Agent Tools

selecthealth

Online Enrollment

selecthealth

Online Enrollment Tool

In this step-by-step guide, you will learn how to complete and submit a SelectHealth Advantage application using our online enrollment tool.

selecthealth

Online Enrollment

Simple to use:

You need an Internet connection.

Access the online application using desktop or laptop computers, tablets or smartphones.

Time savings:

There is no need to keep track of all the pages of a paper application and spend your time waiting for a fax to go through. Leave the hassle of paper behind.

Faster processed and more accurate enrollments:

This ensures that your clients are enrolled quickly and receive ID cards and new member communications right away.

Full record of the application:

All electronic enrollments you submit are securely stored in your Link Message Center.

Higher commission:

When you submit an application online through Link, we'll pay you the maximum fair market value commission the month coverage begins.

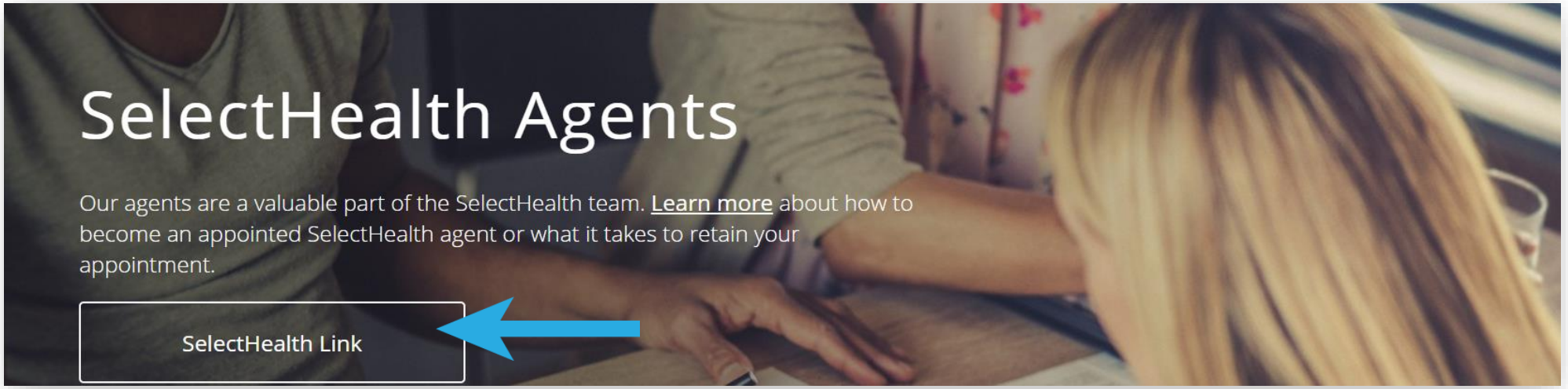
This payment arrangement applies to enrollees that are new to SelectHealth Advantage with no previous Medicare Advantage coverage.

selecthealth

Online Enrollment

To access the tool:

- Visit **selecthealth.org/agents**
- Click on SelectHealth Link
- You will need your Link username and password

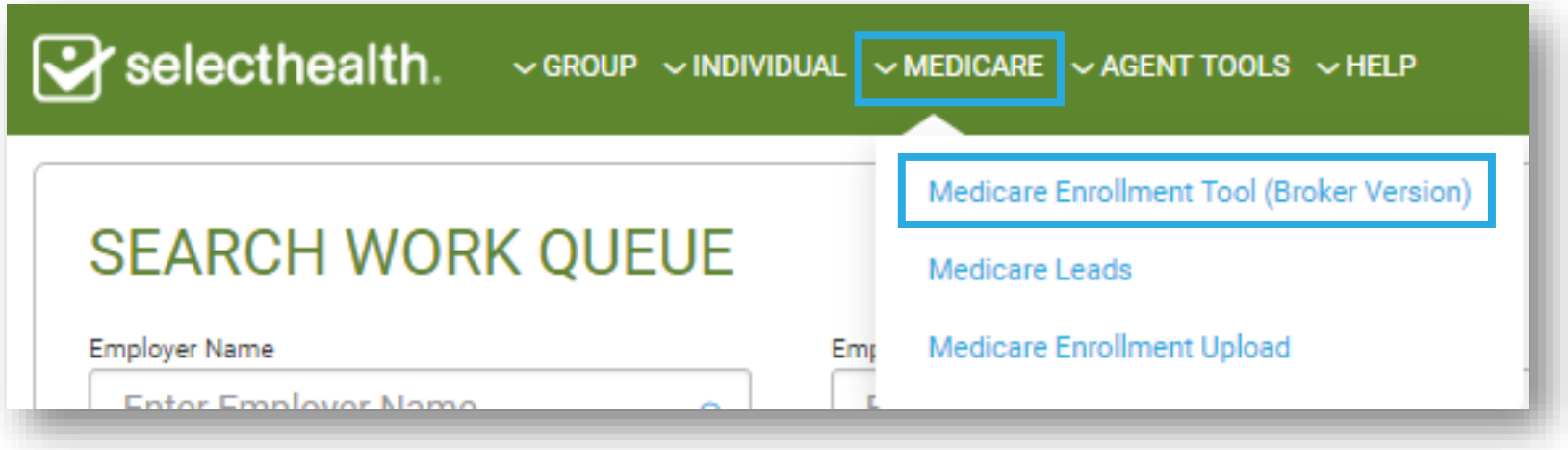


selecthealth

Online Enrollment

To access the tool:

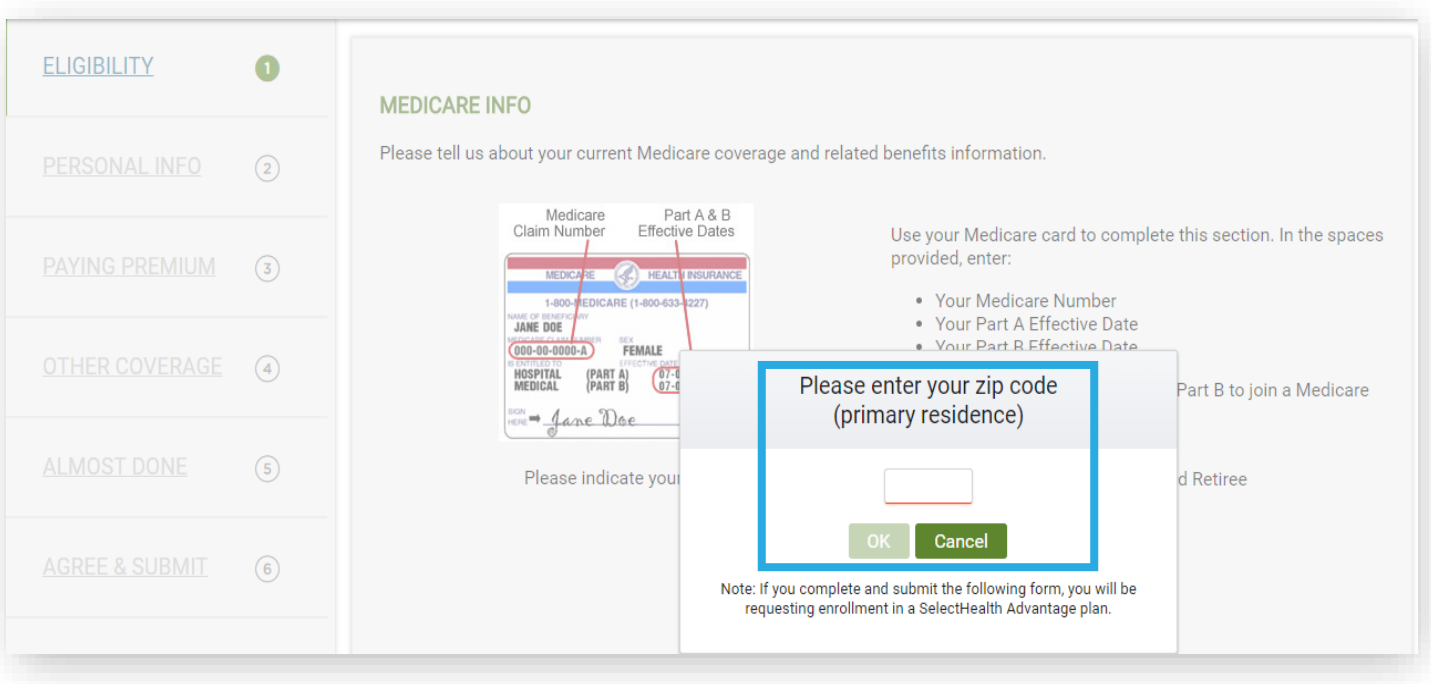
- Hover over the MEDICARE tab.
- Click on Medicare Enrollment Tool.
- The tool will load in a separate page.



selecthealth

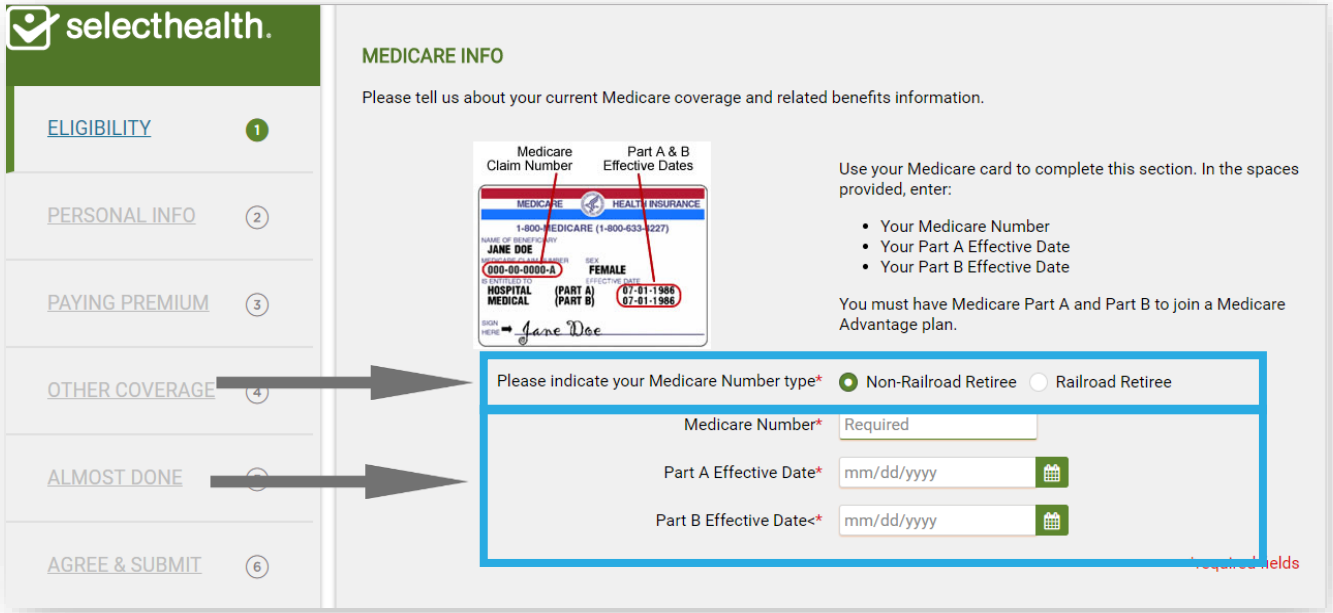
Online Enrollment

- Enter zip code of member's primary residence.



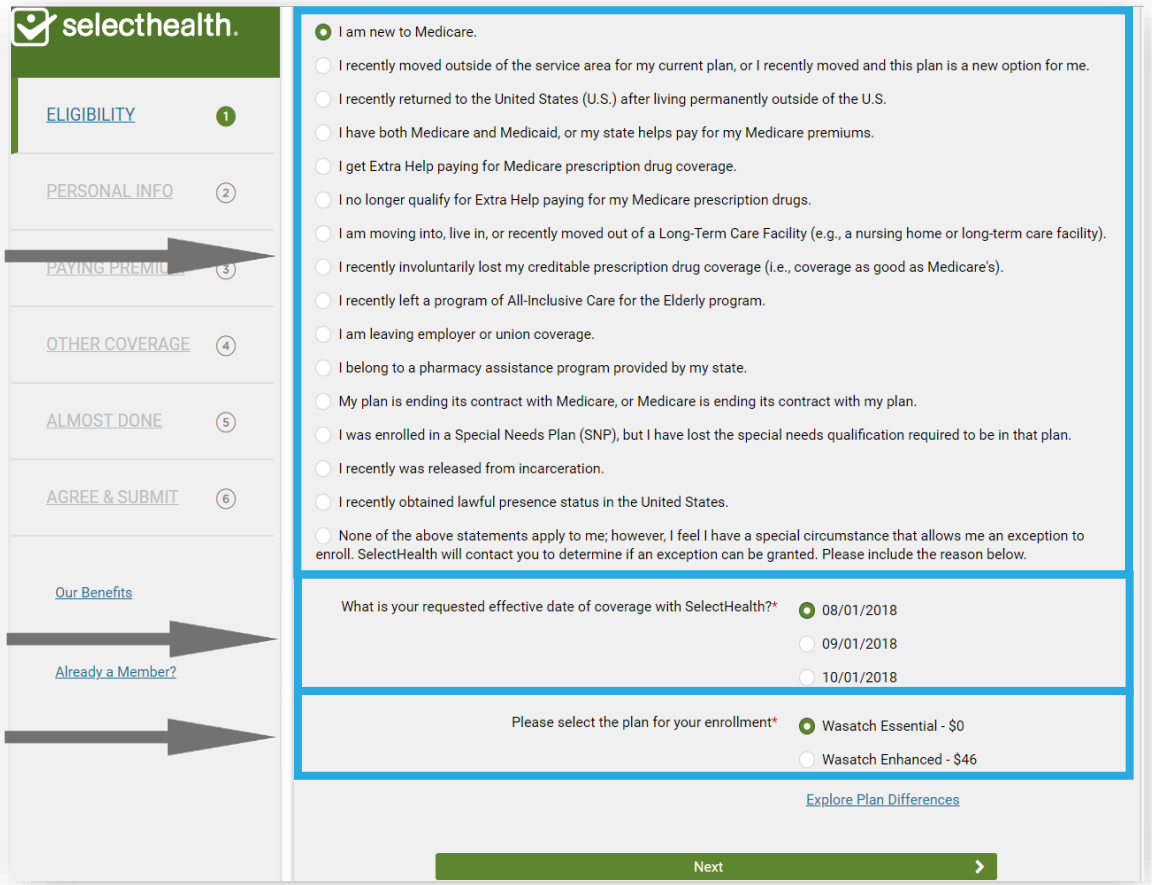
Step 1: Eligibility

- Provide Medicare Beneficiary Identifier or Medicare claim number type (railroad or non-railroad retiree).
- Medicare claim number must include letter or alpha suffix.
- Enter Parts A and B effective dates.



Step 1: Eligibility

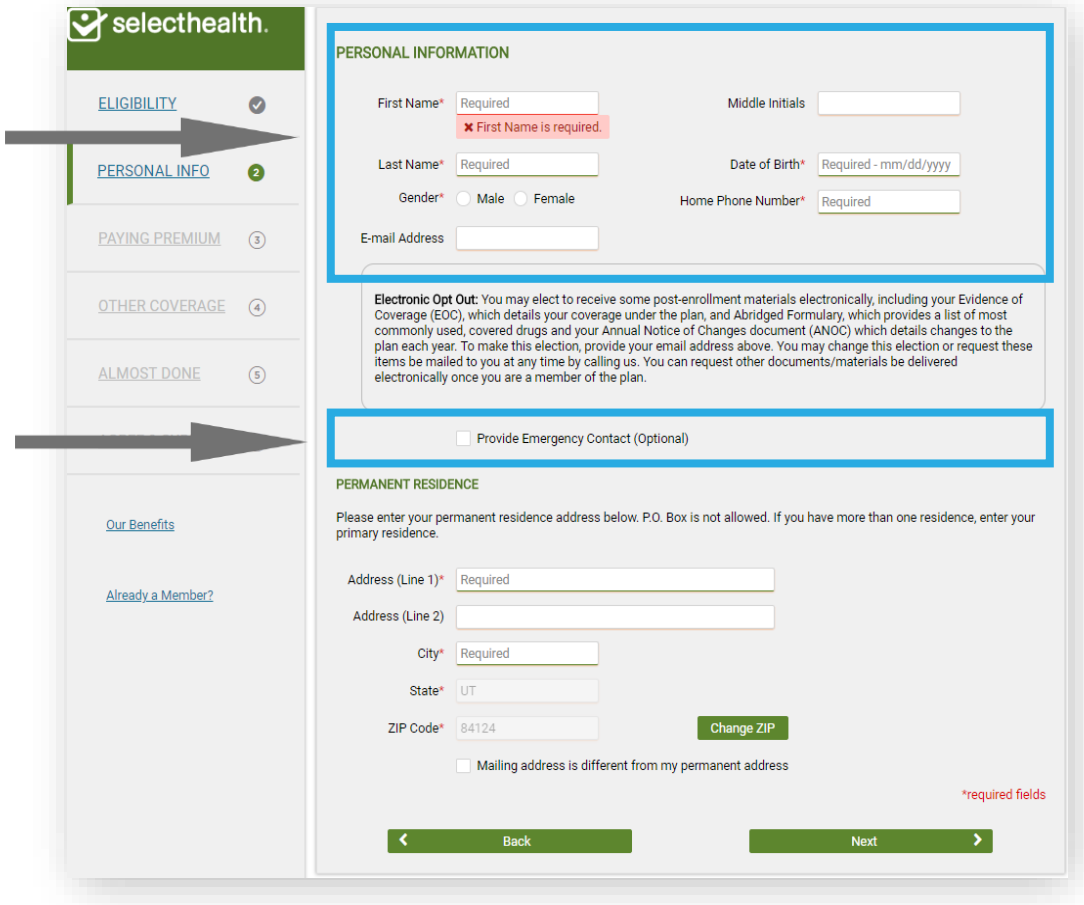
- Choose the most accurate and applicable enrollment reason
- Certain enrollment reasons will require you to enter a date or provide additional information
- Request a coverage effective date
- Select a plan option



selecthealth.

Step 2: Personal Info

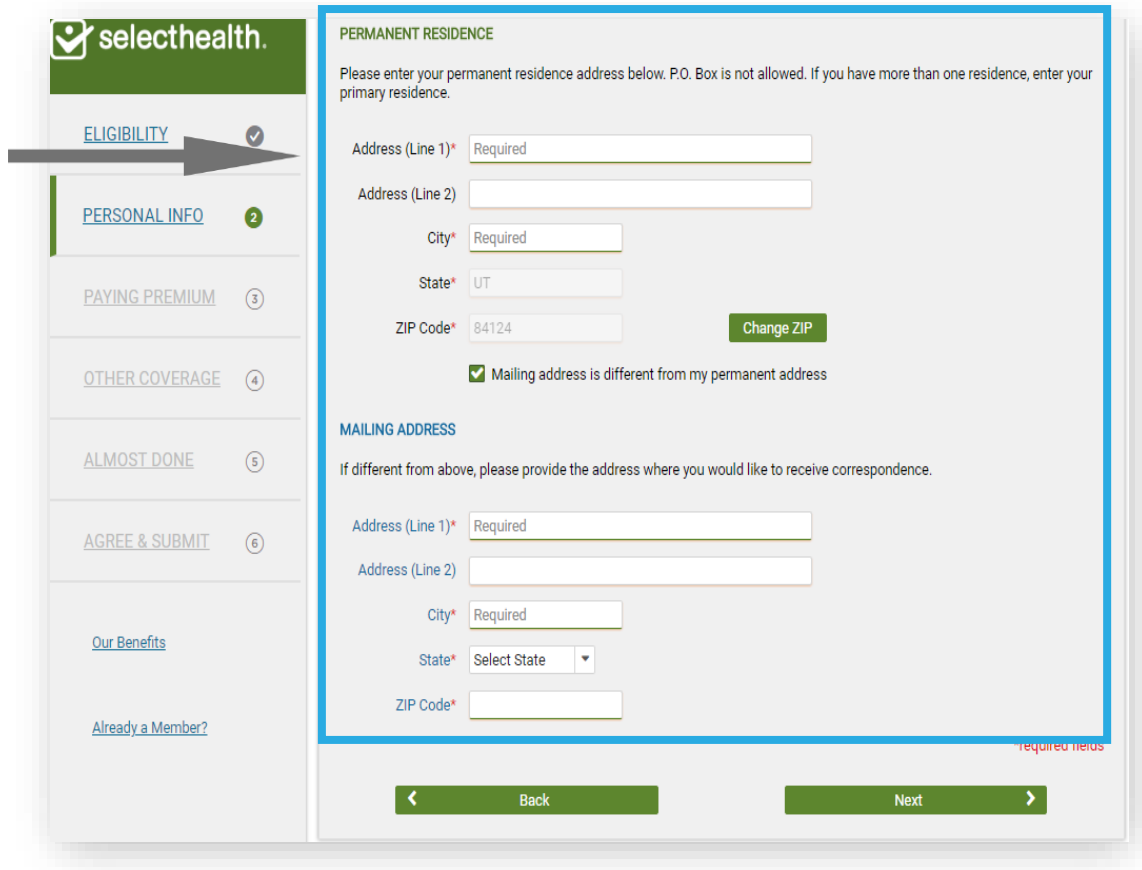
- Enter enrollee's personal information.
- You can provide emergency contact information by checking the "Provide Emergency Contact" box.



selecthealth

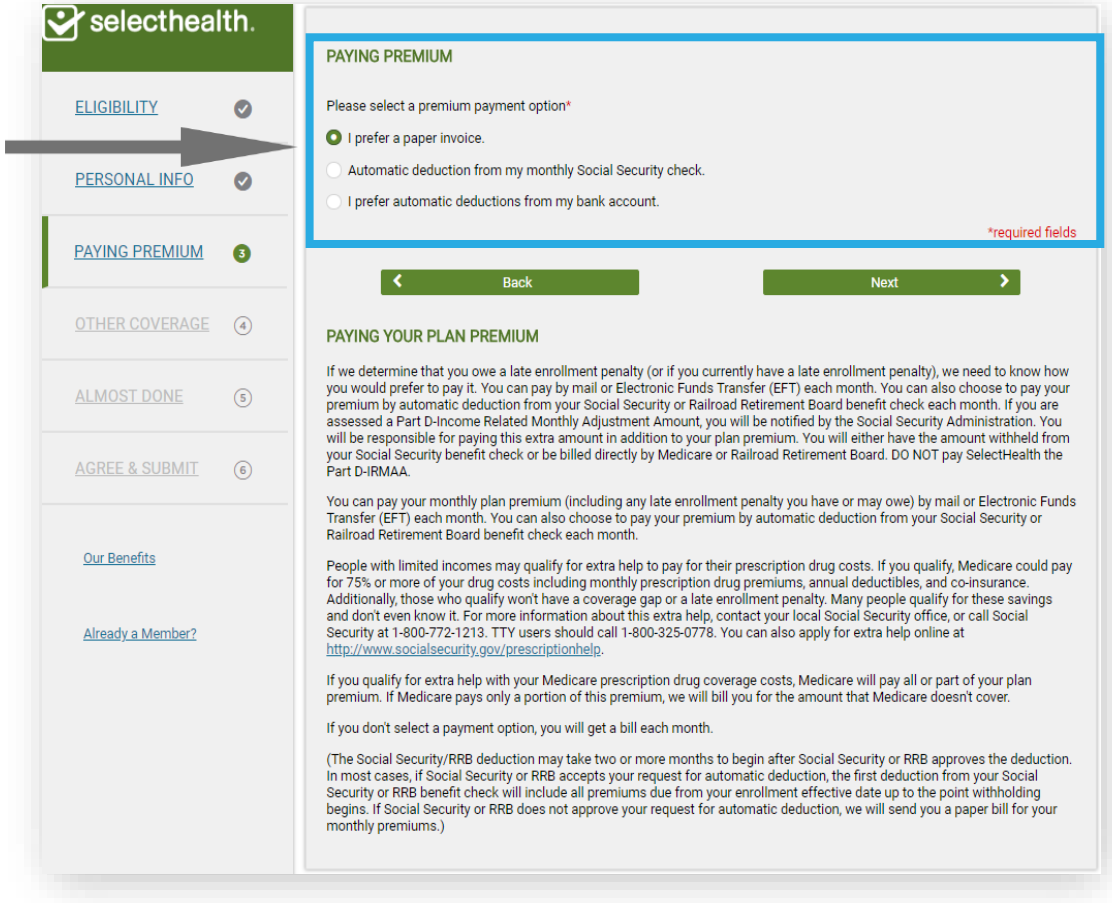
Step 2: Personal Info

- If mailing address is different than permanent residence, check box and a new set of fields will appear allowing you to enter mailing address information.



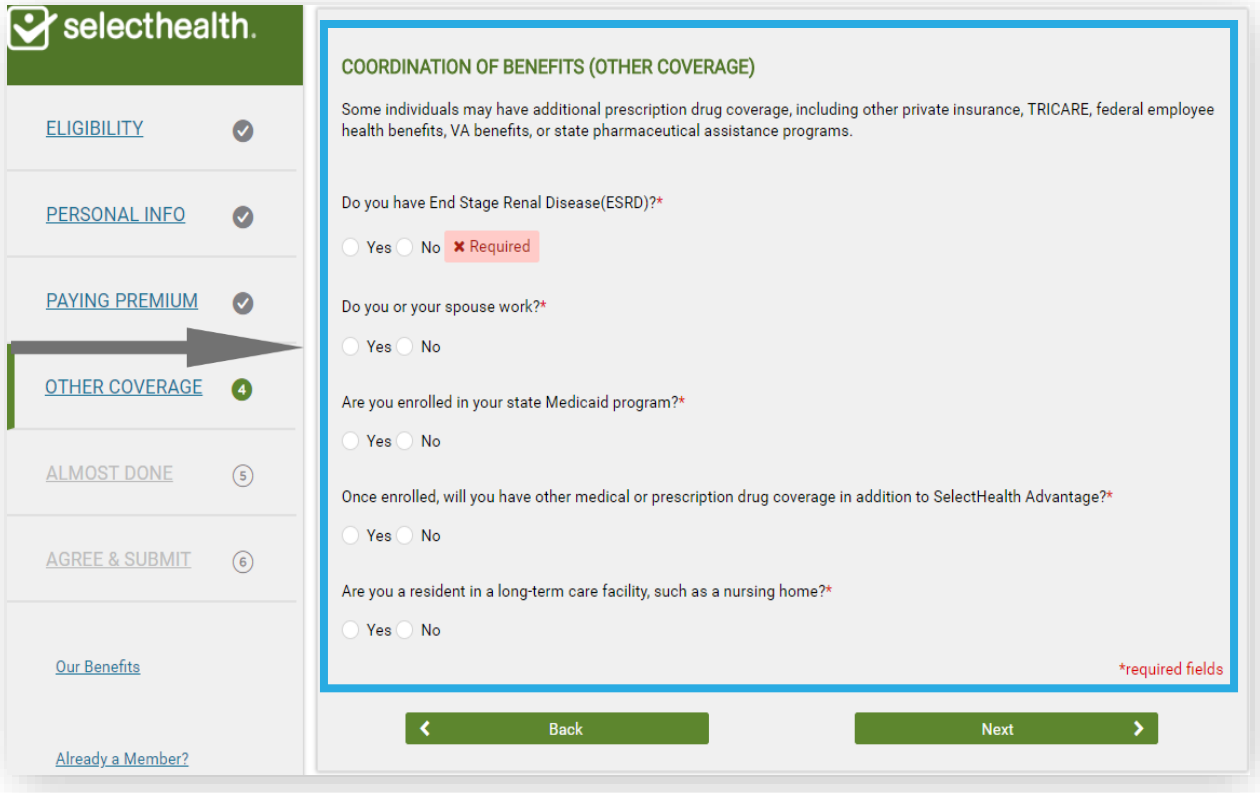
Step 3: Paying Premium

- Select a premium payment method.
- If automatic deduction from a banking account is selected, a new set of fields will appear asking for bank account information.



Step 4: Other Coverage

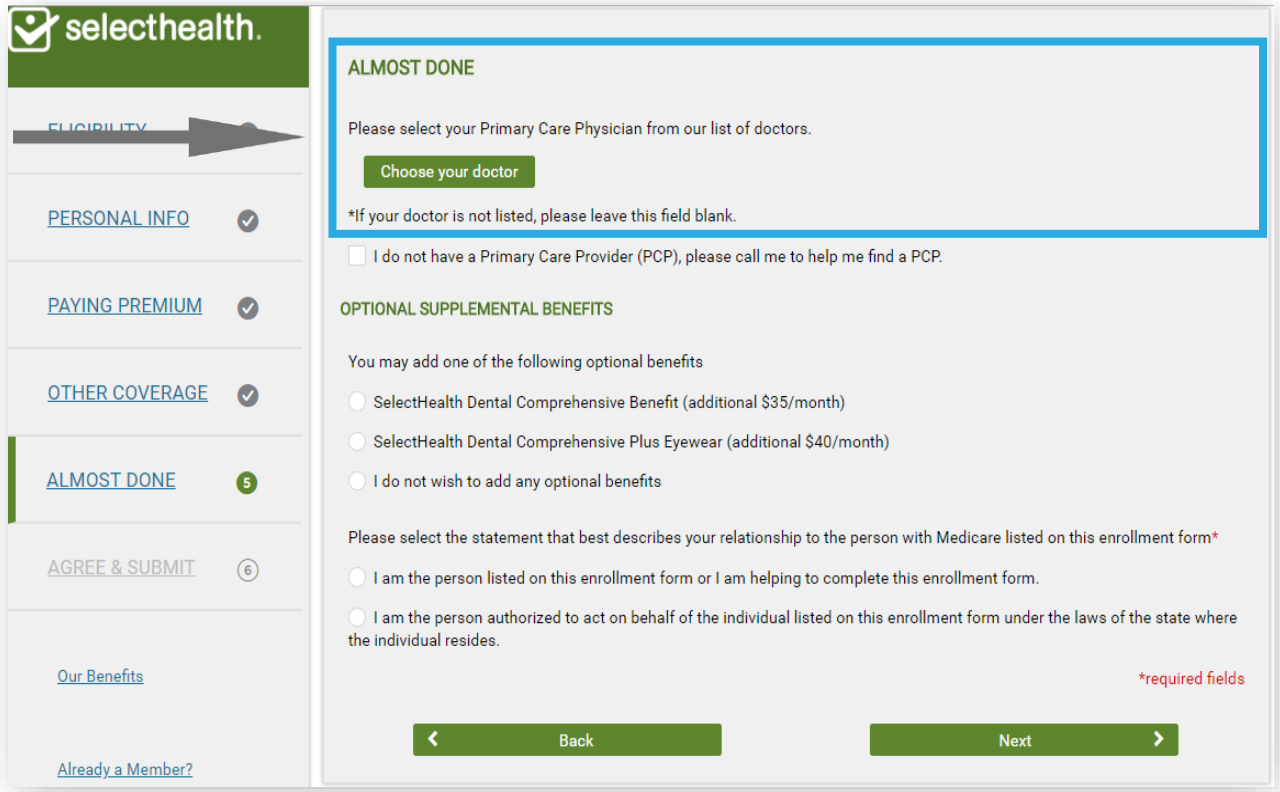
- Answer all five questions about other coverage.
- Answering “yes” to any of the questions will require additional information.
- If the enrollee has recently had a transplant, a physician note will need to be sent to SelectHealth.



selecthealth.

Step 5: Almost Done

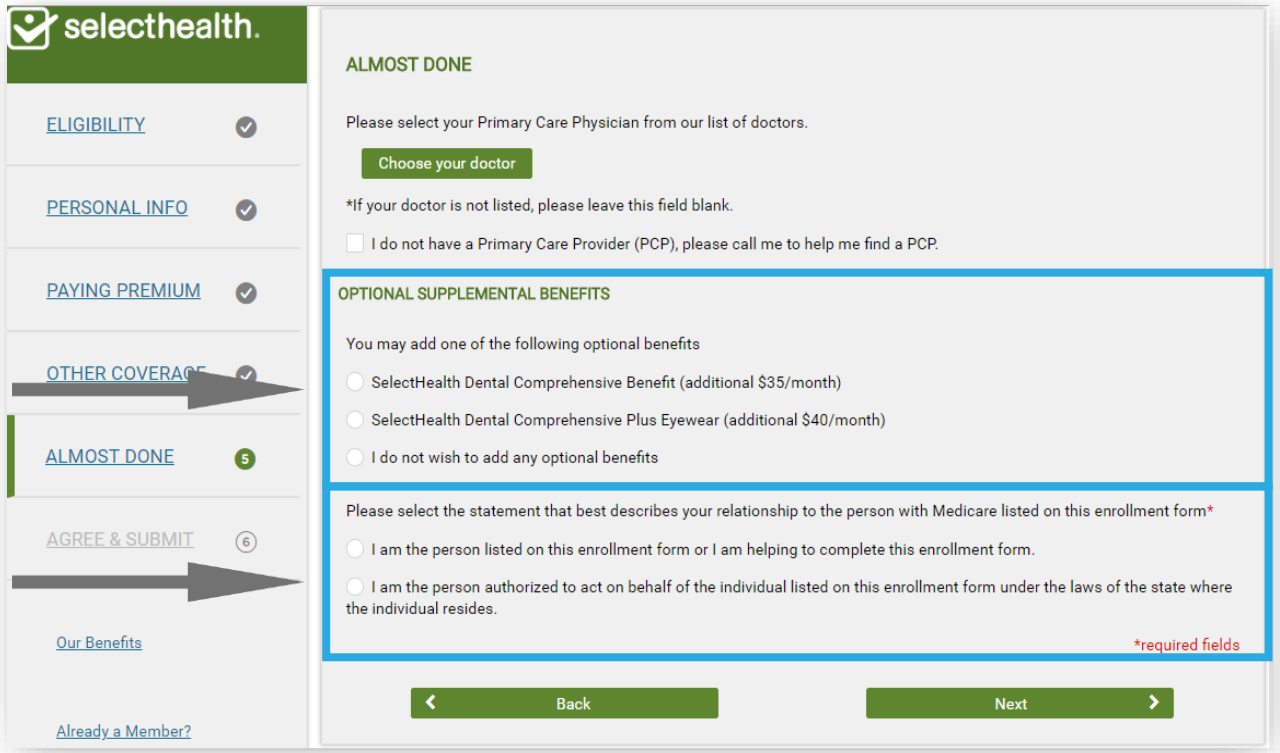
- Choose a primary care doctor.
- PCP selection is REQUIRED.
- Clicking “Choose your doctor” will take you to the Find A Doctor search tool:
  - Search for PCP by name.
  - Select PCP by clicking “Add as Primary Care Provider.
- Previous screen will now show name of PCP chosen by enrollee.



selecthealth

Step 5: Almost Done

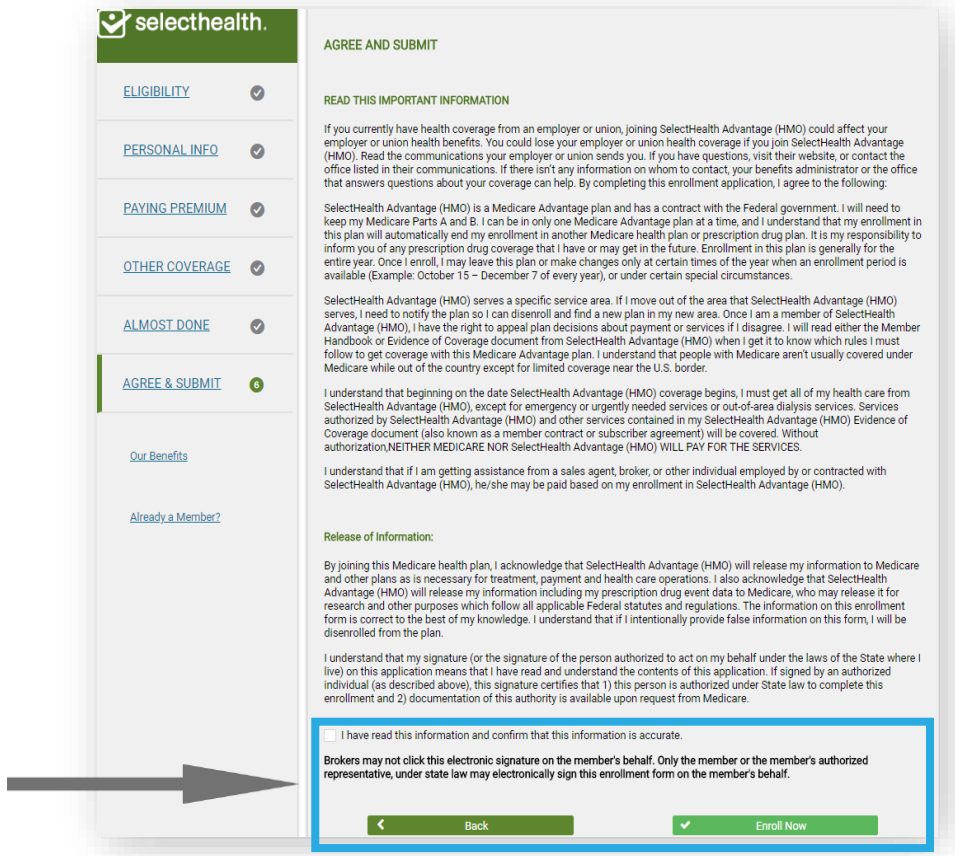
- Add or decline optional dental and/or vision coverage.
- Electing this coverage will result in a note indicating that the coverage has been added.
- If an authorized representative is involved, check the appropriate box.
- Additional fields will appear asking authorized rep to identify relationship to enrollee.



selecthealth

Step 6: Agree and Submit

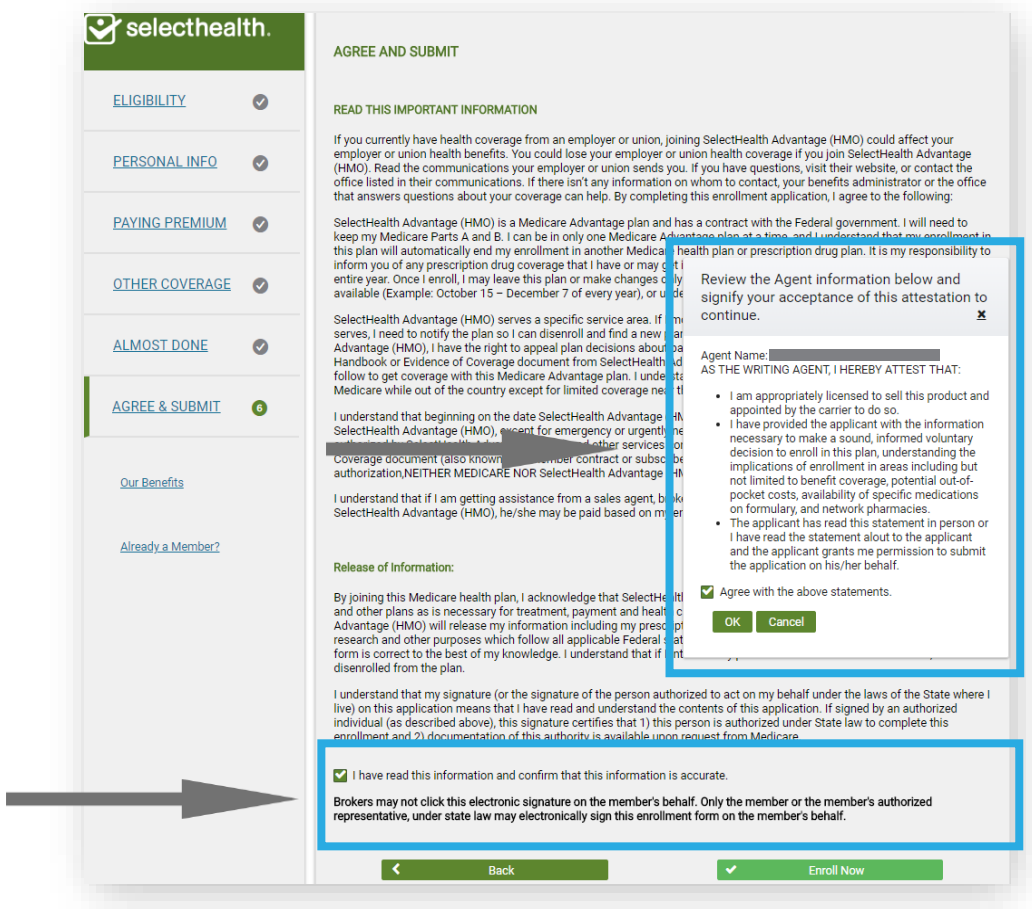
- Agents may not click the electronic signature on the member's behalf. Under state law, only the member or the member's authorized representative may electronically sign the enrollment form on the member's behalf by checking the box.



selecthealth

Step 6: Agree and Submit

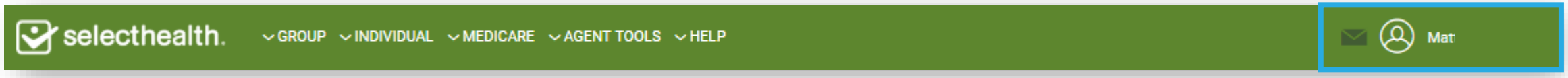
- To receive credit for the sale, you must complete the attestation.
- Make sure your email address is correct or enter a new address.
- Check to agree, then submit.
- Enrollment confirmation page with confirmation number will appear.
- You can print the final confirmation screen with the printer button in the upper corner.



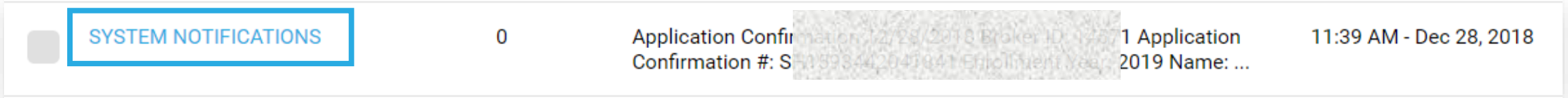
selecthealth.

Enrollment Confirmation

- You'll receive a full record of the application. All online enrollments you submit are securely stored in your Link Message Center.
- To view a record of your online applications, access your Message Center by clicking the envelope icon next to your name in the Link homepage:



- In your Message Center, you will find a confirmation message for your enrollments.
- Click on the message to access the application records. All records are stored in a single SYSTEM NOTIFICATIONS file.



selecthealth

Online Enrollment Receipt

- Once the application has been submitted, use the confirmation number to **complete an enrollment receipt** and provide a copy to your client.
- It's required that agents **leave a receipt as temporary proof of enrollment** when using the online application, unless member has provided an email address for the confirmation to be sent.

selecthealth ADVANTAGE

Receipt for Enrollment Request

Application Date	Applicant's Name
Plan ID Number	Proposed Effective Date
Sales Agent Name	Sales Agent Phone Number
Enrollment Confirmation Number (if applicable)	
Agent Signature	Date

Contact Information
Visit us at **selecthealthadvantage.org**

Call toll-free: **855-442-9900**
TTY Users: **800-346-4128** (Utah), **800-377-1363** (Idaho), **or 711**

Member Services Hours
Monday through Sunday from 8:00 a.m. to 8:00 p.m.

SelectHealth is a Medicare Advantage organization with a Medicare contract.

H1994_10309 CMS Approved