# MED D Enrollment – FAZAL

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**Description:** MED D Customer Care Representatives (CCRs) will use the **FAZAL** application when handling pre-enrollment and post-enrollment call types such as, but not limited to, the following:

* Verifying a beneficiary’s enrollment is in processing and the status of that enrollment
* Verifying missing information for an incomplete enrollment
* Documenting necessary updates to complete an enrollment

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| Logging into FAZAL |

To access the **FAZAL** application, the CCR will:

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| **Step** | **Action** |
| **1** | **Click** on the **FAZAL PROD** icon on the Desktop or the hyperlink in Internet Favorites.  **Notes:**   * FAZAL works in Microsoft Edge or Google Chrome. * If the **FAZAL PROD** icon is not loaded on the desktop or found as a pre-loaded Internet Favorite, **copy** and **paste** theURL address below into your web browser to access **FAZAL**.   <https://RXENROLL.caremark.com/FAZAL/Code/Admin/StartPage.htm>  **Result:** You will be prompted for your SiteMinder (network) User Name/Password.  **Compass Users:**   * Access the FAZAL Portal from the **Medicare D Landing Page.** * Navigate to the **Medicare D Quick Actions** panel and click the **FAZAL Portal** hyperlink. |
| **2** | Enter your SiteMinder (Network) User Name/Password.    **Result:** You will be auto-directed to Fazal Home screen. |

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| Searching for Enrollment Information in FAZAL |

When a prospective beneficiary inquires about the status of their submitted enrollment application, the CCR will:

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| **Step** | **Action…** | | |
| **1** | **Log** into **FAZAL**.   * Refer to the [Logging into FAZAL](#_Logging_into_FAZAL) section of this work instruction. | | |
| **2** | On the **FAZAL Home** screen, place the cursor over the **Search And Reports** hyperlink.  **Result:** A drop down menu will display.  Click on the **Search** hyperlink in the drop down menu.    **Result:** The **Search** screen will display. | | |
| **3** | **Input** one of the following search criteria:   * **Last Name, First Name and Date of Birth:** DOB must be entered as MM-DD-YYYY. (When entering this information in Fazal it will show all the enrollments received for this beneficiary and is the best way to locate a beneficiary’s enrollment) * **Medicare Number (MBI):** Enter a minimum of 7 characters * **Subscriber ID:** Enter a minimum of 7 characters * **Last Name, First Name**     **Note:** The CCR can search for enrollment information by using one or more of the search criteria. | | |
| **4** | **Click** on the **Submit** button.    **Result:** The **Search Results** screen will display. | | |
| **5** | Verify the beneficiary’s enrollment status in the **Record Stage** column.    **Notes:**   * The search results are listed by **Batch Date** with the most recent enrollment application listed first (i.e. newest to oldest). * View all search results to determine if a more recent application has been marked as Completed. | | |
| **If the Record Stage is…** | **Then…** | |
| Denied | * We see your application was denied. * Would you like more information regarding the denial of your enrollment application? | |
| **If the beneficiary answers…** | **Then…** |
| Yes | Refer to the [Viewing Enrollment Information in FAZAL](#_Viewing_Enrollment_Information) section of this work instruction. |
| No | **Proceed to the next step.** |
| Facets Inserted | Your enrollment application was pre-approved by CMS and the application has been loaded into our enrollment systems for further processing.  **Note:** This record stage applies to EGWP, SPAP, LIS, Facilitated-enrolled and Auto-enrolled beneficiaries.  **Proceed to the next step.** | |
| Incomplete Q | * Your enrollment application is incomplete. * We need additional information to complete the application process. * Would you like to provide it? | |
| **If the beneficiary answers…** | **Then…** |
| Yes | Refer to the [Viewing Enrollment Information in FAZAL](#_Viewing_Enrollment_Information) section of this work instruction. |
| No | **Proceed to the next step.** |
| Opt Hold | Refer to the [Compass MED D - Specialized Member Services Team (SMST) - EGWP Opt Hold Release Process in FAZAL](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2c29dcee-9c67-42b2-b1ec-1a8725b1c6ba) work instruction. | |
| Processed | Your enrollment application is being processed and sent to CMS.  **Proceed to the next step.** | |
| Sent to MMS (Facets) | * Your enrollment application has been approved by CMS. * Your Medicare Part D coverage will take effect on <mm-dd-yyyy>. * It can take up to 48 hours to process.   **Proceed to the next step.** | |
| Withdrawn | Your enrollment record was withdrawn.  **Note:** The beneficiary must complete a New Enrollment application.   * Referto the [Agent Portal](https://www.silverscriptagentportal.com).   **Proceed to the next step.** | |
| **6** | Ask if there are any other benefit questions: | | |
| **If...** | **Then...** | |
| Yes | Address any benefit issues. | |
| No | Document and close the call using current policies and procedures.  Refer to [MED D - Call Documentation](C:\\Users\\C337799\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\40ZZSJWS\\CMS-PRD1-067665).  **Log Activity**  701 **=** Eligibility Verification  1306 = Enrollment/Disenrollment | |

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| Viewing Enrollment Information in FAZAL |

If the prospective beneficiary asks for more details regarding their enrollment application after receiving the application status, the CCR will:

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| **Step** | **Action…** | | |
| **1** | On the **Search Results** screen, **Click** on the Beneficiary ID listed under **SubId**.    **Note:** At the top of the **Search Results** screen, the number of enrollment records found for the beneficary will be displayed.  The CCR can use the following fields to assist in accessing enrollment records:   * SubID * Last Name * First Name * DOB * MBI/HICN * DatePlanEff * ApplStaus * RecordStage   **Result:** **Section 1** of the **Enrollment Form View** screen will display. | | |
| **2** | Determineif **Section 1** of the enrollment application has been fully processed.      **Complete Enrollment**  **Note:** Within the enrollment application, fields highlighted in **PINK** indicate missing or incomplete information. This will result in an incomplete enrollment (ICE) application and notification sent to the prospective beneficiary.      **Incomplete Enrollment** | | |
| **If the enrollment application section…** | **Then…** | |
| Is complete | **Proceed to the next step.** | |
| **CANNOT** be processed due to the following reasons:   * Incomplete or missing information, such as, but not limited to:   + Name   + Address   + MBI   + DOB * OPT Hold * Cancellation | The CCR will obtain the required information from the beneficiary.  **Important:** The CCR should view all sections (1, 2, and 3) of the enrollment application before entering any documentation.  **Proceed to the next step.** | |
| **3** | Clickon the **Section 2** hyperlink of the **Enrollment Form View** screen.  **Result**: **Section 2** of the **Enrollment Form View** screen will display. | | |
| **4** | Determineif **Section 2** of the enrollment application has been fully processed. | | |
| **If the enrollment application section…** | **Then…** | |
| Is complete | **Proceed to the next step.** | |
| **CANNOT** be processed due to the following reasons:   * Incomplete or missing information, such as, but not limited to:   + SEP | The CCR will obtain the required information from the beneficiary.  **Important:** The CCR should view all sections (1, 2, and 3) of the enrollment application before entering any documentation.  **Note:** If missing SEP, then obtain from the beneficiary.  **Proceed to the next step.** | |
| **5** | Clickon the **Section 3** hyperlink of the **Enrollment Form View** screen.  **Result:** **Section 3** of the **Enrollment Form View** screen will display. | | |
| **6** | Determineif **Section 3** of the enrollment application has been fully processed.  **Note:** Within the enrollment application, fields highlighted in **PINK** indicate missing or incomplete information. This will result in an incomplete enrollment (ICE) application and notification sent to the prospective beneficiary. | | |
| **If the enrollment application…** | **Then…** | |
| Is complete | * Advise the beneficiary that their application has completed processing. * Verify in **MARx** that the beneficiary has been enrolled into the plan.   + Refer to the [Compass MED D - Verifying Enrollment, Eligibility, and LIS in MARx](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97073956-89ea-45dc-be12-d8b49af47bab) work instruction.   + S5601 = SilverScript   + S2893 = Blue MedicareRx * Advise the beneficiary that their full profile will be loaded into the system within 72 hours or 3 calendar days. * Advise the beneficiary that the Welcome Kit and Prescription Benefits Card (mailed separately) are sent no later than 10 calendar days after the application has completed processing.     **Note:** During AEP, new ID cards for the upcoming benefit year will be sent **AFTER 12/07**.   * Not **ALL** beneficiaries receive a new card for the benefit year | |
| **CANNOT** be processed due to **incomplete or missing** information, such as, but not limited to:   * IEP * SEP * Plan choice | Obtain the required information from the beneficiary.  To complete enrollments that are incomplete or missinginformation:  Referto the[Compass MED D - Incomplete Enrollments (ICE) or Enrollments with Missing Information](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c31eec52-fb25-4867-9693-4b5129d67190)work instruction. | |
| **CANNOT** be processed due to an **OPT Hold** status | Refer to the [Compass MED D - Specialized Member Services Team (SMST) - EGWP Opt Hold Release Process in FAZAL](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=2c29dcee-9c67-42b2-b1ec-1a8725b1c6ba) work instruction for details on how to release an enrollment application in **OPT Hold** status. | |
| **CANNOT** be processed due to a **cancellation request** | **If the request is received…** | **Then…** |
| Prior to the effective date | * Your enrollment was not processed due to a request to cancel your enrollment. * Let me research this a bit further for additional details.   Refer to the [Compass MED D - Cancellation of Enrollment](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d279a5a4-7ee1-4d5e-a3f7-9f4e71c86efb). |
| After the effective date | The request is viewed as a disenrollment request.  Refer to:   * [Compass MED D - Specialized Member Services Team (SMST) - Cancellation of Voluntary Disenrollment](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f91cc8b2-7c71-411c-af04-187b729ec322) * [Compass MED D - Blue MedicareRx (NEJE) Voluntary Disenrollment](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=88243c36-3de2-40d1-8069-a8f149c9d260) |
| **7** | Ask if there are any other questions. | | |
| **If…** | **Then…** | |
| Yes | Address any benefit issues. | |
| No | Document and close the call using current policies and procedures.  Refer to [MED D - Call Documentation](C:\\Users\\C337799\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\40ZZSJWS\\CMS-PRD1-067665).  **Log Activity**  701 **=** Eligibility Verification  1306 = Enrollment/Disenrollment | |

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| Determining the Enrollment Source in FAZAL |

The CCR can also view the source of an enrollment (how the enrollment was received) under the **Enrollment Form View** screens.

The beneficiary’s enrollment source can be determined by interpreting the information displayed in two fields:

* The **Image Source** field
* The **Data Origin** field

To locate the enrollment source for a submitted enrollment application, the CCR will:

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| **Step** | **Action…** | | | |
| **1** | **Log** into **FAZAL**.  Refer to the[Logging into FAZAL](#_Logging_into_FAZAL)section of this work instruction. | | | |
| **2** | **Search** for enrollment information specific to the beneficiary.  Refer to the[Searching for Enrollment Information in FAZAL](#_Searching_for_Enrollment)section of this work instruction. | | | |
| **3** | On the **Search Results** screen, **Click** on the **SubId** hyperlink.  **Result:** **Section 1** of the **Enrollment Form View** screen will display to include the **Image Source** and **Data Origin** fields.      **Note:** Use the below chart to reference the acronyms under the Data Origin field. | | | |
| **Acronym** | | **Meaning** | |
| **AGNTP** - Agent Portal | | Outside Agent | |
| **C:D** - Connect:Direct | | Used for any MBEST file loads from SPAPS, CMS, especially the auto-enrolled Beneficiaries. | |
| **CMSF -** CMS Facilitated | | TRC118 LIS Facilitated Enrollment | |
| **ICALL** - Agent Portal or ICALL | | Over the Telephone | |
| **MLPP** - PAPER | | Mail or Fax Enrollment | |
| **OEC** - CMS Online Enrollment Center | | A Data Exchange (DEX) method code, used for any enrollments that come in from the web site on [www.medicare.gov](http://www.medicare.gov). | |
| **ROLL** - CMS authorized rollover | | A beneficiary’s Medicare Advantage Plan is terminated, CMS authorizes a rollover to ensure coverage if beneficiary fails to find a new plan | |
| **WEBIN** - Consumer web or WEBIN | | Aetna Website | |
| **WRAPX** - Fazal Web Enrollment | | DM46 (EGWP Clients) | |
| **4** | Use the following table to determine the enrollment source based on what information is populated in the **Image Source** and **Data Origin** fields:  **Note:** For EGWP Enrollment records with a record stage of **Facets** **Inserted**, the **Image Source** and/or **Data Origin** fields will appear blank. | | | |
| **If the Image Source field is…** | **OR the Data Origin field is…** | | **Then the Enrollment Source is…** |
| Not Available in **FAZAL**.  **Note:** View the Part D event in **FACETS** under Enrollment Source. | Not Available In **FAZAL**.  **Note:** View the Part D event in **FACETS** under Enrollment Source.  **Note:** If no access to FACETS, Transfer to the Senior Team. Refer to [MED D - When to Transfer Calls to the Senior Team](C:\\Users\\C337799\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\40ZZSJWS\\TSRC-PROD-018060). | | Auto/Facilitated Enrollment |
| PAPER | MLPP | | Fax Enrollment |
| PAPER | MLPP | | Mail Enrollment |
| CMS OEC | OECT | | Medicare Website |
| Agent Portal | AGNTP | | Outside Agent |
|  | AGNTP or ICALL | | Over the Telephone |
| Consumer Web or WEBIN. | WEBIN | | Aetna Website |
| Fazal Web Enrollment | WRAPX | | DM46 (EGWP Clients) |

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| Accessing Enrollment Letter History in FAZAL |

A history of enrollment letters sent to the beneficiary is viewable under the **Letter Section** hyperlink in **Section 1**.

The viewable letters can include, but are not limited to, the following types:

* Notification of a received enrollment application
* Notification of a completed enrollment application
* Request for information to complete an incomplete enrollment
* Request for information to complete an enrollment with missing information
* Notification of a denial of enrollment
* Notification of a denial of disenrollment
* Notification of a denial of cancellation of enrollment

To view the enrollment letter history for a beneficiary in **FAZAL**, the CCR will:

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| --- | --- | --- |
| **Step** | **Action…** | |
| **1** | **Log** into **FAZAL**.  Refer to the[Logging into FAZAL](#_Logging_into_FAZAL)section of this work instruction. | |
| **2** | **Search** for enrollment information specific to the beneficiary.  Refer to the[Searching for Enrollment Information in FAZAL](#_Searching_for_Enrollment)section of this work instruction. | |
| **3** | On the **Search** **Results** screen, **Click** on the **SubId** hyperlink.  **Result:** **Section 1** of the **Enrollment Form View** screen will display to include the **Letter Section** hyperlink. | |
| **4** | **Click** on the **Letter Section** hyperlink at the **top** of the **Section 1** screen.    **Result:** The **Letter Section** screen will display. | |
| **5** | **View** the **Letter History** section of the **Letter Section** screen.    **Note:** **Letter Section** screen is a read-only screen.   * In the **Letter History** section, the CCR can **ONLY** view the types of enrollment letters sent to the beneficiary. The CCR will **NOT** be able to view the actual letter sent. * The **Select Letters** section will **NOT** be active for the CCR. The CCR will **NOT** be able to send letters in **FAZAL**. * To submit a request for another copy of an enrollment letter previously sent, refer to the [Compass MED D - SilverScript and Blue MedicareRx (NEJE) - Enrollment Related Support Tasks](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=39a75bb6-425d-4eb7-a436-036f5da9d31a). | |
| **6** | Ask if there are any other questions. | |
| **If…** | **Then…** |
| Yes | Address any issues. |
| No | Document and close the call using current policies and procedures.  Refer to [MED D - Call Documentation](C:\\Users\\C337799\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\40ZZSJWS\\CMS-PRD1-067665)  **Log Activity**  701 **=** Eligibility Verification  1306 = Enrollment/Disenrollment |

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| Enrollment Audit Trail in FAZAL |

The **Audit Trail** located under **Section 1**. This screen shows the progress of a submitted application through the enrollment process. It includes dates as well as the user ID of the individual entering or making notations on the submitted enrollment application.

To view the audit trail for a beneficiary’s enrollment application, the CCR will:

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| --- | --- |
| **Step** | **Action…** |
| **1** | **Log** into **FAZAL**.  Refer to the[Logging into FAZAL](#_Logging_into_FAZAL)section of this work instruction. |
| **2** | **Search** for enrollment information specific to the beneficiary.  Refer to the[Searching for Enrollment Information in FAZAL](#_Searching_for_Enrollment)section of this work instruction. |
| **3** | On the **Search Results** screen, Clickon the **SubId** hyperlink.  **Result:** **Section 1** of the **Enrollment Form View** screen will display to include the **Audit Trail** hyperlink. |
| **4** | **Click** on the **Audit Trail** hyperlink on the **right** side of the **Section 1** screen.     * Review the Audit Trail in the Fazal Application to see the Election type being used for the enrollment by clicking **show all**.     **Result:** The **Audit History** screen will display. |
| **5** | **View** the **Modified Date** and **Modified By** fields on the **Audit History** screen to determine who made changes to the enrollment application and when.    **Note:** This screen also will help the CCR identify an enrollment application’s current **Record Stage** or status in processing. |

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| Resolution Time |

Varies by process

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| FAQs |

The following FAQ will assist the CCR in addressing questions regarding enrollment:

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| **Question** | **Answer** | |
| **Who enrolled me in this plan?** | When there are multiple enrollment requests, the most recent enrollment submitted to any MED D plan cancels all previous enrollment requests.  Refer to the [Determining the Enrollment Source in FAZAL](#_Determining_the_Enrollment) section of this work instruction. | |
| **If the beneficiary…** | **Then…** |
| Does not agree and wants to be disenrolled. | Refer to:   * [Compass MED D - Specialized Member Services Team (SMST) - Cancellation of Voluntary Disenrollment](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f91cc8b2-7c71-411c-af04-187b729ec322) * [Compass MED D - Blue MedicareRx (NEJE) Voluntary Disenrollment](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=88243c36-3de2-40d1-8069-a8f149c9d260) |
| Asks specific questions about the plan | Refer to   * [MED D - 2025 SilverScript PDP Readiness Plan Design Reference](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2b21522b-c27b-4b5a-a6c0-fc8805816fcc) * [MED D - 2024 Readiness Plan Design Reference](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e1c2210e-ca58-4dc6-8cd7-63e4d2340c4a) |

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| Related Documents |

Grievance Standard Verbiage (for use in Discussion with Beneficiary) section in [MED D - Grievances Index](C:\\Users\\C337799\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\40ZZSJWS\\TSRC-PROD-007931)

**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](C:\\Users\\C337799\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\40ZZSJWS\\CMS-2-017428)

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