# Compass MED D - Verifying Enrollment, Eligibility, and LIS in MARx

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**Description:** Guidance to verify Enrollment, Eligibility, and LIS in MARx.

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| Overview |

The Medicare Advantage Prescription Drug Eligibility System, also known as **MARx**, will assist MED D Customer Care Representatives (CCRs) in verifying:

* Part D enrollment and eligibility for Medicare eligible beneficiaries
* Low Income Subsidy information for Medicare eligible beneficiaries

Along with other systems such as **Compass**, **FACETS**, and **Fazal**, CCRs will utilize **MARx** to answer and resolve beneficiary eligibility inquiries.

Maintaining access to **MARx**:

* Periodic password changes are not required. CCRs will be required to log into their accounts every 60 days to keep them active.
* An inactive account will be disabled by the system and the CCR will need to reset their password using an IDM self-service procedure or by contacting the MAPD Help Desk.

This document will assist CCRs in the following **MARx** functions:

* Accessing Medicare Eligibility information
* Accessing Part D Client-Specific Information

**Notes:**

* To request access for **MARx** or to change the password, refer to the [Compass MED D - Accessing CMS MARx Portal (062879)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=69a830cf-f402-48c5-a413-ddc6c64ae5db) work instruction for guidance.
* If there is no access to MARx and need assistance verifying information in MARx, contact the Senior Team. Refer to [Compass MED D - When to Transfer Calls to the Senior Team.](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7)

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| Viewing Medicare Eligibility Information in MARx |

Under the **Eligibility** menu of **MARx**, CCRs will be able to view general Medicare plan eligibility information for the specified beneficiary.

CCRs will be able to verify Medicare eligibility such as:

* Part A and B eligibility used to determine eligibility for Part D coverage.
* Part D Eligibility
* Current Enrollment in a Part D plan
* Effective Date of the beneficiary’s enrolled Part D plan
* Number of uncovered months used to determine Late Enrollment Penalty, if any.
* Verification of Low-Income Subsidy if any

**Note:** If no access to MARx and need assistance verifying information in MARx, contact the Senior Team. Refer to [MED D - When to Transfer Calls to the Senior Team](../TSRC-PROD-018060).

Follow the steps below to locate general Medicare eligibility information in **MARx**:

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| **Step** | **Action** |
| **1** | Log into **CMS** **MARx Portal**. Refer to [Compass MED D - Accessing CMS MARx Portal (062879)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=69a830cf-f402-48c5-a413-ddc6c64ae5db).  **Result:** The **Medicare Advantage Prescription Drug (MARx)** **User Security Role Selection** screen will display. |
| **2** | Click the **Beneficiaries** link.  **Result:**  The **Beneficiaries: Find (M201)** screen will display. |
| **3** | Click the **Eligibility** link.  **Result:** The **Beneficiary: Eligibility (M232)** screen will display. |
| **4** | In the **Beneficiary ID #** field, type the beneficiary’s Member Beneficiary Identifier (MBI).  **OR**  Enter the following required fields:   * First name (or first letter of first name) * Last name (or first six (6) letters for last names longer than six letters)   + If a beneficiary has either an apostrophe or a hyphen in their last name, the apostrophe, hyphen, or a space must be entered to match and return the MBI.   + If a beneficiary has a suffix (**Example:** Sr., Jr., III, or IV) after their last name and their last name has fewer than six (6) characters, the user must enter the suffix in the three-digit suffix entry box, without any punctuation, in order to match and return the MBI. The suffix is not required if a beneficiary’s last name consists of six or more characters. * Date of birth * HICN, or beneficiary’s Social Security number, or a portion of the MBI (minimum of three (3) characters)   **Notes:**   * The beneficiary’s Part D prescription benefits ID number is not accepted in **MARx**. * The CCR must use the beneficiary’s MBI found on the beneficiary’s Medicare ID card. |
| **5** | Click the **Find** button.  **Result:** The **Beneficiary: Eligibility (M232)** screen will populate with available Medicare Eligibility information.  **Note:** If an invalid MBI number is entered, the message **Beneficiary Not Found** will display.   * Refer to the [Interpreting Medicare Eligibility Information in MARx](#_Medicare_Eligibility_in)section of this work instructionfor detailed information on this screen. |

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| Interpreting Medicare Eligibility Information in MARx |

The screenshot and Table below will assist the CCR to interpret the information found on the **Beneficiary: Eligibility (M232)** screen:

**Note:** Although current information on file with CMS is viewable on the **Beneficiary: Eligibility (M232)** screen, an audit history of this information is only accessible on the **Beneficiary Snapshot (M203)** screen.

The **Part D Enrollment** section has been removed because the **Enrollment** section now indicates whether the beneficiary is enrolled in a drug plan.

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| **Screen Details** | **MARx Screen**  **(M232)** |
| * Claim Number * MBI Number * Name * Birth Date * Date of Death * Sex * Address * Current State * Current County |  |
| * Contract ID \* * Plan Benefit Package (PBP)\* * Plan Type Code & Description * Start (Effective) Date * End (Termination) Date * Drug Plan   \*Displays only for two most recent enrollments.  **Updates**: This section will also display:   * Beneficiary’s entire enrollment history with most recent enrollment as the top row * Consecutive enrollments in two different PBPs under the same contract * Enrollment in a PACE plan   **Note:** If a Non-SilverScript (S5601) OR Blue MedicareRx (S2893) Contract ID is displayed, advise the beneficiary:     * I see that you are enrolled in another plan starting on <date>. You may contact Medicare for information on that specific plan. * If you would like to contact Medicare, you can call:   **1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week**  TTY users call: **1-877-486-2048**  **Note:** If the caller agrees, cold Transfer them to Medicare. |  |
| * Medicare Part A * Medicare Part B * Start (Effective) Date * End (Termination) Date * (Entitlement) Option   + E = Eligible   + Y = Yes |  |
| * Part D Start (Effective) Date * Part D End (Termination) Date * Medicare Plan Enrollment Ineligibility Periods Due to Incarceration * Medicare Plan Enrollment Ineligibility Periods Due to Not lawfully Present |  |
| * Start Date (of Uncovered Months) * Indicator:   + C = Cumulative   + I = Incremental   + R = Reset to 0 * Number (of Uncovered Months) found by BEQ. * Total Number (of Uncovered Months) * Date/Time Stamp (of BEQ-discovered Uncovered Months) |  |
| * Employer Subsidy Start (Effective) Date * Employer Subsidy End (Termination) Date |  |
| * CARA Status Start Date * CARA Status End Date |  |
| * LIS SEP Election Type Code last used date |  |
| * LIS Subsidy Start (Effective) Date * LIS Subsidy End (Termination) Date * Premium Subsidy Level (0%, 25%, 50%, 75%, 100%) * Co-Payment Level (1-4) * Subsidy Source (SSA LI Applicant, Deemed) |  |

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| Accessing Client-Specific Eligibility Information in MARx |

Under the **Find** menu of **MARx**, the CCR will be able to view **Client-Specific** information for the Contract ID# requested during the registration process.

* This section is useful for viewing the Audit History of a beneficiary’s eligibility information such as:
  + Changes in Low Income Subsidy levels during the beneficiary’s enrollment in either of the plans listed below.

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| **Contract ID** | **Client Name** |
| **S5601** | SilverScript Insurance Company LLC, includes:   * SSI - Individual Enrollees (Client Code x9110) * SSI - Employer Group Waiver Plan Enrollees (Multiple Clients Codes) |
| **S2893** | New England Joint Enterprise   * Blue MedicareRx (CT, MA, RI, VT) * Anthem Blue Cross Blue Shield (CT, MA, RI, VT) |

**Note:** If no access to MARx and need assistance verifying information in MARx, contact the Senior Team. Refer to [MED D - When to Transfer Calls to the Senior Team](../TSRC-PROD-018060).

Follow the steps below to locate client-specific eligibility information in **MARx**:

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| **Step** | **Action** |
| **1** | Log into **MARx**. Refer to [Compass MED D - Accessing CMS MARx Portal (062879)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=69a830cf-f402-48c5-a413-ddc6c64ae5db).  **Result:** The **Medicare Advantage Prescription Drug (MARx)** User Security Role Selection screen will display. |
| **2** | Click the **Beneficiaries** link.  **Result:** The **Beneficiaries: Find (M201)** screen will display. |
| **3** | In the **Beneficiary ID** field, type the beneficiary’s Member Beneficiary Identifier (MBI).  **Notes:**   * The beneficiary’s Part D prescription benefits ID number is accepted in **MARx**. * CCRs must use the beneficiary’s MBI found on the beneficiary’s Medicare ID card. |
| **4** | Click the **Find** button.  **Result:** The **Beneficiary: Eligibility (M202)** screen will populate with available Medicare Eligibility information.  **Note:** If an invalid MBI number is entered, the message **No beneficiary records found for the search criteria** will display. |
| **5** | Click the hyperlinked **Beneficiary ID #**.  **Result:** The **Beneficiary Snapshot (M203)** screen will display in another internet browser window.  Refer to the [Interpreting Client-Specific Eligibility Information](#_Interpreting_Client_Specific) section of this work instruction for detailed information on this screen. |

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| Interpreting Client-Specific Eligibility Information in MARx |

This section allows the CCR to view the Audit History of a beneficiary’s eligibility information. Although current information on file with CMS is viewable on the **Beneficiary: Eligibility (M232)** screen, an audit history of this information is only accessible on the **Beneficiary Snapshot (M203)** screen.

The table below explains the information accessible on the various tabs of the **Beneficiary Snapshot (M203)** screen.

* Descriptions are **only** provided for those tabs applicable to the CCR’s workflow.
* Additional directions for using each tab can be found on applicable work instructions.

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| **Find: Eligibility Tab** | **Tab Details** |
| **Snapshot**  **(M203)** | * MBI Number * Name * Birth Date * Date of Death * Sex * Address   **Note:** SSA State and County Codes have been relocated to the **Status Activity (M256)** tab. |
| **Enrollment** | * Contract ID * Start (Effective) Date * End (Termination) Date   **Note:** By clicking on the Contract ID in this section you can tell the active Plan ID # that should be used to access the account as well as what ID is registered with MARx if there are multiples in Compass. Enrollment details (M222) |
| **Status** | * Medicare Part A * Medicare Part B * Start (Effective) Date * End (Termination) Date * (Entitlement) Option |
| **Payments** | * Part D Start (Effective) Date * Part D End (Termination) Date   **Note:** The **Payment/Adjustment Detail** (**M215**) screen is being enhanced to display the risk adjustment factor used in determining the beneficiary’s payment.   * This information is not applicable for CCR purposes and can be hidden at the user’s discretion. |
| **Premiums** | * Start Date (of Uncovered Months) * Number (of Uncovered Months) found by BEQ * Total Number (of Uncovered Months) * Date/Time Stamp (of BEQ-discovered Uncovered Months)   **Note:** This section is vital to determining the status of an SSA/RRB Deduction request. |
| **SSA - RRB** | * Employer Subsidy Start (Effective) Date * Employer Subsidy End (Termination) Date * SSA Part C/D Premium Withhold Block |
| **Rx Insurance** | * CCR can see if the Beneficiary has the account registered as primary or secondary (SSI) which can affect the alternate flags on the account.   + Useful to be able to look at the information to send up to COB for assistance. |
| **Status Activity**  **(M256)** | * SSA State and County Codes * Low Income Subsidy * Number of Uncovered Months * Health Status Flags (ESRD, MSP, etc.) * Eligibility Status Flags (Part A, Part B and Part D) * Incarceration * Not Lawfully Present     **Note:** The default display for this tab shows a beneficiary’s current information on file with CMS.   * A **View** hyperlink will display under the **History** column in any section that has more information available.   **Example:** A beneficiary’s SSA State and County Code history would be viewable on this tab. |

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| Log Activity |

**MARx** is a Read-only system.

While CCRs are not able to document in **MARx**, CCRs should document their **MARx** findings in the **Medicare D Alerts**.

Refer to [Compass - Call Documentation (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b) and [Compass MED D - Call Documentation Job Aid (061758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=433711aa-8fa6-447c-872b-bd69cd6cd7c0).

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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:** [Customer Care Abbreviations, Definitions, and Terms (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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