# MED D - Bswift/Benefits Administrator

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| Overview |

Some Aetna EGWP and SilverScript EGWP clients will utilize a separate team to assist with answering Enrollment, Eligibility, and sometimes Premium Billing questions. These clients will be referenced as BSwift plans.

The majority of BSwift clients will be identifiable by the Client Code (aka Carrier Code) – X9359 Aetna BSwift BILLING. Other BSwift clients will have a unique carrier code, but all BSwift clients will be identifiable by High Priority Comments that will indicate the types of inquiries that must be transferred to the Benefits Administrator team for further assistance.

The following are new for plan year 2024:

* SSI - Mail Handler’s Benefits Plan (MHBP X9596)\*
* SSI - National Rural Letter Carriers Association (NRLCA X9597)\*
* AET - SSI Federal Employees Health Benefits Plan (FEHBP X9368)\*

**Note:** Only Enrollment and Eligibility calls should be transferred to these clients. Refer to the CIF for handling of Premium Billing inquiries.

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| Process |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Determine if the caller is a BSwift Billing client by reviewing the High Priority Comments in PeopleSafe:   * High Priority Comments will indicate the type of calls that should be transferred and the telephone number to transfer the caller to. The call types can be any of these call types: Eligibility, Enrollment, and/or Premium Billing calls.   **Note:** Premium Billing calls do not apply to all clients  **Note:** For a complete list of clients, refer to [BSwift Clients](#_BSwift_Clients).  **Example:**    **High Priority Comments** | |
| **If...** | **Then...** |
| Hight Priority Comments indicate to transfer to BSwift/Retiree Solutions Center | Proceed to next step. |
| All other clients | Assist the beneficiary with questions according to applicable work instructions. |
| **2** | Determine if the beneficiary’s question is related to one of the call types that are indicated in the High Priority Comments Enrollment, Eligibility, or Premium Billing. | |
| **If...** | **Then...** |
| Yes | **Warm** transfer the call to BSwift Benefits Administrator at the number indicated in the High Priority Comments.  **Note:** Provide the representative with the beneficiary’s Medicare Beneficiary Identifier (MBI).  Hours of Operations:   * February 1st - September 30th: 8:00AM - 6:00PM EST * October 1st - January 31st: 8:00AM - 8:00PM EST   **CCR Note:** If after hours, send an email to [RM RSCPB Team](mailto:dl202003251005525742@aetna.com?subject=Federal%20After%20Hours%20Request) and CC [Katlyn Gleason](mailto:GleasonK@aetna.com) and [Angel Buckley](mailto:BuckleyA@aetna.com) with the information listed below:   * Beneficiary First Name: * Beneficiary Last Name: * Beneficiary Phone Number: * Beneficiary Full Address: * MBI: * Is a callback required? Yes/No: * Can a detailed voicemail be left if there is no answer? Yes/No: * Details of the beneficiary’s issue: |
| No | Assist the beneficiary with questions according to applicable work instructions. |

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| BSwift Clients |

Below is a complete list of BSwift clients:

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| **EGWP Carrier** | **STCOB Carrier** | **Client Name** |
| X9359 |  | 7-ELEVEN, INC. |
| X9359 |  | AMERIJET ROCKETDYNE HOLDINGS, INC. |
| X9359 |  | APPLE, INC. |
| X9359 |  | CASE NEW HOLLAND |
| X9359 |  | CITY OF SAN ANTONIO |
| X9359 |  | CUNA MUTUAL LIFE INSURANCE COMPANY |
| X9359 |  | CVSHEALTH |
| X9359 |  | FBL FINANCIAL GROUP, INC. |
| X9368 | X9393 | Federal Employees Health Benefits Plan (Eligibility/Enrollment only) |
| X9359 |  | GATX CORPORATION |
| X9359 |  | GENCORP INC |
| X9359 |  | J.R. SIMPLOT COMPANY |
| X9359 |  | JUNIPER NETWORKS |
| X9359 |  | KPMG LLP |
| X9359 |  | L.L. BEAN, INC. |
| X9596 | X5077 | Mail Handlers (MHBP) (Eligibility/Enrollment only) |
| X9359 |  | MUTUAL BENEFIT LIFE VEBA TRUST |
| X9354 | X9394 | OHIO VALLEY ELECTRIC CORP |
| X9359 |  | PARKER-HANNIFIN CORPORATION |
| X9597 | X5078 | Rural Letter Carriers (NRLCA) (Eligibility/Enrollment only) |
| X9359 |  | TEVA PHARMACEUTICALS USA |
| X9359 |  | TRIUMPH GROUP |
| X9359 |  | UNISYS CORPORATION |
| X9359 |  | UNITED STATES STEEL CORPORATION |
| X9359 |  | WORTHINGTON INDUSTRIES |
| X9359 |  | XILINX, INC |
| X9356 | X9396 | YALE UNIVERSITY |
| X9359 |  | ZIMMER BIOMET HOLDINGS,INC. |
| X9359 |  | ZOETIS,INC |

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| Related Documents |

**Parent SOP:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/SecureDocRenderer?documentId=CALL-0048&uid=pnpdev1)

**Abbreviations/Definitions:** [Abbreviations / Definitions](file:///C:\Users\QCPV885\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\MD6S68ZD\CMS-2-017428)

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