# Medicare Advantage and Prescription Drug Status

## Mutual of Omaha

- Login to www.mutualofomaha.com/broker
- Click on reports, then case monitoring and enter your producer number.
- If it has been more than five days and the enrollment does not appear on your report, call **877-775-1360** to verify if your client is enrolled. **If the enrollment can be verified**, then your client is covered.

However, because the enrollment is not showing on your Case Status reports, it may impact your compensation. To assure you are properly compensated for the enrollment be sure to ask for verification of the NPN associated with the enrollment.

If there is no NPN or the wrong NPN has been used, then**,** email seniorhealthsales@mutualofomaha.com and provide the following

- Subject line: PDP Enrollment Inquiry
- Attach a copy of the application, if available
- An explanation of the issue
- Complete contact information – your name, Mutual production number, NPN, email and phone number.

If the enrollment cannot be verified and your client did not enroll with a different carrier, email seniorhealthsales@mutualofomaha.com and provide the following:

- Subject line: PDP Enrollment Inquiry
- Attach a copy of the application, if available
- An explanation of the issue
- Complete contact information – your name, Mutual production number, NPN, email and phone number.

## Wellcare PDP

- Login to https://wellcare.identitynow.com/ to access "Callidus Agent Connnect"
- Click on "agent history" then "application search tool" for a list of all your cases
- If a case is missing, call Producer Services at (866) 822-1339. Be sure to have clients Medicare ID Number, Date of birth, agent ID and the date the app was submitted.
- For applications that are pending for further information,  contact Wellcare's RFI Remediation at 877-677-5609 or submit a ticket within Agent Connect with the requested information.  Applications must be resolved with 21 days of the application signature date per CMS guidelines.

## UnitedHealthcare

- Login  to www.uhcjarvis.com

- Hover over "Enrollment" and click on "Application Status"
- If you don't see an app on the report within three days of submission, contact the Producer Help Desk at (888) 381-8581.

**Aetna**

- Login into www.aetna.com
- Click on "Individual Medicare" at the top of the page
- Click on "Book of business & reporting" on the menu on the left side of the page
- Click the purple box that says "View Individual Medicare Reports" (if an alert pops up, click "ok")
- Check both your pending application report and Medicare book of business report
- If you don't see an application on the report, contact Aetna broker services at (866) 714-9301

**Silverscript**

- Login to www.silverscriptagentportal.com using your 2020 login ID (if you don't have your 2020 login credentials, login through www.aetna.com, click on "individual Medicare" and then "Silverscript agent portal")
- Once in the portal, click on "reports" then "my clients"

**If you are unable to track down a missing app or having difficulty getting it issued after following these processes please notify us immediately at seniorhealth@jetter.com or (800) 228-0008.**