

SSU Talking Points for Medicare Part D Exit

Mutual of Omaha will not offer the 2011 Coventry Health Care, nor any company's, Medicare Prescription Drug Plan (Part D) effective November 1, 2010.

Why?

This has been difficult in administrating due to changing CMS regulations. Feedback from producers is that they prefer to choose who they want to work with for Part D.

Since producers can get contracted with another Medicare Part D partner, will SSU have a list of those carriers?

Direct the producer to Medicare.gov website for carrier information.

On the Agency side, can the agents get appointed with another carrier for Part D?

Yes they can.

How long will Mutual of Omaha accept applications for 2010 Part D Plans?

Mutual of Omaha must receive applications for 2010 coverage no later than midnight on Wednesday, October 27, 2010.

What happens to applications received after October 27th, will MOO return them?

Who will they be sent back to?

Not sure yet, still working out the details – we may send them on to Coventry but the producer won't get commission from us.

Are active AdvantraRx Medicare Part D policies impacted?

No, your AdvantraRx customers' policies are not impacted.

What happens with my renewal commissions for policies sold before the contract termination?

Mutual of Omaha will continue to pay renewal commissions according to CMS guidelines as long as you are an agent with an active contract with Mutual of Omaha.

Will I have to take the AHIP certification test to receive renewal commissions?

Coventry has informed us that producers must be certified and appointed to continue to receive renewal commissions effective January 1, 2011. We are awaiting details on this requirement and will provide additional information as it becomes available.

Who will answer my questions about commissions for applications written and submitted before October 27, 2010?

Mutual of Omaha's Distribution Compensation area, 800-475-4465, will continue to answer commission questions for these policies.

How can I support my Medicare supplement customers for a prescription drug plan option?

While we will not have a corporate contract with a Medicare Part D partner in 2011, you may contract directly with a Part D sponsor or send your customers to <http://www.medicare.gov> for assistance in selecting a plan.

Some other facts on this announcement....

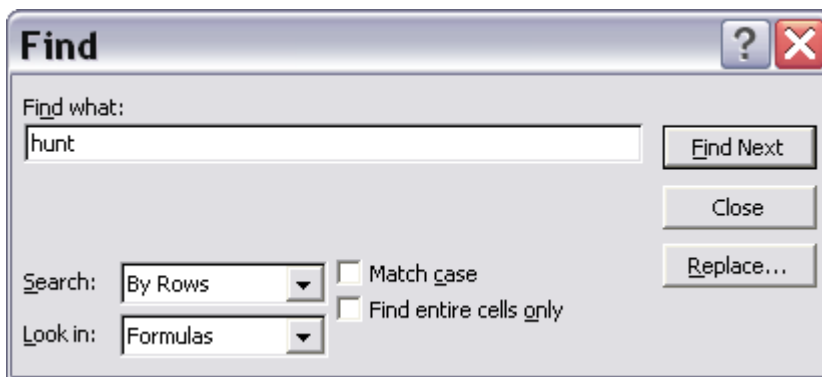
For producers asking about their \$100 reimbursement.

Coventry has agreed to mail paper checks to the qualifying producers. We have agreed upon the final listing of those qualifying producers.

Stored in the SSU database is the **Part D Eligibility List**, an excel spreadsheet with tabs for Agency and Brokerage.

If a producer contacts us inquiring if they will get reimbursed, please check the list by using the Hot Keys CTRL-F anywhere in the spreadsheet.

A drop box occurs. Type in the last name of the producer, choose Find Next.



The producer if on the list, will then be identified by a his/her name surrounded by a bold black border...

1	Agency Num	Agency Name	Producer Name	Producer SSN	4 of ssn	First Name	Last Name
2	1002	PHOENIX DIVISION OFFICE	RICHARD C ERICKSON	468041339	1339	RICHARD	C ERICKSON
3	1002	PHOENIX DIVISION OFFICE	ROBERT E PEIRCE	585166806	6806	ROBERT	E PEIRCE
4	1020	LOS ANGELES DIVISION OFFICE	ROGER DUANE STICKLER	553503191	3191	ROGER	DUANE STICKLER
5	1039	RONALD R WIESE DIVISION OFFICE	BILLIE R ALLEN	520524209	4209	BILLIE	R ALLEN
6	1039	RONALD R WIESE DIVISION OFFICE	BRIAN E MANN	504746292	6292	BRIAN	E MANN
7	1039	RONALD R WIESE DIVISION OFFICE	BROCK J GOODWIN	164624117	4117	BROCK	J GOODWIN
8	1039	RONALD R WIESE DIVISION OFFICE	DANIEL JOSEPH MEYER	524251421	1421	DANIEL	JOSEPH MEYER
9	1039	RONALD R WIESE DIVISION OFFICE	DAVID L SCHROEDER	522880966	0966	DAVID	L SCHROEDER
10	1039	RONALD R WIESE DIVISION OFFICE	DEBRA ANN OSTER	522942949	2949	DEBRA	ANN OSTER
11	1039	RONALD R WIESE DIVISION OFFICE	L J PIFER	521805809	5809	L	J PIFER
12	1039	RONALD R WIESE DIVISION OFFICE	PAUL GENTLE	521803505	3505	PAUL	GENTLE
13	1039	RONALD R WIESE DIVISION OFFICE	SCOTT J VEIGEL	520683194	3194	SCOTT	J VEIGEL
14	1039	RONALD R WIESE DIVISION OFFICE	SHANNON JO KAMPBELL	506869960	9960	SHANNON	JO KAMPBELL
15	1039	RONALD R WIESE DIVISION OFFICE	TODD SANFORD BINGHAM	529923781	3781	TODD	SANFORD BINGHAM
16	1055	SUN COAST DIVISION OFFICE	AVONELLE LEISSRING DARE	313501100	1100	AVONELLE	LEISSRING DARE
17	1055	SUN COAST DIVISION OFFICE	JOSHUA SCOTT MEYER	289784118	4118	JOSHUA	SCOTT MEYER
18	1055	SUN COAST DIVISION OFFICE	LARRY R BAKER	315446478	6478	LARRY	R BAKER
19	1055	SUN COAST DIVISION OFFICE	SUSAN JANE MATTHEWS	524727906	7906	SUSAN	JANE MATTHEWS
20	1064	GREG GARNER DIVISION OFFICE	ALAN EDMUND BROOKS	158420521	0521	ALAN	EDMUND BROOKS
21	1064	GREG GARNER DIVISION OFFICE	ERROL M BLAKELY	422783499	3499	ERROL	M BLAKELY
22	1064	GREG GARNER DIVISION OFFICE	JAMES ALEXANDER WHITAKER	412533610	3610	JAMES	ALEXANDER WHITAKER
23	1064	GREG GARNER DIVISION OFFICE	NAOMI RUTH MCNEESE	415024241	4241	NAOMI	RUTH MCNEESE
24	1068	ILLINOIS DIVISION OFFICE	DEBRA BERNICE FEENEY	333645882	5882	DEBRA	BERNICE FEENEY
25	1068	ILLINOIS DIVISION OFFICE	PHILIP NEAL RAINES	331409895	9895	PHILIP	NEAL RAINES
26	1074	INDIANAPOLIS DIVISION OFFICE	DANIEL WILEY MACKLEM	393448520	8520	DANIEL	WILEY MACKLEM
27	1074	INDIANAPOLIS DIVISION OFFICE	LOUIS E WORL	316507483	7483	LOUIS	E WORL
28	1074	INDIANAPOLIS DIVISION OFFICE	WALLACE B STOELTING	009347997	7997	WALLACE	B STOELTING
29	1110	GREAT LAKES DIVISION OFFICE	JOHN R HUNT	424643034	3034	JOHN	R HUNT
30	1110	GREAT LAKES DIVISION OFFICE	JULIE C GOLDSMITH	384547314	7314	JULIE	C GOLDSMITH
31	1110	GREAT LAKES DIVISION OFFICE	KEVIN B AVERILL	369588141	8141	KEVIN	B AVERILL
32	1110	GREAT LAKES DIVISION OFFICE	THOMAS J COOK	370889453	9453	THOMAS	J COOK

In the above example...note the yellow highlighted row.

This means that the producer may have sold more than 4 policies but did not qualify for reimbursement as they were not appointed and/or certified prior to the sale of some or all of the policies in question.

The ETA on when the checks will go out is yet to be determined by Coventry. Further communication will be shared with the field as this piece is finalized.

Reimbursement Qualifications...

1. A producer must be appointed or certified prior to the sale.
2. Qualifying policy dates are from 11/15/2009 through 03/31/2010
3. Did not rapidly disenroll (within first 3 mos of policy effective date).

For 1-4 qualifying policies, the reimbursement is \$50.00

For 8 or more qualifying policies, \$100.00