

## Notification Process for New Medicare Supplement and Medicare Rx Eligible Individuals

### **Who is Eligible?**

In order to be eligible for the AARP Medicare Supplement Plans, individuals must be enrolled in Medicare Part A and B. In most states, members must be age 65 or older in order to enroll in the Medicare Supplement Plans. There are several states in which coverage is available to under age 65 individuals who are enrolled in Medicare A and B. However, the plans that are available may be limited and individual underwriting may be applied. To be eligible for the Medicare Rx plans, individuals must be enrolled in Medicare Part A and/or Part B. Both Parts A and B are not required for enrollment in the prescription drug plan.

### **When Should AARP Be Notified of Newly Eligible Members?**

Employers may notify AARP of a newly eligible member up to 3 months in advance of the member's retirement date. Once AARP is notified, a Medicare Supplement and a separate Medicare Rx enrollment package will be sent to the individual. The effective date of the individual's coverage will be determined by the date the completed enrollment application is received in our office. Generally, the effective date that is issued is the first day of the month following the date of receipt of the application.

### **Who Should Employers Notify?**

Employer Customer Services areas are available for employers to contact us to request enrollment packages for members, ask enrollment status questions and for employer billing questions. There are several different forums for communicating with these teams. The contact information for these areas is below:

#### ***Employer Customer Service for Medicare RX Team:***

Employer Customer Service Number: 1-800-955-8098

E-Mail Address: EC\_OV\_EGHP\_BE@UHC.COM

#### ***Employer Customer Service for Medicare Supplement Team:***

Employer Customer Service Number: 1-800-449-4854

E-Mail Address: aarp\_employer\_account@uhc.com

Website: <https://aarpea.uhc.com>

### **What Information Does AARP Need?**

In order to send out an enrollment kit, AARP will need to know the following:

- Eligible Subsidy Amount (Med Supp and Med Rx)
- Member's Name, Address, Date of Birth

This information is required in order to generate the kits.

There is a *preferred* file format for sending us retiree information. (See Roster File Layout Excel Spreadsheet)

### **What is the Enrollment Process for Medicare Supplement Plans?**

In order to enroll in a Medicare Supplement Plan, individuals must complete and sign an enrollment application. Retirees/spouses may also call the Customer Service number below to complete a telephone enrollment. The representative will fill out the Medicare Supplement application, and the form will be sent to the retiree/spouse to be signed and returned before the application can be processed. The effective date of the paper application will be based on the date the application is received in our office. Generally, the effective date is the 1<sup>st</sup> of the month following the date of receipt. For enrollments completed by a Customer Service Representative over the phone, the effective date will be based on the date of the telephone call to the representative. Once the signed application is received, the effective date issued will be the first of the month following the date of the telephone enrollment phone call.

### **What is the Enrollment Process for Medicare Rx Plans?**

In order to enroll in a Medicare Rx Plan, individuals must complete and sign an enrollment application. Retirees/spouses may also call the Customer Service number below to complete a telephone enrollment. The representative will complete the application process and the retiree/spouse's voice attestation will replace the need for a signed application.

### **Where Should Retirees/Spouse Call?**

Retirees/spouse may call AARP Customer Service toll-free retiree member services line at 1-800-545-1797 and use the following menu of options:

**Press 1** – For existing AARP Medicare Supplement members or to check on the status of an enrollment application that was submitted.

**Press 2** – For Medicare Supplement Telephone Requests. Applications will be completed and sent to individual for signature.

**Press 3** – For existing Medicare Rx members or to enroll in the Medicare Rx plan over the phone.