

**AGENT FIELD FORCE BULLETIN UPDATE**

Date: October 17, 2007

To: All General Agency Agents

Re: ***Agents should not contact CMS regarding status of enrollee elections***

The Centers for Medicare & Medicaid Services (CMS) regional office staff is reporting an increasing number of phone calls from Today's Options agents regarding the status of enrollee elections (enrollment and disenrollment).

Although some agents have reported that they were directed to contact CMS by Universal American staff, this is not the proper procedure and agents must not contact CMS regarding enrollment or any other matters.

Agents who have questions regarding the status of enrollee elections should contact Today's Options or send a query through the special email address, [Enrollment@todaysoptions.com](mailto:Enrollment@todaysoptions.com).

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