



Broker Brief

Q4 2023

Thank You!

Open Enrollment Updates

Thank you for all you are doing to support CareSource during this OEP.

You are the one who has the relationships with our members, and we never take that for granted. Keep in mind, we have a brand-new diabetic plan available on silver & gold metal levels. Reach out to your Broker Account Managers if you have any questions regarding these plans or would like some materials. Speaking of materials, all digital sales collateral for our Marketplace & D-SNP plans can be found on our [producer's page](#).

D-SNP Update

While AEP has come to an end, please keep in mind that in many cases, people can still be enrolled in a CareSource D-SNP plan! If you enroll a client in a CareSource D-SNP plan, they will be able to enjoy great benefits such as, but not limited to:

- \$1,000 flex card annual allowance to use towards dental, hearing, and vision.
- \$6,000 annual limit for preventive and comprehensive dental care including dentures, implants, and crowns.
- \$150 allowance per month for over-the counter (OTC) drugs and healthy foods.
- Silver&Fit® gym membership, home fitness kit (options include FitBit & Garmin trackers), digital workouts, and online resources.
- UNLIMITED transportation to medically related appointments – including gym, pharmacy & grocery.
- Home companion services. 60 hours per year.
- 28 meals after hospital discharge or observation.
- \$450 annual allowance for glasses and/or contacts.
- Advanced level hearing aids + batteries every 3 years.
- BrainHQ® online brain health improvement tool.

Reach out to your Broker Account Managers if you have any D-SNP questions or simply would like to request some materials.

Portal & Enrollment Process Updates

A few quick reminders:

- Member ID cards are now available on the broker portal.
- The ability to enroll in autopay at the time of enrollment is live.
- CareSource OH D-SNP plan is now available on the Sunfire platform.

Compliance updates

The Centers for Medicare & Medicaid Services (CMS) is releasing guidance on the updated resource limits for individuals who apply and qualify for the low-income subsidy (LIS). The CY 2024 resource limits are \$15,510 (\$30,950 if married) for the full LIS benefit. For beneficiaries who notified the Social Security Administration (SSA) that they expect to use some of their resources for burial expenses, pursuant to 20 CFR 416.1231, the CY 2024 resource limits are \$17,010 (\$33,950 if married) for the full LIS benefit.



Broker Survey

You should have received a broker survey by now. Be sure to complete this by the December 20th deadline so that you can be entered in for a chance to win one of three \$100 Amazon gift cards. Your feedback is extremely valuable in helping us support YOU the best we can!

Upcoming 2024 Events

Please be on the look out for an invite to our advisory council sessions. These are a great opportunity for you, the agent, to give CareSource your uncensored feedback. We want to hear about how we can better serve you.

Last year was our first year doing these. These sessions are so valuable and really make a difference. Here are a couple of examples why; there were 2 repeated points of feedback we heard across all markets. 1.) Agents need to be able to view/download member ID cards on the broker portal. 2.) Agents need to be able to enroll their clients in Autopay at time of enrollment. We are please to announce that both items have been resolved.