



WHP AppFax Program

Agent Guide

2010 Medicare Plans

WHP Silver (HMO)

WHP Silver Rx (HMO)

WHP Platinum Rx (HMO)

Platinum Select Rx (HMO-POS)

With WHP AppFax, you can submit enrollments by AppFax 24 hours a day, seven days a week. Your faxed pages are received at our AppFax server and then processed by the Enrollment team.

For even quicker enrollment submission and processing, enroll online at http://www.welbornhealthplans.com/medicare/enroll_load.html

How to Enroll in the WHP AppFax Program

You must be enrolled in the WHP AppFax Program to send enrollments through WHP AppFax.

1. It is required that your fax machine be located in your office. The use of fax machines at any other location (e.g. The UPS Store, FedEx Kinko's, Office Depot, etc.) **is strictly prohibited** under HIPAA regulations.
2. To enroll in the WHP AppFax program follow the instructions on the WHP AppFax Transmittal cover sheet. Be sure to keep a clean copy of the cover sheet for future use, or download additional copies off Broker Link at www.welbornhealthplans.com
3. You should receive a confirmation e-mail or a phone call within approximately two hours. When the confirmation is received, you are officially enrolled in the WHP AppFax program. If you do not receive a confirmation within two hours, please contact one of our WHP AppFax processors at: 812-773-0388.

Our WHP AppFax processors are available Monday – Friday, 8 AM – 5 PM Central. If you submit your Agent Enrollment WHP AppFax after 5 PM Central, you may not receive a confirmation until the next business day by 10AM Central.

E-mail inquiries may be sent to DeatherageK@welbornhealthplans.com. **However, do not transmit client health information over e-mail. Any HIPPA information transmitted via email must be reported as a HIPPA violation.**

By submitting the initial Agent Enrollment AppFax, you agree to adhere to all requirements and procedures as covered in this document. Failure to comply with these guidelines or properly use this program may cause you to lose your WHP AppFax privileges.

How to Submit Enrollment Forms through WHP AppFax

Upon successfully enrolling in the program, you may begin to submit enrollment forms through WHP AppFax. To ensure that your application is processed as quickly as possible, please make sure to follow all instructions on the WHP AppFax Transmittal cover sheet and:

1. Copy the front and back of all application pages.
2. Also make sure to include the following:
 - a. Signed Sales Appointment Confirmation Form
 - b. Copy of voided check/deposit slip (only if member decides to have premium deducted from checking/savings account each month)
 - c. Authorization to Release Personal Medical Information
 - d. Copy of Power of Attorney (if it applies)
3. Fax your application pages in the proper sequence, **with the cover sheet and correct number of pages listed.**
4. Fax the application pages to the correct AppFax number.

Each Cover Sheet submitted will result in one confirmation e-mail or phone call to your office. Each enrollment receives its own confirmation number. If the number of pages indicated on your Cover Sheet does not correspond with the total received at the Enrollment Processing Center, you will receive a message indicating this. **Resubmit the entire application if you receive a request to resubmit.**

NOTE: The WHP AppFax Program must abide by strict CMS regulations regarding processing and turnaround times. Therefore, your prompt responsiveness is crucial. If you receive a confirmation advising that your AppFax was rejected due to clarity issues, missing pages or other errors, you must resolve these issues within 24-hours or these AppFaxes may be treated as an incomplete enrollment. This slows down the enrollment process and negatively impacts you, your commission and your client.

To avoid confusion and the possibility of duplication, you should speak with a WHP AppFax Processor if you are aware of a WHP AppFax error or failed transmission on your end. Keep copies of each enrollment and confirmation to serve as proof of enrollment submission. In the event of a system error, you might be asked to provide these documents.

After Hours WHP AppFax Submissions: You may submit enrollments through WHP AppFax 24 hours a day, seven days a week. However, because our WHP AppFax processors are available Monday – Friday, 8 AM – 5 PM CST, if you submit a WHP AppFax after 5 PM CST, you may not receive a confirmation until the next business day by 10 AM CST.

If we receive your WHP AppFax before midnight (your time), the enrollment will be marked as received on that calendar date. This is particularly important for month-end submissions-as long as we receive your WHP AppFax by midnight (your time) on the last business day of the month, your enrollment counts for that month.

NOTE: You **must** save the original enrollment form along with the confirmation received via e-mail or phone as proof of submission. Without this information, enrollment submissions cannot be acknowledged or verified. Confirmation of receipt will be sent by WHP AppFax if you do not specify an e-mail address or are unable to be reached by phone.

Medicare WHP AppFax Cover Sheet



Date: _____

Time: _____

To: WHP Enrollment

Company: Welborn Health Plans

WHP AppFax Number: 1-716-541-6365

Phone Number: _____

From: _____

Agent Code: _____ (must be on applications)

Company: _____

Fax Number: _____

Phone Number: _____

of Pages: _____

Email (Required): _____

Comments: _____

**WHP AppFax
Program Enrollment:**

**Check here if this an agent
enrollment** (First time only)

***** Any WHP AppFaxes not disclosing total
number of pages will be rejected! *****

– Applications must be AppFaxed daily! –

The information contained in this facsimile message is PRIVILEGED AND CONFIDENTIAL INFORMATION intended ONLY for the use of the individual or entity named herein. If the reader of this message is not the intended recipient, or the employee or agent responsible for the delivery to the intended recipient, you are hereby notified that any dissemination, distribution, or copy of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone and return the original message to us at the address listed via the U.S. Postal Service. Thank you.