



Broker Brief

Q1 2024



Agency Council Updates

The Broker Account Management team has completed our Advisory Council sessions across all markets. We would like to give a special thanks to the attendees. These meetings are extremely valuable and have directly led to changes in CareSource's sales operations, and product designs. For example, the ability to download Member ID cards on the broker portal and the ability to enlist members in autopay at the time of enrollment have been implemented because of the feedback our valued agents provided at these councils.* We are already sharing the feedback from these latest councils with various departments throughout CareSource and we look forward to discussing the changes made during our next advisory councils that will take place in Q3.



***You can access Member ID cards through our enhanced portal.**

Access here: <https://acprodcmsl-prod-producerportal-approuter.cfapps.us10.hana.ondemand.com/cp.portal/>

Sales Support & Compliance Updates

CareSource relies on CMS 834 data for enrollment information. Specific to Agent of Record (AOR) changes, if there is a plan change that includes a new AOR, the AOR will be updated. If there is no plan change the AOR remains the same. Occasionally, we receive an AOR change request signed by the member. The request is honored to reflect the member's choice.

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.

Network Update

CareSource Indiana Marketplace

We would like to inform you that marketplace members will be able to begin receiving services at Franciscan Health System on March 15th.

Broker Survey

Thank you to those of you who participated in our end of year 2023 broker survey that was sent out in December. Our team is analyzing the data and looking to make improvements based on your feedback. However, this year we had our lowest participation of any year in our survey. For those who didn't take the survey, we want to hear directly from you as to why you chose not to participate and if there is anything we can do to differently to motivate you to participate in next years survey. If you have thoughts you would like to share, please send them via e-mail to: BrokerManagers@CareSource.com.

