

Service Coordinator role:

1. Awareness that many participants receiving LTSS services are eligible for or are currently receiving Medicare coverage
2. Responsible for ensuring that participants know about additional services and supports available to them both within and outside of the waiver, such as Medicare coverage in the forms of Original Medicare and Medicare Advantage
3. Remind participants of Enrollment periods where they can change their Medicare plan to better meet their needs

Enrollment periods for participants:

1. There are set times during the year in which participants already receiving Medicare can change their plans
2. The Initial and Special Enrollment periods are based on the participants eligibility

Medicare Advantage Enrollment Periods

Open Enrollment Period "OEP"
January 1 to March 31

Annual Election Period "AEP"
October 15 to December 7

Initial Enrollment Period "IEP"
Depends on Eligibility

Special Enrollment Periods "SEP"
Depends on Eligibility

Medicare Advantage members can:

- Switch to another Medicare Advantage
- Disenroll and return to Original Medicare
- Only one change allowed during this period
- Changes take effect the first of the month after the plan receives request

Any Medicare recipient can:

- Change from Original Medicare to a Medicare Advantage Plan.
- Change from a Medicare Advantage Plan back to Original Medicare
- Switch from one Medicare Advantage Plan to another Medicare Advantage Plan.
- Enrollment becomes effective January 1st

Individuals can sign up for Medicare:

- Three months before or after one's 65th birthday, individuals can sign up mid-year; can drop the plan during next twelve months and return to Original Medicare
- Under age 65 and have a disability, starting 21 months after receiving Social Security disability benefits

Some scenarios include:

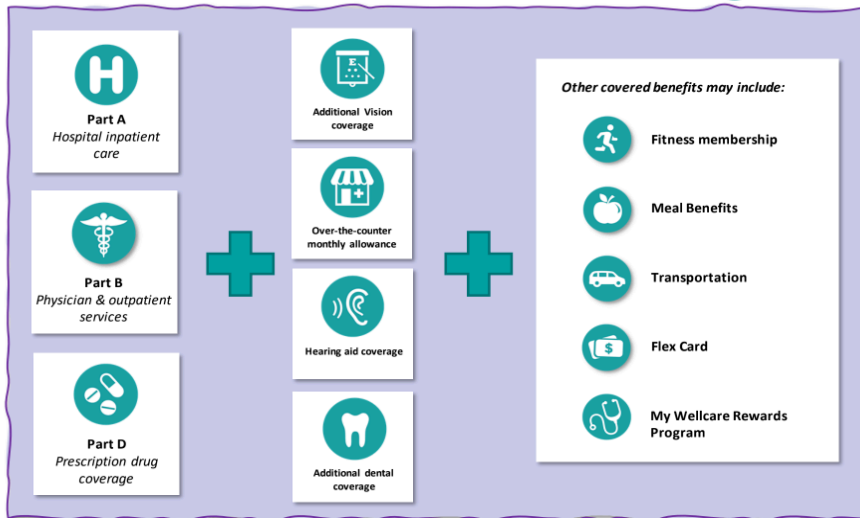
- D-SNP members can enroll and/or switch plans at the start of every month
- Medicare Advantage members moving out of Plan Service Area can enroll in a new plan
- Recently moved out of an Institution (nursing home or rehab hospital)
- Medicare Five-Star SEP

Confidential and Proprietary Information | Source: Center for Medicare & Medicaid Services, "Understanding Medicare Advantage & Medicare Drug Plan Enrollment Periods", November 2021, Product #11219 | 9

Wellcare by Allwell

1. PHW offers Medicare Advantage plans, along with several other MCO's
2. When one of our participants chooses Wellcare, they have a streamlined way to access both their LTSS and Medicare Advantage plan and they are then considered a Dual-Aligned/D-SNP participant
 - a. Participants have one insurance card and can access their LTSS and Medicare Advantage MCO through one number
3. Participants can have access to additional vision coverage, hearing aid coverage, additional dental coverage, and an over the counter monthly allowance.
4. Participants may have access to several other covered benefits
5. Fully aligned participants have a \$0 copay for prescriptions

Medicare Advantage



Educate our members about Wellcare by Allwell ...and let the Sales Agents sell it!



DO:

- ✓ Educate CHC members about their eligibility for Wellcare by Allwell's D-SNP product.
- ✓ Address coordination of care issues and gaps in coverage, but the conversation should only revolve around how Wellcare by Allwell's D-SNP works along with their CHC benefits.
- ✓ Answer unsolicited questions and refer specific plan/benefit questions to a licensed sales agent.
- ✓ Provide general educational information about Wellcare by Allwell's D-SNP product.

Confidential and Proprietary Information

DO NOT:

- X Provide in-depth benefit information to the CHC members, such as premiums, cost shares and comparison of benefits (this must be done by a licensed sales agent).
- X Visit the CHC Member for the purpose of upselling or marketing the D-SNP to the member
- X Solicit or accept enrollment applications from CHC members.

Discussion of coordinated care options & coverage gaps addressed by D-SNP is expected & required by SCs.