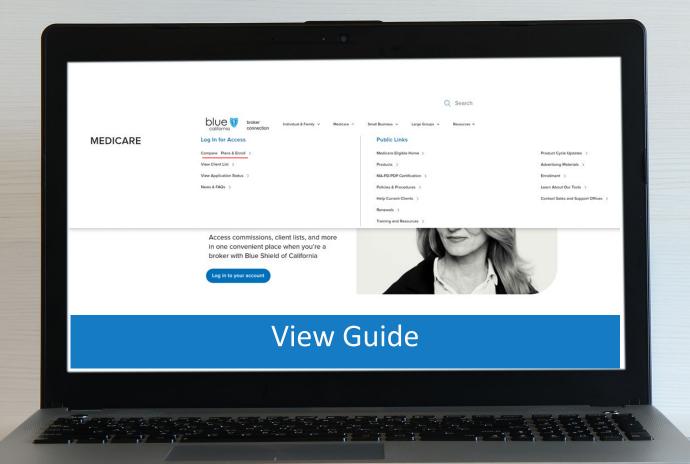
# Blue Shield Medicare Enrollment Site Reference Guide



Y0118\_24\_705A\_C 10112024 H2819\_24\_705A\_C 10112024

Login

Start a New

Send Quick Consultation Quote

Enroll a New Beneficiary

Search Profiles & Enrollments

**Drug and Pharmacy** Finder

Resources

Page Navigation



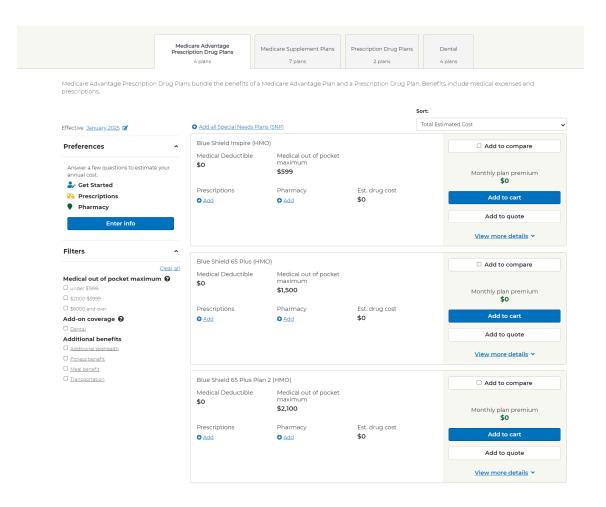
## Overview

Quick Reference Guide

Our Online Enrollment system serves two basic purposes:

- Enrolling beneficiaries in Medicare and Medicare Supplement plans.
- Helping beneficiaries estimate their out-ofpocket expenses for each plan including their health, prescriptions, pharmacy, and the amount of coverage the plan offers.

Using this system, you will be able to enter all the beneficiary's information, compare plans, and enroll.



## Questions?

Contact US:

**Blue Shield Producer Services** Phone Number:

1-800-559-5905

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Page Navigation



## What's New for 2025

- Standalone Dental Quote & Enroll (Brokers only)
- Enrollment attachment
- New-Look Plan Cards
- New Look Enrollment Form

## What's staying for 2024

- Multi-year Broker site
- Single link to access Compare & Enroll Site

## **Enrollment Begins**

This year Medicare Enrollment Site for Medicare Annual Enrollment Period begins on October 15, 2024.



Login

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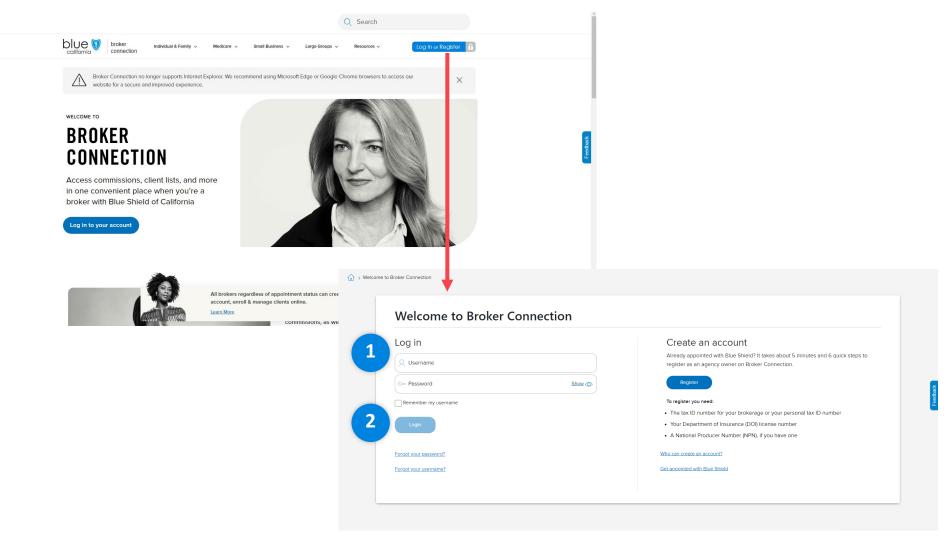
**Drug and Pharmacy** Finder

Resources

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**Broker Login** 

Quick Reference Guide



## Log In Steps

Page Navigation

- 1. 1. Enter your username and password.
- 2. Click Log In button.

For captive agents, there is an additional link dropdown. Agents must choose the correct link to receive credit for the sale.

6

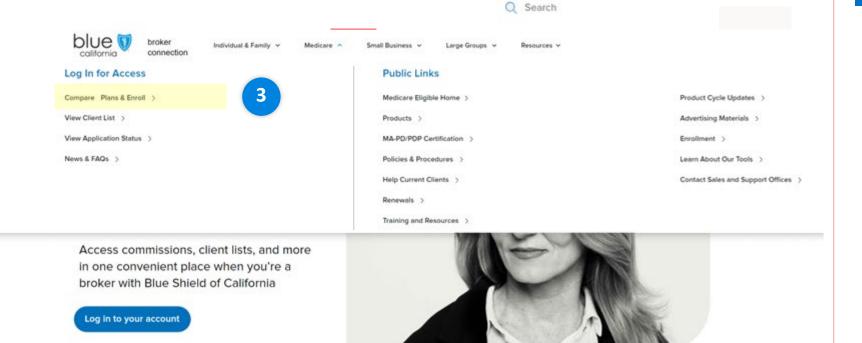
Page Navigation



# Broker Login

## **MEDICARE**

Quick Reference Guide



## Log In Steps

3. Click the Compare Plans & Enroll link.

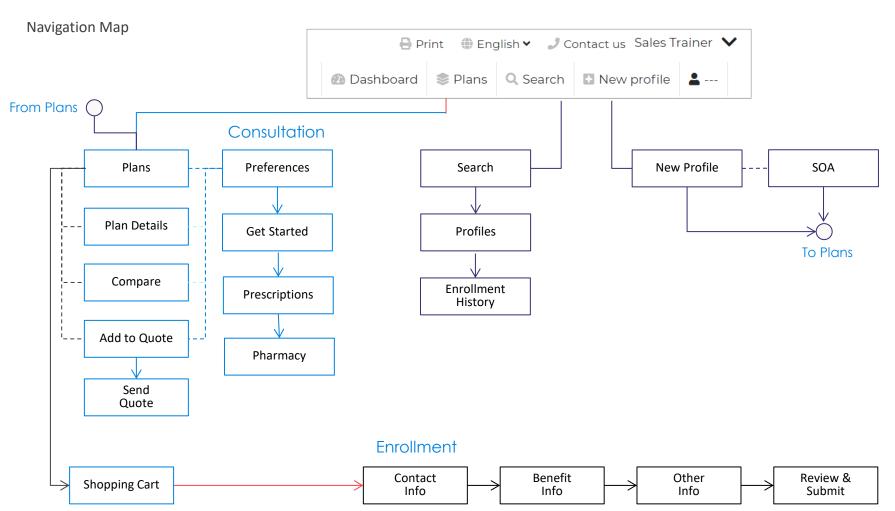
#### **NOTE:**

From October 1st onwards there will be just one compare plans & enroll link

Login

# Site Navigation

Quick Reference Guide



Page Navigation





Use the site flow diagram as a reference guide to navigating through the site

When you login to the site, you will be on the Dashboard page. The Dashboard is your home page that provides a snapshot of your activity.

There are three main areas within the site:

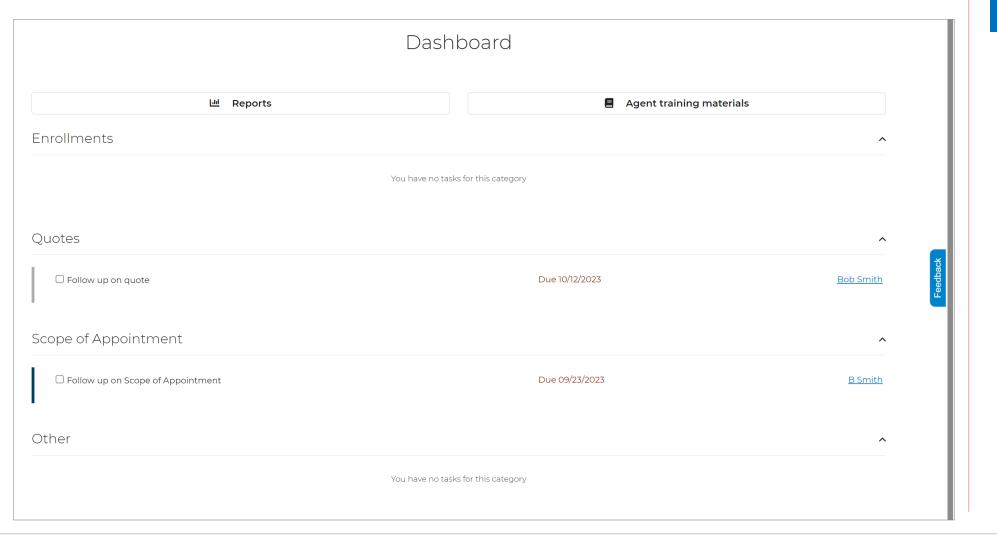
- 1. Plans
- Search Profiles & Enrollment
- 3. New Profile

The diagram shows the associated screens for each area.

#### NOTE:

- Dotted lines indicate access to supporting site pages for the main screens.
- Sold arrow lines indicate typical process flow a person would follow during an enrollment.

# When you login to the site, you will be on the Dashboard Screen



## Dashboard Overview

Page Navigation

The dashboard provides an overview of your sales activities including:

In process enrollments

Completed applications

Quotes to follow up on

Overview

Login

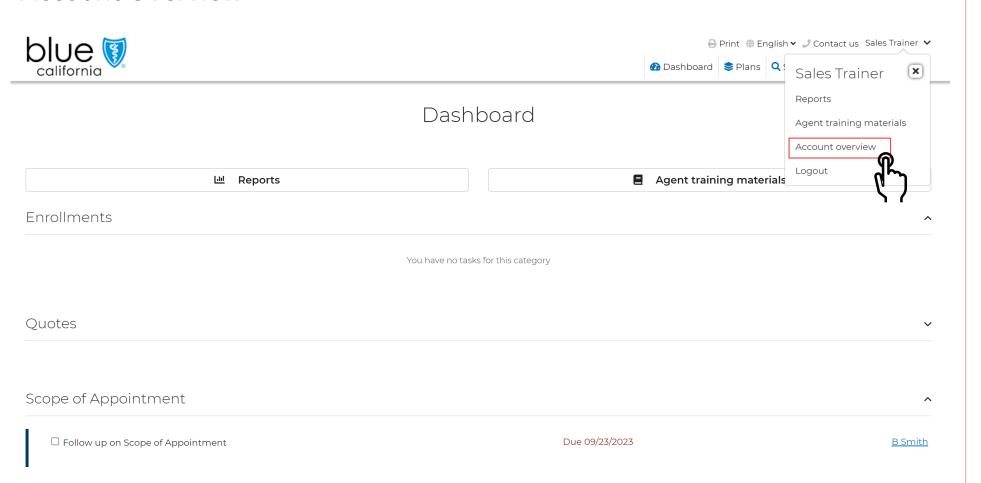
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**Account Overview** 



## **Personal Sales Link**

Page Navigation

The Account Overview screen provides your personalized link.

Share this link with your clients to get them started shopping for plans.

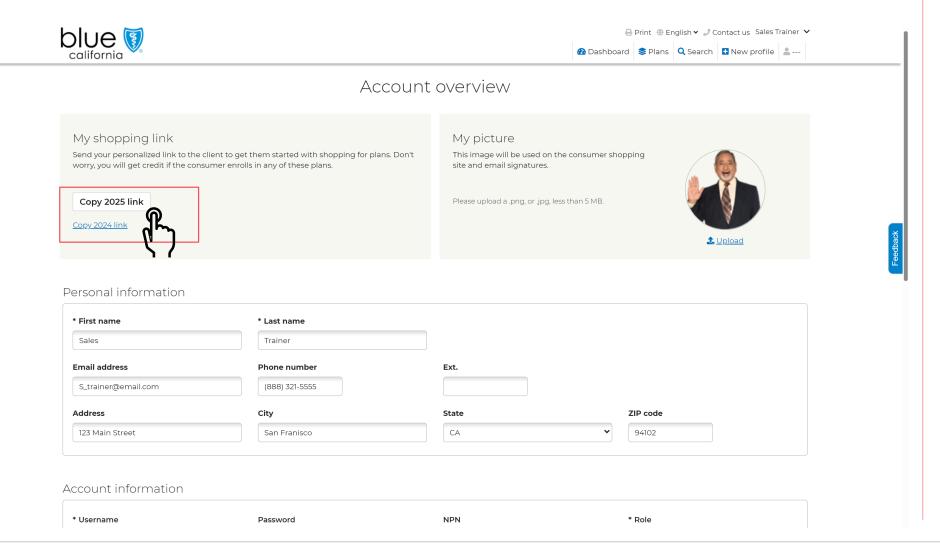
You will get credit for the sale if your client enrolls in any of the plans you are authorized to sell.

10

Page Navigation



## **Account Overview**



## **Personal Sales Link**

It's important to confirm your information including the NPN to ensure that you get credit for the sale.

You can make changes to the some of the fields and click the Save button to update the information.

Fields you can edit include:

- Name
- Email
- Phone number
- Address
- Agency ID
- Agency name
- CA License number

Login

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Resources

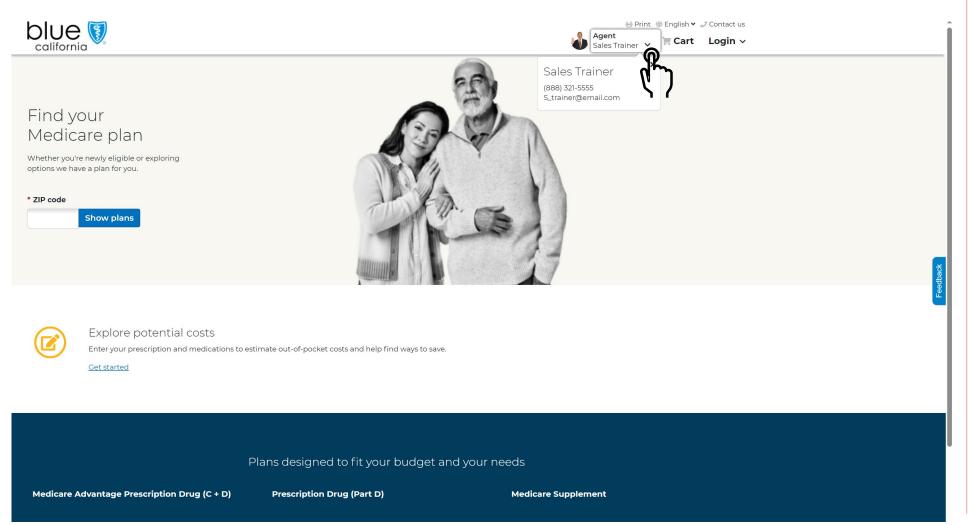
1

Page Navigation



# Site Navigation

Quick Reference Guide



## Personal Link Page

When the prospect clicks your personal link, they will see your name, email, and image at the top of the page.



Login

Start a New Consultation

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments

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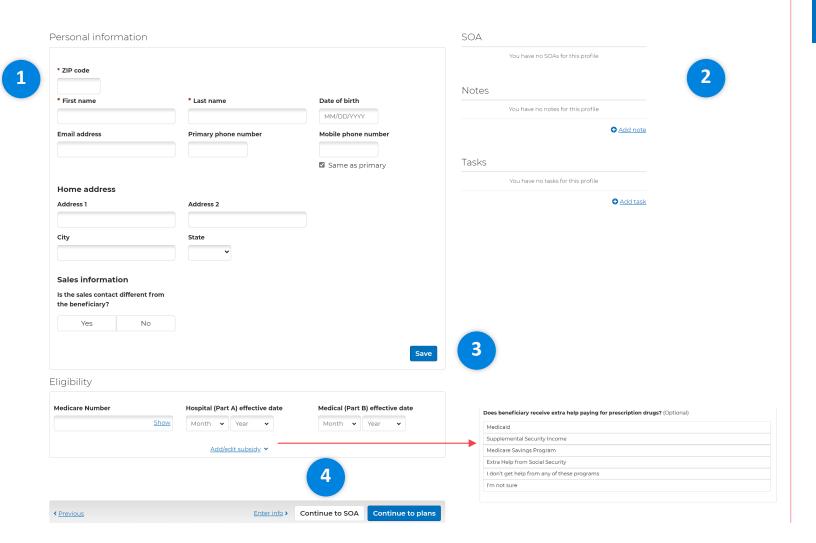
Drug and Pharmacy Finder

Resources

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Add Client

**Quick Reference Guide** 



## Create a Profile

Page Navigation

- 1. Begin by entering the beneficiary information sections:
  - Personal Information
  - Home Address
  - Sales Information
  - Eligibility
- 2. Add Notes or Tasks to the profile.
  - Click Save.
- 4. Click **SOA** to move to the Scope of Appointment screen.

#### NOTE:

Fields with an asterisk are required.

The new fields will only validate the correct format, NOT the accuracy of the MBI or the effective dates.

Overview

Login

Start a New Consultation

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

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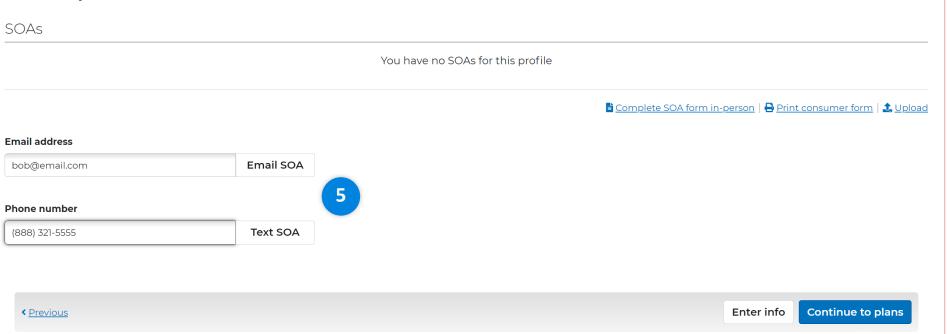
Resources

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Scope of Appointment

## Scope of Appointment

A Scope of Appointment (SOA) is needed for all sales appointments and required 48-hours in advance with limited exceptions. Submit the SOA once you have received it from the beneficiary.



#### SOA - Email

Page Navigation

Electronically capture & store Scope of Appointment (SOA) confirmation.

- Complete the Email or Text option to send the SOA to yourself or the beneficiary.
- 6. Click **Continue** to plans.

#### **NOTE:**

- The agent receives confirmation that beneficiary has signed their SOA.
- The beneficiary receives confirmation SOA has been submitted.
- You can upload a copy of the SOA using the upload button.

Overview

Login

Start a New Consultation

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

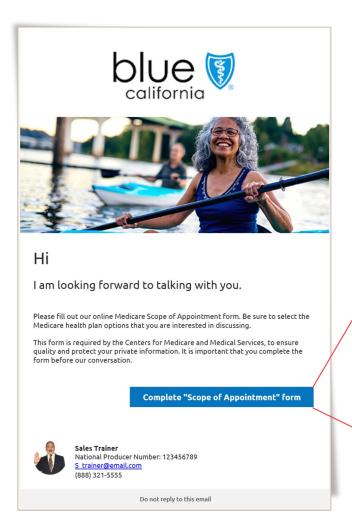
Resources

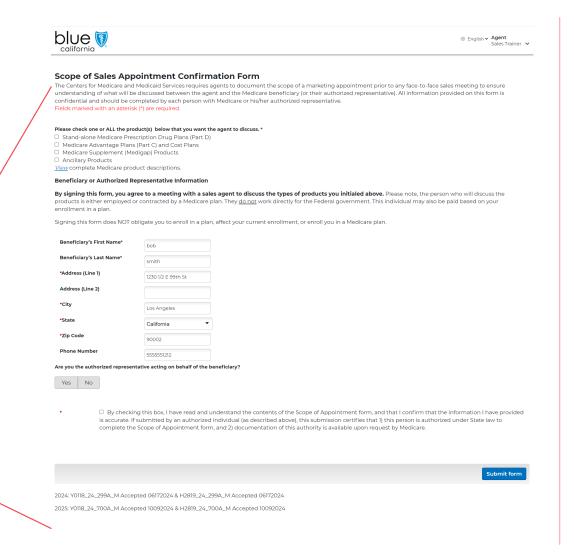
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Page Navigation



# Prospect SOA Email





## SOA - Email

The beneficiary will receive an email or text with a link.

When they click the link, they are taken to the Scope of Appointment form.

When they complete form, you will receive an email notification.

#### NOTE:

Brokers will receive a notification when the SOA is received, and can click on the notification to be taken directly to Blue Shield of California Medicare Enrollment Site, if they are already logged in.

Start a New Consultation

Login

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

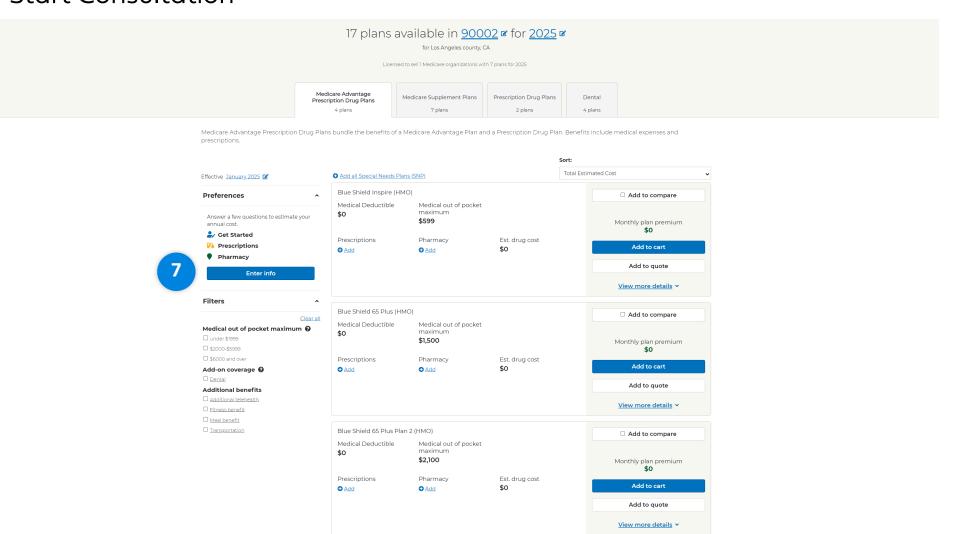
Resources

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Page Navigation



## **Start Consultation**



## **Preferences**

Guided Help gives agents and beneficiaries the option of adding preferences for a more personalized shopping experience, along with the ability to see the most accurate cost estimates for every plan option.

7. Enter the information in the **Get Started** option to start the consultation.

Overview

Login

Start a New Consultation Send Quick Quote

Enroll a New Beneficiary

Search Profiles & Enrollments

**Drug and Pharmacy** 

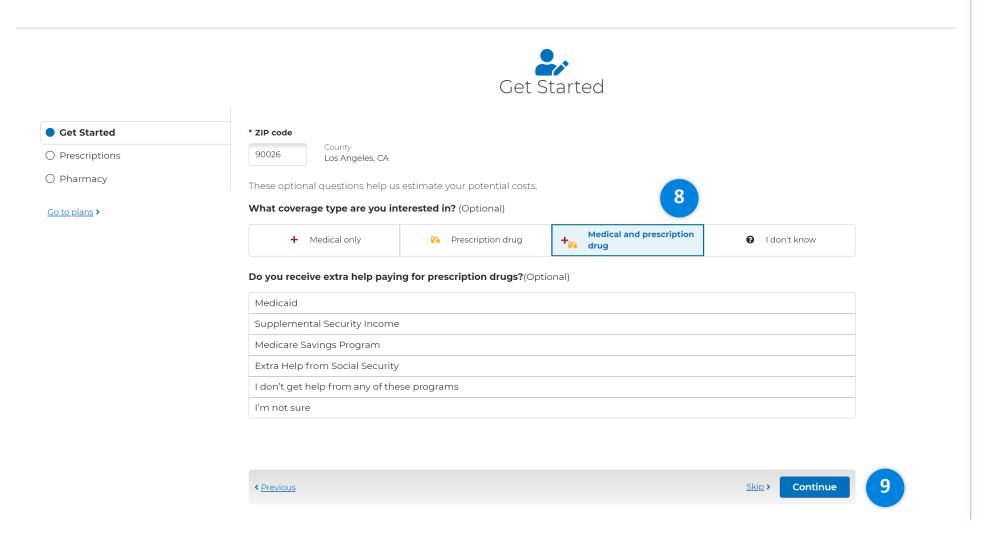
Resources

18 Page Navigation

Finder



## **Start Consultation**



## **Get Started**

From the Get Started page, the following can be added:

- Prescriptions
- Pharmacy
- Add what type of coverage the beneficiary is interested in.
- Click Continue.

Overview

Login

Start a New Consultation

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

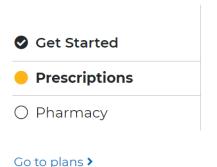
Resources

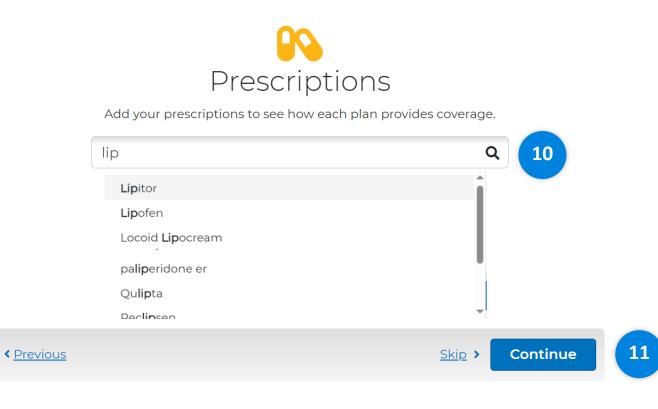
19

Page Navigation



## **Start Consultation**





## Prescription

- 10. Add prescriptions to see how each plan provides coverage.
- 11. Click Continue.

Overview

Login

Start a New Consultation

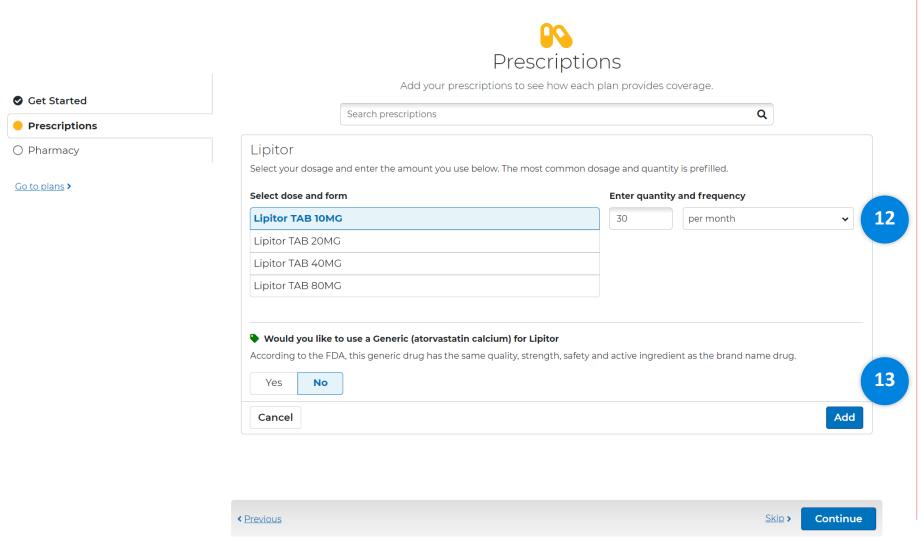
Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

Resources

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## **Start Consultation**



## Prescription

- 12. Select the dose, form, and quantity. Indicate the generic preference, if available.
- 13. Click Add to continue.

Overview

Login

Start a New Consultation

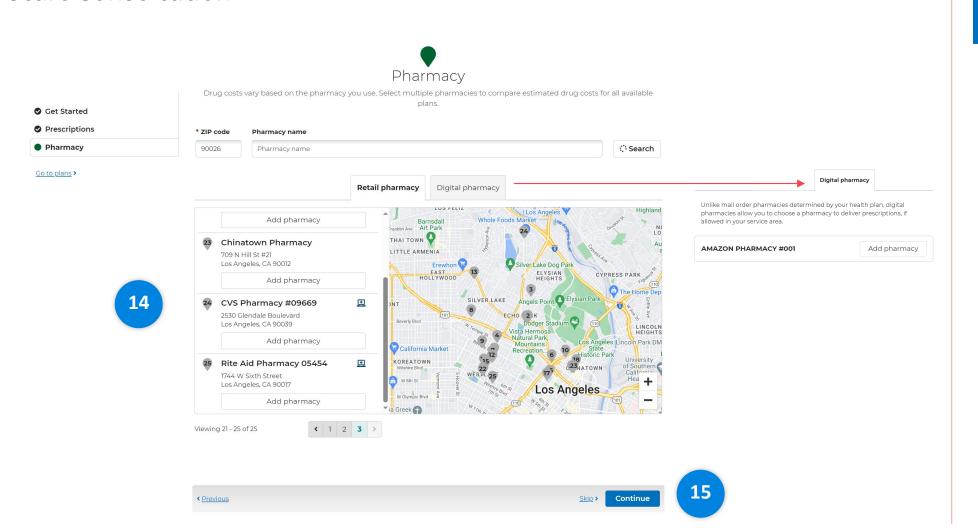
Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments

Drug and Pharmacy Finder

Resources

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**Start Consultation** 



## **Pharmacy**

Page Navigation

14. Add the beneficiary pharmacy preference.

You may add both retail and digital pharmacies to your list.

15. Click **Continue**.

Add

\$0

Clear all

Blue Shield 65 Plus (HMO)

Blue Shield 65 Plus Plan 2 (HMO)

Medical Deductible

Prescriptions

Medical Deductible

Prescriptions

Add

\$1,500

Pharmacy

Medical out of pocket

Medical out of pocket maximum \$2,100

Pharmacy

⊕ Add

Add to cart

Add to quote

View more details >

☐ Add to compare

Monthly plan premium

Add to cart

Add to quote

View more details >

Add to compare

Monthly plan premium **\$0** 

Add to cart

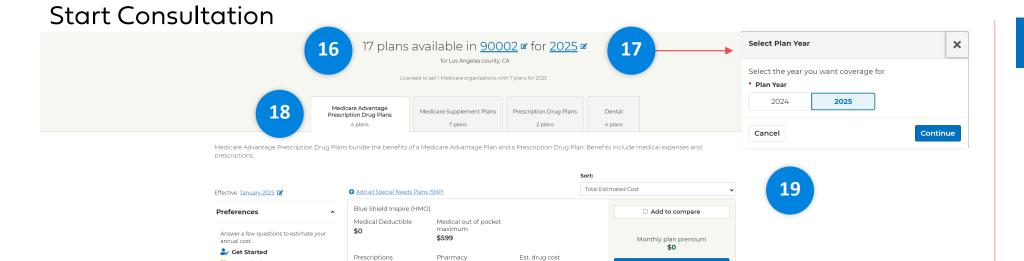
Add to quote

View more details >

22 F

Page Navigation





\$0

Est. drug cost

Est. drug cost

\$0

\$0

#### Plans

- 16. Available plans are shown for the beneficiary's zip code.
- 17. Select the plan year you want coverage for.
- 18. Select the tab to view available plans by type
  - Medicare Advantage Prescription Drug Plans
  - Medicare Supplement Plans
  - Prescription Drug Plans
- 19. Sort the plans by:
  - Plan Premium (low to high)
  - Total Estimated Cost
  - Estimated Drug Costs (Low to High)
  - Medicare Star Ratings
  - Plan Name (A –Z)
  - Max Out of Pocket (Low to High)

Prescriptions

Enter info

Medical out of pocket maximum (

Pharmacy

**Filters** 

☐ under \$1999

☐ \$6000 and over

Add-on coverage ②

Additional benefits

Additional telehealth

☐ Fitness benefit
☐ Meal benefit
☐ Transportation

Overview

Start a New Consultation

Login

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

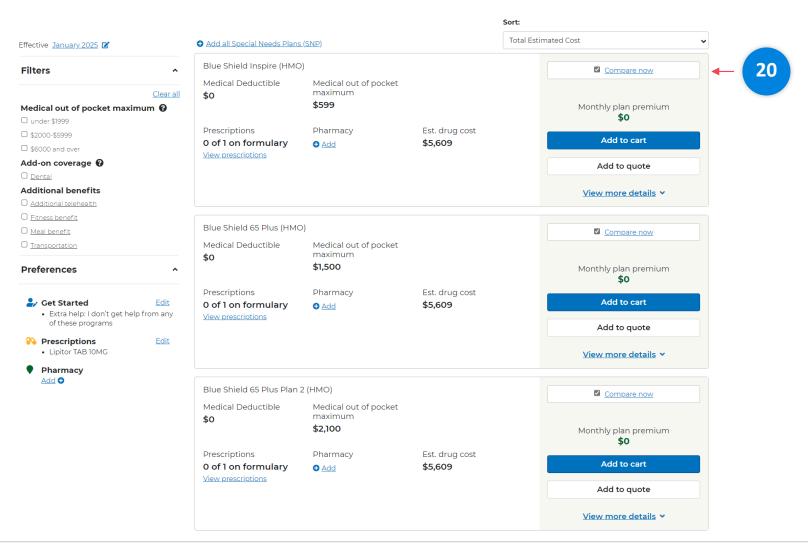
Resources

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Page Navigation



## **Start Consultation**



## **Compare Plans**

Select up to three plans to compare side-by-side.

 Check the box for each plan that you want to compare and click Compare Now to view the results.

Overview

Login

Start a New Consultation

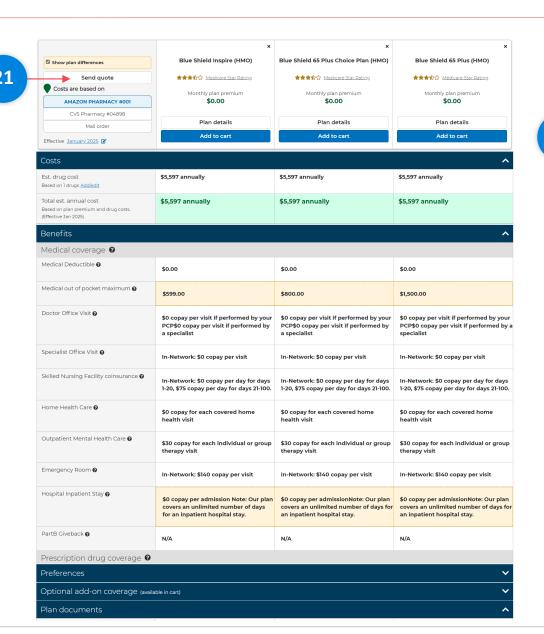
Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments

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Drug and Pharmacy Finder

Resources

**Start Consultation** 



Page Navigation

#### Plans

Expand each section to view the information for each plan side-by-side.

In the Preferences section, you can search for:

- Provider
- Prescriptions
- Pharmacy's

From this page, you can:

- 21. Send a quote.
- 22. Add a plan to the shopping cart.

#### NOTE:

Differences between plans are highlighted in orange.

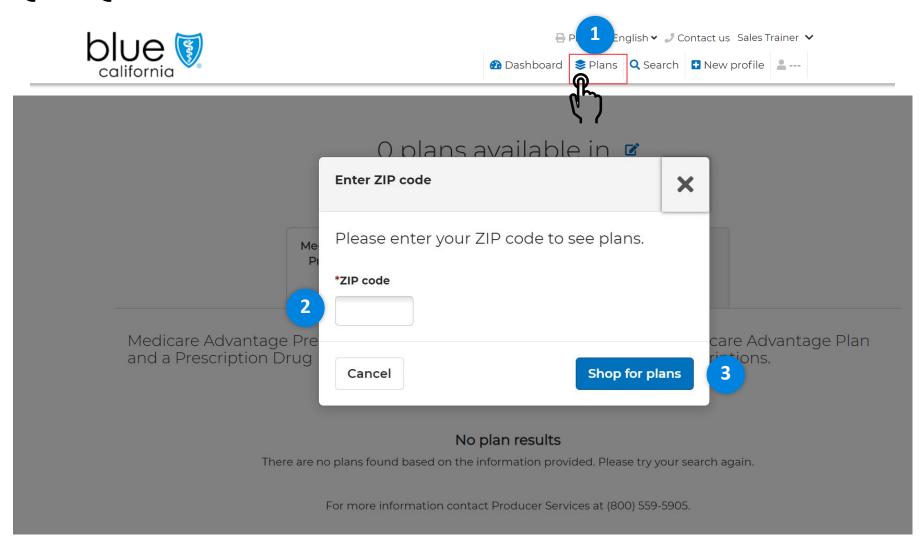


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Quick Quote

Quick Reference Guide



## Plans

Page Navigation

Available plans are shown for the beneficiary's zip code.

- 1. Select **Plans** from the menu bar.
- 2. Select the **Edit Zip Code** button.
- 3. Enter the zip code and click **Shop for Plans** to continue.

Login

Start a New Consultation

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

Page Navigation

Plans

Available plans are shown for the

You can hide or show Special

the show/hide button.

for each plan.

NOTE: This section is optional.

Needs Plans (SNP) by clicking

Send a quote with up to three

plans (of the same type) at a

Click Add to quote button

4. Select the **year** you want

beneficiary's zip code.

coverage for.

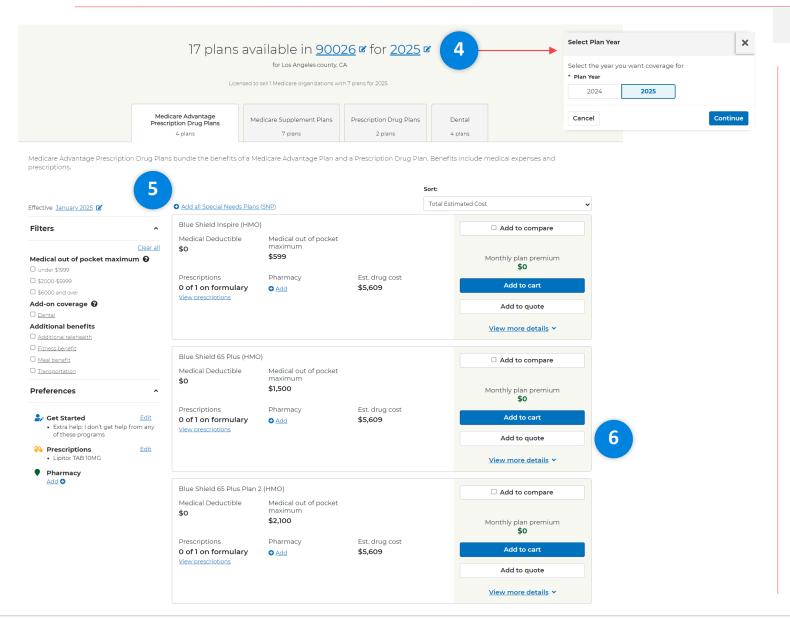
time.

Resources

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# Quick Quote

Quick Reference Guide



Login

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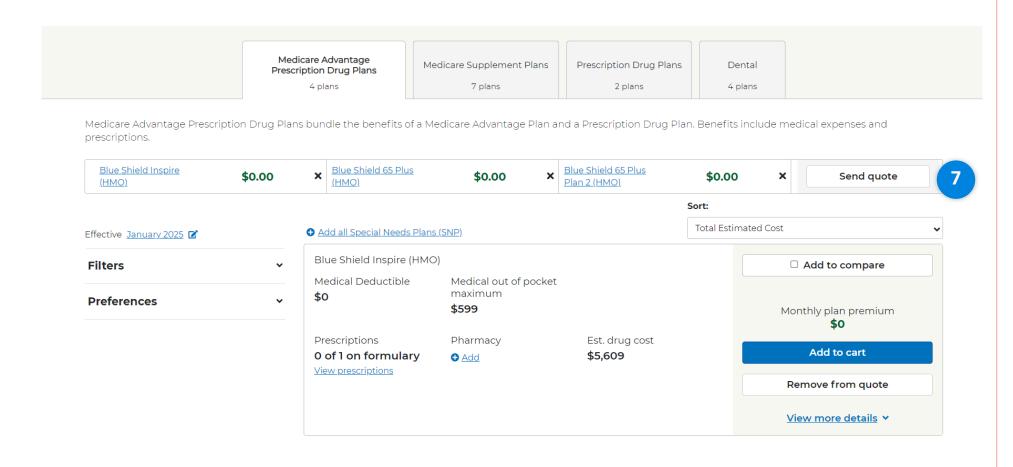
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Page Navigation



# Quick Quote

Quick Reference Guide



## Plans

The plans that you selected are shown at the top.

7. Click **Send quote** button.

Login

Start a New Consultation

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

Resources

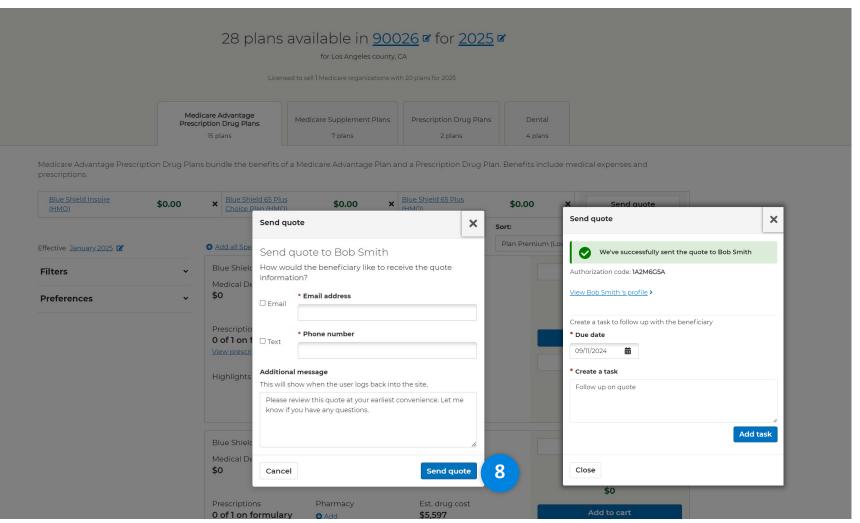
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Page Navigation



# **Quick Quote**

Quick Reference Guide



## Send Quote

Complete the form and select how you want to send the quote via email or text by checking the box.

8. Click **Send quote** button.

You will receive a confirmation that the quote was sent.

You can also create a task to follow up with beneficiary.

To dismiss the confirmation window, click the close button to return to the plans list.

Login

Start a New Consultation

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

Resources

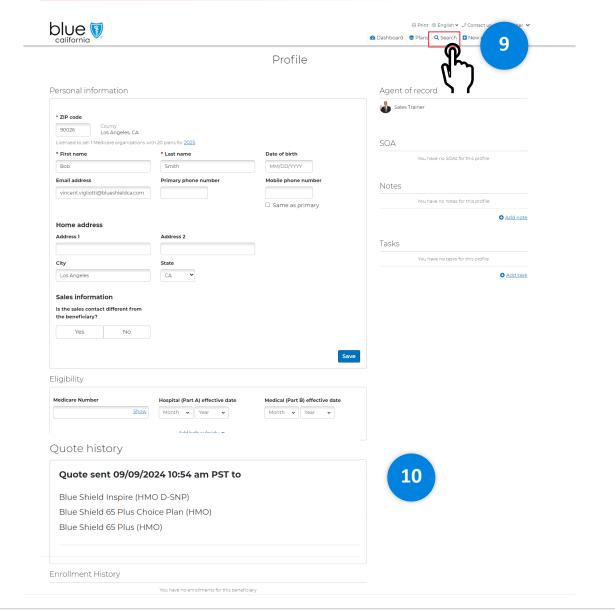
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Page Navigation



# **Quote History**

Quick Reference Guide



## **Quote History**

The **Quote history** allows you to see all quotes that have been sent to the beneficiary. The Quote history will display:

- The plan quoted
- The date and time the quote was sent
- The email/phone number the quote was sent to
- The authorization code
- 9. Click the **Search** button to find the beneficiary profile.
- 10. At the bottom of the Profile screen is the Quote and Enrollment history.

# Medicare Supplement Plans

View Section

Login

Start a New Consultation

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

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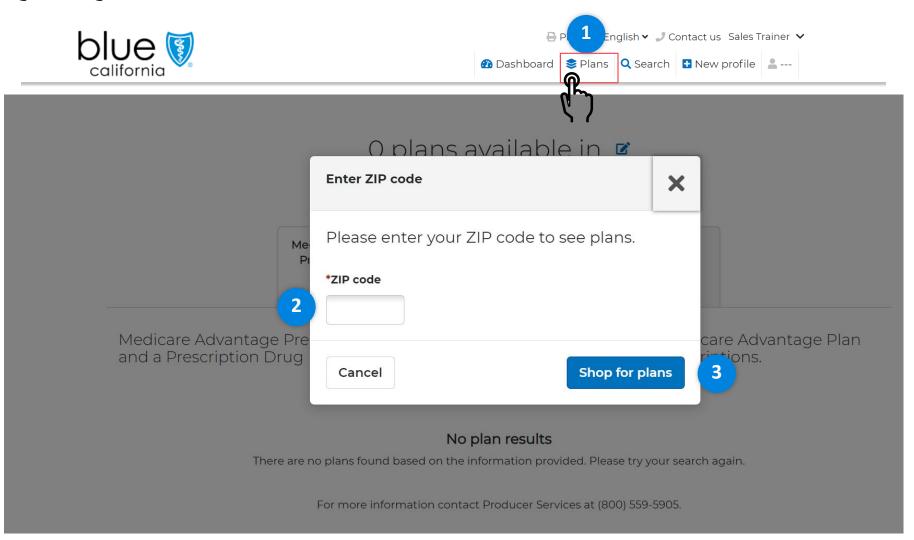
Resources

Page Navigation



# Quick Quote

Quick Reference Guide



## Plans

Available plans are shown for the beneficiary's zip code.

- 1. Select **Plans** from the menu bar.
- 2. Select the **Edit Zip Code** button.
- 3. Enter the zip code and click **Shop for Plans** to continue.

Login

Start a New Consultation

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

Resources

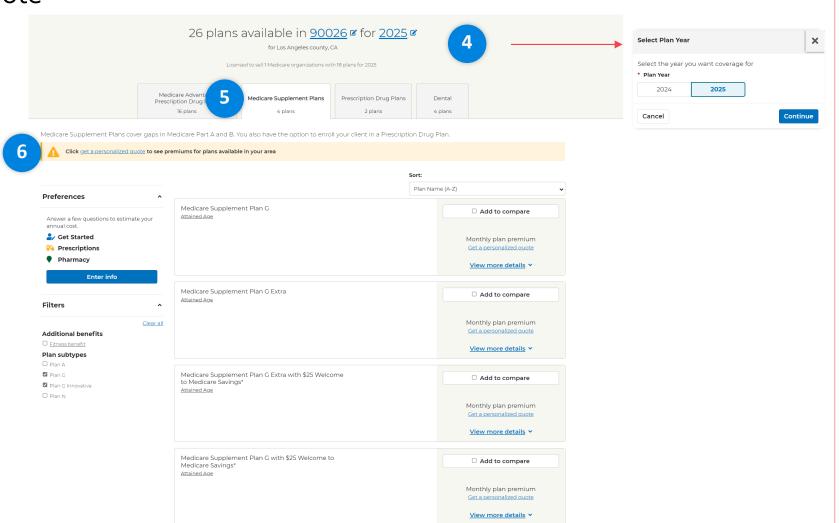
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Page Navigation



# **Quick Quote**

**Quick Reference Guide** 



## Plans

Available plans are shown for the beneficiary's zip code.

- 4. Select the **year** you want coverage for.
- Click the Medicare
   Supplement Plans tab to view plans.
- Click get a personalized quote to see premiums for plans available.

Start a New Consultation

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Send Quick Quote

Enroll a New Beneficiary

Search Profiles & Enrollments

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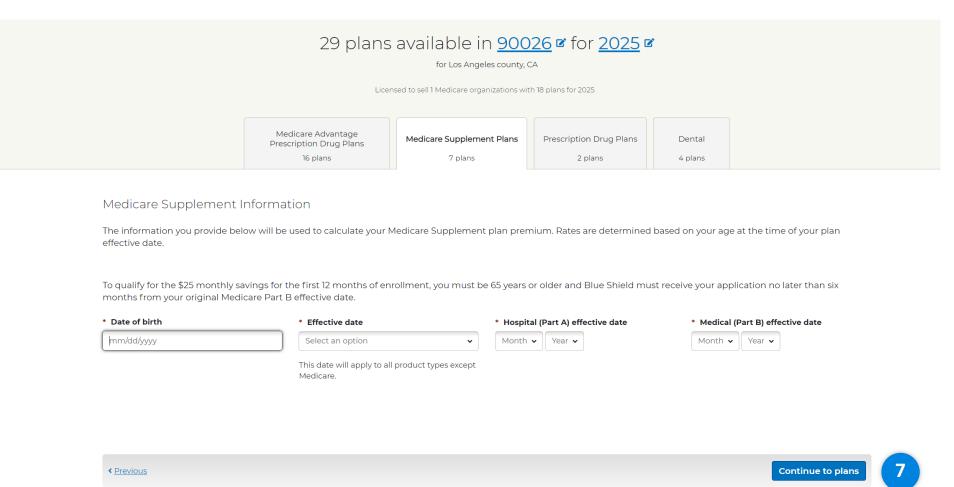
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Page Navigation



# **Quick Quote**

**Quick Reference Guide** 



## **Medicare Supplement** Information

The information you provide below is used to calculate the beneficiaries Medicare Supplement plan premium.

Rates are determined based on beneficiaries age at the time of their plan effective date.

7. Complete the form and click Continue to plans.

Login

Start a New Send Quick Consultation Quote

Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

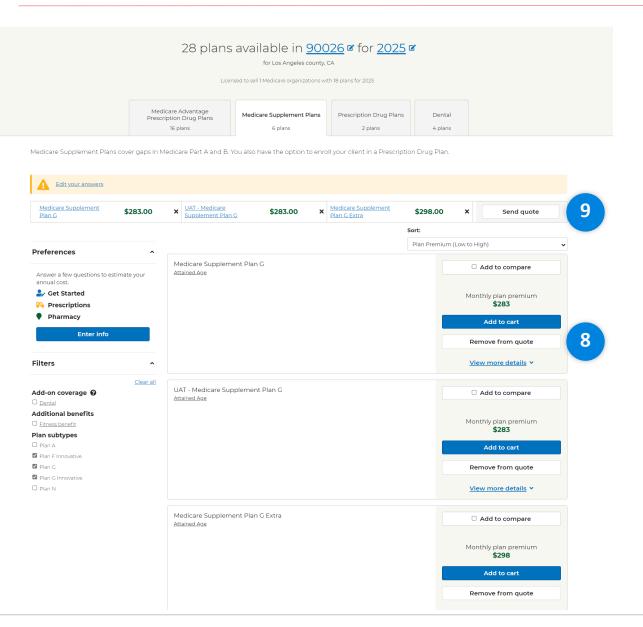
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Resources

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Quick Quote

Quick Reference Guide



Plans

Page Navigation

Available plans are shown for the beneficiary's zip code with their monthly plan premium.

8. Click the **Add** to quote button.

The quotes are shown at the top of the screen.

O. Click Send a Quote button.

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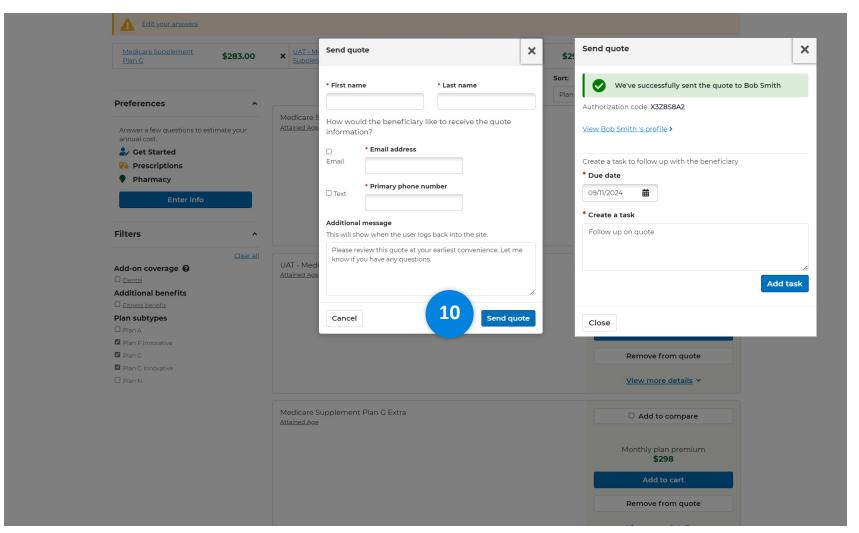
Page

## Page Navigation



# **Quick Quote**

**Quick Reference Guide** 



## Send Quote

Complete the form and select how you want to send the quote via email or text by checking the box.

10. Click **Send quote** button.

You will receive a confirmation that the quote was sent.

You can also create a task to follow up with beneficiary.

To dismiss the confirmation window, click the close button to return to the plans list.

Login

Start a New Consultation

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

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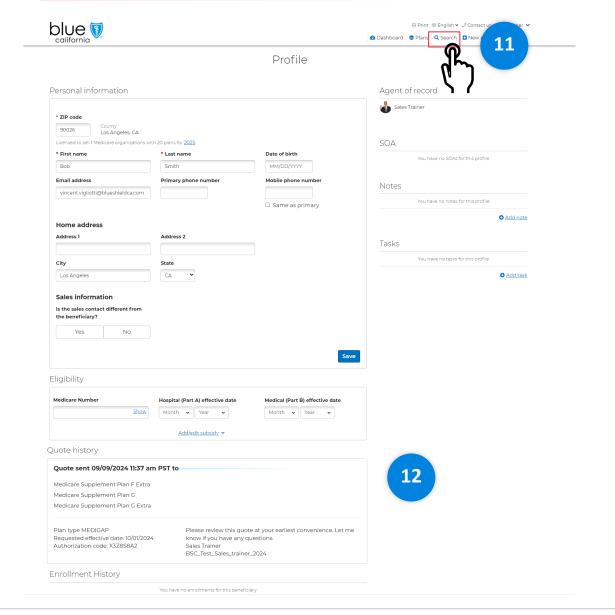
Page

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# **Quote History**

Quick Reference Guide



### **Quote History**

The **Quote history** allows you to see all quotes that have been sent to the beneficiary. The Quote history will display:

- The plan quoted
- The date and time the quote was sent
- The email/phone number the quote was sent to
- The authorization code
- 11. Click the Search button to find the beneficiary profile.
- 12. At the bottom of the Profile screen is the Quote and Enrollment history.

**NOTE**: This section is optional.



Login

Start a New Consultation Send Quick Quote

Enroll a New Beneficiary

Search Profiles & Enrollments

**Drug and Pharmacy** Finder

Resources

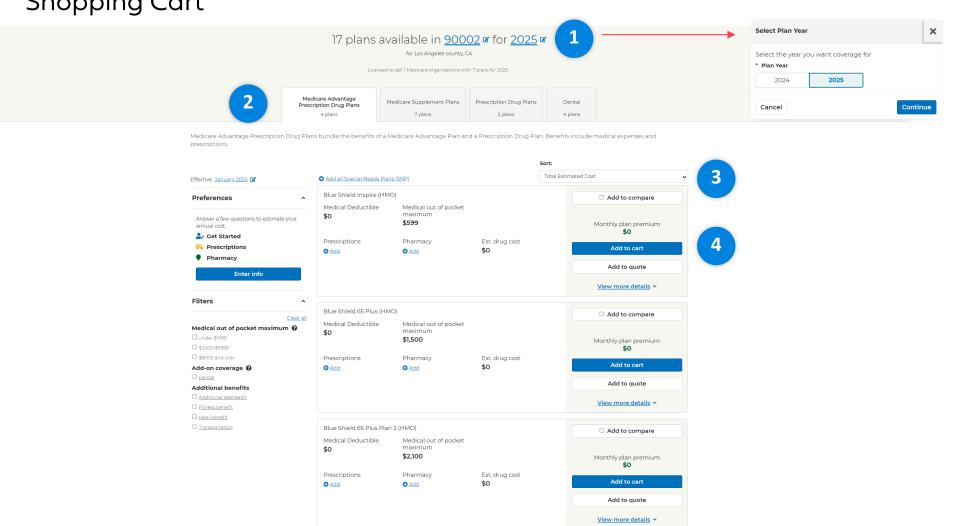
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Page Navigation



# **Shopping Cart**

Quick Reference Guide



### Plans

Available plans are shown for the beneficiary's zip code.

- 1. Select the year you want coverage for.
- 2. Select the tab to view available plans by type
  - Medicare Advantage **Prescription Drug Plans**
  - **Prescription Drug Plans**
  - Medicare Supplement Plans
- 3. Sort the plans by:
  - Plan Premium (low to high)
  - **Total Estimated Annual** Cost
  - **Medicare Star Ratings**
  - Plan Name (A -Z)
- Add plan to cart

Login

Start a New Consultation Send Quick Quote

Enroll a New Beneficiary

Search Profiles & Enrollments

**Drug and Pharmacy** Finder

Resources

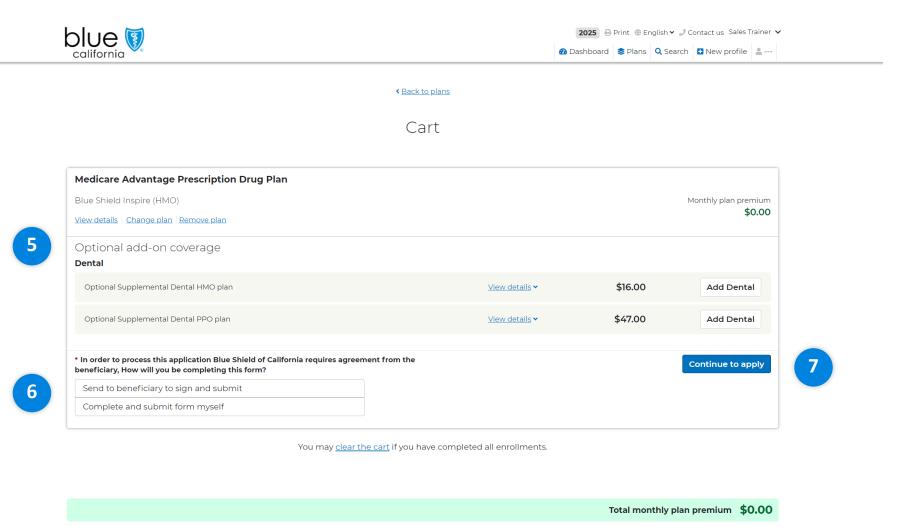
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Page Navigation



# **Shopping Cart**

**Quick Reference Guide** 



### Add to Cart

5. Add any optional add-on coverage.

> You can only add optional coverage in the Cart screen.

- Select how you will complete this form:
  - Send to beneficiary to sign and submit
  - Complete and submit form yourself
- 7. Click the Continue to apply button.

Shopping cart

Orange SOB

Multi Language Insert

123 Main Street San Franisco CA 94102 (888) 321-5555

Phone (800) 776-4466

Blue Shield of California

Hours 8am-8pm, seven days a week

Blue Shield Inspire (HMO)

Medicare Advantage Prescription Drug

Blue Shield Inspire (HMO) Los Angeles &

Blue Shield Inspire (HMO) Los Angeles &

Total monthly plan premium \$0.00

\$0.00

Start a New Consultation

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Resources

# **Shopping Cart**

2 3 4 5 6 7

Acknowledgement Contact Information Eligibility Information Other Information Payment Information Statement of Understanding Review & Submit

#### Acknowledgement

Quick Reference Guide

#### Before you enrol

To process this application Blue Shield of California requires a signature from the beneficiary.

If you cannot obtain a signature from your client, please click your client's name on the top right side of the screen and select CART.

Then select "Send to beneficiary to sign and submit" button to continue.

Your client can review this completed form and send it directly to Blue Shield of California.

You will receive credit for submitting this application

#### Who can use this form?

People with Medicare who want to join a Medicare Advantage Plan

To join a plan, you mu

- Be a United States citizen or be lawfully present in the U.S.
- Live in the plan's service area

Important: To join a Medicare Advantage Plan, you must also have both

- Medicare Part A (Hospital Insurance)
- Medicare Part B (Medical Insurance)

#### When do I use this form?

You can join a plan

- Between October 15-December 7 each year (for coverage starting January 1)
- Within 3 months of first getting Medicare
- In certain situations where you're allowed to join or switch plans

Visit Medicare.gov to learn more about when you can sign up for a plan.

#### What do I need to complete this form?

- Your Medicare Number (the number on your red, white, and blue Medicare card)
- Your permanent address and phone number

Note: You must complete all fields that are marked with an asterisk (\*). Some items are optional. You cannot be denied coverage because you don't fill them out.

#### Reminder

- $\bullet \ \ \text{If you want to join a plan during fall open enrollment (October 15-December 7), the plan must get your completed form by December 7.}$
- Your plan will send you a bill for the plan's premium. You can choose to sign up to have your premium payments deducted from your bank account or your monthly Social Security (or Railroad Retirement Board) benefit. For more information, see Paying Your Plan Premium section on the Review & Submit page of this application.

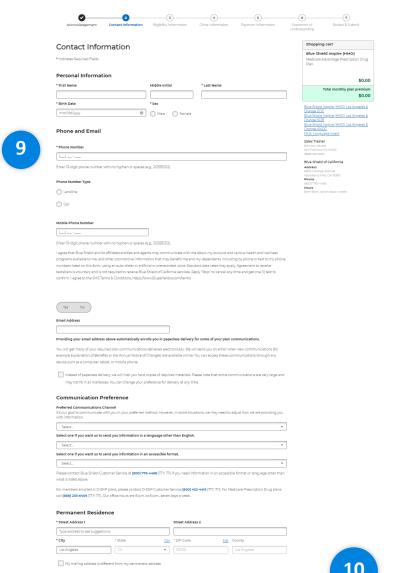
#### Individuals experiencing homelessne

If you want to join a plan but have no permanent residence, a Post Office Box, an address of a shelter or clinic, or the address where you receive mail (e.g., social security checks) may be considered your permanent residence address.

\* I acknowledge that I have read, understood, and agree to the above-mentioned text.

8

Continue



# 41 Page Navigation

### **Contact Information**

There is an 8-step process to completing the enrollment.

#### Step 1- Acknowledgement

8. Complete the Acknowledgement

### **Step 2- Contact Information**

- 9. Continue to the Contact Information sections:
  - Personal Information
  - Phone & Email Consent
  - Communication Preference
  - Permanent Residence
- 10. Click **Continue** to go to Step 3.

#### Note:

Login

Start a New Consultation

Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

Resources

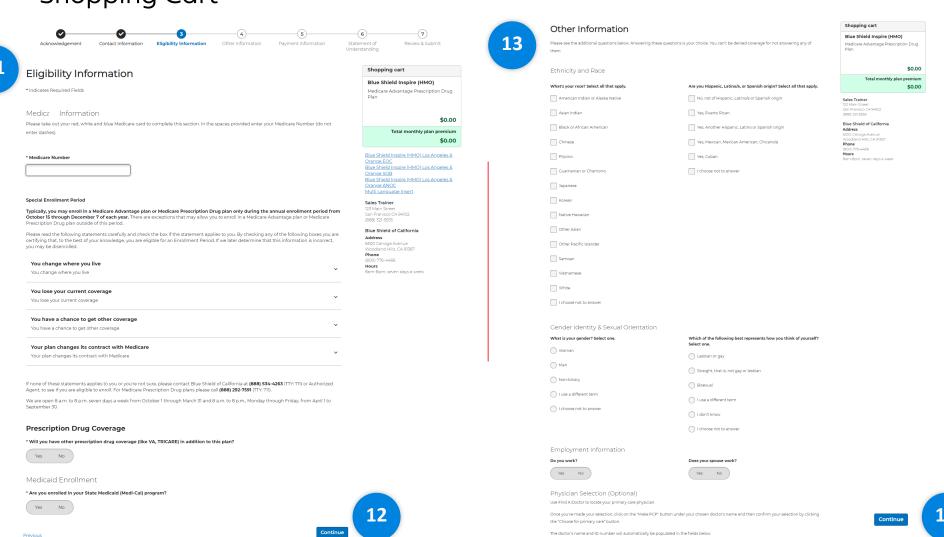
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# **Shopping Cart**

**Ouick Reference Guide** 



### **Contact Information**

### Step 3- Eligibility Information

- 11. Complete the Eligibility Information sections:
  - Medicare Information
  - Special Enrollment Period
  - Prescription Drug Coverage
- 12. Click **Continue** to go to the next section.

### Step 4- Other Information

- 13. Complete Other Information sections:
  - Employment Information
  - Ethnicity and Race Information
  - Gender Identity & Sexual Orientation
  - Physician Selection
  - Producer Information
- 14. Click **Continue** to go to the next section.

Login

\$0.00

\$0.00

Total monthly plan premium

Start a New Consultation Send Quick Quote

Enroll a New Beneficiary

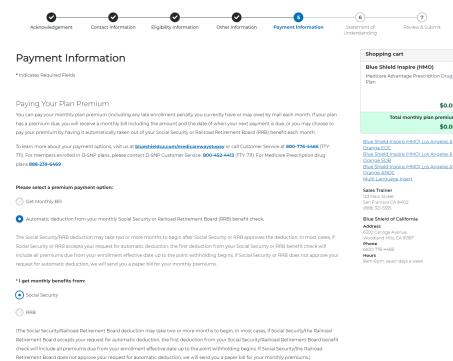
Search Profiles & Enrollments

**Drug and Pharmacy** Finder

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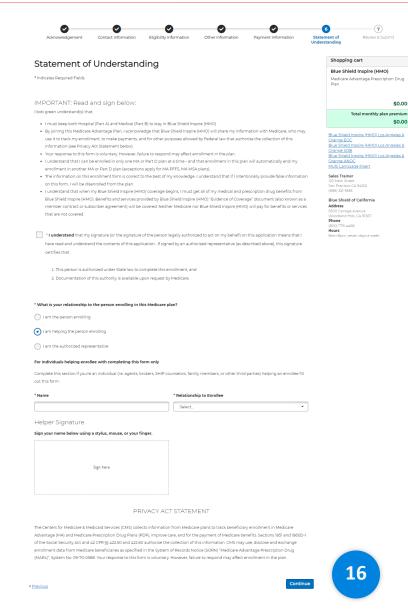


If you have to pay a Part D-Income Related Monthly Adjustment Amount (Part D-IRMAA) you must pay this extra amount in addition to

Blue Shield of California the Part D-IDMAA

Previous

your plan premium. The amount is usually taken out of your Social Security benefit, or you may get a bill from Medicare (or the RRB). DON'T pay



### **Contact Information**

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There is an 8-step process to completing the enrollment.

### Step 5 - Payment Information

15. Complete the Payment and then click Continue to go to Step 6.

### Step 6- Statement of Understanding

16. Complete the Statement of Understanding and then click Continue to go to Step 8.

For the question:

"What is your relationship to the person enrolling in this plan?"

- · Select "I am (or am helping) the person enrolling" if you have the Power of Attorney (POA).
- · Select "I am an agent or authorized person" if you are the Broker/Agent.

Note:

Login

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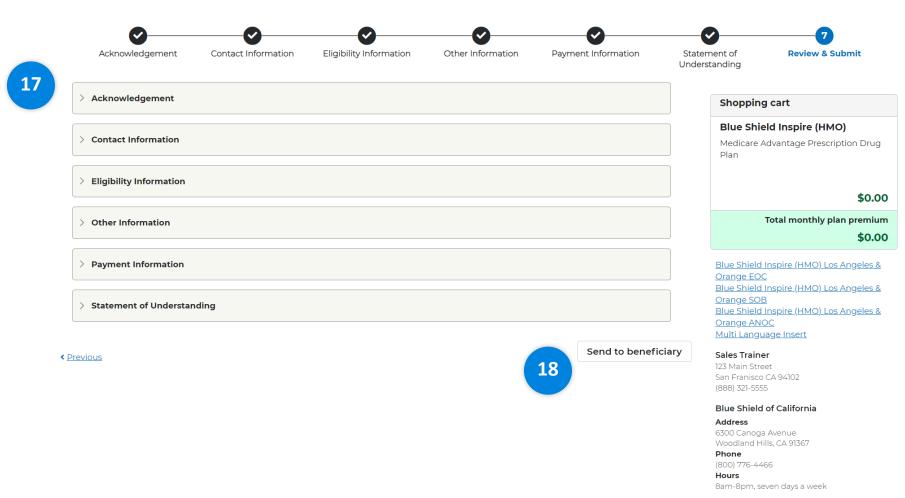
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**Shopping Cart** 

Quick Reference Guide



### **Contact Information**

Page Navigation

There is an 8-step process to completing the enrollment.

### Step 7 - Review & Submit

- 17. Complete the Review and send to the beneficiary:
  - Expand each section to view and verify the information.
  - Correct or complete any fields that require revision.
- 18. Click the **Send to beneficiary** button to send the application.

#### Note:

Images are for reference and may not show all fields.

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Login

Start a New Consultation

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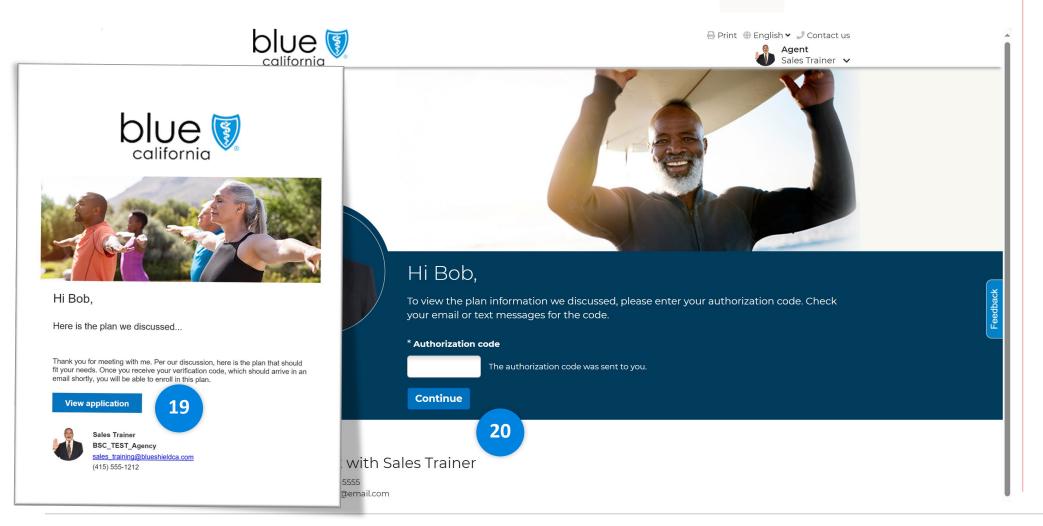
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### Beneficiary Review & Submit

- 19. The beneficiary will receive an email or text with a link.
  - When they click the link, they are taken to application to sign and submit.
- 20. The beneficiary will also receive a second email with the authorization code to access the application.

Login

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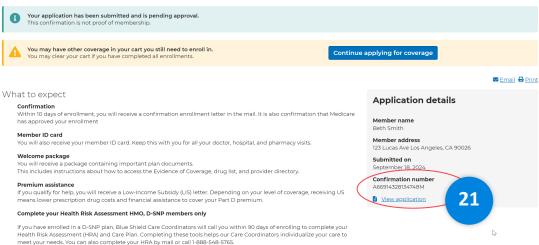
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# **Shopping Cart**

### Application submitted



#### Blue Shield of California

6300 Canoga Avenue Woodland Hills, CA 91367 8am-8pm, seven days a week (800) 776-4466 https://www.blueshieldca.com/medicare

**Ouick Reference Guide** 

#### Medicare Advantage Prescription Drug Plan



Blue Shield Inspire (HMO)

Monthly plan premium \$0.00



### Application submitted



Your application has been submitted and is pending approval. This confirmation is not proof of membership.

### What to expect

### Confirmation

Within 10 days of enrollment, you will receive a confirmation enrollment letter in the mail. It is also confirmation that Medicare has approved your enrollment

#### Member ID card

You will also receive your member ID card. Keep this with you for all your doctor, hospital, and pharmacy visits.

#### Welcome package

You will receive a package containing important plan documents. This includes instructions about how to access the Evidence of Coverage, drug list, and provider directory.

#### Premium assistance

If you qualify for help, you will receive a Low-Income Subsidy (LIS) letter. Depending on your level of coverage, receiving US means lower prescription drug costs and financial

# Application details

Submitted on September 18, 2024

Confirmation number A66914328134748M

## **Beneficiary Confirmation**

21. Ask the beneficiary to copy the confirmation number for your records.

The beneficiary can also view and download a copy of the application.

#### Note:

# Medicare Supplement Plans

View Section

Login

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Resources

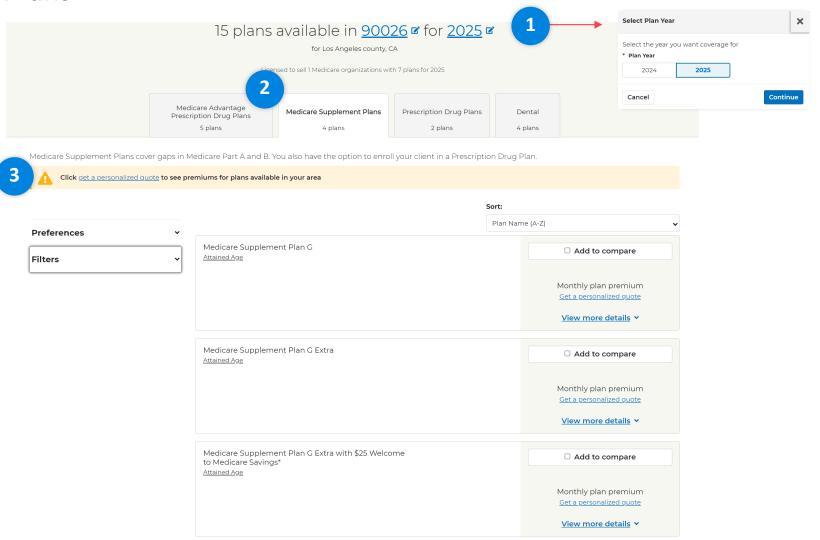
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# Shop for Plans

**Quick Reference Guide** 



### Plans

Available plans are shown for the beneficiary's zip code.

- 1. Select the year you want coverage for.
- Click the Medicare Supplement Plans tab to view plans.
- 3. Click **get** a **personalized quote** to see premiums for plans available.

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Send Quick Quote Enroll a New Beneficiary

Continue to plans

Search Profiles & Enrollments Drug and Pharmacy Finder

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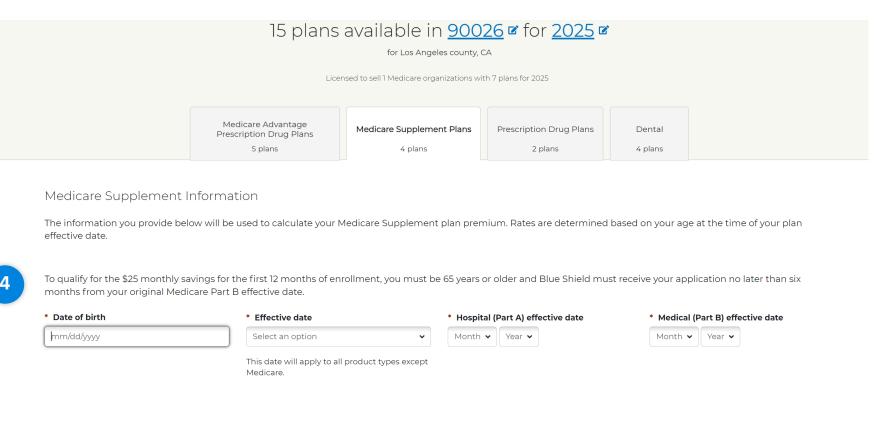
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# Personal Quote

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# Medicare Supplement Information

The information you provide below is used to calculate the beneficiaries Medicare Supplement plan premium.

Rates are determined based on beneficiaries age at the time of their plan effective date.

4. Complete the form and click Continue to plans.

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Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

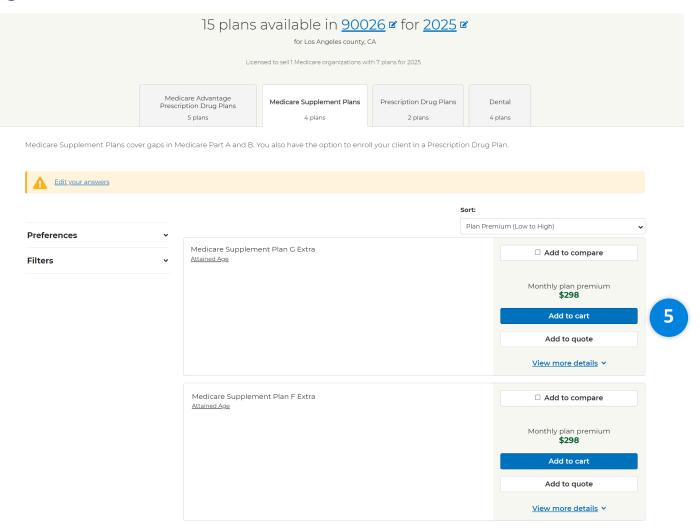
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Pharmacy Resources

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# **Shopping Cart**



### Plans

Available plans are shown for the beneficiary's zip code with their monthly plan premium.

5. Click the **Add to cart** button.

Login

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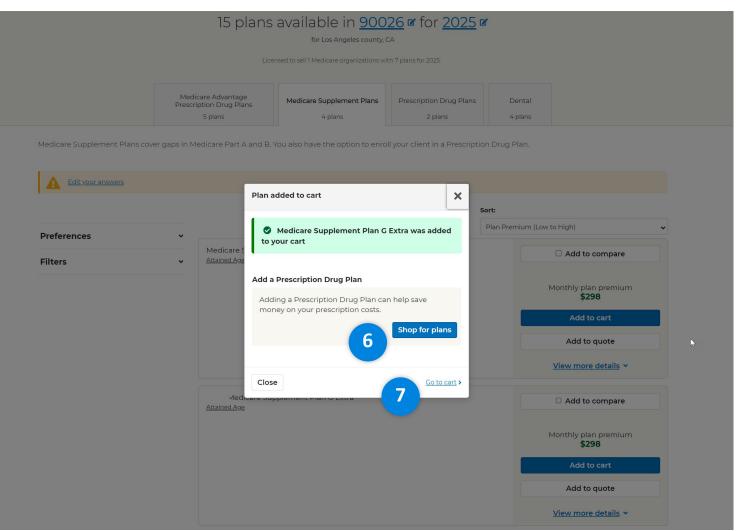
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# **Shopping Cart**

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### Add to Cart

 Add any optional add-on coverage by selecting Shop for plans button.

You will return to the plans screen.

Click Go to Cart button to continue with the application process. < Back to plans

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# **Shopping Cart**

**Quick Reference Guide** 

Cart Add a Prescription Drug Plan Adding a Prescription Drug Plan can help save money on your prescription costs. Shop for plans **Medicare Supplement Plan** Monthly plan premium Medicare Supplement Plan G Extra \$298.00 Requested start date: January 1, 2025 View details | Change plan | Remove plan Optional add-on coverage Dental Dental PPO 1000 \$37.40 Add Dental View details ∨ Dental PPO 1500 <u>View details</u> ✓ \$56.10 Add Dental \* In order to process this application Blue Shield of California requires agreement from the beneficiary, How will you be completing this form? Send to beneficiary to sign and submit Complete and submit form myself Continue to apply You may clear the cart if you have completed all enrollments. Total monthly plan premium \$298.00

### Important Information

8. Add any optional add-on coverage.

You can only add optional coverage in the Cart screen.

- 9. Select how you will complete this form:
  - Send to beneficiary to sign and submit
  - Complete and submit form yourself
- 10. Click the **Continue to apply** button.

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Send Quick Quote Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

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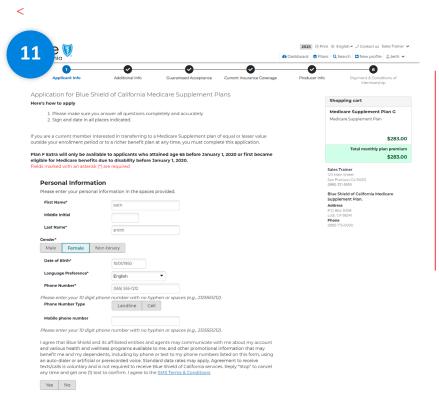
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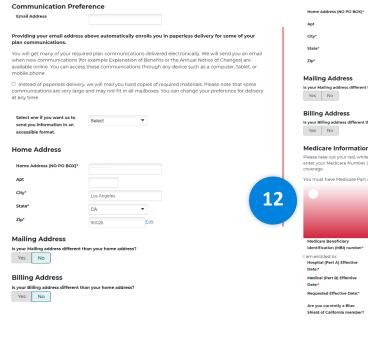
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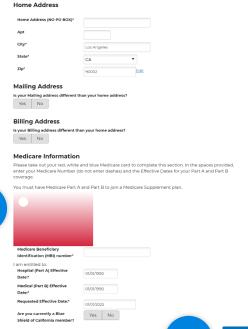


# **Shopping Cart**

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### **Applicant Information**

There is a 6-step process to completing the enrollment.

### Step 1- Applicant Info

- 11. Complete the Personal Information sections:
  - Home Address
  - Mailing Address
  - Billing Address
  - Communication Preferences
- 12. Continue down the page to complete the Medicare sections:
  - Medicare Information
  - Medicare Prescription Drug Plan Information
- 13. Click **Next** to continue.

Note:

Images are for reference and may not show all fields.

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Resources

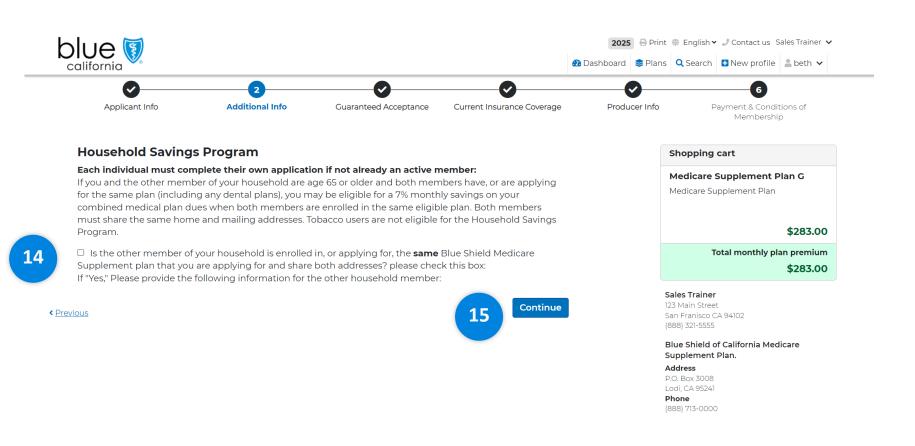
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# **Shopping Cart**

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### **Additional Information**

### Step 2- Additional Info

- 14. Check the box to acknowledge to indicate any other members of the beneficiary's household is enrolled in or applying for the same Blue Shield Medicare Supplement plan.
- 15. Click the **Continue** button.

#### Note:

Login

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Drug and Pharmacy Finder

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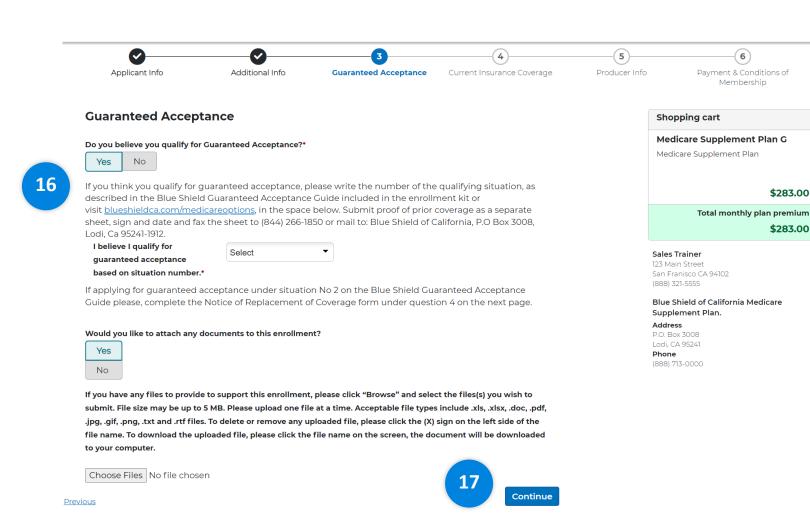
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# **Shopping Cart**

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### **Guaranteed Acceptance**

### Step 3- Guaranteed Acceptance

16. Indicate if the beneficiary qualifies for Guaranteed Acceptance.

Depending on how you answer the question, additional fields will appear, and you must complete the form to move the next part of the application.

17. Click the **Continue** button.

#### Note:

Blue Shield of California Medicare **Enrollment Site** Quick Reference Guide

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# **Shopping Cart**



Current Insurance Coverage Information (Required For All Submissions) If you lost or are losing other health insurance coverage and received a notice from your prior insurer saying

you were eligible for guaranteed issue of a Medicare Supplement insurance contract, or that you had certain rights to buy such a contract, you may be eligible for guaranteed acceptance in one or more of our Medicare Supplements plans. The Blue Shield Guaranteed Acceptance Guide describes the different situations in which you may be eligible for guaranteed issue of a Medicare Supplement plan. It is important to note that the time period of eligibility for guaranteed issuance may vary by situation, and you must apply within this time period to be eligible for guaranteed acceptance.

Please fax or mail a copy of the front and back of your current carrier ID card. And please also include a copy of the notice from you prior insurer. Please fax the documents to (844) 266-1850 or mail to: Blue Shield of California, P.O Box 3008, Lodi, Ca 95241-1912.

Please answer all questions to the best of your knowledge. (Please check Yes or No below.)

a. Did you turn 65 years of age in the last 6 months?

Yes No

a. Are you covered for medical assistance through California's Medi-Cal program?

NOTE TO APPLICANT: if you have a share cost under the Medi-Cal program, please answer No to this question.\*



a. Have you had coverage from any Medicare plan other than Original Medicare within the past 63 days (for example, a Medicare Advantage plan or a Medicare HMO or PPO)?If yes fill in your start and end dates below. If you are still covered under this plan, leave the "End "blank."

Yes No

4a. Do you have any another Medicare Supplement plan policy or certificate or contract in force?\*

Yes No

5. Have you had coverage under any other health insurance within the past 63 days (for example, an employer, union, or individual plan)?\*



6. Are you under age 65?\*

Yes No

You may contact the California Health Insurance Counseling and Advocacy Program (HICAP) for guidance. HICAP provides health insurance counseling for California senior citizens. Call HICAP toll-free at (800) 434-0222 for a referral to your local HICAP office. HICAP is a service provided free of charge by the state of California.

A rate guide is available that compares the policies sold by different insurers. You can obtain a copy of this rate guide by calling the Department of Managed Health Care's consumer toll-free telephone number (1-888-466-2219), by calling the Health Insurance Counseling and Advocacy Program (HICAP) toll-free telephone number (1-800-434-0222), or by accessing the Department of Managed Health Care's Internet website (www.dmhc.ca.gov).

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Continue

### Shopping cart Medicare Supplement Plan G Medicare Supplement Plan \$283.00 Total monthly plan premium \$283.00

Sales Trainer

San Franisco CA 94102

Blue Shield of California Medicare Supplement Plan.

P.O. Box 3008

Address

Phone (888) 713-0000

## **Current Insurance Coverage**

#### Step 4- Current Insurance Coverage

- 18. Complete the Current Insurance Coverage section.
- 19. Click Continue to go to Step 5.

Note:

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#### blue 🗑 2025 Print # English > J Contact us Sales Trainer > 6 Applicant Info Additional Info Guaranteed Acceptance **Producer Info** Payment & Conditions of Current Insurance Coverage Membership **Shopping cart** Optional - Agent Confirmation, for verification purposes only - please select continue Medicare Supplement Plan G Medicare Supplement Plan **National Producer Number** 123456789 \$283.00 Producer First Name Sales Total monthly plan premium (writing agent) \$283.00 **Producer Last Name** Trainer (writing agent) Sales Trainer 123 Main Street San Franisco CA 94102 FMO/Agency name BSCA\_Test (888) 321-5555 Blue Shield of California Medicare FMO/Agency ID Supplement Plan. Address P.O. Box 3008 Today's Date 09/20/2024 Lodi, CA 95241 Phone (888) 713-0000 **Producer's Signature** Tom Smith **Print Name** Tom Smith

Continue

### **Producer Information**

Page Navigation

### Step 5- Producer Information

- 20. Complete the Agent information section.
- 21. Click the **Continue** button.

#### Note:

Images are for reference and may not show all fields.

>

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# **Shopping Cart**



#### **Payment Information**

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To determine the monthly dues amount, refer to Blue Shield's Medicare Supplement plans rate tables in the enrollment kit or visit <a href="https://lucatelde.com/MedSupp.205">https://lucatelde.com/MedSupp.205</a>. If you are not approved. Blue Shield will refund your payment amount. If your application is approved, you will receive a bill indicating the amount and the date your next payment is due. Blue Shield will also send you an approval letter, an Evidence of Coverage and Health Service Agreement, and a member identification card as proof of approval.

I agree to choose Monthly billing as the payment option for ongoing billing and payments

Save \$3 a month by paying dues through automatic monthly debit from your checking or savings account using our AutoPay program. To enroll, after receiving and paying for your first bill, register for and log into your Blue Shield account at blueshieldca.com and access the Payment Center tab. You may also call Customer Service at 800-248-2341 Try. 7Tl 8 a.m. - \$30 p.m Monday through Friday. Requests to enroll in the AutoPay program may take up to two billing cycles for completion. Members should pay all paper bills received until a letter confirming registration in the AutoPay program is received.

1. Savings due to increased efficiencies from administering Medicare Supplement plans under this program/service are passed along to the subscriber.

#### Terms, Conditions, and Authorizations

Information regarding Medicare Supplement plan coverage: Before you apply, it's important that you read the following information, then sign and date at the end of this application.

1. You do not need more than one Medicare Supplement plan policy or contract.

- 2. If you purchase this contract, you may want to evaluate your existing health coverage to decide if you need multiple coverage.
- 3. You may be eligible for benefits under Medi-Cal or Medicaid, and may not need a Medicare Supplement

4. If after purchasing this contract you become eligible for Medi-Cal, the benefits and premiums under your Medicare Supplement plan contract can be suspended, if requested, during your entitlement to benefits under Medi-Cal or Medicai for 24 months. You must request this suspension within 90 days of becoming eligible for Medi-Cal or Medicaid. If you are no longer entitled to Medi-Cal or Medicaid, your suspended Medi-Cal polypement plan contract (or if that is no longer available, a substantially equivalent contract) will be reinstituted if requested within 90 days of losing Medi-Cal or Medicaid eligibility. If the Medicare Supplement plan contract provided coverage for outpatient prescription drugs, and you enrolled in Medicare Part D while your contract was suspended, the reinstituted contract will not have outpatient prescription drug coverage, but will otherwise be substantially equivalent to your coverage before the date of the suspension

S. If you are eligible for, and have enrolled in, a Medicare Supplement plan contract by reason of disability, and you later become covered by an employer or union-based group health plan, the benefits and premiums under your Medicare Supplement plan contract can be suspended, if requested, while you are covered under the employer or union-based group health plan. If you suspend your Medicare Supplement plan contract under these circumstances and later lose your employer or union-based group health plan, your suspended Medicare Supplement plan contract for if that is no longer available, a substantially equivalent contract; will be reinstituted if requested within 90 days of losing your employer or union-based group health plan. If the Medicare Supplement plan contract provided coverage for outpatient prescription drugs, and you enrolled in Medicare Part D while your contract was suspended, the reinstituted contract will not have outpatient prescription drug coverage, but will otherwise be substantially equivalent to your coverage before the date of the suspension.

### **Conditions of Membership**

1. I understand that this application and the Statement of Health, if applicable,

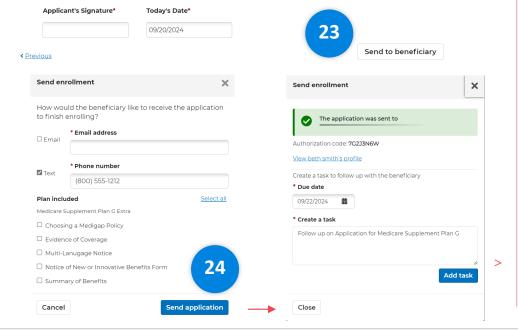
together with the Evidence of Coverage and Health Service Agreement and any endorsements, appendices, and attachments thereto, will collectively constitute the entire agreement for coverage.

- 2. I will not receive coverage from Blue Shield unless Blue Shield's Underwriting Department approves this application. Blue Shield is not liable for bills incurred before the effective date of coverage.
- 3. Only Blue Shield can approve this application. I understand that any insurance agent, broker, or sales representative cannot grant approval, change terms, or waive requirements.
- 4. I acknowledge receipt of the:
- · Summary of Benefits
- · Rate table
- · The Guide to Health Insurance for People with Medicare
- · a copy of this application.

With my signature below, I represent that the information

provided in this application is complete and accurate to the best of my knowledge, and I understand and agree to the terms and conditions of coverage, the Household Savings Program, and the authorizations I have provided. I have read the Summary of Benefits and the terms, conditions, and authorizations set forth above

I certify that I meet the eligibility requirements set forth in the Summary of Benefits. I alone am responsible for the accuracy and completeness of this application and have answered all questions to the best of my knowledge and belief. I understand that I will not be eligible for coverage if any information is false or incomplete, and that coverage may be revoked based on such finding.



# Payment & Conditions of Membership

Complete the application.

# Step 6 - Payment & Conditions of Membership

- 22. Complete the Payment & Conditions of Membership Section.
- 23. Click **send to beneficiary** to send that application to the beneficiary for signing.
- 24. Complete the form and select the method of sending the application to the beneficiary by selecting a check box (you can select multiple boxes). Click **Send Application**.

Note:

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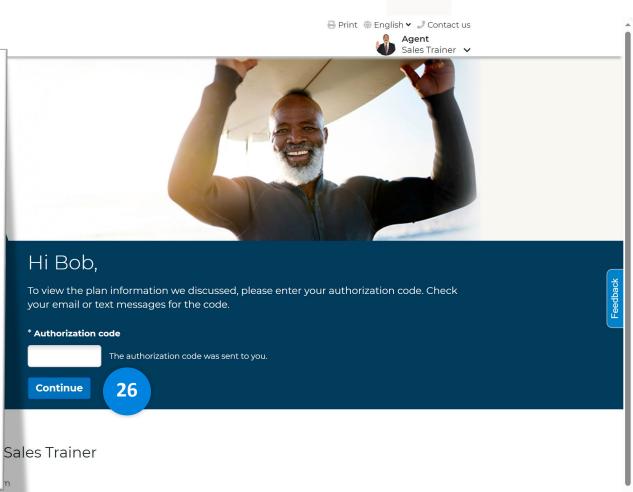
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### Beneficiary Review & Submit

- 25. The beneficiary will receive an email or text with a link.
  - When they click the link, they are taken to application to sign and submit.
- 26. The beneficiary will also receive a second email with the authorization code to access the application.

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Medicare card)

them out.

· Your permanent address and phone number

on the Review & Submit page of this application.

Note: You must complete all fields that are marked with an asterisk (\*). Some

items are optional. You cannot be denied coverage because you don't fill

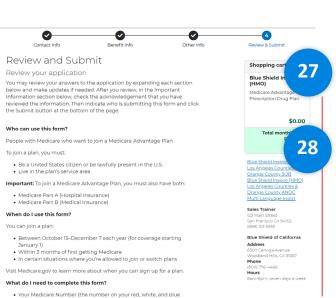
. If you want to join a plan during fall open enrollment (October 15-

December 7), the plan must get your completed form by December 7.

· Your plan will send you a bill for the plan's premium. You can choose to

benefit. For more information, see Paying Your Plan Premium section

sign up to have your premium payments deducted from your bank account or your monthly Social Security (or Railroad Retirement Board)



\*What is your relationship to the person enrolling in this plan? I am (or am helping) the person enrolling I am an agent or authorized person Beneficiary Signature ☐ Due to physical limitations, I am unable to sign \*Please sign your name in the space below using your Bob B

☐ **I understand** that my signature (or the signature of the person legally authorized to act on my behalf) on this application means that I have read and understand the contents of this application. If signed by an authorized representative (as described above), this signature certifies that:

- 1. This person is authorized under State law to complete this enrollment,
- 2. Documentation of this authority is available upon request by Medicare.

#### Paying Your Plan Premium

You can pay your monthly plan premium (including any late enrollment penalty you currently have or may owe) by mail each month. If your plan has a premium due, you will receive a monthly bill including the amount and the date of when your next payment is due, or you may choose to pay your premium by having it automatically taken out of your Social Security or Railroad Retirement Board (RRB) benefit each month.

To learn more about your payment options, visit us at blueshieldca.com/medicarewaystopay or call Customer Care at 800-776-4466 (TTY: 711), For members enrolled in D-SNP plans, please contact D-SNP Customer Care 800-452-4413 (TTY: 711). For Medicare Prescription drug plans 888-239-6469

Electronic funds transfer (EFT) from your bank account each month Credit Card Get Monthly Bill Automatic deduction from your monthly Social Security or Railroad Retirement Board (RRB) benefit check.

If you have to pay a Part D-Income Related Monthly Adjustment Amount (Part D-IRMAA), you must pay this extra amount in addition to your plan premium. The amount is usually taken out of your Social Security benefit, or you may get a bill from Medicare (or the RRB). DON'T pay Blue Shield of California the Part D-IRMAA

#### PRIVACY ACT STATEMENT

The Centers for Medicare & Medicaid Services (CMS) collects information from Medicare plans to track beneficiary enrollment in Medicare Advantage (MA) and Medicare Prescription Drug Plans (PDP), improve care, and for the payment of Medicare benefits. Sections 1851 and 1860D-1 of the Social Security Act and 42 CFR §§ 422.50 and 422.60 authorize the collection of this information. CMS may use, disclose and exchange enrollment data from Medicare beneficiaries as specified in the System of Records Notice (SORN) "Medicare Advantage Prescription Drug (MARx)", System No. 09-70-0588. Your response to this form is voluntary. However, failure to respond may affect enrollment in the plan.

### Beneficiary **Review & Submit**

#### Step 4 - Review & Submit

- 27. For the question: "What is your relationship to the person enrolling in this plan?"
  - Select "I am (or am helping) the person enrolling" if you have the Power of Attorney (POA) or the beneficiary.
  - Select "I am an agent or authorized person" if you are the Broker/Agent.
- 28. The beneficiary signs the form.
- 29. Click Submit.

Note:

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Total monthly plan premium \$283.00

Start a New Consultation

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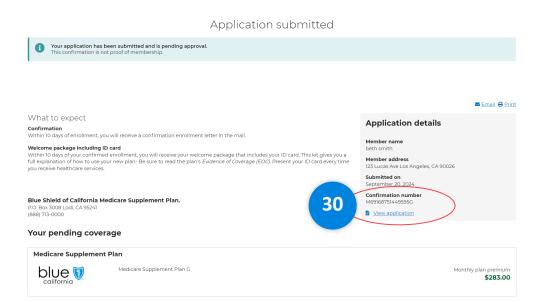
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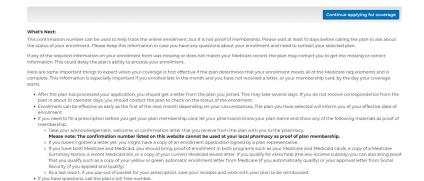
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### **Beneficiary Confirmation**

30. Ask the beneficiary to copy the confirmation number for your records.

The beneficiary can also view and download a copy of the application.

# Dental Plans

View Section

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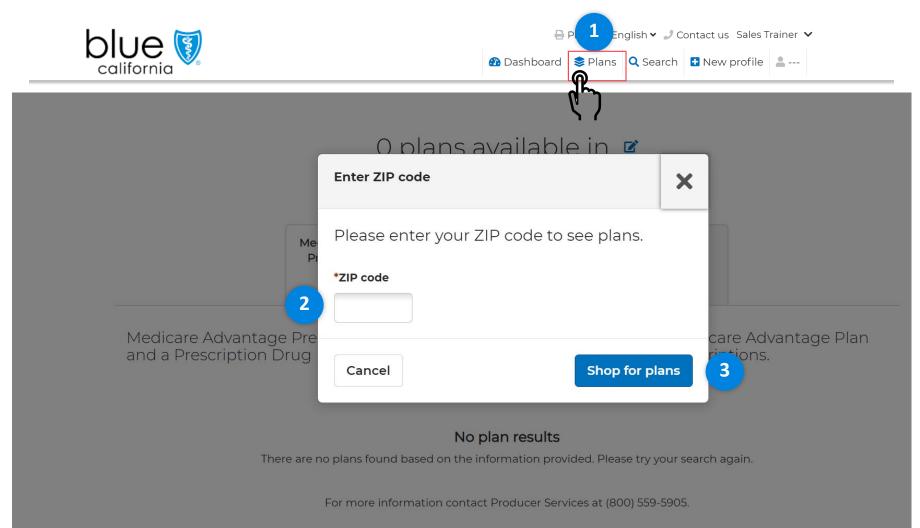
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Shop for Plans

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### Plans

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Available plans are shown for the beneficiary's zip code.

- 1. Select **Plans** from the menu bar.
- 2. Select the **Edit Zip Code** button.
- 3. Enter the zip code and click **Shop for Plans** to continue.

**NOTE**: The beneficiary must have a MAPD or PDP plan for Calendar Year 2025 to add stand alone dental plan.

Login

Start a New Consultation Send Quick Quote

Enroll a New Beneficiary

2025

Search Profiles & Enrollments

×

Continue

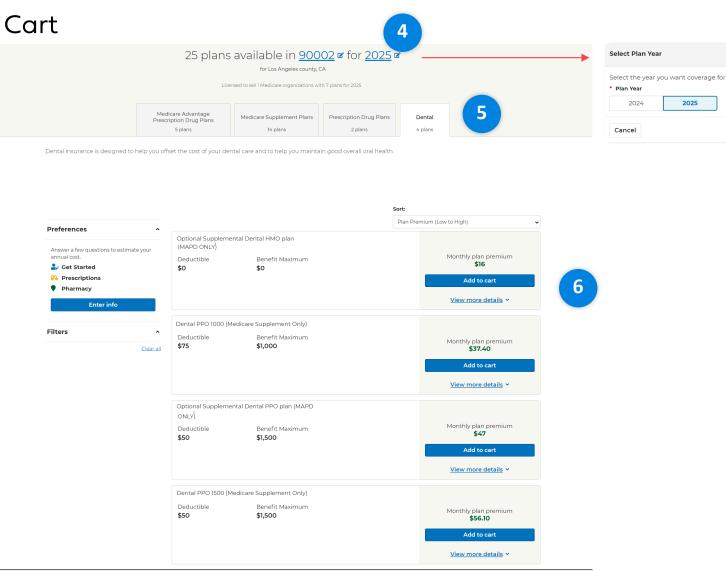
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### Plans

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Available plans are shown for the beneficiary's zip code.

- 4. Select the year you want coverage for.
- Click the **Dental Plans** tab to view plans.
- Click Add to cart to add the plan.

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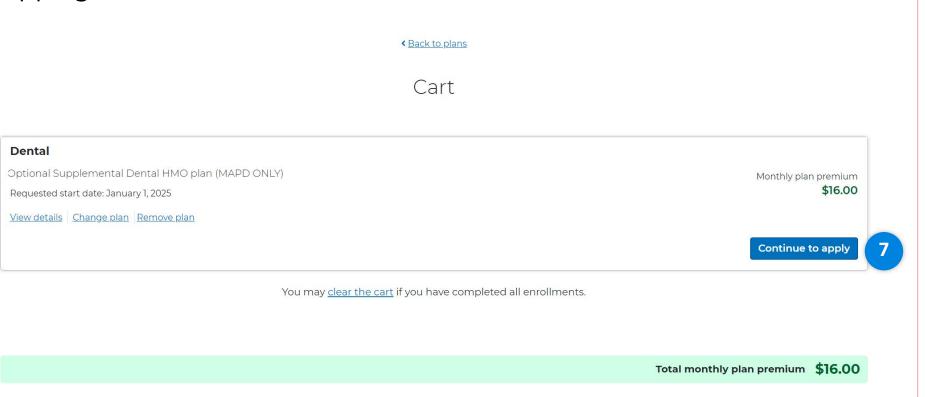
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# **Shopping Cart**



### Plans

Confirm that you have selected the correct dental plan for the beneficiary's medical plan. If you select the incorrect type, for example MAPD for a PDP plan, the application will be pended.

7. Click Continue to apply.

## Blue Shield of California Medicare Enrollment Site

Quick Reference Guide

# **Shopping Cart**

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view	Login	Start a l
		Consulta

art a New nsultation

Agent Info

Send Quick Quote

\$16.00

\$16.00

Total monthly plan premium

Deview & Suhmi

UAT - Optional Supplemental Dental HMO plan (MAPD ONLY)

**Shopping cart** 

(888) 321-5555

Blue Shield of California

Enroll a New Beneficiary Search Profiles & Enrollments Drug and Pharmacy Finder

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### Contact Information

There is a 4-step process to completing the enrollment.

### Step 1- Contact Info

- 8. Complete the Contact Information sections:
  - Blue Shield Member ID
  - Home Address
  - Dentist Information

Note:

Images are for reference and may not show all fields.

# 2025 Blue Shield of California Optional Supplemental Dental HMO or PPO enrollment request form Please contact Blue Shield of California if you need information in another language at (800) 776-4466 (TTY: 711), 8 a.m. to 8 p.m., seven days a week. Please fax, mail, or email your completed enrollment form to: Email: WHMembership@blueshieldca.com Mail: Blue Shield of California, P.O. Box 948, Woodland Hills, CA 91365-9856

Benefit Info

Blue Shield member ID number:\*

Fields marked with an asterisk (\*) are required

Contact Info

Fax: (877) 251-3660

Last name:

Over

First name:

Middle initial:

Birth date:

Male Female

Phone type:\*

Landline Mobile

Mobile phone number:

Providing your email address above automatically enrolls you in paperless delivery for some of your plan communications.

You will get many of your required plan communications delivered electronically. We will send you an email when new communications (for example: Explanation of Benefits or the Annual Notice of Changes) are available online. You can access these communications through any device such as a computer, table, or mobile phone.

☐ Instead of paperless delivery, we will mail you hard copies of required materials. Please note that some communications are very large and may not fit in all mailboxes. You can change your preference for delivery at any time.

Permanent residence street address (Don't enter a P.O. box. Note: For individuals experiencing homelessness, a P.O. box may be considered your permanent residence address.):

o. box may be considered your	permanent residence address,
Street Address*	
Street Address 2	
City*	Los Angeles
State*	CA ▼
ZIP Code*	90002 <u>Edit</u>

Is your Mailing address different from your permanent address?

Yes No

entist information:	
Name of dentist	
Provider ID#	

Dentist selection is not required for Dental PPO plan. For Dental HMO plan, If you do not select a dentist, you will be assigned a dentist at the time of enrollment.

Continue

Login

Start a New Consultation

3

Agent Info

Send Quick Quote

-(4)

Review & Submit

**UAT - Optional Supplemental** 

Dental HMO plan (MAPD ONLY)

Total monthly plan premium

\$16.00

\$16.00

Shopping cart

Dental

Sales Trainer

123 Main Street San Franisco CA 94102 (888) 321-5555

Blue Shield of California

Enroll a New Beneficiary

Search Profiles & Enrollments

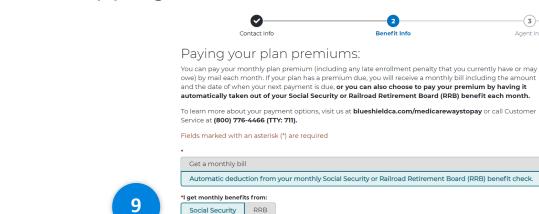
Drug and Pharmacy Finder

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# **Shopping Cart**



(The Social Security/Railroad Retirement Board deduction may take two or more months to begin. In most cases, if Social Security/the Railroad Retirement Board accepts your request for automatic deduction, the first deduction from your Social Security/Railroad Retirement Board benefit check will include all premiums due from your enrollment effective date up to the point withholding begins. If Social Security/the Railroad Retirement Board does not approve your request for automatic deduction, we will send you a paper bill for your monthly

If you have to pay a Part D-Income Related Monthly Adjustment Amount (Part D-IRMAA), you must pay this extra amount in addition to your plan premium. The amount is usually taken out of your Social Security benefit, or you may get a bill from Medicare (or the RRB). DON'T pay BS California the Part D-IRMAA.

Please note: If your Blue Shield of California Medicare Advantage Prescription Drug Plan has a monthly premium, or if you currently pay a late enrollment penalty, whatever plan premium option you select now will be applicable to ALL components of your plan premium.

If you do not make your premium payment according to the payment option you selected, you will receive a written notice and will be given 3 months from the payment due date to pay all amounts due to Blue Shield of California. If you do not pay all amounts due within that time, Blue Shield of California will disenroll you from the Optional Supplemental Dental HMO or PPO plan.

Once you have enrolled in the Optional Supplemental Dental HMO or PPO plan, your membership will continue as long as you pay your premiums as specified by the plan and remain enrolled as a Blue Shield of California Medicare Advantage Prescription Drug Plan member.

You must be a member of a Blue Shield of California Medicare Advantage Prescription Drug plan in order to be eligible to enroll in the Optional Supplemental Dental HMO or PPO plan. If you disenroll from our Blue Shield of California Medicare Advantage Prescription Drug plan, you will also be disenrolled from the Optional Supplemental Dental HMO or PPO plan. If you disenroll from the Optional Supplemental Dental HMO or PPO plan only and wish to re-enroll at a later date, you must wait 6 months from the disenrollment date and pay any premium amount owed before you will be allowed to re-enroll in the Optional Supplemental Dental HMO or PPO plan.

Previous

## Paying the Plan Premium

Continue to complete the enrollment.

### Step 2- Contact Info

9. Complete the Benefit Information section and click Continue.

#### Note:

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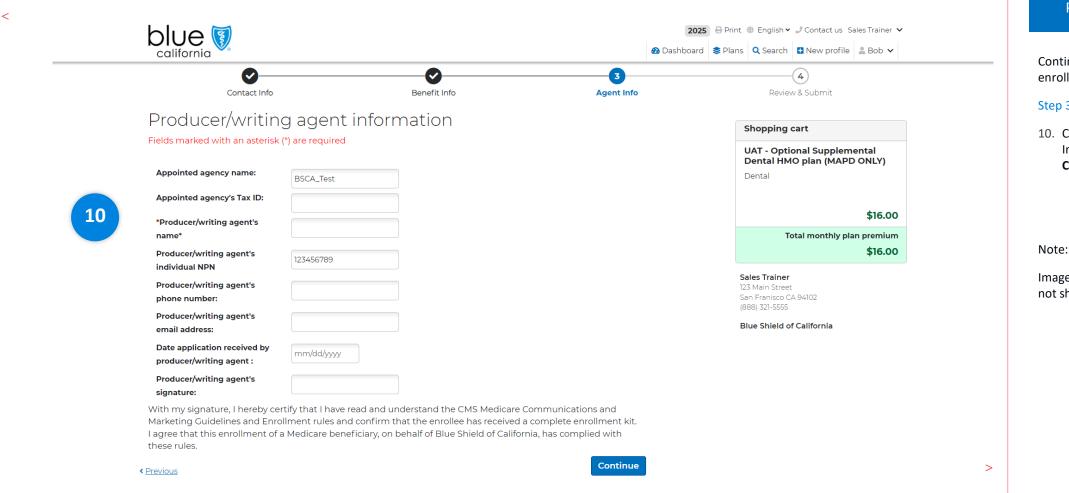
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# **Shopping Cart**

Quick Reference Guide



### **Producer Information**

Continue to complete the enrollment.

### Step 3- Agent Info

 Complete the Agent Information section and click Continue.

Blue Shield of California Medicare **Enrollment Site** Quick Reference Guide

**Shopping Cart** 

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Enroll a New Beneficiary

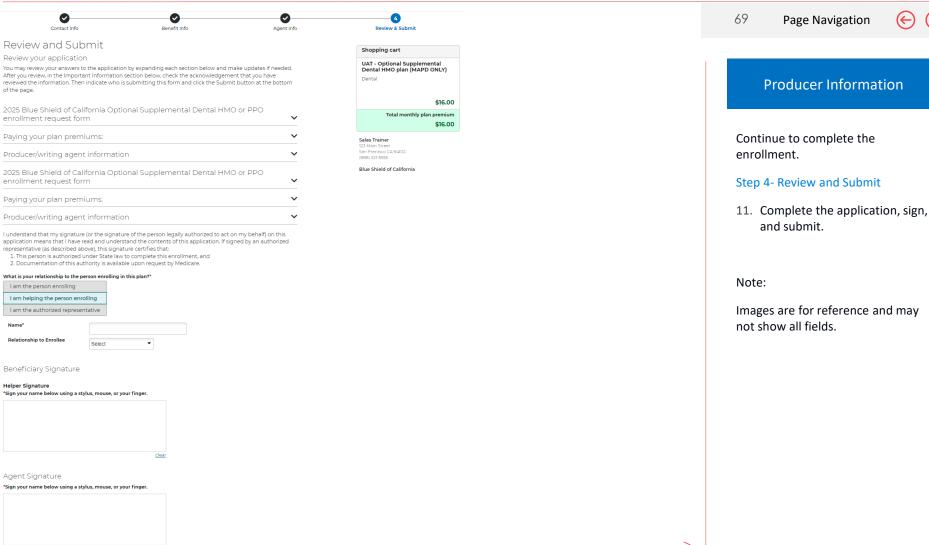
Search Profiles & Enrollments

**Drug and Pharmacy** Finder

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Sales Trainer

his confirmation is not proof of membership.

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# **Shopping Cart**

Quick Reference Guide



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Total monthly plan premium \$16.00

#### What's Next:

This confirmation number can be used to help track the online enrollment, but it is not proof of membership. Please wait at least 10 days before calling the plan to ask about the status of your enrollment. Please keep this information in case you have any questions about your enrollment and need to contact your selected plan.

If any of the required information on your enrollment form was missing or does not match your Medicare record, the plan may contact you to get the missing or correct information. This could delay the plan's ability to process your enrollment.

Here are some important things to expect when your coverage is first effective if the plan determines that your enrollment meets all of the Medicare requirements and is complete. This information is especially important if you enrolled late in the month and you have not received a letter, or your membership card, by the day your coverage starts

- After the plan has processed your application, you should get a letter from the plan you joined. This may take several days. If you do not receive correspondence from the plan in about 10 calendar days, you should contact the plan to check on the status of the enrollment.
- Enrollment can be effective as early as the first of the next month depending on your circumstances. The plan you have selected will inform you of your effective date of enrollment.

### **Producer Information**

12. Provide the beneficiary a copy of the confirmation number for their records.

You can also view and download a copy of the application.

#### Note:

# Health Risk Assessment

**View Section** 

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## Health Risk Assessment Process Overview

The Health Risk Assessment is available for our Exclusively Aligned Enrollment (EAE) Blue Shield TotalDual Plan (HMO D-SNP) for Los Angeles and San Diego Counties. Enrollment application form must have an app submission date prior to the effective date of the member in the DSNP plan.

• HRA form must have an HRA submission date that is equal to the enrollment app submission date or within 90 days of the enrollment effective date for the plan.

### Other Criteria

**Ouick Reference Guide** 

- Enrollment must be submitted through DRX only (paper apps are excluded).
- Eligible for DSNP plans only. Other MAPD and MAPPO plans are excluded.
- Eligible for Individual brokers only. FMOs, Private Exchange and BSC Internal Reps are excluded.

### **Timing**

- Incentives will be paid on the month following the member effective date.
- Ex. Incentive payout for January 2025 member effectives will occur in February 2025.

### Look-back

There will be a 90-day look-back to check for member late installs and ownership updates only.

Login

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## Business Rules Scenarios for the HRA Incentive Eligibility

	Submission Date	Effective Date	Plan Type	Broker	Pay HRA Incentive?	Comments	
Scenario 1	11/4/24	1/1/25	MAPD	Broker A			
	12/6/24	1/1/25	DSNP	Broker A	Y		
Scenario 2	11/4/24	1/1/25	DSNP	Broker A			
	12/6/24	1/1/25	MAPD	Broker A	N	No HRA payment	
Scenario 3	11/4/24	1/1/25	DSNP	Broker A	Y	This broker will be paid both the HRA incentive and the commission	
	12/6/24	1/1/25	DSNP	Broker A	N	No duplicate payment due to the same plan type	
Scenario 4	11/4/24	1/1/25	DSNP	Broker A	Y	This broker will be paid both the HRA incentive and the commission	
	12/6/24	1/1/25	DSNP	Broker B	N	No duplicate payment due to the same plan type	
Scenario 5	12/7/24	1/1/25	DSNP	Broker A		Not likely to happen but if it does happen,	
	3/1/25	4/1/25	DSNP	Broker B		needs to be flagged and reviewed by SalesOps if payment to incorrect broker needs to be recouped	

### Overview

Here are scenarios that you may come across.

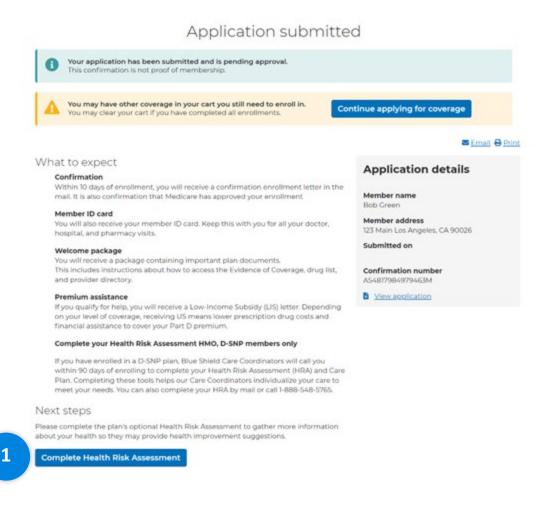
- 1. Scenario 1 The beneficiary moved from a MAPD to the DSNP plan.
- **2.** Scenario 2 The beneficiary moves from a DSNP to a MAPD plan.
- Scenario 3 The beneficiary is currently enrolled in a DSNP plan and re-enrolls in the DSNP plan for a 1/1/2025 effective date.
- Scenario 4 The beneficiary is enrolled in the DSNP plan effective 1/1/2025 and submits an enrollment with another broker for the same plan and effective date (aka duplicate enrollment).
- 5. Scenario 5 the beneficiary is enrolled in the DSNP plan effective 1/1/2025 and dis-enrolls. Submits an enrollment with another broker for the same plan and an effective date with 6 months of the prior date.

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## Next Steps – Completing the Health Risk Assessment



### At the time of Enrollment

When the application is submitted, the broker/agent has the option to complete the Health Risk Assessment.

1. Click the button to open the form.

Login

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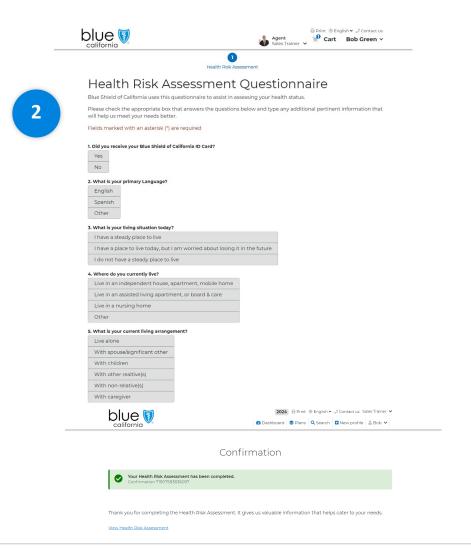
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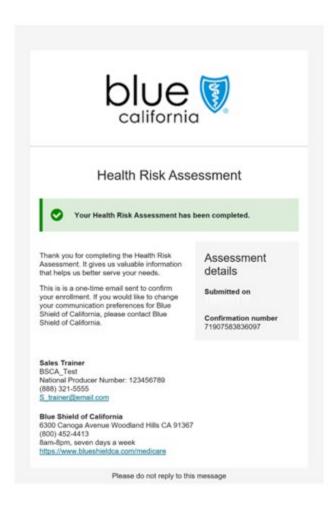
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### **HRA Form**

Quick Reference Guide





### Complete the HRA form

The broker must complete the form in its entirety (all required fields) before submitting.

- Incomplete forms will not qualify for incentive payouts.
- HRA must be completed at the time of enrollment to qualify for incentive payouts.
- 2. Complete the form.

The beneficiary will receive an email acknowledging the completion of the form.



First name

Overview

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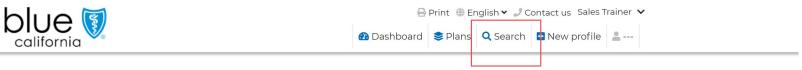
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Search

Quick Reference Guide

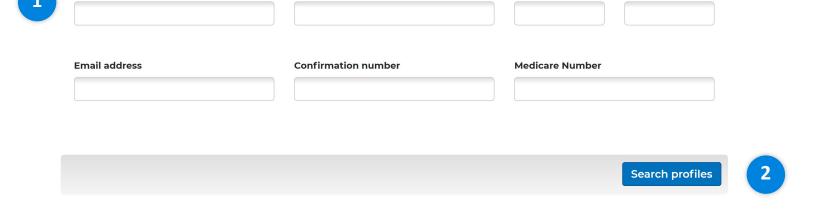


Date of birth

Phone number

### Search beneficiaries

Last name



#### Search

Page Navigation

Select **Search** to find and access an existing beneficiary profile. Upon logging in, you will be automatically directed to the "Search Beneficiary" page to avoid creating a duplicate profile.

- 1. Enter the beneficiary's information using any of the search criteria available.
- 2. Click the **Search Profiles** button.

**NOTE:** The "Personal Code" field has been removed.

Login

Start a New Consultation Send Quick Quote

Enroll a New Beneficiary

Search Profiles & Enrollments

Drug and Pharmacy Finder

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## Search Results

Quick Reference Guide

Search results Sort ▲ Download results Last name ~ **Bob Smith** 6300 Canoga Avenue Registrant Updated 09/09/2024 (650) 555-1212 woodland hills, CA 35218

#### **Profile Search Results**

The results show all available beneficiaries that match the search results.

Each result shows the beneficiaries' sales stage and the date the record was updated.

3. Click the hyperlinked name to view the profile.

Blue Shield of California Medicare Enrollment Site

Overview

Login

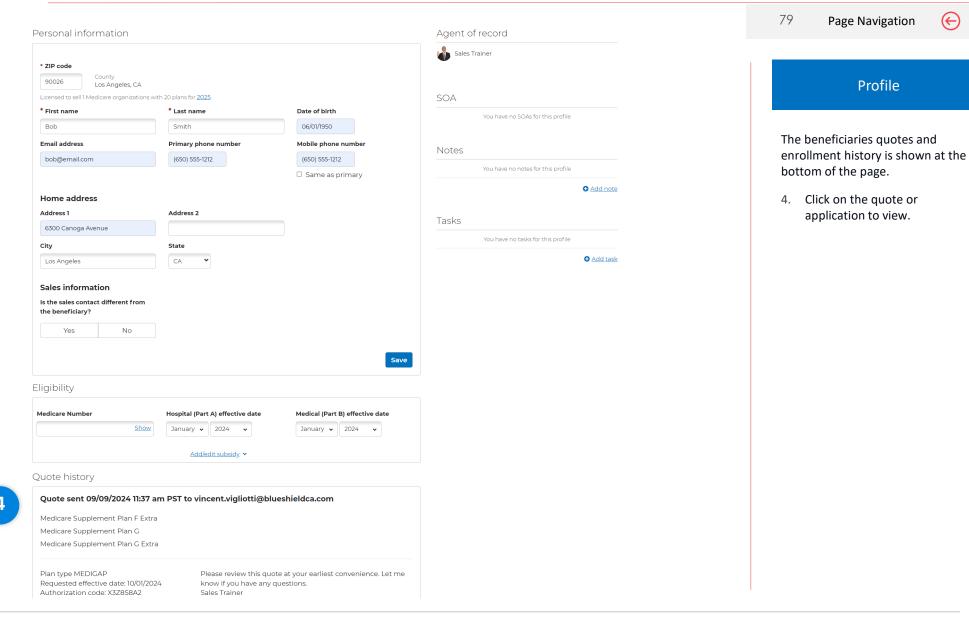
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Resources

### View Profile

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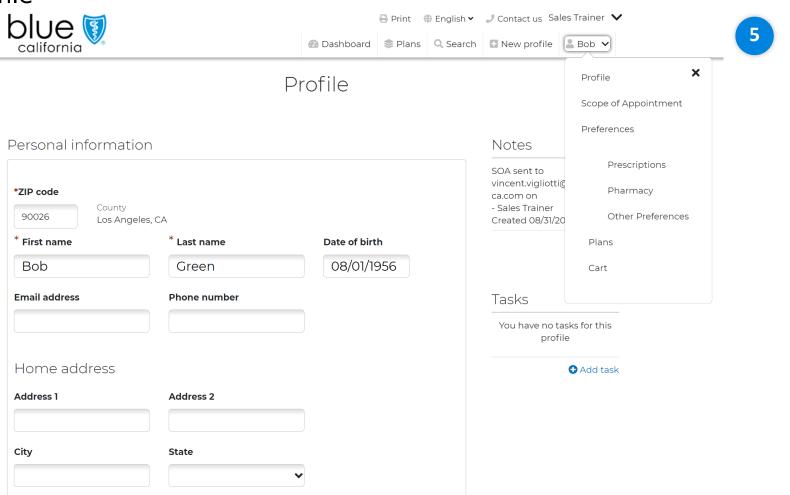
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## View Profile

Quick Reference Guide



#### Profile

 When you are working with a beneficiary profile, you can easily see the beneficiary's name and use the dropdown navigation bar to access different steps in the workflow.



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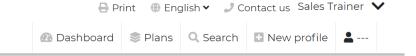
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Page Navigation



# Drug and Pharmacy Finder





## Dashboard

Home
Drug and pharmacy finder

Privacy policy Accessibility statement Terms of use

### Search

At the bottom of each page's footer, there is a link to the drug and pharmacy finder.

1. Click the link to view the drug and pharmacy finder.

Login

Start a New Consultation

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# Drug and Pharmacy Finder

## O plans available

Medicare Advantage Prescription Drug Plans O plans

Prescription Drug Plans

0 plans

Please enter your ZIP code to see plans.

\*ZIP code

View plans

### Search

2. Enter a zip code.

prescriptions.

Overview

Login

Start a New Consultation

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iles & Drug nts

Drug and Pharmacy Finder

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## Drua and Pharmacv Finder

### 20 plans available in <u>90026</u> **☞** for <u>2025</u> **☞**

for Los Angeles county, CA

Medicare Advantage Prescription Drug Plans

18 plans

Prescription Drug Plans
2 plans

Medicare Advantage Prescription Drug Plans bundle the benefits of a Medicare Advantage Plan and a Prescription Drug Plan. Benefits include medical expenses and

Blue Shield TotalDual Plan (HMO D-SNP) Representations Find prescriptions Find pharmacy Blue Shield Inspire (HMO D-SNP) **Find prescriptions** Find pharmacy Find providers Blue Shield TotalDual Plan (HMO D-SNP) Find providers Find prescriptions Find pharmacy Blue Shield AdvantageOptimum Plan (HMO) Find pharmacy Find providers Find prescriptions Blue Shield AdvantageOptimum Plan 1 (HMO)

#### **Search Results**

- 3. Click on:
  - Find Prescriptions
  - Find Pharmacy

To see if the drug or pharmacy is covered by the plan.

Overview

Login

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Drug and Pharmacy Finder

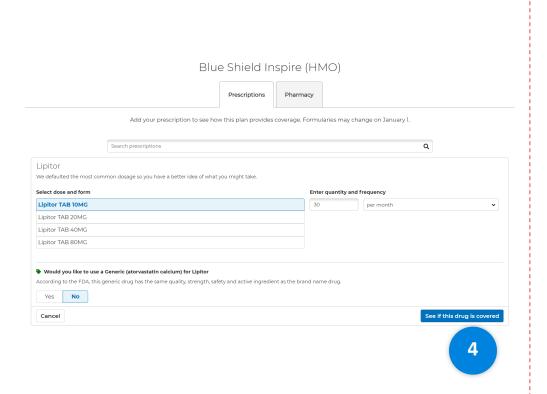
Resources

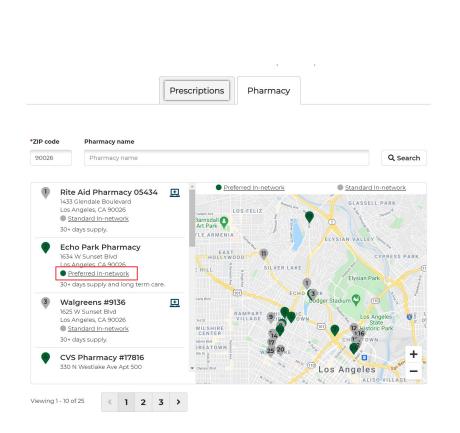
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Page Navigation



# Drug and Pharmacy Finder





### **Enter Information**

#### 4. For Prescriptions:

- Enter the information.
- Click the button to see if drug is covered by the plan.

#### For Pharmacy:

- Enter the Pharmacy name.
- Check to see if it is a Preferred in-network pharmacy.

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Enroll a New Beneficiary

Search Profiles & Enrollments

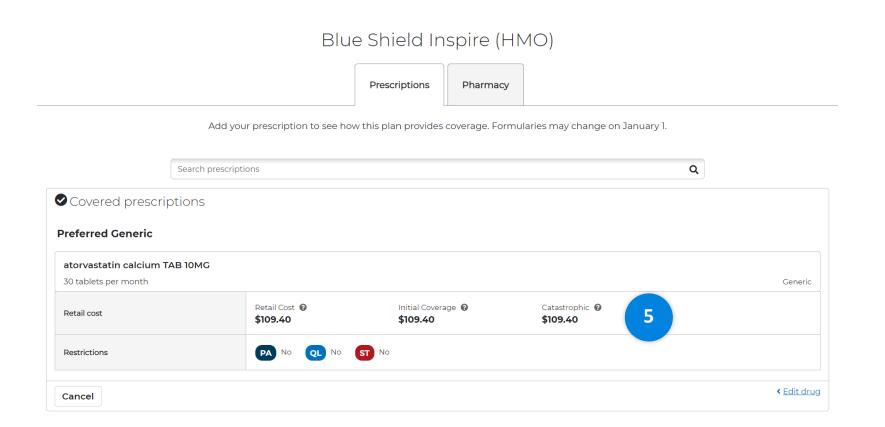
**Drug and Pharmacy** Finder

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# Drug and Pharmacy Finder



Results

5. Review the results

Print ⊕ English ▼

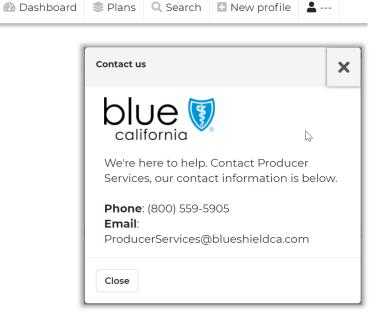
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- Broker Connection Site: <a href="https://www.blueshieldca.com/producer">https://www.blueshieldca.com/producer</a>
- Consumer Application Status Site: <a href="https://www.blueshieldca.com/brokerwebapp/medicareProspectAppStatus">https://www.blueshieldca.com/brokerwebapp/medicareProspectAppStatus</a>





**Contact Us** 

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Blue Shield Producer Services
Phone Number:

1-800-559-5905