

## NEW phone-from-home enrollment option

During these unprecedented times, it's important that all of us do our part to help slow the spread of the coronavirus (COVID-19). And this means staying at home as much as possible. Fortunately, we offer a variety of remote-selling tools you can use to continue supporting your clients who want to enroll.

To further support you, for the duration of this health crisis, we're launching an additional remote-selling tool, called **phone-from-home**. With this option, we'll assist with telephonically enrolling your clients in their selected plan *and you can earn commission for the sale*.

Please note that your client must provide your name and National Producer Number (NPN) during the phone-from-home enrollment process in order for you to receive credit for the sale.

### How to use the new phone-from-home enrollment option

<b>Step 1</b>	<b>Complete a sales consultation with your client.</b> <ul style="list-style-type: none"><li>• Review all plan options with them.</li><li>• Ensure they have selected a plan and are ready to enroll.</li></ul>
<b>Step 2</b>	<b>Prepare your client for enrollment.</b> Ensure they have: <ul style="list-style-type: none"><li>• Ensure they have the Plan Name and the HPBP code for the selected plan.</li><li>• Ensure they have your first and last name and National Producer Number (NPN).<ul style="list-style-type: none"><li>○ <i>Your client must provide these items during the phone-from-home enrollment process for you to be listed as the writing agent.</i></li></ul></li><li>• Ensure they have their Medicare ID card.</li><li>• Provide them with the phone-from-home number.</li></ul>
<b>Step 3</b>	<b>Your client can contact the Aetna Telephonic Broker Enrollment Team at 888-878-4082 available Mon-Fri from 8 A.M. – 8 P.M. EST.</b> <p>On the call, they will be asked to:</p> <ul style="list-style-type: none"><li>• Provide their agent/broker's name and NPN.<ul style="list-style-type: none"><li>○ <i>IMPORTANT - This information is required for you to be listed as the writing agent.</i></li></ul></li><li>• Confirm that their agent completed a benefit presentation.</li></ul> <p>Next, the Aetna telephonic enrollment agent will gather the beneficiary information to complete the application and review necessary disclaimers.</p>

### FAQ

#### How long does the phone-from-home enrollment process take?

About 15-20 minutes.

**Can I warm-transfer my clients to this telephonic enrollment line instead of having them call directly?**

You may warm-transfer your clients *if your phone has this capability*; but please note that most phones *do not*. Remember, the sales agent is required to drop from the call once the enrollment application begins. *If your phone does not have this capability (most do not), you risk disconnecting all callers when you hang up.*

**How will I receive credit for these enrollments?**

We will use your name and NPN to attribute credit for these enrollments. As a result, your clients must provide these items during the call. If they do, you will be listed as the writing agent for the sale, and you will see the enrollment in your Producer World reports once it is fully processed. If they cannot provide your name and NPN, but want to proceed with enrolling in a plan, you will not be listed as the writing agent.

**What other remote-selling tools are available?**

- E-kits: With e-kits, your clients can enroll in a plan online—from the comfort and safety of their own home—and still retain you as their writing agent. To use this tool, you must have access to the Ascend app. It works with any laptop or iPad mobile device.
- RATE: With the Remote Agent Telephonic Enrollment (RATE) tool, you can enroll your clients by phone. To use this tool, you must have an iPad. You also need access to the Ascend app and must complete a short compliance training and quiz.

**Questions?**

We're here to help. If you have any questions about our remote-selling tools, please contact your Aetna Medicare broker manager.