



SALES NEWS

Florida Blue 
Your local Blue Cross Blue Shield

September 22, 2023
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Telephone Enrollment for Medicare Advantage and PDP

Sales Audience: Medicare

Summary

The telephone enrollment line will be open through the Annual Enrollment Period (AEP) to help agents enroll consumers in Florida Blue Medicare and FHCP Medicare Advantage plans (MAPDs) and prescription drug plans (PDPs).

Details

The telephone enrollment line for Florida Blue and FHCP products will be available for agents to enroll consumers.

Important note: Make sure your customer has your contact information before you connect them with the telephone enrollment line. Telephone enrollment reps are not licensed agents, so they cannot provide plan information to consumers. The rep will advise your customer to call you.

Telephone Enrollment Line

The telephone enrollment phone line will be available to complete applications to provide a paper-free enrollment process for consumers enrolling in the following plan types:

- Medicare Advantage (HMO, PPO, RPPO, HMO-DSNP)
- Prescription Drug Plans (Rx)
- FHCP products

The telephone enrollment line cannot enroll consumers in Medicare Supplement plans.

Phone Number

The telephone numbers for the Telephone Enrollment line are:

- English: 1-866-203-6827
- Spanish: 1-866-203-7412

Please note: Do not provide these telephone numbers to customers. Agents should personally transfer consumers to the telephone enrollment line. Callers should never be given these numbers to dial on their own.

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Hours of Operation (all times ET)

Date	Weekday	Hours
October 15 – December 7	Monday - Friday	10 a.m. – 6:30 p.m.
	Saturday & Sunday	closed

Telephone Enrollment Process

- Selling agent must complete needs assessment and plan selection – including checklist
- Selling agent should explain the telephone enrollment process to the Medicare enrollee after confirming they want to enroll in a plan.
- Warm transfer member to a telephone enrollment representative. Stay on the line to provide necessary details for enrollment, as follows:
 - Full plan name and plan number
 - Requested effective date and election period type
 - PCP name & NPI (Primary Care Physician’s National Provider Identifier) or facility number
 - Customer name, date of birth, Medicare beneficiary identifier and effective dates for Medicare Parts A and B
 - Agent ID (AOR)
 - Agent contact information (Phone number and email address)
 - **Note:** If you remain on the line, the telephone enrollment rep will verbally review certain Medicare Checklist items with your customer.

Note: The telephone enrollment representative will email you when enrollment is complete or if enrollment is not possible. The subject line will indicate “Telephone Enrollment,” and the email will include the application ID number (application ID is also provided to the customer). Please do not reply to this email, because this email address cannot receive replies. **You will need to work with your client to resolve an incomplete enrollment.**

Tips

Ask your customer to write down the following before **warm transferring** them to the telephone enrollment representative:

- Toll-free number to reach you (in case they are disconnected). **Reminder:** Do not provide customers with telephone enrollment phone numbers. Agents should personally transfer callers to the telephone enrollment line.
- Your agency/agent ID and your name (AOR)
- Your phone number and email address for any questions
- The plan they selected
- The enrollment type (for SEPs – they must know the specific reason)
- If HMO, the facility ID for their primary care physician
- The Medicare Claim Number from their red, white, and blue card. Their Medicare number (HICN) should be at least 9 digits

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Next Steps

If you have questions, contact your Area Manager or the Agent Service Center at 800-267-3156.

Sales Toolkit

For details, see the Medicare TE-SOA Line Tips Job Aid in the Agent Training section in the Medicare toolkit.