

Dear Capital BlueCross Producer,

The purpose of this important communication is to provide an update on how best to handle enrollments with Capital BlueCross Blue Journey Medicare Advantage during the COVID-19 pandemic. We have received further clarification from the Centers for Medicare and Medicaid Services (CMS) that enrolling members electronically while on the phone with your prospect will not be an acceptable mode of enrollment. Please refer to your 2020 Producer's Manual section referencing Telephonic Enrollments:

## **Telephonic Enrollments**

*Telephonic enrollments may only be done by Capital BlueCross designated call centers, marketing exchange partners, and internal telephone Representatives.*

- *Telephonic enrollments may only be done on inbound calls.*
- *Telephonic enrollments must be on a recorded line.*
- *A marketing Representative cannot be present with the caller during an enrollment call.*
- *All requirements for telephonic enrollment must be followed as outlined in CMS Enrollment guidance.*

As every county in the state of PA has gone GREEN, we hope that you are able to return to a more normal mode of operating your agency. Please continue to follow CDC guidelines for mask wearing and social distancing, while continuing to remain diligent to keep yourself, your clients and all prospective Medicare managed care members safe and healthy.

Moving forward, we recommend following current CMS guidelines for compliant MAPD submissions and enrollments as described in your 2020 CBC Medicare Producer Manual under the Application Procedure Section:

## **Application Procedure**

- *Enrollment applications may be submitted directly to Capital BlueCross or to the Producer's Preferred Producer for processing and submittal to Capital BlueCross.*
  - **Note:** *Producer must submit the applications to the Preferred Producer within 24 hours.*
  - *The Preferred Producer will have an additional 24 hours to submit the application to Capital BlueCross. The Preferred Producer has no more than 48 hours from when the application is received from the beneficiary to submit the application to Capital BlueCross.*
- *Enrollment applications will be accepted by online enrollment, uploading the application, or fax. The fax numbers are: 717.526.3228; 717.651.4938; 717.526.3028.*
- *Capital BlueCross will not accept applications by mail from Producers.*

As always, we appreciate and value your partnership.