**Compass MED D - Blue MedicareRx** **(****NEJE) - Plan Changes**

[General Information](#_Toc103090425)

[Plan Change Process](#_Toc103090426)

[Related Documents](#_Toc103090427)

**Description:** This work instruction provides the procedures for submitting a new Enrollment when a member or prospective member requests to change their plan.

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| General Information |

* An individual must reside within the Plan’s service area to be eligible for Medicare Part D.
* Request must be done prior to the effective date.
  + A valid election is needed to determine whether or not the Beneficiary is eligible to change their plan.

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| **Step** | **Action** | |
| **1** | Access Compass to confirm the current plan. | |
| **2** | Educate on both Value Plus and Premier plans. Use the [Drug Pricing Tool](https://rxmedicareplans.com/Coverage/PricingTool) to compare costs. | |
| **3** | Determine the next steps: | |
| **If the Beneficiary wants to…** | **Then…** |
| Change to the other plan | Complete the new enrollment.  Refer to [Compass MED D - Blue MedicareRx (NEJE) - Enrollment Portal](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=da34f1cb-7925-4d56-8a30-5fc0738b4edd). |
| Remain with the current plan | Assist with all other concerns. |
| **4** | Document all details in Case Comments. | |
| **5** | From the Medicare D Landing Page, add the following **Medicare D Alert**. Refer to [Compass MED D - Medicare D Alerts](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7f5d83d4-94b0-4a59-9b40-3e9ce8b08b62).  **Category:** Plan Changes  **Sub-Category:** Blue MedicareRx  **Plan Name 1:**   * Blue MedicareRx Value Plus * Blue Medicare Rx Premier   **Plan Name 2:**   * Blue MedicareRx Value Plus * Blue MedicareRx Premier     The following will be auto populated based on the information entered:  “The beneficiary has requested to have a new enrollment submitted. An enrollment application has been submitted to change the plan from <<Plan Name 1>> to <<Plan Name 2>>.”  **Notes:**   * **Plan Name 1** field and **Plan Name 2** field cannot have the same selection. * Click **Cancel** to exit alert. * Click **Save** to add alert. | |

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| Plan Change Process |

When a current member or prospective member requests to change from Value Plus to Premier OR Premier to Value Plus, a new enrollment must be taken:

Ensure the address provided is the permanent address of the member.



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| **Type of Member** | **Action Required** |
| Current member | A new enrollment is required with a valid election period. |
| Prospective member | A new enrollment is required prior to effective date. |
| EGWP member | The Member must speak with their Group Administrator. |

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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/cs/groups/public/@pnp/@all/@6700/documents/sop/y2fs/bc0w/~edisp/call-0048.pdf)

**Abbreviations/Definitions:** [Abbreviations / Definitions](../CMS-2-017428)

[Compass MED D - Blue MedicareRx (NEJE) - Enrollment Portal](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=da34f1cb-7925-4d56-8a30-5fc0738b4edd)

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