



IMPORTANT REMINDER:

# Member Enrollment

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Attention Agents,

When enrolling a new member, it is very important to ask for apartment, suite or unit numbers and enter this in the address fields. We have received a large amount of returned enrollment packets that did not include this important information. This delays the member receiving their packet of information and ID cards, which increases the calls to Customer Service.

**After the member has provided their address, ask the following questions:**

1. Is the address you just gave me where you receive your mail?
2. (If not provided by the member) Is the address you provided a road, street or court?

We appreciate your attention to this matter. This will help ensure that members receive their product information and ID cards in a timely manner.

Thanks,

Adroit Health Group