



Broker Brief

Q3 2023



Medicare Card Image Approval Process

The Centers for Medicare & Medicaid Services (CMS) made changes to obtaining approval to use the Medicare Card Image and the required updates to the Pre-enrollment checklist.

Process for obtaining approval for the use of Medicare Card Image from CMS

Plans, TPMOs and agents need to:

1. Send an email to the marketing mailbox at Marketing@cms.hhs.gov with an attached copy of the material that has the Medicare ID card image on it. An email must be sent for both Marketing and Communication materials.
2. Receive either an approval or disapproval from the marketing mailbox.
3. For marketing materials, the actual marketing piece and the email permitting the use of the Medicare card image should be zipped and uploaded into the marketing module using the SMID of the marketing piece.



Medicare Requirements for PY2024, Before You Sell:

- Send your 2024 AHIP to salesupport@caresource.com upon completion.
- Complete our **2024 Medicare Product Certification**. If you have not received the link to complete this, please email CareSource Sales Operations at salesupport@caresource.com or call us at (833) 230-2002. Here is the link: <https://caresource.litmos.com/account/Login>

Sales made by an agent who is not fully credentialed (licensed, appointed where applicable and certified) at the time of sale will not be paid commission and are required to be reported to CMS.

2024 Marketplace & DSNP Product Road Show Schedule

Don't forget to join your Broker Account Manager team at this year's roadshows! We will be discussing Plan designs, service areas, new commission rates and more all while enjoying great food! Click [here](#) to see availability and to RSVP.

State	Date	Time	City
Ohio	Wednesday 9/6/2023	11:00 - 1:00	Toledo
Indiana	Wednesday 9/6/2023	11:00 - 1:00	Evansville
Indiana	Thursday 9/7/2023	11:00 - 1:00	Fort Wayne
Kentucky	Thursday 9/7/2023	11:30 - 1:30	Louisville
Indiana	Friday 9/8/2023	11:00 - 1:00	Indianapolis
Ohio	Tuesday 9/12/2023	11:00 - 1:00	Cleveland
Kentucky	Tuesday 9/12/2023	11:00 - 1:00	Lexington
Ohio	Wednesday 9/13/2023	11:00 - 1:00	Columbus
Ohio	Thursday 9/14/2023	11:00 - 1:00	Cincinnati
West Virginia	Friday 9/15/2022	11:00 - 1:00	Virtual WV
Georgia	Tuesday 9/19/2023	12:00 - 2:00	Savannah
Georgia	Wednesday 9/20/2023	11:00 - 1:00	Atlanta

Heat map preview & tentative schedule

About one month after our 2024 Product Roadshow tour, CareSource will be hosting virtual heat map presentations. These presentations will give you a firsthand look into how CareSource stacks up against the competition in all aspects of our product including benefits, rates, network and more! Please be on the look out for RSVP information. Our tentative schedule can be found below.

State	Date	Time
West Virginia	Tuesday 10/24/2023	10:00 – 11:00
Indiana	Tuesday 10/24/2023	1:00 – 2:00
Kentucky	Wednesday 10/25/2023	10:00 – 11:00
North Carolina	Wednesday 10/25/2023	1:00 – 2:00
Ohio	Thursday 10/26/2023	10:00 – 11:00
Georgia	Thursday 10/26/2023	1:00 – 2:00

Reminders and additional announcements

- Marketplace presale: be on the lookout for the announcement regarding official date of the Shopping period start
- D-SNP Product available through Sunfire platform with a target date: 8/16
- Don't forget to get your required certifications: Medicare, Marketplace, FFM, Kynect, GA Access

Broker Survey

Be on the look out for our broker survey! Please put consideration into this survey and provide us your honest feedback. This survey allows us at CareSource to better serve YOU!