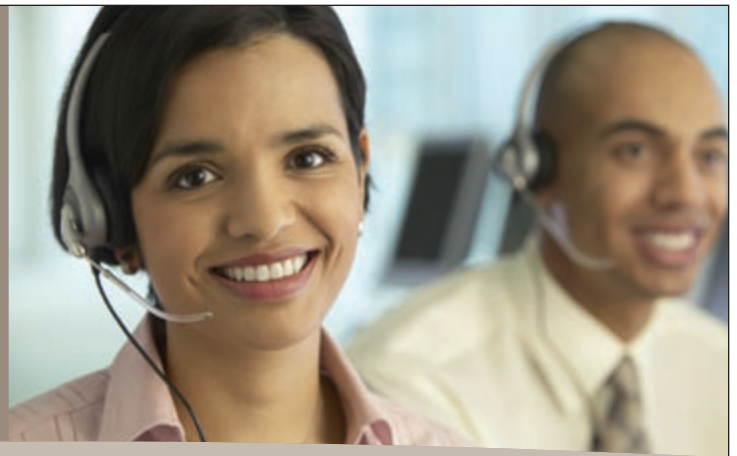


Keys to a Successful Outbound Education and Verification Call (OEV)!



It is critical to communicate to your prospective members that they will be contacted by an authorized representative from DSS Research to conduct a short phone survey. The purpose of the survey is to ensure that the member understands:

- They have enrolled in a MA Plan
- They understand their benefits within the plan.

We are currently conducting OEV calls for SecureHorizons PFFS, Evercare (Dual and Chronic Illness) SNP Plans. Over the next several months the OEV program will be expanded in scope to incorporate other UnitedHealthcare products such as AmeriChoice, MAPD, etc. We will keep you informed once additional new products are implemented.

It is important that you, the agent, cover the following areas with your customer at the point of sale:

- Inform your customer someone will be calling from our trusted 3rd party vendor DSS Research within the next 10 business days following their enrollment, to follow-up with them on some key areas. Let your customer know this is a protection for them and that United wants to make sure they understand the plan they have enrolled in & are comfortable with their choice. The call will only take a few minutes and they will only be asked a few questions.
- Review provider information with all your customers and make sure they are in the network (this applies to all MA products, except PFFS).
- Review “Deeming” concept clearly with your PFFS enrollees. This is extremely important as it has been an area where we receive a high number of member complaints.

From a quality and regulatory perspective, below are examples of the types of questions that will be asked during the survey:

- Do you understand that you enrolled in a Medicare Advantage plan?
- Do you understand this is not a Medicare Supplement Plan or Medi-gap plan?
- Did the sales agent verify your medical providers were in the network (Non- PFFS plans)
- Did your representative explain what a “deemed” provider means? (PFFS Only)
- Did the representative explain your plan benefits information such as copayment/co-insurance, and any applicable plan premium described in the enrollment kit?
- Do you receive both Medicare and Medicaid benefits?
- Did the sales representative leave you a copy of the Summary of Benefits (SB)?
- Did the sales representative leave you with their contact information?

**If you have any questions regarding the OEV process
please contact the Producer Help Desk: 1-888-381-8581**