



Broker Brief

Q2 2024



Pharmacy

Have questions about covered medications, costs, and in-network pharmacies? Visit our pharmacy page for access to this information and more! [Pharmacy | CareSource](#)

- **Formulary** – View the full Prescription Drug Formulary including any coverage limitations like prior authorization or step therapy restrictions. [Prescription Drug Formulary | Indiana – Marketplace | CareSource](#)
- **Find A Pharmacy** – Get prescriptions from any pharmacy that accepts CareSource Marketplace. Use the **Find a Pharmacy Quick Link** to find a pharmacy near you. Open Enrollment - [Pharmacy Benefit Plans \(express-scripts.com\)](#)
- **Price A Medication** – Check coverage limitations and price of medication. [Open Enrollment - Pharmacy Benefit Plans \(express-scripts.com\)](#)

D-SNP Updates

As we continue to evolve, we are excited to share that the Health Needs Assessment (HNA) – *you may better know these as a Health Risk Assessment* – is now part of the CareSource DSNP enrollment process within Connecture. We received feedback this is functionality many agents have been asking for. Hooray for technology, gone are the fillable PDFs of yesterday!

- A reminder that for the remainder of 2024, CareSource offers our external sales agents \$150 for a completed HNA with the DSNP enrollment. Please share this with your DSNP sales agents.

SunFire was added to our family of DSNP enrollment portals last year. If you are utilizing SunFire for your Medicare enrollments, we ask that you reach out to SunFire and request access to CareSource's plan through the platform. You and your DSNP agents will not have visibility to our DSNP product until that partnership is set up.

CMS Medicare Regulations Updates

Possible End Dates for the SEP for Government Entity-Declared Disaster or Other Emergency (§§ 422.62 and 423.38)

- This provision updates the SEP rules for individuals affected by an emergency or major disaster declared by a Federal, State or local government entity.

Revise Initial Coverage Election Period Timeframe To Coordinate With A/B Enrollment (§ 422.62)

- CMS finalized the extension of the timeframe for an individual to elect MA when first eligible. Specifically, the rule allows an individual who newly enrolls in Part A and/or Part B beyond their initial Medicare enrollment period to elect to join an MA plan up to 2 months after the date they have both Part A and Part B coverage. Currently, a person who does not elect MA before the effective date of their Part A and B coverage generally must wait until the next enrollment period that is available to them to make an MA election.

Termed Agents

While books of business are greatly appreciated, there is an expectation of continued annual activity, or the appointment will be reviewed for possible termination if there is a prolonged lapse of activity with regards to enrollments. If you are having trouble adding CareSource products to your book of business, please reach out to your Broker Account Management team as they will be happy to strategize and give you the tools you need to be successful. The Broker Account Managers can also address any questions or concerns you may have.

2025 Marketplace & DSNP Product Road Show Schedule

Save the date for a road show location near you! Invitations that include location and details will be released at the beginning of August.

State	Date	Time	City
Ohio	Wednesday 9/4/2024	12:00 - 2:00	Cleveland
Ohio	Thursday 9/5/2024	11:00 - 1:00	Columbus
Ohio	Friday 9/6/2024	11:30 - 1:30	Cincinnati
Indiana	Wednesday 9/11/2024	11:00 - 1:00	Gary
Indiana	Thursday 9/12/2024	11:00 - 1:00	Fort Wayne
Ohio	Friday 9/13/2024	12:00 - 2:00	Toldeo
Indiana	Monday 9/16/2024	11:00 - 1:00	Indianapolis
Indiana	Tuesday 9/17/2024	11:00 - 1:00	Evansville
Kentucky	Wednesday 9/18/2024	11:30 - 1:30	Louisville
North Carolina	Thursday 9/19/2024	11:00 - 1:00	Winston-Salem
North Carolina	Friday 9/20/2024	11:00 - 1:00	Charlotte
Georgia	Tuesday 9/24/2024	11:00 - 1:00	Atlanta
Georgia	Wednesday 9/25/2024	11:00 - 1:00	Augusta
Georgia	Thursday 9/26/2024	12:00 - 2:00	Savannah

Agent Connection (AX)

Portal link & updated tutorial now available on the producer's tab (tools & resources)



You can access the new CareSource Broker Portal (Agent Connect) on our website. Visit: [Tools & Resources | CareSource](#), Click Access Agent Portal tab.

Unfamiliar with the new Agent Connect portal?

Review the updated tutorial to learn more about the functionality of this tool. Visit: [Multi-Multi-B-1826551 Agent Portal Tutorial Update_FINAL \(CareSource.com\)](#)

Network Update

Marketplace Ohio

We are pleased to announce the addition of OhioHealth effective May 1, 2024 for Marketplace.

This includes 13 Hospitals located in the following counties:

- Athens, Delaware, Franklin, Guernsey, Hardin, Marion, Noble, Pickaway, Richland, and Van Wert

The agreement will also include all OhioHealth Professionals, ASCs, Ancillary and Post Acute.

Compliance Audits

Our Sales Operations Quality Analyst III, Niki Davis, completes monthly enrollment audits. If you receive an audit, please be prepared to provide both documents for the member(s) identified:

- Marketplace Consent form
- Copy of the Eligibility report

Please note Sales Operations Policy for Requesting Documentation:

"Agent(s) have 7 calendar days to provide his/ her statement and documentation. After the 7 calendar days a second outreach will be sent stating that if the agent(s) do not respond within next 7 calendar days they will be terminated."

