



Mary Washington

Medicare Advantage

Dear Valued Mary Washington Producers,

3/23/2020

As we navigate through these tough times, we want to make sure that you are armed with alternate means to enroll your clients into Mary Washington WITHOUT having to complete a Face to Face Visit.

Last Friday, we sent out Screen Share tools and instructions on how to access our Sales Presentations. We are fortunate to have so much technology at our fingertips, however we understand that our clientele may not have as much access to this technology. In order to alleviate this burden, we have created a way for you to enroll those clients who do not have access to online enrollment capabilities.

Effective Immediately, we are opening up our Producer Support Line for Telesales to all Brokers who are Certified to Sell Mary Washington Medicare Advantage. This means that if you would like to enroll someone over the phone, you may call into Producer Support WITH your beneficiary on the line to complete the Enrollment Application. Telephonic Enrollment services will be offered during normal business hours of operation, M-F, 8 am-6pm Central Time.

There are very IMPORTANT Compliance Guidelines that must be followed; please read these carefully.

1. All Calls will be completed on our Recorded Telephone Lines.
2. Per CMS Guidelines, all Telephonic Enrollments must be INBOUND. You will make a 3-way call into PRODUCER SUPPORT at 1.877.259.8657 WITH your beneficiary on the line.



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3. Per CMS Guidelines, Producer Support Reps may NOT make outbound calls to beneficiaries. The beneficiary MUST be on the line when you call in. You may not call the beneficiary to initiate the enrollment

4. Producer Support Reps are NOT LICENSED SALES AGENTS. Per CMS Guidelines, they are ONLY allowed to take demographic information, and cannot act as a Customer Service Representative. You as the LICENSED agent, will be responsible for having explained the benefits appropriately AND answering questions while on the call.

5. The Producer Support Rep will follow a Script that includes all of the Demographic Questions along with the Terms and Conditions on a Paper Application. The Terms and Conditions will be read out loud and each one will require a verbal acknowledgement of understanding.

6. You and your member will receive a confirmation number when the Telesale is complete. This is very similar to when you call in a “Phone Enrollment.”

7. A Paper Application is not required in this type of enrollment as your Beneficiary is completing the enrollment with a Verbal signature on a recorded telephone line.

8. A Scope of Appointment is still required for your records. IF you do not have access to an SOA (Scope of Appointment), Producer Support will offer a Verbal Recorded SOA for a Future Appointment. If you choose the Verbal SOA, you must place a second Inbound call with Producer Support to complete the Telesales. You will not be able to complete a Verbal Scope & Telesales in the same call. As a reminder, Producer Support Reps are not allowed to make outbound calls to the Beneficiary.

This is an unprecedented time for everyone, and the situation is changing daily.



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We are committed to maintaining our business operations to ensure that you are able to give the highest quality service to your clients without disruption.

As always, Producer Support is Ready to Assist at 1.877.259.8657 M-F, 8 am-6 pm CST.

Tim Hicks | Broker Sales Manager

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Aligned partners, proven outcomes.