

Universal American Makes Your SEP Enrollments Easy!

Do you have members losing their Medicare Advantage Private Fee-for-Service plan for 2010? If so, we can make your job easy!

Take advantage of our Special Election Period (SEP) replacement program.

- We have filed a letter with CMS that you can personalize with your name, address and phone numbers and mail to clients losing their coverage. We make it easy for you to service these customers!*
- If you elect to use the mail vendor we have contracted with, the letter will be mailed by the vendor on your behalf. If the letter is mailed in one of our core markets, we'll pay 75% of the total cost...you'll pay only the remaining 25%!
- Yes! Once enrolled, we will compare the enrollment information against the CMS database and will issue commission advances within 3-5 days following our processing of the completed enrollment. Advances will NOT be issued until your enrollment is complete.

To make things even simpler, submit your SEP enrollments through our new **Telephone Enrollment System, and the required phone verification can be done within 2 hours of the enrollment**. Using this system, there's no need to meet personally with the client, and best of all, there's no paperwork. Conduct the enrollment entirely over the phone for maximum ease and convenience.

You may also submit your enrollments electronically using AgentLink, or send them by DirectFax or mail.

We expect to be permitted to begin processing these applications on October 1, 2009, because they are considered to be SEP (Special Election Period) elections.

IMPORTANT NOTE: To avoid issues related to deductibles and co-payments, we encourage you *not* to change the member's coverage for the last two months of 2009; enroll them instead in plans from the Universal American family of companies effective January 1, 2010. This means fewer changes for the member.

***You MAY NOT contact your clients or send any letters to them about these terminations until October 1 (unless CMS issues further guidance on these SEP's). If members contact you about their SEP prior to October 1 you may answer their questions but no enrollments may be taken until October 1st.**

IMPORTANT: Do not send Universal American your list of clients being terminated by other carriers; send the list to the mail house *only*. Or, mail the letter yourself. Watch for more details.

CALL TODAY! We are here to service our agents and our new members! Please call us today for more details about our SEP Replacement Program. Please call
at _____ or e-mail us at _____