

Your Guide to the 2020 Open Enrollment Period

The Medicare Advantage Open Enrollment Period (MA OEP) runs through March 31, 2020. This MA OEP allows members who are enrolled in any Medicare Advantage (MA) or Medicare Advantage with Part D plan (MAPD) on Jan. 1 to change to another Medicare MA or MAPD plan that better suits their needs. During OEP members in a MA or MAPD plan can also disenroll from their MA/MAPD plan and switch back to Original Medicare and purchase a Medicare Supplement plan, with or without enrolling in a stand-alone Prescription Drug Plan (PDP). [Learn more in this FAQ](#)

If you need help to verify a consumer/member's MA OEP eligibility, contact the Producer Help Desk (PHD).

WHAT YOU NEED TO KNOW

AGENTS MAY

Support members who are not happy with their Medicare Advantage (MA), Medicare Advantage Prescription Drug (MAPD) or Dual Special Needs Plan (DSNP) by helping them find a UnitedHealthcare plan that works for them and educating them about election period options. This could be if you are approached by a consumer at an event that you marketed to 65+ or DSNP consumers; at a retail location; with a consumer who contacts you via phone or email; or if a consumer you have permission to contact expresses dissatisfaction in their current plan during a conversation.

- Educate consumers about the OEP if you are enrolling them into a plan, or they have reached out to you about their dissatisfaction with their current plans.
- For example, if a consumer reaches out to you and says they are unhappy with their current plan, you can talk about the OEP and ask if that person has already used the election period.

AGENTS MUST

Determine if the consumer has a valid election period and which election period is best for the consumer's circumstances.

AGENTS MUST NOT

- Market the OEP to individuals enrolled in or enrolling in a Medicare Advantage plan

- Knowingly target individuals to get them to change plans so you become the agent of record.
- Promote OEP to further sales. You must not say, “If you try out a plan in January and find it isn’t working for you, you have an Open Enrollment Period from January 1 through March 31 to enroll in a different plan. If that happens, give me a call, and I’ll get you in a better plan.”
- Call or otherwise contact former members who have selected a new plan during AEP

PHD CAN VERIFY OEP ELIGIBILITY

If you need help to verify a consumer/member’s OEP eligibility, contact the Producer Help Desk (PHD).

Instructions:

1. Contact PHD at 1.888.381.8581 and select option 2 for ‘Eligibility Verification’.
2. Be ready to confirm you have received permission from the member to verify this information.
3. Be able to provide the consumer’s first and last name, MBI (Medicare Beneficiary Identification) number and date of birth.

CONTACT US WITH QUESTIONS

Contact UnitedHealthcare Compliance with any questions about how OEP works at compliance_questions@uhc.com.

RESOURCES

Learn more about these changes on [Jarvis](#) or click on the materials below.

- [Enrollment Guide](#) – a comprehensive handbook for MA, Part D and DSNP plans which includes the election period booklet.
- [Marketing During OEP Job Aid](#)

As a Partner in Care for our members, you are helping more people get the care they deserve. Thank you!