# Aetna Compass MED D - SilverScript - Premium Billing Social Security Administration (SSA) Collection Letter Job Aid

[SSA Collection Letter Details (for Premium Billing Specialized Care Team)](#_Toc187657678)

[SSA Collection Letter Frequently Asked Questions (for Premium Billing Specialized Care Team)](#_Toc187657679)

**Description:** Provides details necessary to assist the MED D beneficiary with questions related to the recent receipt of a Social Security Administration (SSA) Collection Letter sent by the Plan.

 These beneficiaries **must be WARM transferred to the Premium Billing Specialized Care Team** at **1-(866)-824-4055**. If encountering any issues with connecting to the 1-866-824-4055 phone number for appropriate transfer calls, consult with your Supervisor for further assistance; you may be instructed to contact IT to report any technical difficulties.

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| SSA Collection Letter Details (for Premium Billing Specialized Care Team) |

The SSA Collection Letter states the **SilverScript** beneficiary owes a past due balance from when their premium was **not** withheld from their Social Security Administration Benefit or their Railroad Retirement Board benefit.

* This letter can be viewed in **OneClick** with their previous invoice. Refer to the [Compass MED D - Viewing Correspondence and Requesting Reprints](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6bce8cc8-2318-4271-85a3-07198190a18c) (061763) work instruction.
  + Sample Letter: [MED D - Premium Billing SSA Collection Letter Sample (010212)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=f4fe877c-eb4d-4631-bab4-8e6e56fae21c)
* Research the account under the **Medicare D** **Landing Page in Compass** to verify the beneficiary’s most current **Premium Withhold Option** is SSA or RRB. Refer to [Aetna Compass MED D - SilverScript - SSA/RRB Premium Withholding (063011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5cb44731-3a9c-419d-bc0e-502b1b8a5aeb).
* Research the account under the **Medicare D** **Landing Page in Compass** to verify which premium months the beneficiary’s **Premium Withhold Option** was **INV**.

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| SSA Collection Letter Frequently Asked Questions (for Premium Billing Specialized Care Team) |

Refer to the below Frequently Asked Questions:

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| **#** | **Question** | **Answers** |
| **1** | **Why did I receive this letter if I am set up for SSA?** | You have a balance due for months in which your plan premium was not withheld from your SSA or RRB benefit. |
| **2** | **How much do I owe?** | According to your current invoice, the amount owed is <$xx.xx>. |
| **3** | **When is the amount due?** | According to your current invoice, the amount is due on <date>. |
| **4** | **Which months do I owe a premium for?** | According to your current invoice, you owe a premium for <month>. |
| **5** | **What if I don’t think that I owe the premium amount on the invoice?** | Please allow me to submit a request to have your account researched.A plan representative will contact you once research is complete.  **Premium Billing Specialized Team Process Note:** Submit the following Support Task:  **Task Category:** MED D  **Task Type:** Premium Billing Inquiry Medicare D  **Complete all required and applicable fields**  **Amount Disputed:** <Enter amount>  **Reason For Dispute:**  SSA RESEARCH  **Task Notes:** Document the following:   * **SSR015, SSA RESEARCH:** Please research amount disputed. * Beneficiary’s contact number.   **Note:**  When submitting the above task for SSA RESEARCH, your Task Notes MUST include “SSA RESEARCH” and “SSR015.” |
| **6** | **Why am I now receiving an invoice for a prior month’s balance?** | During a recent review of your account, it was identified that you have a balance due prior to SSA/RRB deductions being taken from your Social Security check. |
| **7** | **Could I make the Payment now?** | Yes, I can process a one-time payment for you.  **Premium Billing Specialized Team Process Note:** Advise beneficiary of the payment options. Refer to [Aetna Compass MED D - SilverScript - Premium Billing General Information, Processes, & Document Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b4765dd1-d9b7-4dbe-afd6-0e4f6b509082) (062831). |

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