# MED D - Agent Misconduct or Misrepresentation

[Process](#_Toc92176024)

[Related Documents](#_Toc92176025)

**Description:** This document provides the procedures for responding to alleged Agent Misconduct or Misrepresentation.

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| Process |

When the beneficiary is unhappy that the agent misrepresented the plan during enrollment, the CCR will file a Grievance. Refer to [MED D - Grievances Index](TSRC-PROD-007931).

**Note:** Provide detailed information regarding the alleged misconduct or misrepresentation in the description of issue in MedHOK. Provide the agent’s name if available. Grievance category should be ‘Marketing’ and sub-category ‘Agent Issues’.

Examples of agent related issues to report include, but are not limited to:

* An enrollee indicates an agent came to their home without making an appointment prior to the visit.
* An enrollee indicates they were offered cash to enroll.
* An enrollee indicates they were offered a gift worth more than $15 to enroll.
* An enrollee indicates the agent misrepresented the benefits of the plan.
* Enrolling the beneficiary in a plan other than what was selected by the beneficiary (**Example:** The beneficiary selected Choice, but the agent enrolled the beneficiary in Plus).
* Advising the beneficiary there is $0 premium, when a monthly premium is required.
* Advising the beneficiary that specific drugs are covered when they are not.

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| Related Documents |

Grievance Standard Verbiage (for use in Discussion with Beneficiary) section in [MED D - Grievances Index](TSRC-PROD-007931)

**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](CMS-2-017428)

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