

AGENT CONNECTIONS

A Monthly Newsletter for HealthTeam Advantage Agents



HTA in the Community

HealthTeam Advantage will be out in the community throughout the month of April, and we hope to see you at some of these events! Check out what we've been up to and what we're planning!

Our Community

Triad Honor Flight

On **Wednesday, April 27**, Triad Honor Flight will take off from Piedmont Triad Airport. We will be sending 90 Veterans and Guardians to Washington, DC, to visit memorials to honor them and thank them for their service. Various volunteer opportunities are available.

Visit the website for details: www.triadhonorflight.org

Our 5-Star Plan

HealthTeam Advantage is a 5-star plan! With this wonderful honor comes a **Special Enrollment Period** that can be used to enroll your client in HealthTeam Advantage.



This SEP can be used until **11/30/2022**. If you have any questions about using this SEP, please contact Agent Support at 855-547-0344 (TTY 711).



5-Star Flyer Available

A flyer highlighting HTA's 5-star rating for PPO plans is now available for agents! The template provides a customizable space on the back to list your name and phone number. Attached for download is a production-ready PDF file. If you have any questions, please email marketing@htanc.com for assistance.

[Download Flyer](#)

SEP for Individuals Affected by a Disaster or

Emergency

Who qualifies for this SEP?

Effective January 1, 2021, an SEP exists for individuals affected by a disaster or other emergency declared by a federal, state, or local government entity who were unable to, and did not make an election during another valid election period. This includes both enrollment and disenrollment elections.

Individuals are eligible for this SEP if they:

- Reside (or resided at the start of the SEP eligibility period) in an area for which a federal, state, or local government entity has declared a disaster or other emergency, or they do not reside in an affected area but rely on help making healthcare decisions from one or more individuals who reside in an affected area; and
- Were eligible for another election period at the time of the SEP eligibility period; and
- Did not make an election during that other valid election period due to the disaster or other emergency.

The SEP starts as of the date the declaration is made, the incident start date, or (if different) the start date identified in the declaration, whichever is earlier. The SEP ends two (2) full calendar months following the end date identified in the declaration or (if different) the date the end of the incident is announced, whichever is later.

What does this mean to agents?

If an individual wants to enroll and believes they may qualify for this SEP, agents should:

- Ask the beneficiary if they can show proof that they lived/live in an impacted area at the start of the SEP eligibility period.
- If they do not have proof, ask them to verbally attest.
- Confirm that they had another election period available during the time of the incident period.
- Confirm that the beneficiary lived in a county that has been declared an emergency or major disaster or relies on help making healthcare decisions from friends or family members who lived/live in the affected areas.
- Once eligibility has been verified, proceed with the application.
- On applications, use election code SEP DST.

Enrollments made pursuant to this SEP are effective the first of the month following the receipt of the enrollment request. For enrollment requests where more than one enrollment effective date is possible, agents will need to determine the applicant's desired effective date.

This SEP should never be used as a marketing tool to promote MA or PDP sales. Agents should not be actively marketing this SEP, but rather, be aware that it is available in case they are approached by someone who believes they have missed an election period due to the weather-related incident.

For any updates to eligible counties for FEMA declarations, please refer to the FEMA website: www.fema.gov/disasters.

Need Assistance? Contact Agent Support:

[855-547-0344](tel:855-547-0344) (TTY 711)

agentsupport@healthteamadvantage.com

Have a compliance concern or suspect fraud, waste, or abuse?

Contact the Compliance Helpline (anonymously if you wish) at:

1-855-741-4518 or www.hta.ethicspoint.com



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