

# Producer Online News

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## Do You Have Applications Pending?

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Read more to find out why, and what you can do to get them moving forward. Don't let enrollment application errors slow down your sales momentum. In addition, delayed application processing also means delayed member ID cards, as they are distributed upon enrollment.

### Why Are Applications Pended?

Below are common trends we see that require manual intervention to applications because of simple-to-avoid errors.

Application issues causing apps to pend include:

- D-SNP applications with SEP or no eligibility reason selected (should be "AEP" due to the recent CMS D-SNP SEP change);
- Invalid Medicare ID (MBI);
- Inaccurate or illegible member information, such as name, date of birth, MBI, etc.;
- Missing the DVT code to pre-validate Medicaid eligibility. You will find this field on the application called "DSNP Verification Code". You may want to refer to the Application Screen Shot/insert below.

<b>Applicant: Please do not complete the following sections.</b> <b>Agent/Broker: Please fill in ALL fields including 'Writing Agent' and 'Agency' with your assigned Encrypted ID, Code, or Tax ID based on your appointed brand, state AND product.</b>	
Coverage effective date _____	PLAN ID #: _____
<input type="checkbox"/> IEP/ICEP <input type="checkbox"/> AEP <input type="checkbox"/> OEP <input type="checkbox"/> SEP (type): _____ <input type="checkbox"/> Not eligible	
I helped the applicant fill out this application. <input type="checkbox"/> Yes <input type="checkbox"/> No <b>DSNP Verification Code</b> _____	
Was this an individual face-to-face appointment? <input type="checkbox"/> No <input type="checkbox"/> Yes (if yes, how was a scope of appointment (SOA) collected)? <input type="checkbox"/> Paper <input type="checkbox"/> Recorded call (voice recording ID) _____	

In addition to the items listed above, we've also seen paper applications submitted late, meaning they are submitted more than 24 hours after the signature date. There is also commonly a lack of responses to Requests for Information (RFIs), which can now be completed electronically for apps submitted via mProducer.

### What Can You Do To Prevent Pended Applications

Fast and Accurate Enrollment Application Processing Starts with YOU! YOU can help prevent these application processing delays by following the **Fast Application Processing Tips Below!**

#### Request for Information (RFI)

- **If you are using mProducer to submit your applications, you can easily check Application Status:** If an application is pending, you can see all of the reasons causing the application to pend.

- AND, you can respond to the Request for Information (RFI) online. (This option is NOT available for applications submitted on paper.)
- Be sure to respond timely to RFIs – Check and respond to RFIs frequently.

## **HICN or MBI?**

Either the Health Insurance Claim Number (HICN) or the new Medicare Beneficiary Identifier (MBI) can now be used when submitting enrollment forms for both paper and electronic applications. **After December 31, 2019, only the MBI will be accepted on applications.**

## **Be Careful When Entering the NEW Medicare Beneficiary Identifier (MBI) Numbers**

The MBI number **MUST** be entered and/or documented according to the required CMS parameters. You can avoid these common errors by familiarizing yourself with the [CMS MBI format](#).

For example: There are certain letters and/or numbers that are not acceptable, such as:

- Using the letter “O” when it should be the number zero “0.”
- Using the letter “P” or “B” when it should be the letter “T.”
- CMS never uses the letters “S,” “L,” “O,” “I,” “B,” or “Z” when creating the MBI numbers.

ALWAYS use approved electronic submission methods where available. These include:

- mProducer – preferred method
- MADE
- eSubmit

REMINDER: We do NOT accept applications submitted by email!

## **Make Sure You’re Submitting COMPLETE Applications**

- Many faxed applications are missing pages and, in many cases, we’ve received only the first page of the application.
- Incomplete applications require manual intervention and slow down processing significantly, so double check any fax submissions to ensure all pages of the application were transmitted.

## **Avoid Common Application Omissions Like Missing or Incorrect Information**

- When submitting applications, make sure ALL of the information is included.
- Include the Medicare Beneficiary Identifier number or the HICN on ALL supplemental documentation submitted to the plan. Without the MBI or HICN, the supplemental documentation may not be matched/identified and will most likely result in the application being “closed” without further action.
- Be sure to use the same member identifier on both the application and supplemental documentation. For example, if you used the HICN on the application, be sure to use the HICN on the supporting documentation so they can easily be matched.
- Verify that you have entered the correct date of birth (DOB) and the Part A/B effective date.

## **Never Send in Duplicate Applications**

DO NOT submit duplicate applications for any reason. They require manual intervention and will delay processing.

Remember, following these simple steps will help your enrollment applications get processed faster! You may want to print this reminder and carry it with you as a reference document. We appreciate your partnership and all you do, especially during this busy selling season.

Contact your Regional Sales Manager or Medicare Agent Services by e-mail at [medicareagentsupport@anthem.com](mailto:medicareagentsupport@anthem.com) or by phone at 1-800-633-4368 for more information.

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*This article applies to:*

- Wisconsin, Virginia, Ohio, New York, Nevada, New Hampshire, Missouri, Maine, Kentucky, Indiana, Connecticut, Colorado, and Georgia
- Senior and Medicare