

APPLICATION TURN AROUND TIME (TAT)

Chapter 2 - Medicare Advantage Enrollment & Disenrollment Chapter, Section 40.3

NEW Coventry Health Care policy takes effect on October 1, 2012 to support agent/broker compliance for on-time applications.

On-time submission of completed and signed Medicare Advantage and Prescription Drug enrollment applications is critical to our shared success. Coventry requires agent/broker partners to submit signed enrollment applications within two calendar days of receipt (see Medicare agent contract, *Section 3.6 - Enrollee Applications*). *Faxing the application is the preferred method. Please be aware, mailing is not an acceptable method, unless the application is sent by overnight mail. **The signed application must be received by Coventry within two calendar days.***

This requirement allows adequate time for Coventry's Enrollment Department to review and verify a client's application before transmitting it to CMS for processing within the required CMS timeframe. To ensure that contracted partners comply with requirements for "on-time" submission of Medicare Advantage and Prescription Drug enrollment applications, Coventry is implementing a new tracking system. This **NEW POLICY** (outlined below) will take effect on October 1, 2012.

- After three documented instances of an agent/agency's failure to submit an enrollment application to Coventry within two calendar days (constituting late submission), the writing agent will no longer be permitted to sell any Medicare products for Coventry for the remainder of the CMS contract year.
- Coventry agents' submitted applications will be tracked weekly by the Agent Writing Number (AWN) to verify on-time receipt.
- Late submissions will be counted cumulatively for the week (i.e., if an agent has ten late applications for the week, it counts as one violation).
- Coventry will inform a writing agent via email, with copies to the Coventry local health plan and/or upline distribution of any late submissions; it is a series of "TAT Notice" messages (e.g., "TAT Notice 1, 2 or 3").
- For each documented violation (first, second, third), the email will specify the week during which application(s) were not submitted on time. The local Coventry health plan/marketing organization will meet with the agent to review and complete an agent Counseling Form which must be signed by both parties and returned to Coventry through the Agent Oversight Department.
- If an agent believes the weekly TAT data or TAT Notice is inaccurate, the agent can appeal the decision by contacting Coventry's Agent Oversight team at: 800-266-8807, option 1, extension 2445, 3755 or 2448, Monday - Friday, 7:30 a.m. - 4:00 p.m. ET.

Agents should contact their upline marketing organization with any questions, or their local Coventry sales team if they are contracted locally to sell Coventry Medicare Advantage plans.

Please refer to the complete CMS guidance: Chapter 2 - Medicare Advantage Enrollment and Disenrollment at (enter link in the Internet browser): [HTTP://www.cms.gov/Medicare/Eligibility-and-Enrollment/MedicareMangCareEligEnrol/Downloads/FINALMAEnrollmentandDisenrollmentGuidanceUpdateforCY2012-REV11162011.pdf](http://www.cms.gov/Medicare/Eligibility-and-Enrollment/MedicareMangCareEligEnrol/Downloads/FINALMAEnrollmentandDisenrollmentGuidanceUpdateforCY2012-REV11162011.pdf).

- Section 40.3 - Transmission of Enrollments to CMS
. . . the MA organization must submit the information necessary for CMS to add the beneficiary to its records as an enrollee of the MA organization within 7 calendar days of receipt of the completed enrollment request.