

2010 Direct Fax Agent Guide

Today's Options® PFFS

Medicare Advantage Health Plans

Today's Options® PPO

Medicare Advantage Health Plans

PrescribaRxSM PDP

Medicare Prescription Drug Plans

Community
CCRSM PDP
Local Pharmacists Caring for You.



UNIVERSAL
AMERICAN

A Healthy CollaborationSM

With Direct Fax, you can submit enrollments by fax 24 hours a day, seven days a week. Your faxed pages are received at our fax server and then processed by the Today's Options Private Fee-for-Service (PFFS), Today's Options Preferred Provider Organization (PPO), Community CCRx and PrescribaRx enrollment teams.

For even quicker enrollment submission and processing, enroll online at AgentLink or at the Web site listed at the top of the enrollment form.

How to Enroll in the Direct Fax Program

You **must** be enrolled in the Direct Fax Program to send enrollments through Direct Fax.

- 1) It is required that your fax machine be located in your office. The use of fax machines at any other location (e.g., The UPS Store, FedEx Kinko's, Office Depot, etc.) **is strictly prohibited under HIPAA regulations.**
- 2) To enroll in the Direct Fax program follow the instructions on the Direct Fax Transmittal Cover Sheet. Be sure to keep a clean copy of the cover sheet for future use, or download additional copies off AgentLink.
- 3) You should receive a confirmation e-mail or a phone call within approximately two hours. When the confirmation is received, you are officially enrolled in the Direct Fax program. If you do not receive a confirmation within two hours, please contact one of our Direct Fax processors at:

Today's Options Private Fee-for-Service (PFFS) or Preferred Provider Organization (PPO)	1-866-856-5849
Community CCRx	1-800-261-6073
PrescribaRx	1-866-258-8735

Our Direct Fax processors are available Monday – Friday, 9 AM – 6 PM Eastern Time. If you submit your Agent Enrollment Fax after 5 PM Eastern, you may not receive a confirmation until the next business day by 10 AM Eastern.

E-mail inquiries may be sent to directfax@patni.com. **However, do not transmit client health information over e-mail.**

By submitting the initial Agent Enrollment fax, you agree to adhere to all requirements and procedures as covered in this document. Failure to comply with these guidelines or properly use this program may cause you to lose your Direct Fax privileges.

How to Submit Enrollment Forms through Direct Fax

Upon successfully enrolling in the program, you may begin to submit enrollment forms through Direct Fax. To ensure that your application is processed as quickly as possible, please make sure to follow all instructions on the Direct Fax Transmittal cover sheet and:

- 1) Copy the front and back of all application pages.
- 2) Fax your application pages in the proper sequence.
- 3) Fax the application pages to the correct fax number.

For Today's Options Private Fee-for-Service (PFFS) and Today's Options Preferred Provider Organization (PPO), Community CCRx and PrescribRx the correct sequence of enrollment pages is as follows:

- 1) Cover Sheet
- 2) Enrollment Form (in proper page order)
- 3) Any additional documentation

Each Cover Sheet submitted will result in one confirmation e-mail or phone call to your office within approximately two hours. Each enrollment receives its own confirmation number. If the number of pages indicated on your Cover Sheet does not correspond with the total received at the Enrollment Processing Center, you will receive a message indicating this. Resubmit the entire application if you receive a request to resubmit.

Note: The Direct Fax Program must abide by strict CMS regulations regarding processing and turnaround times. Therefore, your prompt responsiveness is crucial. If you receive a confirmation advising that your fax was rejected due to clarity issues, missing pages or other errors, you must resolve these issues within 24 hours or these faxes may be treated as an incomplete enrollment. This slows down the enrollment process and negatively impacts you, your commission and your client.

To avoid confusion and the possibility of duplication, you should speak with a Fax Processor if you are aware of a fax error or failed transmission on your end. Keep copies of each enrollment and confirmation to serve as proof of enrollment submission. In the event of a system error, you might be asked to provide these documents.

After hours Direct Fax submissions: You may submit enrollments through Direct Fax 24 hours a day, seven days a week. However, because our Direct Fax processors are available Monday – Friday, 9 AM – 6 PM EST, if you submit a Direct Fax after 5 PM EST, you may not receive a confirmation until the next business day by 10 AM EST.

If we receive your fax before midnight (your time), the enrollment will be marked as received on that calendar date. This is particularly important for month-end submissions—as long as we receive your fax by midnight (your time) on the last business day of the month, your enrollment counts for that month.

Note: You **must** save the original enrollment form along with the confirmation received via e-mail or phone as proof of submission. Without this information, enrollment submissions cannot be acknowledged or verified. Confirmation of receipt will be sent by fax if you do not specify an e-mail address or are unable to be reached by phone.



UNIVERSAL
AMERICAN

A Healthy Collaboration™

Universal American (NYSE: UAM), through our family of healthcare companies, offers benefit plans designed to promote collaboration among our members and their healthcare professionals. This Healthy Collaboration improves the health and well-being of over two million people with Medicare every day.

Today's Options[®] PFFS, PPO

Medicare Advantage Health Plans

PHOTOCOPY THIS FOR YOUR USE
(You may also obtain additional copies off AgentLink.)

Direct Fax Transmittal Cover Sheet

Fax ONLY enrollment forms for Private Fee-for-Service (PFFS) or Preferred Provider Organization (PPO) to: 1-866-903-8235

- Note:**
- If this is the first time you are submitting an enrollment form via Direct Fax, please check the appropriate box below and complete the agent information section to qualify as a Direct Fax User. Fax ONLY this Cover Sheet to the number provided below and a test confirmation will be provided to verify your enrollment as a Direct Fax User. Upon receipt of this confirmation, you may begin submitting enrollment forms.
 - Multiple enrollments (a maximum of five) submitted on a single Cover Sheet must be written by the same agent.
 - A Direct Fax confirmation number will be provided via e-mail or phone within approximately two hours for faxes received by 5 PM EST. Faxes received after 5 PM EST will be confirmed the following business day by 10 AM EST. If no confirmation is received, you may call 1-866-856-5849 or e-mail directfax@patni.com for Direct Fax receipt status.

FIRST TIME DIRECT FAX USERS: Please check this box. Complete the following agent information and fax only this form to the number listed below (required to enroll).

Agent Name

Agent Number

Phone

Fax

E-mail Address

Total Pages Faxed (including cover sheet)

Date

Forms Sequence: 1) Direct Fax Transmittal Cover Sheet
2) Complete Enrollment Form
3) Any other documentation

	Applicant Name	Applicant HIC Number
1.		
2.		
3.		
4.		
5.		

NOTICE TO AGENT: Please retain all enrollment forms submitted through the Direct Fax Process until the member receives his or her Welcome Kit.

DO NOT MAIL THE ORIGINAL ENROLLMENT FORM!

Direct Fax Transmittal Cover Sheet

Fax ONLY enrollment forms for Community CCRx to: 1-866-635-3177

- Note:**
- If this is the first time you are submitting an enrollment form via Direct Fax, please check the appropriate box below and complete the agent information section to qualify as a Direct Fax User. Fax ONLY this Cover Sheet to the number provided below and a test confirmation will be provided to verify your enrollment as a Direct Fax User. Upon receipt of this confirmation, you may begin submitting enrollment forms.
 - Multiple enrollments (a maximum of five) submitted on a single Cover Sheet must be written by the same agent.
 - A Direct Fax confirmation number will be provided via e-mail or phone within approximately two hours for faxes received by 5 PM EST. Faxes received after 5 PM EST will be confirmed the following business day by 10 PM EST. If no confirmation is received, you may call 1-800-261-6073 or e-mail directfax@patni.com for Direct Fax receipt status.

FIRST TIME DIRECT FAX USERS: Please check this box. Complete the following agent information and fax only this form to the number listed below (required to enroll).

Agent Name

Agent Number

Phone

Fax

E-mail Address

Total Pages Faxed (including cover sheet)

Date

- Forms Sequence:
- 1) Direct Fax Transmittal Cover Sheet
 - 2) Complete Enrollment Form
 - 3) Any other documentation

	Applicant Name	Applicant HIC Number
1.		
2.		
3.		
4.		
5.		

NOTICE TO AGENT: Please retain all enrollment forms submitted through the Direct Fax Process until the member receives his or her Welcome Kit.

DO NOT MAIL THE ORIGINAL ENROLLMENT FORM!

PrescribaRxSM PDP

PHOTOCOPY THIS FOR YOUR USE
(You may also obtain additional copies off AgentLink.)

Medicare Prescription Drug Plans

Direct Fax Transmittal Cover Sheet

Fax ONLY enrollment forms for PrescribaRx to: 1-866-635-3177

- Note:**
- If this is the first time you are submitting an enrollment form via Direct Fax, please check the appropriate box below and complete the agent information section to qualify as a Direct Fax User. Fax ONLY this Cover Sheet to the number provided below and a test confirmation will be provided to verify your enrollment as a Direct Fax User. Upon receipt of this confirmation, you may begin submitting enrollment forms.
 - Multiple enrollments (a maximum of five) submitted on a single Cover Sheet must be written by the same agent.
 - A Direct Fax confirmation number will be provided via e-mail or phone within approximately two hours for faxes received by 5 PM EST. Faxes received after 5 PM EST will be confirmed the following business day by 10 AM EST. If no confirmation is received, you may call 1-866-258-8735 or e-mail directfax@patni.com for Direct Fax receipt status.

FIRST TIME DIRECT FAX USERS: Please check this box. Complete the following agent information and fax only this form to the number listed below (required to enroll).

Agent Name _____ Agent Number _____

Phone _____ Fax _____

E-mail Address _____

Total Pages Faxed (including cover sheet) _____ Date _____

- Forms Sequence: 1) Direct Fax Transmittal Cover Sheet
2) Complete Enrollment Form
3) Any other documentation

	Applicant Name	Applicant HIC Number
1.		
2.		
3.		
4.		
5.		

NOTICE TO AGENT: Please retain all enrollment forms submitted through the Direct Fax Process until the member receives his or her Welcome Kit.

DO NOT MAIL THE ORIGINAL ENROLLMENT FORM!