

Outbound Education and Verification Call

If you have enrolled in a Medicare Part D plan, within the next few weeks a friendly representative from DSS Research, our vendor, will call you to verify the Medicare Part D plan was fully explained. Your sales agent will not be on the call with you. **This call is required by Medicare** and will not affect your ability to enroll in the plan. The representative will ask for your name and your date of birth to confirm your identity.

During the call the representative will ask you questions such as:

- Did your sales agent tell you that we would be calling you to verify enrollment?
- Did your sales agent explain that the plan you chose is a Medicare prescription drug plan? It is not Original Medicare. And it is not a Medigap or a Medicare supplement insurance plan.
- Did your sales agent explain that the Medicare Part D plan you chose has a network of pharmacies and that the network can change at any time?
- Did your sales agent explain what your share of the cost of services received would be? Such as: copays, coinsurance, prescription drug coverage, or premium if your plan has one.
- Did your sales agent inform you that you must keep paying your Medicare Part B premium?
- Did your sales agent explain that you may be able to get extra help to pay for prescription drug premiums and costs if you have a limited income?
- Did your sales agent explain that once you are enrolled in the plan, you will receive a member ID card and that this member ID card needs to be used every time you purchase prescription drugs?
- Did your sales agent tell you about the confirmation letter, member ID card and Welcome Kit you will receive once you are enrolled?

Plan is insured or covered by an affiliate of UnitedHealthcare Insurance Company or one of its affiliates, a Medicare-approved Part D sponsor.