



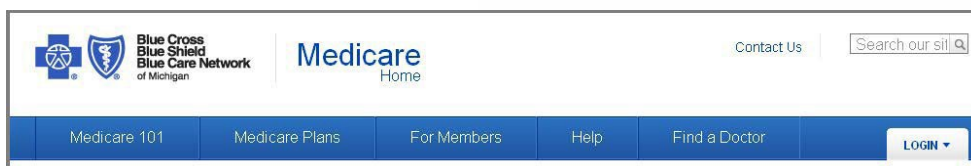
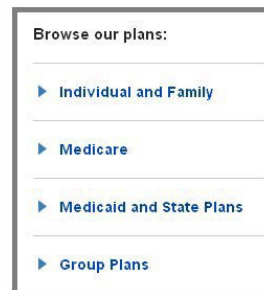
Agent Resource Guide: Locating Medicare Resources

bcbsm.com website

Blue Cross® Blue Shield® of Michigan offers a variety of resources and documents available to agents accessible directly from the bcbsm.com website.

Click on the “Medicare” tab on the left-hand side of the page under “Browse Our Plans.”

Within the Medicare Home, there are multiple tabs across the top with drop-down menus leading to various Medicare resources including Medicare 101, Medicare Plans, For Members, Help and Find a Doctor.



Within the “Help” tab, agents and members can find important “Forms and Documents” needed for the various Medicare products, including the majority of the resources needed for the sales and maintenance of a policy.

Note: There is no change of address or phone number form. Members must contact customer service for their respective plan to update this information.

Helpful Tips:

- EFT forms are located under the “Payment Forms” section. To set up Social Security deductions, a member must call customer service.
- When searching in “Drug List and Formularies, Evidence of Coverage or Summary of Benefits” it may be helpful to key in “Control + F” and search for keywords.
- The best way to find a doctor or hospital in the BCSBM PPO and BCN HMO/HMO-POS networks is using the Find a Doctor tool on bcbsm.com.
- To read the charts under “Low-Income Subsidy Premium Charts,” members will need to know what percentage of the low-income subsidy they receive.

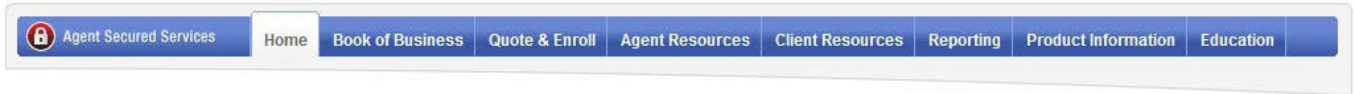
bcbsm.com Agent Portal

Along with what can be found directly within the bcbsm.com website, there are helpful resources available within the Blue Cross Agent Portal. There are tools and information available for education and sales assistance regarding Medicare Advantage, Medigap and Prescription Drug Plans.

To log into the portal, select “Login” from the right-hand corner of the bcbsm.com homepage, select “Agent” and enter your username and password.



Below is a listing of Medicare resources along the navigation bar within the agent portal.



Book of Business

- Agents can view their Blue Cross business (group, individual, Medicare Advantage, Medicare Supplement/Medigap)
- Agents and agencies can change access settings to allow specific access to agency staff Quote and Enroll
- Medicare enrollment
 - Agents may select a plan-year and benefit type for online enrollment through Destination Rx
 - This enrollment site can also be accessed at bcbsm.com/accessmedicare
 - Certified agents can contact TGG Solutions for login information

Agent Resources

- Sales tools for bcbsm.com
 - Resources for customers regarding bcbsm.com including *Member-facing bcbsm.com presentation, FAQ flier, How to register flier, etc.*
- Medicare Toolkit
 - Centers for Medicare and Medicaid Services (CMS) marketing and enrollment guidelines
 - Here agents can find helpful guides to assist throughout the sales process including *CMS, Marketing Guidelines* and other enrollment and disenrollment guidelines
 - Scope of appointment
 - Agent resources and job aids
 - General marketing materials
 - Annual Enrollment Period (AEP) materials, October 15 – December 17
 - CMS required communications
 - Sales seminar materials aging in (turning 65) and special enrollment materials
 - Blue Cross and BCN Medicare Supplement (Medigap) materials

Client Resources

- Find a Doctor

Education

- Medicare Advantage certification