

Enrollment tracker

Agent guide

You can track your enrollments (or your downline enrollments) in real time using this enrollment tracker. Applications from **Aetna Quote & Enroll will be available immediately after submission** (60 seconds). We'll also provide decisions on paper applications once we've verified that all required information has been included with the submission, usually within 72 hours. This review may delay how soon the decision is displayed on the website. Enrollment status will be updated in real time as the application is processed. Applications will be available on this report for 30 days after submission.

Enrollment statuses in **violet** require agent action. You'll click on the status to view complete details.

Enrollment status	Description
Eligibility Check	Application has been received and the applicant's eligibility is being reviewed through the health verification process.
App. Received - Routed to UW	Application has been received, processed, and routed to Underwriting for further review.
App. Received - UW Review	Application has been received and is currently being reviewed by Underwriting.
App. Received - UW-TI Requested	Application has been received and reviewed by Underwriting. We will be conducting a telephone interview with the applicant to get additional information. Suggested agent action: please notify your client to expect a telephone call from us in reference to this policy application.
App. Received - Case Mgt Review	Application has been received and is in review with Case Specialists.
App. Received - Quality Review	Application has been received and the underwriting process is complete. It is currently in review with the Policy Processing team.
App. Received - Final Review	Application has been received and the underwriting process is complete. It is currently in final review with the Policy Processing team.
App. Received - Pending NIGO	Agent action required: Application has been received. Pending information from agent.
UW Approved - Pending NIGO	Application has been received and the underwriting process is complete. Awaiting further information from agent or applicant.
UW Approved - Case Mgt Review	Application has been received and the underwriting process is complete. A Case Specialist is providing final review.
UW Approved - Quality Review	Application has been received and the underwriting process is complete. It is currently being processed by the Policy Processing team.
UW Approved - Policy Mail Pending	Application has been received and the underwriting process is complete. It is currently in final review with the Policy Processing team.
Issued - Pending Payment	Application has been received, approved, and the policy has been issued. Policy will not become Active until payment has been processed.
Active	Policy is active, ID card been mailed, and payment has been processed. Policy page delivery scheduled.
Trial Right Qualified	Applicant has qualified for Trial Right. The new application has been closed and a letter has been sent to the applicant advising how they can reinstate the prior Medicare Supplement policy they had with us, or re-apply to be underwritten.
Decline or Auto-decline	Application has been declined and a letter has been sent to applicant explaining the declined reason. For applications that have been auto-declined, please see more information on Page 2.
Status text	Any status in grey displays the current status of a policy after it is issued. No agent action required.



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Agent guide (continued)

When an application is declined, how can the applicant request a copy of their consumer report?

If an application is returned with an immediate decline and your client would like a copy of their Consumer Report, **they will need to contact Milliman Intelliscript**. The report contains the prescription and/or medical claims history for the applicant that was used to make the underwriting decision. The only applications that are auto-declined are those containing prescriptions and/or medical claims history indicating that one or more health questions should have been answered “yes.” No application listing a dual-use medication will be auto-declined.

How to contact Milliman Intelliscript:

Website: <http://www.rxhistories.com>

Mailing address: Milliman IntelliScript PO Box 2223, Brookfield, WI 53008

Phone: 877-211-4816

(please listen to the entire recording and leave a message at the end with the requested information)

Important notes

If the prescription history and/or medical claims history is correct on the report, the decline will remain in place for that application. No further action is needed.

If this report is reviewed by the applicant and they feel that it contains incorrect prescription history and/or medical claims information, the applicant should work with Milliman to have it corrected. If any corrections are made to the applicant's file, the applicant will receive an updated report and Aetna SSI will receive a copy as well, and will work with the agent to determine if the application should be resubmitted.

The Aetna Senior Supplemental Insurance underwriting department should not be contacted when an application is auto-declined. We do not receive any details as to why an application has been declined, and we will only refer the agent and/or applicant back to Milliman to obtain a copy of the Consumer Report used to make the determination.

