

Completing a Paper Application

Quick Tips

Avoid Delays in Application Processing

- Write clearly in the required fields. DO NOT write notes elsewhere in the application.
- Make only one plan choice (Page 1).
- If it is outside of the Annual Enrollment Period (AEP), you must choose the correct Attestation of Eligibility (IEP, SEP, or MADP) for an Enrollment Period (Page 3).
- Make sure all fields are completed and all questions are answered.
- Complete the Office Use Only section. Include your name, signature, date application was received, your NPN, General Agency Number (if applicable), and your FMO ID. Be sure the entries are legible and accurate.

Application Submission

- You must discuss the procedures for submitting paper applications with your upline or manager.
- It is imperative to submit an application immediately as CMS has set aggressive deadlines for Independence.

Once Independence receives an application, it is processed within five business days. Timing of the process depends on the completeness and accuracy of the application.

If you have any additional questions, please call the Independence Broker Medicare Resource Center at 1-888-234-3313 or email us at ibxmedicarebroker@ibx.com.

Online Enrollments

DestinationRx (DRX) is the platform for all Independence Blue Cross (Independence) online enrollments.

Requirements:

- An Internet-connected computer
- Active DRX username and password
- DRX iPad App (iPad only)

Contact the Independence Broker Medicare Resource Center for DRX questions, and to view our Quick Tips for Using DRX.

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