



## What happens next?

Thank you for enrolling in our plan! We take the following steps to process your enrollment.

- A plan representative will call you within 15 days of receiving the completed application to:
  - Confirm that you have enrolled in our plan.
  - Review some important information about the plan and answer any questions you may have.
- We will make three attempts to call you.
- If we are unable to reach you after the first attempt, you will receive a letter outlining the plan rules. Both the telephone calls and letters will cover the same information.
- You will receive a letter that your application was received and is being processed.
- If your application was incomplete, you will receive a letter explaining what information is missing. You must reply by calling the telephone number listed on the letter within 21 days of the date on the letter to avoid cancellation of your application.
- Once your application is approved, you will receive another letter confirming your membership with our plan. (Use this letter as proof of insurance until you receive your member ID card.)
- You will receive a new ID card from us. Use this new card instead of your red, white and blue Medicare card. This does not mean that you are no longer on Medicare or that you lose your Medicare. This just means that your claims will be paid by our plan. You are still a Medicare beneficiary.
- You will receive a New Member Kit that contains detailed information on your plan and its benefits.