

Evercare Chronic Illness – Verification Process as of 11/1/08

Introducing Physician's Verification Fax Form Option Explanation of Changes

What's Changing

The Evercare Chronic Verification Process changed as of November 1.

Why It's Changing

- 2009 CMS requirements call for verification of a chronic condition by a provider prior to enrollment – we have 21 days to get the verification or application is denied.
- Tighter requirements and definitions around who qualifies for enrollment into a Chronic SNP.
- We have two new forms
 - EVC Chronic Authorization Verification (HIPAA) form
 - EVC Physician Fax Verification form

Benefits of this Change

- It eliminates the need for commission chargebacks for members not verified with a chronic condition.
- It should help facilitate faster pre-enrollment verification.

General Instructions

- Be sure to fill out each form accurately and completely,
- Follow each step whether you are completing an online, iEnroll, telephonic or paper application.
- STOP using your Pre-enrollment Qualification Assessment or any other earlier versions of verification forms on November 1, 2008. Use only the new forms.

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Sales Agent with Enrollee

Complete enrollment application for Evercare Chronic Illness. Leave a paper copy if taken on paper. If done telephonically, on-line or off-line, a paper copy will be sent in about a week.

Complete paper EVC Chronic Authorization Verification Form.
Leave the customer copy with the applicant.

Complete the paper EVC Physician Fax Verification Form.

Copy the Unique Identifier Number from the application or the tracking number from on-line/off-line app onto both the EVC Chronic Authorization Verification Form and the EVC Physician Fax Verification Form.

Address an envelope while still with the applicant.
Use clinic/office name, not name of the physician on the envelope.

Insert the EVC Physician Fax Verification Form
and the EVC Chronic Authorization Verification Form.

Stress to applicant how critical it is their doctor verify their illness within 21 days. Ask the applicant to take the envelope to their doctor in the next day or two. If they can't, agent may volunteer to mail to or drop off at clinic for customer. While still with the applicant, ask them to call the doctor's office and tell them that agent JOE DOE will be bringing the forms and would they please complete and fax the forms to UnitedHealth Group ASAP

Sales Agent

Send application via iEnroll, eModel or paper.
Send EVC Chronic Authorization Verification Form via fax **(704-719-2703)**.

*See the other side of this job aid for an explanation of what's changing, why it's changing, and what the benefits will be to you.

