

2020 Aetna North Carolina D-SNP

Broker Path to Referrals

Call 2 weeks after submitting the application

- Call the member and ask if they received an enrollment confirmation letter from Aetna.
- Answer any questions and remind them that you will be calling in a week after their enrollment effective date to make sure they have their member ID card.

Call 1 month after the enrollment effective date

- Make appointment to stop by to help them with their first order from the Over the Counter (OTC) catalogue.
- Help them make an appointment with their Primary Care Provider.
- Make sure they received their welcome letter, member ID card, provider directory and formulary.
- Ask if they have spoken with their Aetna Care Manager. If not, make sure they know how to contact the Care Manager (800-241-9379). Remind them how important it is to complete a health risk assessment.
- If the member received their LifeStation® equipment, help them establish a connection.

Call 2 months after the enrollment effective date

- Check to make sure they received their OTC catalogue items.
- Help them make an appointment for dental and vision services, if needed.

Call 4 months after the enrollment effective date

- Make an appointment to come by and help them with another order from the OTC catalogue.
- Ask them to invite a friend over to see how easy the process is to order OTC items and hear about the Aetna Medicare Assure Plan.



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