

Dear Vibra Health Plan Producer,

The purpose of this important communication is to provide an update on how best to handle enrollments with Vibra Health Plan 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 Vibra Health Plan 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 Vibra Health Plan Medicare Producer Manual under the Application Procedure Section:

Application Procedure

- *Enrollment applications will be accepted by online enrollment or fax. Online enrollment is the preferred method of submitting applications.*
- *Vibra Health Plan will not accept applications by mail from Producers.*
- *Enrollment fax: 1-844-260-7923*

As always, we appreciate and value your partnership.