

## Agent Update - Submitting Enrollments

12/27/2013

### **SilverScript PDP Enrollment Application Processing**

We listened to your feedback! As you requested, we will again require agents to enter enrollment data directly into the Enrollment Portal, rather than submitting the enrollment applications to SilverScript for data entry. This will minimize entry errors for three simple reasons:

- You can read your own handwriting better than anyone else
- Your agent ID will automatically be associated with the enrollment you're submitting
- The portal will prompt you for any missing information

This proven approach will provide you better visibility and reporting through the enrollment process. You will immediately receive an automatic "enrollment submitted" confirmation email when you complete the online process. Instant confirmation...just like you requested! We appreciate your feedback and value your thoughts to help SilverScript improve our process – your partnership is greatly appreciated.

### **Instructions for Submitting SilverScript Medicare Prescription Drug Plan Enrollment Applications Beginning January 1, 2014**

#### **Within 24 hours of receiving a completed application:**

To ensure your enrollment is processed in a timely manner and complies with enrollment guidance, please do the following within 24 hours of receiving a completed application:

1. Enter the data from the application directly into the Enrollment Portal.
2. Send all pages of the signed, completed application with the Scope of Appointment to SilverScript within 24 hours of entry via:
  - Upload to the Enrollment Portal Secure Mailroom or,
  - Email to [enrollmentverification@caremark.com](mailto:enrollmentverification@caremark.com) or,

- Fax to 1.866.552.6205 or,
- Mail to SilverScript - Attn: Agent Processing, P.O. Box 52134, Phoenix, AZ, 85072

**REMINDER** – Please have your clients send completed applications directly to you and NOT to SilverScript. This will ensure you receive credit for the enrollment.

- *Courtesy Reminders and Helpful Hints* -
  - There is a *2014 Agent Guide to Entering Your Enrollment Applications Online* available to you in Reference Materials found in the Enrollment Portal located at <https://www.silverscriptagentportal.com>.
  - The **Application Receipt Date** is the date you receive the Application and is **located on Page 6 in the Agent section**. Remember that the date you receive the enrollment is the date which starts the CMS enrollment processing clock.

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