# Aetna MED D - SilverScript Only - Premium Billing Warm Transfer Job Aid

[SilverScript Medicare D Premium Billing Call Types](#_Toc89772441)

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**Description:** This Job Aid provides MED D Care CCRs clarification and guidance on which MED D SilverScript Call Types must be WARM transferred to the Med D Premium Billing Specialized Team.

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| SilverScript Medicare D Premium Billing Call Types |

Refer to the following SilverScript Medicare D Premium Billing Call Types to determine MED D Care CCR Call Handling:

**Med D Care CCRs:** The following general Premium Billing call types **DO NOT need to be Warm Transferred** to the Med D Premium Billing Specialized Team. MED D Care CCRs will research the beneficiary’s account in PeopleSafe and process the request as needed.



**CCR Notes:**

* All MED D Care CCRs should assist with the below listed (**not all inclusive**) SilverScript Medicare D Premium Billing Call Types, refer to [Aetna MED D – SilverScript - Premium Billing General Information, Processes & Document Index](file:///C:\Users\AYHare\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\55AJXODL\CMS-PCP1-026695) for additional information related to these topics.

* **EGWP** (SSI or Aetna SSI) beneficiary payments or plan requests do not need to be transferred to the Specialized team for premium payments or autopay activations/updates. Refer EGWP beneficiaries to the information provided by their plan for all their premium payment options.

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| |  | | --- | | **Call Types that DO NOT need to be Warm Transferred** | | One-Time payments - Monthly, Quarterly, Yearly, Advanced payments  The MED D Care CCR must always first review the beneficiary’s premium balance; MED D Care CCRs will assist with One-Time payments when the beneficiary has a premium balance of 1 month’s premium or less. | | Payment Inquiry | | EFT Form Requests | | Invoice Questions | | Refund Requests | | Payment Discrepancies - Check/Money Orders | | Statement Requests | | Provide Premium Billing Addresses - To send in Check/Money Orders for Premium Payments | | Death of a Beneficiary (Third Party Refund Requests) | | LEP Billing Questions | |
| The call types listed below**, MUST BE Warm Transferred** to the Med D Premium Billing Specialized Team: 1-866-824-4055.   |  | | --- | | **Call Types that DO need to be Warm Transferred** | | Dunning   * High Premium balance * Dunning Letter questions * Payment Requests related to the recent receipt of a Dunning Letter * Questioning Disenrollment due to nonpayment of Premium | | Good Cause   * Requests for Reinstatement (Good Cause) | | SSA/RRB (Social Security Administration/Railroad Retirement Board)   * Beneficiaries requestingto set up or check the status of SSA/RRB automatic payments * Beneficiaries requesting to cancel SSA/RRB automatic payments or check the status of cancellation of SSA/RRB deductions, including payment change requests * Beneficiaries with any questions regarding SSA/RRB including receiving communication regarding SSA/RRB | | Specific Payment Call Types:   * Payment Plans * One-Time payments requests, **ONLY IF** the beneficiary’s **balance is Past Due by 1 or more** month’s premium (and LEP if applicable) OR the beneficiary is requesting to make a one-time payment after being disenrolled due to non-payment of plan premiums * Automatic Payments (RCD: Recurring-automatic Credit Card/Debit Card Payments & Automatic EFT payments) * Beneficiaries requestingto set up, cancel or reactivateautomatic payments on the phone * Beneficiaries requesting to update their billing information for automatic payments * Beneficiaries with any questions regarding automatic payments, including receiving related communications | |

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| Downtime Procedures |

**CCR Note:** If encountering any issues with connecting to the **1-866-824-4055** phone number for appropriate transfer calls, consult with your Supervisor for further assistance; you may be instructed to contact IT to report any technical difficulties.

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| Related Documents |

[Aetna MED D – SilverScript -Premium Billing General Information & Document Index](file:///C:\Users\AYHare\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\55AJXODL\CMS-PCP1-026695)

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