



### **An Update on PDP Compensation**

In April of 2019, we communicated that Prescription Drug Plan (PDP) commission payments would be paid on the 20<sup>th</sup> of each month. As such, the January renewal compensation for prior year plans (that were not replaced) was scheduled to be processed on January 20, 2020. Additionally, commission for plans issued during the 2020 Annual Enrollment Period (AEP) with effective dates of January 1, 2020, were also scheduled to be paid on January 20, 2020.

Due to unforeseen circumstances, the PDP January commission files will be delayed 2-weeks until February 7, 2020. The commission payment being made on February 7, will include 2020 renewals for the month of January as well as January 2020 new enrollments. We will resume regularly scheduled commission payments on February 20, 2020 and each month going forward. That is, the February commission file will run on schedule. Only the January process is impacted.

This is isolated incident and should not impact future PDP compensation. We apologize for any inconvenience that this may cause you and appreciate your patience.

### **PDP Case Monitoring Update**

You may have noticed some changes in our PDP Case Monitoring reports on Sales Professional Access (SPA) [www.mutualofomaha.com/broker](http://www.mutualofomaha.com/broker). Based on your feedback, PDP reporting has been enhanced to reflect the Plan Name (Mutual of Omaha Rx Plus and Mutual of Omaha Rx Value) instead of the CMS designations of Basic and Enhanced (respectively). This change makes it easier to validate that the coverage issued matches the plan the member enrolled in.

- The Mutual of Omaha Rx Plus plan is our basic plan that provides a broader choice of prescription drugs and low-cost generic drugs. This plan meets the minimum requirements set forth by the Centers of Medicare& Medicaid Services (CMS) for “basic” plans.
- The Mutual of Omaha Rx Value plan is our national prescription drug plan with a low monthly premium and \$0 deductibles. The value plan also meets the minimum requirements of CMS, but includes “enhanced” benefits (for example: \$0 deductibles) to provide more “value” in the plan.

We appreciate your feedback and look forward to implementing your additional suggestions throughout the year.

### **Contact Information for MA and PDP**

While contact information is included in our member welcome kits, as your client’s trusted advisor and advocate, you may be the first person contacted with coverage or benefit questions. Make sure you have the following numbers handy to ensure that our members reach the correct area with one call.

If a member is experiencing an issue, we are here to help, and Customer Service should be the first point of contact. Our customer service representatives are equipped to handle a wide variety of issues such as updating for incorrect effective date or plan choice, or to set up automatic bank withdrawal of plan premiums.

It is best to allow the member to talk directly with the customer service representative, but a conference call may be appropriate in certain situations. Please keep in mind that our Prescription Drug Plan customer service representatives require that the member be on the call and are unable to address issues with only the producer.

**Medicare Advantage:**

- Mutual of Omaha Medicare Advantage Customer Service:
  - **Cincinnati – 877-603-0785**
  - Dallas – 844-335-3776
  - Denver – 844-335-4178
  - El Paso – 844-335-2918
  - San Antonio – 866-488-0249
- Transportation Benefit Provider (to schedule a ride)
  - **Cincinnati – 888-778-0876**
  - Dallas – 877-930-1482
  - Denver – 877-930-1478
  - El Paso – 877-930-1479
  - San Antonio – 888-421-2106
- Dental and Vision:
  - **Cincinnati – 800-207-8214**
  - Dallas – 877-479-1580
  - Denver – 877-468-5583
  - El Paso – 866-239-2081
  - San Antonio – 800-209-6280
- SilverSneakers Fitness Program:
  - **All Markets – 888-423-4632**
- Hearing Benefits:
  - **Cincinnati – 866-670-5193**
  - Dallas – 866-825-7712
  - Denver – 866-825-7712
  - El Paso – 866-825-7712
  - San Antonio – 866-825-7712

**Prescription Drug Plans:**

- **PDP Customer Service: 855-864-6797 (TTY 800-716-3231)**