

EmblemHealth's New York Non-Face to Face Enrollment Options

In preparation for all non-Face to Face enrollments, please ensure you have member's demographic information and complete the following:

SOA (Paper, Voice Recorded, fax
or email)

Ensure beneficiary in receipt of
Summary of Benefits and Star
Ratings

Complete needs analysis, including
and not limited to confirming
medications covered, doctors in
network, PCP choice, plan selection
etc.

COMPLETE ONE OF THE CHOICES LISTED BELOW:

Option 1: "NEW" Voice Recorded SOA and Application:

Important:

Ensure the beneficiary understands the purpose of using the voice recorded line to obtain the SOA and enrollment before calling the voice recorded line. This will help facilitate the process in collecting the SOA and Enrollment over the recorded line.

Note: the recorded line does not complete the enrollment. Completed application is finalized when the broker completes and submits the application using the online application tool.

If a recorded scope of appointment is needed

STEP 1

HAVE SCOPE- GO TO
STEP 2

Dial **800-447-8879** and
have the member on the
phone line

SELECT
EmblemHealth

State: This call is
being recorded for
quality and training
purposes

State: This call is to record the
SCOPE of APPOINTMENT for
your protection

State: Broker first
name, last name,
broker writing ID

State: Member's first
name, last name,
date of birth

Begin reading the
Scope Of
Appointment over
the recorded line.
(SOA should be read
as is)

Read NY State: CMS Disclaimer to the Beneficiary:

Health Insurance Plan of Greater New York (HIP) is an HMO/HMO-POS/HMO D-SNP plan with a Medicare contract. HIP has a contract with the New York Medicaid Program for HMO D-SNP. Enrollment in HIP depends on contract renewal. HIP is an EmblemHealth company.

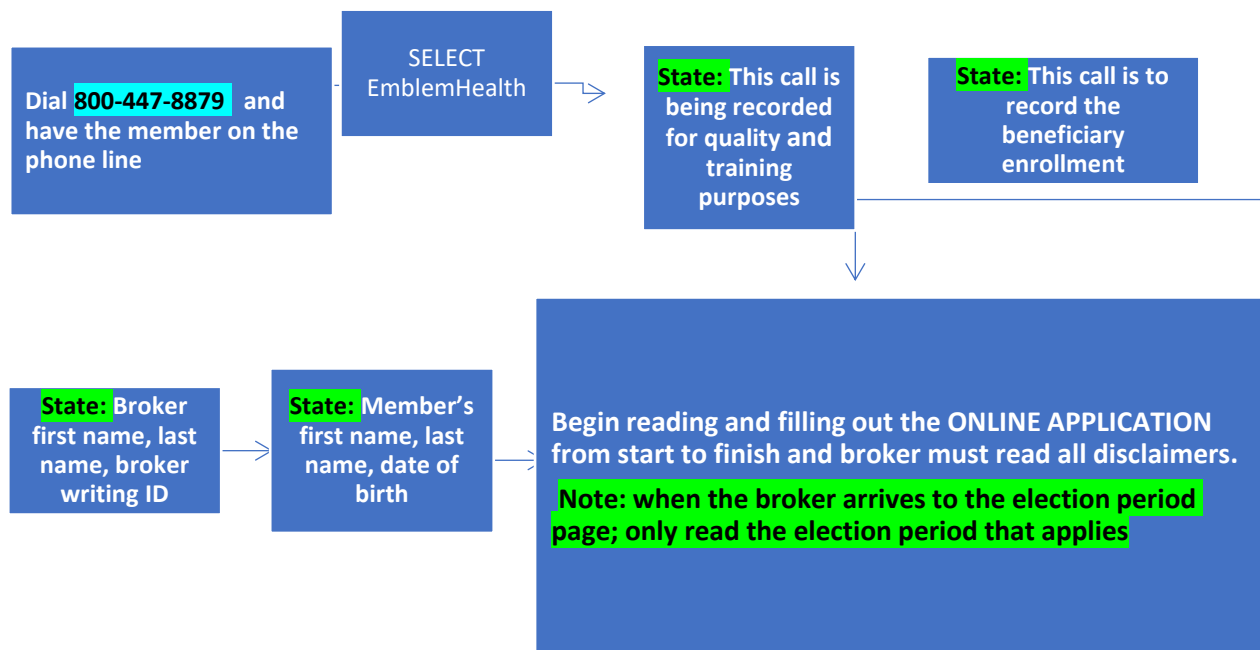
Record in your notes the Sales Record number (SR), time, date and representative's name who helped record the SOA.

STEP 2

At this point, the Broker would have identified the plan the Beneficiary is ready to enroll in and Beneficiary has all documents (SOB, star rating).

MAKE SURE THAT BROKER GOES TO

<https://www.emblemhealth.com/plans/medicare-advantage/2020-enroll-in-medicare>



- Submit electronic application
- Record the electronic application's confirmation number
- Share the electronic application confirmation number with the beneficiary

- Record in your notes the Sales Record number (SR), time, date and representative's name who helped record the enrollment

Option 2: Using Emblem's recorded line for SOA and Beneficiary is using Emblem's enrollment tool

- Go to Step 1
- Broker has already emailed, faxed or mailed plan documents to the Beneficiary with star rating prior to presentation
- You and member are on <https://www.emblemhealth.com/plans/medicare-advantage/2020-enroll-in-medicare>
- Walk member thru the online enrollment process and make sure Member types in your writing ID#
- Beneficiary shares electronic application confirmation number with Broker

Option 3: Broker has SOA and Beneficiary is using Emblem's enrollment tool

- Go to Step 2
- Broker has already emailed, faxed or mailed plan documents to the Beneficiary with star rating prior to presentation
- You and member are on <https://www.emblemhealth.com/plans/medicare-advantage/2020-enroll-in-medicare>
- Walk member thru the online enrollment process and make sure Member types in your writing ID#
- Beneficiary shares electronic application confirmation number with Broker

Option 4: Using Emblem's recorded line for SOA and using your FMO tool to do enrollment

- Go to Step 1
- Broker has already emailed, faxed or mailed plan documents to the Beneficiary with star rating prior to presentation
- Continue to your FMO tool/portal

Option 5: Using paper applications

Step 1: Collect signed SOA by fax, mail, email or telephonically detailed in Option 1. *Note: Fax paper SOA to EmblemHealth 1-866-890-7722*

Step 2: Broker mail plan documents to the beneficiary with star ratings and pre-filled application with broker writing ID.

Note: Do not date the application

- Beneficiary reviews application for accuracy
- Beneficiary signs and dates the application
- Beneficiary mails or faxes the application to Broker or EmblemHealth (fax- 1-866-890-7722)
- Enrollment is complete when EmblemHealth receives the application