

2023 Final Rule Compliance Checklist

Get Scope of Appointment Signed

Scope of Appointment Form signed 48 hours before the appointment (unless it is an approved exclusion)

Read TPMO Disclamier

within the first 60 seconds of the call if completing the sales and enrollment over the phone or via a video call

Confirm Eligibility

Confirm they have Medicare Parts A and B or when they will if they are not yet eligible

Confirm their election period (if enrolling outside of the AEP)

utilize tools provided to confirm LIS eligibility, current plan information, election periods, etc.

Conduct a thorough Needs Assessment that includes at least the following:

- Ask what they currently have for their current healthcare coverage, including what they have for dental, vision, and hearing
- Primary Care Provider and any specialists they see
- Preferred hospitals and pharmacies
- List of medications

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Ask additional questions recommended as part of the Needs Assessment:

- What they enjoy about their current coverage
- Specific benefits or features they prefer with their coverage/which benefits are most important to them
- Anything they would like to change about their current coverage
- Confirm if they are looking for a plan that covers dental, vision, and/or hearing
- If they prefer a specific type of plan (i.e. PPO)
- If they travel or live anywhere else part of the year

Conduct a full review of the Summary of Benefits

including all premiums, deductibles, baseline benefits including, and any specific healthcare needs uncovered during the Needs Assessment (i.e. DME or physical therapy)

Review plan stages

If the plan includes Part D coverage, review plan stages, applicable Rx deductible, tiers, and cost-shares (at least for 30-day retail), coverage gap, and catastrophic coverage

Confirm plan selection and effective date

Explain how their current coverage will be impacted by enrollment into the new plan

Post Enrollment

After the enrollment, follow up to ensure the member received their plan material, has scheduled their initial PCP appointment, and knows how to use any carrier or plan specific benefits and resources.