# Compass - MED D - Specialized Member Service Team (SMST) - CMS Initiated Enrollment and Disenrollment (Auto, Facilitated, and Reassigned)

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**Description:** This document outlines the process and defines talking points the Specialized Member Services Team (SMST) will perform when a beneficiary has either been enrolled or disenrolled by CMS and is calling to understand why or requesting to not be in our plan. This includes the following enrollment and disenrollment scenarios: Auto, Facilitated, and Reassigned Enrollments.

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| Overview |

Medicare beneficiaries that receive assistance through federal (Extra Help) and state (SPAP, PACE) programs may be notified of automatic or facilitated changes to their enrollment by Medicare or state agencies. When contacting the plan, the beneficiary (or authorized representative) may have questions about their enrollment or disenrollment and may also be confused by the process. The CCR may be asked questions about the following:

* How did I get enrolled with your plan?
* I received a blue letter from CMS (and or a letter from the SilverScript plan) that I was reassigned to the plan.
* I received a letter from Medicare indicating I am being disenrolled from the SilverScript Plan.
* I have a SPAP and/or PACE plan and do not need SilverScript.

It is the CCR’s responsibility to help the beneficiary understand their enrollment and provide options for disenrollment/opting out of enrollment, if requested.

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| Determine the Enrollment Source |

The SMST will perform the steps below**:**

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| **Step** | **Action** | | | |
| **1** | From the **Medicare D Landing Page**, **Eligibility & Plan** tab, review the **Enrollment Source** field in the **Enrollment Details** section. | | | |
| **If the Enrollment Source is…** | | **Then…** | |
| CMS Auto Enrollments - TRC117  **Note**: “Auto Enrolled: Yes” will also display. | | Medicare auto enrolled you into the SilverScript plan for your Part D benefit because you are eligible for Low Income Subsidy (LIS) also known as Extra Help.  **Note:** The beneficiary is a full dual eligible (Medicaid and Medicare benefits).  Proceed to [**Step 4**](#S4)**.** | |
| CMS Facilitated - TRC118 | | CMS facilitated your enrollment into the SilverScript plan for your Part D benefit because you are eligible for Low Income Subsidy (LIS) also known as Extra Help.  **Note:** The beneficiary is eligible for Low Income Subsidy (LIS), but not eligible for full Medicaid benefits. CMS has facilitated their enrollment in the SilverScript plan for their Part D benefit.  Proceed to [**Step 4**](file:///C:/Users/C337799/Downloads/MED%20D%20-%20Specialized%20Member%20Service%20Team%20(SMST)%20-%20CMS%20Initiated%20Enrollments%20(Auto%20Facilitated%20and%20Reassigned%20Enrollments)%20100423.docx#S4)**.** | |
| CMS Reassignment - TRC212 | | CMS reassigned you into the SilverScript plan because your previous plan’s premium will increase in the upcoming plan year and you will have to pay part of the premium if you remain in your current plan.  **Note:** CMS has reassigned them to the SilverScript plan for their Part D benefit.   * Refer to**:**  [MED D SilverScript - Annual Reassignment of Low Income Subsidy (LIS) Eligible Beneficiaries](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=381521d0-4e7a-4b34-9d2e-8986ffa99826) | |
| Other source | | Proceed to the **next step**. | |
| **3** | From the **Plan Details** section, review **External Product** field to determine if the beneficiary is enrolled in a **State Pharmaceutical Assistance Program (SPAP)** or **Program of All-Inclusive Care for the Elderly (PACE)** plan. | | | |
| **If the External Product...** | **Meaning...** | | |
| SPAP | You have been enrolled in a SPAP plan by the state and will receive your prescription drug benefits from the SilverScript prescription drug plan. A portion of your benefits will be subsidized by the state.  A SPAP is a state funded program that provides people assistance in paying for drug coverage, based on financial need, age and/or medical condition. Points to remember**:**   * Programs vary state by state. * SPAP subsidizes the beneficiary for some cost. * CMS allows qualified SPAPs to submit enrollment requests to PDPs. * States have varying eligibility requirements.   Proceed to next step. | | |
| PACE | You have been enrolled in a PACE plan by CMS and will receive your prescription drug benefits from the SilverScript prescription drug plan. A portion of your benefits will be subsidized by CMS.  **Note**: The Programs of All-Inclusive Care for the Elderly (PACE) provides comprehensive medical and social services to certain individuals, most of whom are dually eligible for Medicare and Medicaid benefits. Beneficiaries must be at least 55 years old, live in the PACE service area, and be certified as eligible for nursing home care by the appropriate State agency.  Proceed to next step. | | |
| **4** | Do you have any questions about your plan? | | | |
| **If...** | | | **Then...** |
| Beneficiary has questions about their benefits. | | | Address the beneficiary’s questions based on existing policies and procedures. |
| Beneficiary wants to **Cancel**/opt out of the plan. | | | Continue to [Compass MED D – Cancellation of Enrollment](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d279a5a4-7ee1-4d5e-a3f7-9f4e71c86efb). |
| Beneficiary wants to **Disenroll**/opt out of the plan. | | | Continue to [Compass MED D – SilverScript – Voluntary Disenrollment](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e26dafa6-215c-4edc-9452-9fb4c29233db). |

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| Related Documents |

Grievance Standard Verbiage (for use in Discussion with Beneficiary) section in [Compass MED D - Grievances Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=70034f51-77df-49a4-ae97-7d3d63b216b3)

[Compass MED D - Handling State Pharmaceutical Assistance Program (SPAP) Calls](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3bc517e5-7747-419a-a106-523403d686dc)

**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/C337799/Downloads/CMS-2-017428)

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