits. The drug cost displayed is only an estimate and actual cost may vary.

Plan: H1290-002-000
 Formulary ID: 19307
 Version: 2