# MED D – AE Tool

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**Description:** MED D CCRs will use the AE tool to aid beneficiaries during the Annual Enrollment period. The AE Tool provides information on AE call handling, CMS standard benefits, enrollment periods, IRMAA, LEP, Medigap, and prescription benefits.

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| How to Use the AE Tool |

Follow the steps below to access the AE Tool and navigate to the specific section related to the call:

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| **Step** | **Action** |
| **1** | To access the AE Tool, click on the following hyperlink and the homepage will display: <https://aetnao365.sharepoint.com/sites/MedicareAE2026MAPDCVSHome/Individual%20PDP%202026> |
| **2** | Click the link on the left-hand side to access the section you are looking for. |
| **3** | The individual section of the AE Tool will display, providing you with links to information on the topic and links to related work instructions. |

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| When to Use the AE Tool |

The following sections are available in the AE Tool:

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| **When to Use** | **Section** | **Information** |
| To begin your search for Annual Enrollment topics and updates on recent changes to the AE Tool content. | **Home** | * The homepage includes guidelines on what can and cannot be discussed during Annual Enrollment prior to October 1st. * It contains a "What's New" section, showing the updates to the AE Tool as they occur. |
| What Annual Enrollment topics a CCR can provide to a beneficiary and when to transfer to an Enrollment agent? | **AE Call Handling** | * ​Annual Enrollment Call Guidelines * ​Categories of Enrollment (Telesales) Agents |
| What information is contained in the ANOC and post-ANOC mailings and when you can discuss the information? | **ANOC, Post ANOC** | * Annual Notice of Change (ANOC) Mailing   + Marketing Guidelines   + ANOC Contents * Post ANOC   + Changes to a Maintenance Drug   + Change to a Pharmacy |
| What are the CMS Benefit stages and how much is the TrOOP? | **CMS Standard Benefits** | * ​​​Current Plan Year vs. New Plan Year Comparison Chart * Current Plan Year Benefit Stages * Medicare Prescription Payment Plan (MPPP) * Benefit Stage Limits for Prior Plan Years |
| How to access the formulary for the new plan year? | **Formulary Drug Lists** | * New Plan Year SilverScript PDP Formulary Drug List |
| What are the changes to my plan? | **Individual PDP Plan Benefits** | * ​​​​Benefit Updates   + New Plan Year Highlights   + Year-Over-Year Snapshot   + New SEPs * Formulary Updates   + New Plan Year Formulary Offerings   + Formulary Tiers   + Formulary Changes   + GLP-1 Drugs   + Coverage Determinations and Exceptions * ​​Pharmacy Updates   + New Plan Year Pharmacy Networks   + Days Supply Limits   + Mail Order Delivery (MOD)   + Specialty Pharmacies |
| How do I receive Extra Help for the cost of my medications? What is my extra help benefit for the new plan year? | **LIS (Extra Help)** | * ​​LIS / Extra Help Levels * LIS / Extra Help Member Cost Share * Plan Premium with LIS / Extra Help​ |
| How much will my premium be for the new plan year and how can I pay it? | **Premium Billing** | * Premium Billing Cycles (Due Dates) * Premium Payment Methods |
| What work instructions are available for Annual Enrollment-related questions? | **References – Common AE Related Work Instructions in theSource** | * Links to common Annual Enrollment Related Work Instructions in theSource. |
| What non-CVS Caremark websites are available for Annual Enrollment-related information? | **Resources - External Sites** | Links to the following websites:   * www.aetnamedicare.com   + Drug/Formulary Lookup   + Find a Pharmacy * www.medicare.gov |

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