



Broker Brief

Q1 2025



Agency Council Updates

The Broker Account Management team has wrapped up our Advisory Council sessions across all markets. A heartfelt thank you to all who attended—your input is invaluable. These sessions have already led to significant changes in CareSource's sales operations and product designs. We're actively sharing the feedback with various departments across CareSource and are excited to share the outcomes during our next round of advisory councils in Q3.

2025 Calendar Sneak Peek

The Broker Account Management team will be hitting the road this summer! Starting in August and continuing through September, we'll be conducting roadshows to showcase our upcoming 2026 product offerings. Although the exact dates are still being finalized, keep an eye out for invites later in the year.

Additionally, our annual Marketplace Heat Map presentations will take place this October. These sessions, held in our Marketplace markets, provide brokers with an in-depth competitive analysis, down to the rating area level in every state.



Enhanced agent portal

Coming soon!

This will include improved functionality, new reporting capabilities and more!

Marketplace Compliance Reminders

We may be reaching out to you requesting consent and eligibility documentation as part of our regular monthly audit or in response to a complaint received. Please respond quickly to avoid having an unauthorized enrollment/complaint identified as substantiated. Agents are required to document both enrollee consent and eligibility. Read the full memo [here](#).

Medicare Compliance Updates

We may be reaching out to you requesting consent documentation as part of our regular monthly audit or in response to a complaint received. Please respond quickly to avoid having an unauthorized enrollment/complaint identified as substantiated.

SUBJECT: Change to Beneficiary Use of the SEP for Individuals Affected by a Government Entity-Declared Disaster or Other Emergency. [This memo](#) announces a change, beginning April 1, to how beneficiaries can make an election using the Special Election Period for Individuals Affected by a Government Entity-Declared Disaster or Other Emergency (Disaster/Emergency SEP).

Monthly Audits for Consent Forms & SOAs

We would like to inform our broker community that we are currently conducting monthly random audits for consent forms and Statements of Acknowledgment (SOAs). These audits are crucial for ensuring compliance with the Centers for Medicare & Medicaid Services (CMS) regulations.

For the month of March, we will be increasing the volume of these audits as part of our ongoing commitment to uphold compliance and maintain the highest standards in our operations. We appreciate your cooperation and understanding during this process

Encourage Your Clients to Share Their Experience in Surveys

We invite you to encourage your clients to participate in upcoming CareSource Member Experience Surveys. Their feedback is essential in helping us improve our services and better meet their needs.

Why Should Your Clients Participate?

Make Their Voice Heard: This is their opportunity to share insights about their CareSource experience, helping us identify what's working and where we can improve.

Enhance Services: Their feedback directly impacts the improvements and updates we make to better serve them.

Influence Quality Ratings: Some surveys contribute to CareSource's Health Plan Star Ratings, which help consumers compare health plan quality. To ensure fairness, an independent third party, Press Ganey Associates, conducts these surveys confidentially. All responses remain private and anonymous, providing a safe space for honest feedback.

How You Can Help

Encourage Participation: Please remind your clients to complete any CareSource surveys they receive via mail, email, or phone. Let them know their input is valuable and plays a role in shaping their healthcare experience.

Network Update



We're pleased to announce that Kroger has rejoined some of the Express Scripts pharmacy networks. As of 2/5, Kroger is now an in-network pharmacy for all our Medicare lines of business, including MMP and DSNP plans.