

SALES NEWS

Florida Blue 
Your local Blue Cross Blue Shield

September 15, 2022
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New D-SNP Agent Support Number

Sales Audience: Medicare

Summary

Agents selling Florida Blue Medicare Complete (HMO-DSNP) plans can now call an all-in-one toll-free phone number to access the various types of support they need to take care of their clients. This article includes more information about what agents can access when they call this number.

Details

In the past, agents had to call four different numbers to access the various types of support they need to help their DSNP clients. With this new toll-free number, agents only have to make one call to get all the help they need. Here are the services and support options agents can access when they call the new number: 1-855-793-4448:

- **D-SNP Eligibility**
Verify your client's Medicare and Medicaid eligibility during the application process.
- **Medicaid Program Education and Application Assistance**
If you have a lower-income client who is not currently enrolled in Medicaid, we can help them to assist you and your client enroll into various state programs. •
- **Agent Service Center**
Get help with D-SNP product/benefit information, agent portal assistance (AgentPoint), technical support, Medicare certification/training support and enrollment support.
- **D-SNP Case Management Client Support Line**
Most members should be able to get their issues addressed by contacting Member Services. However, we know that they also reach out to their agents with such questions. In these situations, their case manager may be able to assist.

For more information about the new toll-free number, [click here](#).

DSNP Health Risk Appraisal

In addition, when you are working with DSNP clients, please encourage them to complete their Health Risk Appraisal (HRA) so they can earn \$20 in rewards through HealthyBlue Rewards. Members should save this number, 1-305-261-9061 as Florida Blue HRA on their phones so they don't miss the call. Or they can call this number directly to complete their HRA. After completing their HRA, members are eligible for a \$20 reward. The HRA is available in English, Spanish and Creole.

Continued on Next Page

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Next Steps

Remember to call 1-855-793-4448 for any support you need to help your DSNP clients. Also, please encourage DSNP members to complete their HRA and to save this number, 1-305-261-9061 as Florida Blue HRA on their phones.

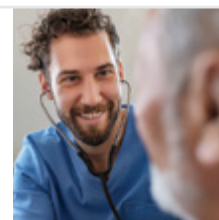
BlueMedicare Complete HMO D-SNP

BlueMedicare Complete HMO D-SNP plans

If you have a prospect who is eligible both for Medicare and Medicaid (dual-eligible), you can enroll them in a Florida Blue Medicare HMO D-SNP plan with confidence. In addition to your knowledgeable guidance, they will be assigned a dedicated care team to help them manage their health plan benefits and services.

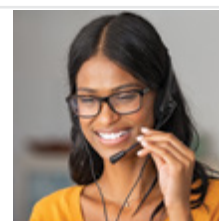
Registered Nurse Case Manager

- The central point of contact who helps members access their health care benefits
- Assists the member with care needs, completing health risk assessment and adjusting to life at home after a hospital stay



Community Associates

- Help members over the phone with making appointments, scheduling rides, and getting prescriptions, supplies and equipment



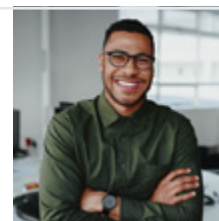
Social Worker

- Available for the member over the phone or in person
- Connects them with community resources (like housing, food assistance, utility assistance applications and Medicaid long-term care applications)



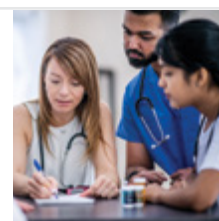
Medicaid Eligibility Specialist

- Helps the member understand and use their Medicaid benefits
- Determines member's eligibility for Medicaid so they don't lose their benefits
- Will help with application for food stamps



Care Team

- Dedicated to managing the member's care and advocating for their needs



FOR AGENT USE ONLY

D-SNP Agent Eligibility and Support Services: 1-855-793-4448

A single toll-free phone number and directory in English and Spanish to assist agents access the various types of support, to enroll clients into the Florida Blue D-SNP product and provide ongoing D-SNP client support.

The Spanish-language option is available by pressing #2.

Press 1

D-SNP Eligibility

Contact to verify your client's Medicare and Medicaid eligibility during the application process.

Press 2

Medicaid Program Education and Application Assistance

If you have a lower-income client who is not currently enrolled in Medicaid, we can help them to assist you and your client enroll into various state programs.

- New Medicaid program application & status
- Food stamp applications & status, LIS application & status
- Deeming and Medicaid redetermination process & status
- Medicare Saving Plan application & status

Press 3

Agent Service Center

- D-SNP product/benefit information
- Agent portal assistance (AgentPoint)
- Technical support
- Medicare certification/training support
- Enrollment support

Press 4

D-SNP Case Management Client Support Line

Most members should be able to get their issues addressed by contacting Member Services. However, we know that they also reach out to their agents with such questions. In these situations, their case manager may be able to assist.

- Requesting contact information for their case manager
- Client is seeking assistance with getting an appointment or accessing care.