# Compass - MED D - Specialized Member Services Team (SMST) - Mistaken Disenrollment

[General Information](#_Toc179389374)

[Process](#_Toc179389375)

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**Description:** This document outlines the process the Specialized Member Services Team (SMST) will follow when a beneficiary has been involuntarily disenrolled in error.

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| General Information |

**Call Handling:**

* SilverScript (x9110) - Warm transfer to the SMST. Refer to [MED D - Guide to Transferring a Call](https://aetnao365.sharepoint.com/sites/PolarisPHDDocumentationReview/C117141/Documents/Projects/SMST/Work%20Instructions/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/Downloads/TSRC-PROD-029866).
* For all other clients - refer to [Compass - Transferring Calls to Dedicated and Designated Client Teams](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4c87518d-83f5-4884-8631-1f427b77da7d).

A beneficiary may be disenrolled in error due to an internal customer service error (failure to follow work instructions or correct processes) and or incorrect information received by CMS. However, if a beneficiary **says** **that they were disenrolled in error** - this does **NOT** always mean that an error occurred. The CCR is responsible for researching the issue and determining if there is evidence of plan error.

*  **Note:**Refer to [Aetna Compass MED D - SilverScript - Premium Billing Dunning and Disputes Process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9efb103a-cdee-4055-8fe2-870f7486feb4) if the **Disenrollment Reason** found in the **Enrollment Details** section of the **Eligibility & Plan** tab (available from the Medicare D Landing Page) shows one of the following**:**
* INVOLUNT DISENROLL NO PAY PREM
* NON NEJE INV TERM

Refer to Process [Step 1](#Step1) for a screenshot of the **Disenrollment Reason** field.

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| Process |

SMST will follow the steps below**:**

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| **Step** | **Action** | | | | |
| **1** | From the Medicare D Landing Page, review the **Coverage** field in the **Medicare D Member Details Panel** then click the **Eligibility & Plan**tab and review the **Disenrollment Reason** field in the **Enrollment Details** section. | | | | |
| **If the Disenrollment Reason is…** | | **Then…** | | |
| INVOLUNT DISENROLL NO PAY PREM | | Refer to [Aetna Compass MED D - SilverScript - Premium Billing Dunning and Disputes Process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9efb103a-cdee-4055-8fe2-870f7486feb4). | | |
| NON NEJE INV TERM | | Refer to [Aetna Compass MED D - SilverScript - Premium Billing Dunning and Disputes Process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9efb103a-cdee-4055-8fe2-870f7486feb4). | | |
| LOSS PART D ELIGIBILITY | | We received information from Medicare that you no longer qualify for Medicare Part D coverage which automatically disenrolled you from SilverScript.  Proceed to next step | | |
| MEMB DECEASED | | We received information from Medicare that you/the beneficiary were/was deceased which automatically disenrolled you/the beneficiary from SilverScript.  Proceed to next step | | |
| INCARCERATION | | Refer to [Compass MED D - SilverScript and Blue MedicareRx (NEJE) - Resolving Eligibility Issues for Incarcerated or Not Lawfully Present Beneficiaries](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8824428c-b769-4917-83bf-19549ec6f873). | | |
| UNLAWFULLY PRESENT | | Refer to [Compass MED D - SilverScript and Blue MedicareRx (NEJE) - Resolving Eligibility Issues for Incarcerated or Not Lawfully Present Beneficiaries](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8824428c-b769-4917-83bf-19549ec6f873). | | |
| NOT ENROLLED | | The beneficiary is disenrolled.  Review previous case comments in the **Member’s Recent Cases Panel** in the Member Snapshot Landing Page and the **Alerts Panel** in the Medicare D Landing Page.  This is most often seen when a Voluntary Disenrollment request is processed and complete.  If the beneficiary wishes to re-enroll**:**  Warm Transfer to**:**  1-844-985-0085  **Internal Use Only**    Enter Caller’s Zip Code when prompted.    **Note:**Phone number to provide to the beneficiary**if requested** is 1-833-606-0372. Advise the caller not to select Option 1 as this will return the caller to SilverScript Customer Care. State there will be two selections to make and provide the appropriate Options to select for each call type below**:**   * **Current enrolled beneficiary:** Select Option 2 and then Option 1 * **Prospective (non-beneficiary):** Select Option 2 and then Option 2 | | |
| Other reasons | | Refer to [Compass - MED D - Specialized Member Services Team (SMST) - Compass Disenrollment Reasons Guide](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4156e604-0094-43df-a7e5-302a56c4762f). | | |
| **2** | Review the beneficiary’s **Part D** eligibility in Marx.  **Note:** Contact the Senior Team (SRT) for assistance with**:**   * Reviewing MARx Part D eligibility; and/or * Opening Access to Care if necessary (**3 days or less of medication**)   Refer to [Compass MED D - When to Transfer Calls to the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7) and [Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0). | | | | |
| **If …** | **Then…** | | | |
| Termedin MARx | * How many days’ supply of medication do you have on hand? * If you believe that Medicare may have incorrect information, you must contact the Social Security Administration (SSA) to discuss your records. Please request reinstatement of your Medicare Eligibility due to this error. * The SSA can be reached toll-free at <1-800-772-1213>, 8 a.m. to 7 p.m. Local Time Monday through Friday.   + For TTY users, call toll-free at 1-800-325-0778. * **Do not** submit a Support Task unless the beneficiary is reinstated in MARx**.** There is no action the plan can take to resolve the issue until eligibility is restored. | | | |
| **If the beneficiary has…** | | | **Then…** |
| More than 3-day supply of medication | | | * Once we receive new information with reinstatement of your eligibility your enrollment will be restored, and we will send you a letter notifying you of the reinstatement. * If this does not occur within 5-7 business days, please contact us to confirm your reinstatement. * Please be aware that this time period may be longer during the Annual Enrollment Period (AEP) and you will be responsible for the payment of any past due premiums associated with your reinstatement, if approved.   **Do not** give out confirmation numbers of tasks to callers. Member Services cannot verify these numbers.  Proceed to the next step. |
| 3-day supply, or less medication | | | * Please allow me a moment to contact our Senior Team to assist with the issue.   **Contact the Senior Team** (SRT) for assistance with opening Access to Care.   * Refer to [Compass MED D - When to Transfer Calls to the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7).   Click the **Create Support Task** button and submit the following **Support Task** in Compass**:**  **Task Type:** Disenrollment **-** Mistaken Disenrollment  Complete all required fields marked with an asterisk (\*).  **Task Notes:** Beneficiary called to advise they were involuntarily disenrolled due to <Incorrect Date of Death reported or Loss of Part A, B, and D>. Beneficiary can be reached at <current phone number> at <best time to contact>. Beneficiary has 3 days or less of medication on hand. Access to care was opened. Beneficiary was informed to continue to use plan services. Beneficiary was advised to contact SSA. Eligibility was verified in MARx.     * We have opened Access to Care on your behalf so you can fill any necessary medications at your local pharmacy. Please understand that if your reinstatement is **not** approved, you will be responsible for the full cost of any prescriptions filled during this time. * I have also opened a research task with our member services team to review the issue. Someone will be contacting you within 3 business days to follow up on the issue. Please be aware that this time period may be longer during the Annual Enrollment Period and that you will be responsible for the payment of any past due premiums associated with your reinstatement, if approved.   **Do not** give out confirmation numbers of tasks to callers. Member Services cannot verify these numbers.  Proceed to the next step. |
| Reinstated in MARx but not reinstated into the plan | * How many days’ supply of medication do you have on hand? * Please allow me a few moments to submit a research task for this issue.   **Note:** Donotrefer the beneficiary to the Social Security Administration. | | | |
| **If the beneficiary has…** | | **Then…** | |
| More than 3-day supply of medication | | Advise the beneficiary you are opening a research task and that someone would contact them within 3 business days.  Click the **Create Support Task** button then submit the following **Support Task** in Compass:    **Task Type:** Disenrollment **-** Mistaken Disenrollment  Complete all required fields marked with an asterisk (**\***).  **Task Notes:** Beneficiary called to advise they were disenrolled due to <Incorrect Date of Death reported or Loss of Part A, B, and D>. Beneficiary can be reached at <current phone number> at <best time to contact>. Beneficiary has been reinstated in Marx but not reinstated into plan systems. Beneficiary has more than 3 days medication on hand.  I have opened a research task with our member services team to review the issue. Someone will be contacting you within 3 business days to follow up on the issue. Please be aware that this time period may be longer during the Annual Enrollment Period and that you will be responsible for the payment of any past due premiums associated with your reinstatement, if approved.  **Do not** give out confirmation numbers of tasks to callers. Member Services cannot verify these numbers.  Proceed to the next step. | |
| 3-day supply, or less medication | | Contact the Senior Team (SRT) for assistance with opening Access to Care.  Refer to [Compass MED D - When to Transfer Calls to the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7).  Click the **Create Support Task** button then submit the following **Support Task** in Compass**:**  **Task Type:** Disenrollment -Mistaken Disenrollment  Complete all required fields marked with an asterisk (**\***).  **Task Notes:** Beneficiary called to advise they were involuntarily disenrolled due to <Incorrect Date of Death reported or Loss of Part A, B, and D>. Beneficiary can be reached at <current phone number> at <best time to contact>. Beneficiary has been reinstated in Marx but not reinstated into plan systems. Beneficiary has 3 days or less of medication on hand. Access to care was opened. Beneficiary was informed to continue to use plan services.     * We have opened Access to Care on your behalf so you can use your benefits. Please note that if your reinstatement is **not** approved, you will be responsible for the full cost of any claims filed during this time. * I have opened a research task with our member services team to review the issue. Someone will be contacting you within 3 business days to follow up on the issue. * Please be aware that this time period may be longer during the Annual Enrollment Period and that you will be responsible for the payment of any past due premiums associated with your reinstatement, if approved.   **Do not** give out confirmation numbers of tasks to callers. Member Services cannot verify these numbers. | |

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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](https://collab.corp.cvscaremark.com/sites/EnrollOpsProjTeam/SMST%20Projects/Shared%20Documents/Work%20Instructions-NEEDS%20REVIEW/CMS-2-017428)

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