

OKLAHOMA Med Supp Cheat Sheets

A Helpful Guide for Selling Medicare Supplements
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Within this document you will find information to help with everything from Quoting to Verifying Eligibility when writing Medicare Supplement applications. You will see tables with the most popular and competitive Medicare Supplement carriers we work with at this time.

(CTRL Click on subject to jump to the section)

We are always here to help. Our goal is to help you find and provide the best products available to meet each of your individual clients' needs. Our mission is to provide you with product education, information, training, and services to help you grow your business.

SECTION 1 - Oklahoma Birthday Rule

Changing to a New Medicare Supplement Company

A client has the right to switch insurance companies each year to another plan of **Same** or **Lesser** benefits. They have a 60-day enrollment period beginning on the policyholder's birthday. (fyi -- Client also has the right to switch internally with current Medicare Supplement carrier, but typically no commissions will be paid)

For Example: Client is on a Medicare Supplement Plan F. Their birthday is May 1st. Client may apply for a Plan G with a different carrier. Effective Date starting May 1st.

• NOTE: This is <u>EXACTLY 60 days</u> from Birthday. You need to remember months that have **31 days** when asking for an effective date in the future.

The application must be accompanied with PROOF of prior coverage. * (See below Key Words.)

- Proof must be provided to carriers to obtain guarantee issue during Oklahoma Birthday Rule timeframe
- This section's table will list the Supporting Documents required to submit with application
- The table includes who pays commission on Oklahoma Birthday Rule

Key Words included in Oklahoma Birthday Rule verbiage

- <u>Dec Page</u>: This is a document which reflects the client's REPLACING Medicare Supplement policy information. It may be a mixture of information from various sources. **Example:** Policy ID card, Policy pages, or printout from online Agent Portal (carrier name must be visible).
 - Proof Must Include:
 - Carrier Name
 - Client's Name
 - Plan Type (example Plan "F" or Plan "G")
 - Policy Number
 - Effective Date of Replacing Medicare Supplement Policy
- Paid to Date (PTD): This is documentation proving the client's Replacing Medicare Supplement policy is paid current.

Most Common Proof Examples:

- Letter from the Replacing Carrier
- Billing / Invoice statement
- Printout from online Agent Portal (carrier name must be visible)
- Bank statement (all information may be redacted except for: Bank Name, Account Number, Client Name, and Payment Information and Date

Oklahoma Birthday Rule

Company	Required Supporting	Paid Commissions
	Documents	
AARP *UHC (must be certified)	Dec Page & PTD	Ages 50+
		All Plans
		Pays 5% of their standard Underwritten
		commission for a 65-year-old.
Aetna	Dec Page & PTD	Ages 65+ =Reduced by 98.5%
AFLAC	Dec Page	Ages 65+ = Reduced by 98%
American Benefit Life	Dec Page & PTD	Ages 65+ = Reduced by 99%
Bankers Fidelity Assurance	Dec Page & PTD	Ages 65+ = \$25 One Time
Blue Cross Blue Shield of OK	Dec Page & PTD	Ages 65 + = FULL
CIGNA National	Dec Page & PTD	Ages 65+ = \$0
GTL	Dec Page & PTD	Ages 65+ = Reduced by 99%
Humana	Dec Page & PTD	Ages 65+ = \$25 One Time
INA	Dec Page & PTD	Plans HGD & N
		Ages 65-70 = FULL
		Ages 80+ = Reduced by 19%
		All Plans Except HDG & N
		Ages 65-70 = Reduced by 10%
		Ages 80 + = Reduced by 37%
		NOTE: Compensation for Annual
		Birthday Rate will pay on Rate Increases
		and/or Attained Age Increases
LifeShield	Dec Page	Plans F, G &N:
		Ages 65-69 = Reduced by 50%
		Ages 70-74 = Reduced by 75%
		Ages 75+ = \$25 One Time
Mutual of Omaha	Dec Page	Ages 65+ = Reduced by 91%
Nassau Life	Dec Page & PTD	Ages 65 + = \$25 One Time
Physicians Mutual	Dec Page & PTD	Ages 65 + = \$25 One Time
United American	Dec Page & PTD	Ages 65+ = FULL
Woodmen Life	Dec Page & PTD	Ages 65+ = Reduced by 98%

SECTION 2 - Guarantee Issue - (Not Oklahoma Birthday Rule)

- ❖ Two ways to apply for a Medicare Supplement using the Guarantee Issue Special Enrollment timeframe
 - Coming off an Employer Group
 - o Coming off Terminated Medicare Advantage Plan

Coming off an Employer Group

- May be voluntary or involuntary to qualify
- Client has 63 days from group coverage ending date to apply for Medicare Supplement coverage
- Client must apply for one of the named "Guarantee Issue Plans"
 - Guarantee Issue Plans:
 - Client Eligible for Medicare "PART A" ON OR AFTER January 1, 2020: A, B, D, G, K, L
 - Guarantee Issue Plans:
 - Client Eligible for Medicare "PART A" PRIOR TO January 1, 2020: A, B, C, F, K, L
- o Proof of Credible Group Coverage must be submitted. **Proof must include the following:**
 - Termination Date must show specific termination date and <u>cannot</u> indicate client has the right to continue coverage
 - Effective Date of original group coverage (must be a SPECIFIC date listed)
 - Carrier Name
 - Client's name (if a spouse is to be covered, must reflect spouse's name also)
 - Policy Number
 - Indicate client was covered under Credible Group Coverage

Coming off Terminated Medicare Advantage Plan

- Client has 63 days from the date they are INVOLUNTARILY terminated from MAPD plan
- Client must apply for one of the named "Guarantee Issue Plans"
 - Guarantee Issue Plans:
 - Client Eligible for Medicare "PART A" ON OR AFTER January 1, 2020: A, B, D, G, K, L
 - Guarantee Issue Plans:
 - Client Eligible for Medicare "PART A" PRIOR TO January 1, 2020: A, B, C, F, K, L
- Proof of MAPD Termination must be submitted. Proof must include the following:
 - An official disenrollment letter is the only proof accepted and must have a specific termination date.
 - If an initial termination letter received by the client indicates they have the right to other coverage, the client needs to call the MAPD carrier immediately. They should indicate they are declining other coverage and ask for a new termination letter to be sent out as soon as possible, indicating a **SPECIFIC termination date**.

Medicare Advantage TRIAL PERIOD

- If the client utilized MAPD trial period and decides to return to Med Supp, they have the right to go back to the same plan and carrier they were on before the Guarantee Issue within 12 months.
- If the Med Supp carrier is no longer available, they have the right to choose another carrier guarantee issue following the NEW January 2020 Guarantee Issue plan rules.
- For Example: Client went onto Medicare in 2018 and took out a Medicare Supplement Plan G.
 The Client decided to try a Medicare Advantage plan and has now decided they want to go back to their Medicare Supplement Plan G.
 - If their Medicare Supplement carrier is still available no problem.
 - If their Medicare Supplement carrier is **not still available**, like Transamerica, this client would **not have the option to go back to a Guarantee issue "G"** plan, since eligible for Medicare "PART A" PRIOR to January 1, 2020, and the Guarantee Issue plans before January 1, 2020, are A, B, C, F, K, or L.
 - This client would need to take out a plan A, B, C, F, K, or L to be guarantee issue.
 - Of course, they always have the option to go through underwriting to get a different plan (AARP is best route if medical issues).

Guarantee Issue

Company	Guarantee Issue Plans 1st Year
AARP (UHC) (must be certified)	Ages 50+
	All Plans
	Pays 5% of their standard Underwritten commission
	for a 65-year-old.
Aetna	Ages 65 + = Reduced by 98.5%
AFLAC	Ages 65 + = Reduced by 98%
American Benefit Life	Ages 65 + = Reduced by 99%
Bankers Fidelity Assurance	Ages 65 + = \$25 One Time
Blue Cross Blue Shield of OK	Ages 65 + FULL
CIGNA National	Ages 65 + = \$0
GTL	Ages 65 + = Reduced by 99%
Humana	Ages 65 + = \$25 One Time
INA	Ages 65+ = \$25 One Time
LifeShield	Ages 65 + = \$25 One Time
Mutual of Omaha	Ages 65 + = Reduced by 91%
Nassau Life	Ages 65 + = \$25 One Time
Physicians Mutual	Ages 65 + = Reduced by 90%
United American	Ages 65+ = FULL
Woodmen Life	Ages 65 + = Reduced by 98%

SECTION 3 - Premium Quoting

- During the quoting phase of the application process, you may be required to answer questions.
- ❖ Tobacco When applying during Open or Initial Enrollment (OE), Missouri Anniversary or Guarantee Issue (GI) timeframes, the premium is typically based on NON-TOBACCO.
 - Look to see the carriers that have filed <u>Tobacco use as a "Lifestyle</u>," thus enabling them to charge tobacco rates, if applicable.
- ❖ Do you have to answer or mark the Tobacco question on the application IF tobacco premium <u>does</u> <u>not</u> apply during Open or Initial Enrollment (OE), Missouri Anniversary or Guarantee Issue (GI) enrollment times? This is designated as Y or N in the table below.
- Policy effective date options and signature date may be able to be the same day and is designated in the last column of the table.
- The client having a birthday between the date the application is signed, and the requested effective date can change the premium.
- Our online Quoter only quotes monthly EFT bank draft and annual direct bill. Refer to the Premium Based On Effective or Signature Date columns to know how to quote and possibly save age/premium for your client.
- ❖ The table gives information on how to calculate different time periods or based off a rate sheet or Outline of Coverage (OOC).

Premium Quoting Table

*OE: Open Enrollment *GI: Guarantee Issue *OOC: Outline of Coverage

	Premium	Based On	Toba	ассо	Quoting	Effective Date		
Company	Effective	Signature	Apply Tobacco	If no Tob Prem,	How to calculate prem for	Available	Can Eff &	
	Date	Date	Prem for OE/GI	Need to answer	Qrtly & SemiAnnual	Effective	Sig Date be	
				tob question		Date	the same	
AARP/UHC	Y		YES	N/A	Times by Month	1 st	Υ	
(must be 50 to apply)					Add \$2 if paying direct			
	AARP membe	rship: Apply on	line when writing app (OR upon receipt. App	needs membership number			
Aetna	Υ		YES	N/A	Ratio – See Rate Sheet / OOC	1 st - 28 th	N	
AFLAC	Υ		YES	N/A	Ratio – See Rate Sheet / OOC	1 st - 28 th	N	
American Benefit Life	Y		YES	N/A	Times by Month	1 st – 28 th	N	
Bankers Fidelity Assurance	Y		YES	N/A	Times by Month	1 st – 28 th	N	
Blue Cross Blue Shield OK	Y		YES	N/A	Times by Month	1 st - 28 th	N	
CIGNA National		Υ	YES	N/A	Ratio - See Rate Sheet / OOC	1 st - 28 th	Υ	
GTL	Y		YES	N/A	Times by Month	1 st – 28 th	N	
Humana	Υ		YES	N/A	Times by Month	1 ^{st*}	N	
	*Humana NO	TE: If app is rec	eived on or after reques	ted eff date, will be mov	ved to 1 st of next month	•	1	
INA	Y		YES	N/A	Times by Month	1 st - 28 th	N	
Life Shield		Υ	YES	N/A	Times by Month	1 st - 28 th	N	
Mutual of Omaha		Y	YES	N/A	Times by Month	1 st – 28 th	N	
Nassau Life	Y		YES	N/A	Times by Month	1 st – 28 th	N	
Physicians Mutual		Υ	YES	N/A	Times by Month	1 st - 27 th	Υ	
					(Credit card must add \$5.00)			
United American	Y		Yes	N/A	Times by Month	1 st - 28 th	Υ	
Woodmen Life	Υ		YES	N/A	Times by Month	1 st - 28 th	N	

SECTION 4 - Payment Options

- Dates available for EFT premium draft and the different rules for each carrier are important to know. Many carriers have unusual rules on drafting, which can seriously affect your client. AARP/UHC is top of the list.
- Carriers differ on acceptable modes of payment and how the payment may be made. The table will explain options to determine how to pay and how often.
- Each carrier may have different dates when the initial payment is taken.
- ❖ If paying by bank draft, determine if the client must submit a voided check (not deposit slip).
- Some carriers have the option to pay with credit card for the premium payment

AARP (UHC) Notes:

- Possible issues with INITIAL PREMIUM EFT DRAFT:
 - When paper application is submitted with an EFT bank form to draft initial premium and the policy is processed/accepted PRIOR to the requested effective date, the client's draft will be the first of the effective date month.
 - O When paper application is submitted with an EFT bank form to draft initial premium and the policy is processed/accepted AFTER the requested effective date, AARP will draft the following month. The policy, in this case, will be over 30 days grace period before initial premium is taken. AARP suggests sending a check with application for initial premium or having the client call in to make the payment over the phone.
- Column 4 in Table: denotes if document must be provided to show immediate family member relationship
- Column 5 in Table: denotes if a money order or cashier's check must be shown from client and not bank.
- Column 6 in Table: EFT "M"
 - If husband and wife have separate bank accounts or separate payment methods, they must have separate AARP membership numbers. This results in loss of household discount; it would no longer apply. To keep the discount, they must pay from the same bank account with the same payment method

Payment Options Table

		Acceptable Pay	ment Method	S		Payment Options				EFT Bank Draft		
Company	Pers Check	Bus Check	Immediate Family Doc*	Money Order Client	EFT	Direct Bill	Voided Ck	Credit Card	Initial Prem Processed	EFT Draft Dates		
AARP/UHC	Y	N	Υ	N	M	Coupon (add \$2)	N	N	Policy Issue	5 th		
Aetna	Υ	Y Owner Spouse	Υ	N	M	Q, SA, A	Υ	N	Policy Issue	1 st - 28 ^{th*}		
	*AETNA	A: If EFT draft da	te request is	more tha	n 15 days grea	ter than effecti	ve date, it	will draf	t a month in adv	ance.		
AFLAC	Y	Y	Y	Money Order Only	M, Q, SA, A	Q, SA, A	Y	N	May choose approval or effective date	1 st - 28 ^{th*}		
	*AFLAC	*AFLAC: If EFT draft date request is more than 15 days greater than effective date, it will draft a month in advance.										
American Benefit Life	Y	Υ	Υ	N	M, Q, SA, A	Q, SA, A	Υ	N	Policy Issue	1 st – 28 th		

Payment Options Table (cont.)

	Accept	able Payment Met	hods		Payment Options				EFT Bank Draft	
Company	Pers Check	Bus Check	Immediate Family Doc*	Money Order Client	EFT	Direct Bill	Voided Ck	Credit Card	Initial Prem Processed	EFT Draft Dates
Bankers Fidelity Assurance	Y	Y	Υ	N	M, Q, SA, A	Q, SA, A	Υ	N	Policy Issue	1st-28th
Blue Cross Blue Shield Of OK	Υ	Y	Y	N	M, Q, SA, A	Q, SA, A	Y	N	Policy Issue	1 st -28 th
CIGNA National	Υ	Y Owner/Spouse	N	N	M, Q, SA, A	Q, SA, A	Y	N	Policy Issue	1 st - 28 th
GTL	Υ	Υ	N	N	M, Q, SA, A	Q, SA, A	Υ	N	Policy Issue	1 st - 28 th
Humana	Y	Y Owner/Spouse	Y	Y	М	М	Υ	Y	Depends. See note	2 nd - 7 ^{th*}
	*Huma	na: Paper Ck is pro	cessed upon r	eceipt. EF	T when policy i	ssued. Drafts	between 2 ^r	and 7 th ,	no choice.	
INA	Y	Y Owner /Spouse	Y	N	M, Q, SA, A	Q, SA, A	Y	N	At Issue or Effective Date	1 st -28 th
Life Shield	Y	Y	Υ	Y	M , Q, SA, A	Q, SA, A	Υ	N	Policy Issue or Effective Date	1 st - 28 ^{th*}
	*Life SI	hield: Cannot be r	nore than 15	days from	effective date	or will draft	two times	initially.	1	1
Mutual of Omaha	Y	Y	Y	N	M, Q, SA, A	Q, SA, A	Y	N	Policy Issue	1 st – 28 th
Nassau Life	Υ	Υ	Υ	N	M, Q, SA, A	Q SA, A	Υ	N	At Issue	1 st - 28 th
Physicians Mutual	Y	Y Client/Spouse		Y	M, Q, SA, A	Q, SA, A	Y	Y add \$5.00	At issue	1 st - 28 ^{th*}
	*Physic	cians Mutual: Busi	iness check m	nust includ	de Business Ov	vner Waiver f	orm found	on Agen	t Page	
United American	Y	Y	Y	N	M, Q, SA, A	A, SA, A	Y	N	At Issue	1 st -28 th
Woodmen Life	Υ	N	N	N	M, Q, SA, A	Q, SA, A	Υ	N	Policy Issue	1 st - 28 th

SECTION 5 – Household Discount

Many carriers offer household discount rates. See the percentage rates for these discounts and how each carrier's unique spin on client eligibility.

Household Discount Table

Company	Discount	Amount	Definition & Notes
AARP/UHC	Yes	10%	10% off the monthly premium if two insured members are on the same AARP membership
			household account and each is insured under an AARP branded supplement insurance policy with
			UHC. (Does not apply to AARP Medicare Rx plans or AARP Medicare Complete plans.)
Aetna	Yes	7%	Must currently live with spouse who owns or is issued a Med Supp policy with Aetna
			OR currently have a household resident who has continuously resided for the last 12 months and
			owns or is issued a Med Supp policy with Aetna.
AFLAC	Yes	10%	Must reside with spouse (including civil union / domestic partner (OR) have lived with a family
			member who is age 50 or older for the previous 12 months. Requires Spouse or additional
			resident(s) to have or be applying for and issued an AFLAC/Tier One Medicare Supplement.
American Benefit	Yes	10%	Client will receive a 10% discount if client lives with at least one, but no more than three adults
Life			who are age 50 or older for the past year. Requires Spouse or additional resident(s) to have or be
			applying for and issued an American Benefit Life Medicare Supplement.
Bankers Fidelity	Yes	7%	Must reside with spouse (includes Registered Domestic Partner or Civil Union Partner) OR have
Assurance			resided continuously for the previous 12 months with at least 1 person (no more than 3). All must
			be aged 50 or over.
Blue Cross Blue	Yes	10%	Must reside with spouse (includes Registered Domestic Partner or Civil Union Partner) OR have
Shield			resided continuously for the previous 12 months with at least 1 person (no more than 3) Age 60
			or Older

Household Discount Table (cont.)

Company	Discount	Amount	Definition & Notes
CIGNA National	Yes	20%	A member of their household must be applying for or currently have a Medicare Supplement policy
			with Cigna National Health or an affiliate of Cigna National Health.
GTL	Yes	7%	A member of their household must be applying for or currently have a Medicare Supplement policy with GTL.
Humana	Yes	12%	Must reside with spouse (includes Registered Domestic Partner or Civil Union Partner) OR have resided continuously for the previous 12 months with at least 1 person (no more than 3).
INA	Yes	7%	To qualify – Client must meet 1 of the following criteria. > I am currently married and residing with my spouse named below, OR I have been residing with the person named below for at least the last 12 months. AND my spouse or additional resident has an existing Medicare Supplement Policy or is applying for such policy with INA (Insurance Company of North America) NOTE: Both boxes on app must be checked to qualify.
LifeShield	Yes	7%	Must reside with spouse (includes Registered Domestic Partner or Civil Union Partner) OR have resided continuously for the previous 12 months with at least 1 person (no more than 3). Requires Spouse or additional resident(s) to have or will be applying for and issued a LifeShield Medicare Supplement.
Mutual of Omaha	Yes	7%	Must reside with spouse (includes Registered Domestic Partner or Civil Union Partner) OR have resided continuously for the previous 12 months with at least 1 person. Requires Spouse or additional resident(s) to have or will be applying for and issued a Mutual of Omaha, United World Life, United of Omaha or Omaha Medicare Supplement policy.
Nassau Life	No		
Physicians Mutual	Yes	10%	Must reside with spouse <u>OR</u> have resided continuously for the previous 12 months, with at least 1 person (no more than 3), age 60 or older.
United American	No		
Woodmen Life	Yes	10%	Must reside with spouse (or civil union partnership) <u>OR</u> have resided continuously for the previous 12 months, with at least 1 person (no more than 3), age 60 or older.

SECTION 6 - Extra Things to Know

- Under 65 disability Medicare clients going through underwriting
 - Most carriers will only accept Under Age 65 Medicare clients when applying during Open/Initial Missouri Anniversary or Guarantee Issue enrollment time frames. The table reflects carriers who will consider Under Age 65 clients through full underwriting.
 - Call our office to help pre-screen those clients who have a medical disability.

Durable Power of Attorney. (DPOA)

- Most carriers accept clients with a DPOA signing on their behalf during Open/Initial, Missouri Anniversary or Guarantee Issue enrollment time frames.
- Verify the few that will accept during any enrollment period (includes going through underwriting) and other carriers who do not accept DPOA's in any circumstance.
- The table will explain the exact way an application has to be signed by the DPOA; many carriers have specific rules.
- o Some carriers have special forms to sign or require current DPOA paperwork.

Premium Rate Guarantee

• Typically, a carrier will provide an initial 12-month rate guarantee at policy issue. The table includes information regarding these guarantees.

Pre-Existing Condition Clause

 A few carriers now have Pre-X clauses on their policies. This can apply to all enrollment scenarios. This is very important if dealing with a client that has not had continuous coverage.

Correct Individual or Agency Writing Numbers to use on Applications

- o If you are contracted as an <u>agent</u> where commissions pay to your social security number, you will always use your individual writing number. This could also be called an Agent, Broker, SAN or Producer number.
- o If you are contracted as a <u>licensed only agent</u> (LOA) working under an agency, you will always use your individual writing number. Again, could be called an Agent, Broker, SAN or Producer number.
- If you are contracted as an <u>agent or principal</u> of your agency and commissions are paid to your tax ID number it is important to know and verify whether you are to use your individual or agency/entity number on applications. If you received only one writing number, this would be the one to use.

Extra Things to Know Table

Company	Will they consider Underage Disability through Underwriting	Will Carrier Accept Power of Attorney (POA)	Does a Pre-Existing Clause Apply?	Initial Rate Guarantee (months)	WRITING # to use on Apps (use Individual number if no agency)
AARP / UHC	NO They will take in GI / Open Enrollment timeframe BUT, client must be 50+ years of age	Yes - Guarantee Issue and Open Enrollment Only Must be dated within the last 12 months or it will need to be updated	UNDERWRITTEN applications only. 3 months (Waived if at least 3 months of continuous credible coverage prior)	12	Agency
Aetna	NO	Yes - Guarantee Issue and Open Enrollment Only Must be dated within the last 12 months or it will need to be updated	No	12	Individual
AFLAC	NO	Yes – GI & OE Only. Dated within the last 12 months or update.	No	12	Individual
American Benefit Life	NO	NO	NO	12	Individual

Extra Things to Know Table (cont)

Company	Will they consider Underage Disability through Underwriting	Will Carrier Accept Power of Attorney (POA)	Does a Pre-Existing Clause Apply?	Initial Rate Guarantee (months)	WRITING # to use on Apps (use Individual number if no agency)
Bankers Fidelity Assurance	NO	NO	NO	12	Individual
Blue Cross Blue Shield	NO	NO	NO	12	Individual
CIGNA National	NO	Yes - GI & OE Only	No	12	Individual
GTL	NO	NO	NO	12	Individual
Humana	NO	YES	Yes - 6 months (Waived if client has had Continuous Credible Coverage for at least 6 months prior)	12	SAN Number
INA	NO	GI and Open Enrollment ONLY. If paperwork date is over 12 months, Affidavit signed by POA & Notarized is needed	NO	12	Individual
LifeShield	NO	Yes – GI & OE Only	No	12	If Principal – Use AGENCY Number All Others – Use AGENT Number
Mutual of Omaha	NO	Yes	No	12	Individual
Nassau Life	No	No	No	12	Individual
Physicians Mutual	NO	Yes - GI & OE Only	No	6	Individual
United Amerian	Yes	Yes	NO	12	Individual
Woodmen Life	No	No	No	12	Individual