



October 2011

Action Required on 2012 Individual Medicare Enrollment Applications

We want to inform you about an important change to our 2012 Individual Medicare enrollment forms.

The 2012 enrollment forms follow the model CMS forms, and as a result, they no longer include the following fields:

- Provider Office Code
- Existing Patient field

While these fields are not required by CMS, they are required by Aetna to ensure accurate provider assignment for new members.

Action Required:

- **The Provider Office Code and Existing Patient status must be manually added in the Name of Primary Care Physician (PCP) field next to the physician's name on all paper applications.**

Note: These fields have been added to the online enrollment application so no special action is required when submitting applications online.

Example of correct way to fill out the PCP field on paper applications

A screenshot of a Medicare enrollment form. The form contains several questions with checkboxes for 'Yes' and 'No'. Question 4 asks 'Are you enrolled in your State Medicaid program? If'. Question 5 asks 'Do you or your spouse work?'. Below these questions, there is a field for the Primary Care Physician (PCP). This field is highlighted with a red rectangular box and contains the text: 'Please choose the name of a Primary Care Physician (PCP) PI Dr. John L. Smith #012345 - current patient'. Below the PCP field, there is a checkbox for 'Spanish' and a note: 'Please check the box if you would prefer us to send you information in Spanish. Please contact the Aetna Medicare Advantage plan at 1-800-... what is listed above. Our office hours are 8:00 a.m. - 8:00 p.m.'

Why are these fields important?

Beneficiaries are asked, and for some plans such as HMO are required, to select a primary care physician (PCP) when they enroll in a plan. The Provider Office Code is a six-digit code listed in DocFind® that allows our enrollment services team to accurately assign the member their requested physician.

If a PCP is required for a certain plan, and a Provider Office Code is not provided on the enrollment form, an attempt will be made to contact the member to request this missing information. If the member cannot be reached, their application may be processed with an alternate PCP in their area or without a PCP selection. The member will have to contact member services to select their PCP which could result in member dissatisfaction.

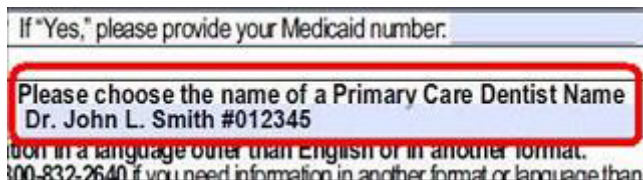
The Existing Patient field allows us to identify that a beneficiary is an existing patient of the physician. If not identified as a current patient, the member could be assigned to another PCP if his/her original selection is closed to new patients.

Primary Dentist Selection

If an enrollee elects an Optional Supplemental Dental Plan that includes the Dental benefit, the enrollee should be encouraged to select a Primary Dentist.

The 2012 enrollment forms do not contain a field to capture the Primary Dentist Provider Office Code.

As a result, please include the dentist's Provider Office code on the enrollment form in the Primary Care Dentist Name field next to the dentist's name. See example below.



The image shows a screenshot of a form field. At the top, there is a header that reads "If 'Yes,' please provide your Medicaid number:". Below this, the main text of the field is "Please choose the name of a Primary Care Dentist Name". The text "Dr. John L. Smith #012345" is entered into the field and is highlighted with a red rectangular box. Below the main text, there is a smaller line of text that reads "tion in a language other than English or in another format. 800-832-2640 if you need information in another format or language than".

DocFind should be used to locate dentists available in the Aetna Medicare network.

Accessing the Provider Office Code on DocFind

Internal producers: Access [DocFind](#) from the [AetNet](#) homepage (at the bottom of the page under Key Resources).

External producers can access [DocFind](#) from the [Producer World](#) homepage (click Tools and then Individual Medicare) or by going to www.aetnamedicaredocfind.com.

Once on [DocFind](#), perform a general search and select a physician or dentist. The six-digit Provider Office Code is shown on the Provider Details page.

***iPhone® users can also access DocFind via the Aetna Mobile*

app, available as a free download from the App Store.

Broker communication

A broker alert was sent to Individual Medicare brokers on October 14 at 11:30am EST. GAs and FMOs will receive an advance copy at 11:00am EST. You can view the GA/FMO preview and broker alerts on the [Medicare and IVL Pre-65 Communications SharePoint site](#).