**Commercial Members Transitioning to Medicare Plans this Welcome Season**

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**Description**: There is an important transition occurring for members who are in Commercial plans with government clients who are moving to Medicare plans. While these members are in the process of being transitioned, it is crucial that they are seamlessly enrolled in the most appropriate plan.

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| **Purpose** |

The members affected by this transition have not yet been placed in the correct Medicare plan, however, updates will happen through January 2025 for members to have their new plan benefit information.

Our goal is to assist members during plan transitions to Medicare, ensuring they receive the support they need to navigate their new coverage effectively.

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| **How Care Will Support Members** |

To facilitate this process, follow the appropriate Work Instruction for handling member inquiries related to eligibility.

* For current Commercial Members moving to a Medicare plan: [Compass - Resolution of Eligibility Issues](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cba9d073-9e46-4d90-b86f-4566793c40f3)
* For current MED-D Members moving to a different Medicare plan:
  + [Compass MED D – SilverScript – Resolution of Eligibility](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3498d644-ecdb-4bb5-8b04-fe1a1fbd7ee5)
  + [Compass MED D - Blue MedicareRx (NEJE) - Resolution of Eligibility](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9aca36ee-eaf3-4396-adf8-28b9679d56ab)
  + [Aetna Compass MED D – Member Eligibility Verification](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f6bcd5cb-3902-4d07-b78f-484180d4d95e)

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| **Key Steps for Care Representatives** |

* **Check Active Eligibility**: When a member calls with eligibility questions, the first step is to verify their active eligibility using their name and date of birth (DOB).
* **Check for Inactive Coverage**: If there is no active eligibility, Customer Care Representatives (CCRs) should check for any inactive coverage. This can be done using either an ID provided by the caller or by using their name and DOB.
* **Support Task** or **Transfer to Appropriate Eligibility Team**: Based on the findings regarding expired eligibility and line of business, CCRs will either create a support task or transfer the caller to the appropriate eligibility team as indicated in the Customer Information File (CIF).

By following these steps, we can ensure that our members receive the assistance they need during this transition period. Thank you for your continued dedication to providing exceptional support to our members.

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