

# FOCUS NEWS

## Outbound Enrollment and Verification Reminder

### What is Outbound Enrollment and Verification (OEV)?

All Medicare Advantage (MA) plan sponsors, including UnitedHealthcare, are required by the Centers for Medicaid & Medicare Services (CMS) to conduct OEV telephone calls to ensure consumers understand they have enrolled in a Medicare Advantage plan or Prescription Drug Plan (PDP) and the benefits within that plan. Listed below are the actions agents must take with consumers to prepare them for the OEV call.

### Agents Must

- Review the OEV checklist within the Pre-Enrollment Sales Kit and the OEV process with each consumer.
- Obtain the best telephone number for the consumer so the OEV call may be completed.
- Educate the consumer that the OEV process is completed by a contracted vendor who cannot answer plan or benefit questions.
- Advise the consumer that the vendor will try to telephone the consumer three (3) times. If the first attempt to contact is not successful, the consumer will also receive an Enrollment Verification letter.
- All outreaches are completed within 15 days of receiving the Enrollment Application.
- Advise the consumer that the vendor will ask for the consumer's date of birth to confirm their identity.
- Ask the consumer to contact you if they have questions with the OEV process or outcome.
- Explain that participation is completely voluntary.

### Agents Must Not

- Be present with the consumer at the time of the OEV telephone call.

Submit your questions about the OEV process to [Compliance\\_Questions@uhc.com](mailto:Compliance_Questions@uhc.com) or to your sales leader.

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