

# RECORDING APPLICATION ASSISTANCE

## Part D Low Income Subsidy (LIS/Extra Help):

- 11-Eligibility/Screening
- 12-Benefit Explanation
- 13-Application Assistance
- 14-Claims/Billing
- 15-Appeals/Grievances

## ACL Special Use Fields

MIPPA CLIENT 1 2 3:

<b>PRESCRIPTION DRUG ASSISTANCE</b>	<b>MEDICARE ADVANTAGE (HMO, PPO, PFF, PFS, SNP, MSA, Cost)</b>
1 Eligibility/Screening	27 Eligibility/Screening
2 Benefit Explanation	28 Benefit Explanation
3 Plans Comparison	29 Plans Comparison
4 Plan Enrollment/Disenrollment	30 Plan Enrollment/Disenrollment
5 Claims/Billing	31 Claims/Billing
6 Appeals/Grievances	32 Appeals/Grievances
7 Fraud and Abuse	33 Fraud and Abuse
8 Marketing/Sales Complaints or Issues	34 Marketing/Sales Complaints or Issues
9 Quality of Care	35 Quality of Care
10 Plan Non-Renewal	36 Plan Non-Renewal
<b>Part D Low Income Subsidy (LIS/Extra Help)</b>	<b>MEDICARE SUPPLEMENT/SELECT</b>
11 Eligibility/Screening	37 Eligibility/Screening
12 Benefit Explanation	38 Benefit Explanation
13 Application Assistance	39 Plans Comparison
14 Claims/Billing	40 Claims/Billing
15 Appeals/Grievances	41 Appeals/Grievances
	42 Fraud and Abuse
	43 Marketing/Sales Complaints or Issues
	44 Quality of Care
	45 Plan Non-Renewal
<b>Other Prescription Assistance</b>	<b>MENICAD</b>
16 Union/Employer Plan	46 Medicare Savings Programs (MSP) Screening (OMB, SLMB, QI)
17 Military Drug Benefits	47 MSP Application Assistance
18 Manufacturer Programs	48 Medicaid (SSI, Nursing Home, MDP, Elderly Waiver) Screening
19 State Pharmaceutical Assistance Programs	49 Medicaid Application Assistance
20 Other	50 Medicaid/DAB Claims
<b>MEDICARE (Parts A &amp; B)</b>	51 Fraud and Abuse
21 Eligibility	<b>OTHER</b>
22 Benefit Explanation	52 Long Term Care (LTC) Insurance
23 Claims/Billing	53 LTC Partnership
24 Appeals/Grievances	54 LTC Other
25 Fraud and Abuse	55 Military
26 Quality of Care	56 Employee
	57 COBRA
	58 Other Health Insurance
	59 Other
	60 Other

**IMPORTANT**

Total Time Spent on This Contact Date

Hours	Minutes
00	00

Status:

1	General Information and Referral	01	Medicaid Application
2	Denied Assistance - In Progress	02	MIPPA MSP Application
3	Denied Assistance - Fully Completed	03	MIPPA LIS & MSP Applications
4	Problem Solving - Problem Resolution - In Progress	04	State and Local Special Use Fields
5	Problem Solving - Problem Resolution - Fully Completed		

Preventive Benefits (Y/N) \_\_\_\_\_  
 Estimated Savings \$ \_\_\_\_\_  
 SMP Topic (0-19) \_\_\_\_\_ SMP Issue (0-13) \_\_\_\_\_  
 SMP Minutes \_\_\_\_\_ Disputed Amt \$ \_\_\_\_\_

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# RECORDING APPLICATION ASSISTANCE

## Medicaid:

- 46-Medicare Savings Programs (MSP) Screening (OMB, SLMB, QI)
- 47-MSP Application Assistance

## ACL Special Use Fields

MIPPA CLIENT 1 2 3:

<b>PRESCRIPTION DRUG ASSISTANCE</b>	<b>MEDICARE ADVANTAGE (HMO, PPO, PFF, PFS, SNP, MSA, Cost)</b>
1 Eligibility/Screening	27 Eligibility/Screening
2 Benefit Explanation	28 Benefit Explanation
3 Plans Comparison	29 Plans Comparison
4 Plan Enrollment/Disenrollment	30 Plan Enrollment/Disenrollment
5 Claims/Billing	31 Claims/Billing
6 Appeals/Grievances	32 Appeals/Grievances
7 Fraud and Abuse	33 Fraud and Abuse
8 Marketing/Sales Complaints or Issues	34 Marketing/Sales Complaints or Issues
9 Quality of Care	35 Quality of Care
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<b>Part D Low Income Subsidy (LIS/Extra Help)</b>	<b>MEDICARE SUPPLEMENT/SELECT</b>
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<b>Other Prescription Assistance</b>	<b>MENICAD</b>
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23 Claims/Billing	53 LTC Partnership
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	57 COBRA
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**IMPORTANT**

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Status:

1	General Information and Referral	01	Medicaid Application
2	Denied Assistance - In Progress	02	MIPPA MSP Application
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4	Problem Solving - Problem Resolution - In Progress	04	State and Local Special Use Fields
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Preventive Benefits (Y/N) \_\_\_\_\_  
 Estimated Savings \$ \_\_\_\_\_  
 SMP Topic (0-19) \_\_\_\_\_ SMP Issue (0-13) \_\_\_\_\_  
 SMP Minutes \_\_\_\_\_ Disputed Amt \$ \_\_\_\_\_

25

# RECORDING APPLICATION ASSISTANCE

## Part D Low Income Subsidy (LIS/Extra Help):

- 11-Eligibility/Screening
- 12-Benefit Explanation
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- 14-Claims/Billing
- 15-Appeals/Grievances

## Medicaid:

- 46-Medicare Savings Programs (MSP) Screening (QMB, SLMB, QI)
- 47-MSP Application Assistance

## ACL Special Use Fields

MIPPA CLIENT 1 2 3:

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<b>PRESCRIPTION DRUG ASSISTANCE</b> Medicare Prescription Drug Coverage (Part D) 11 Eligibility/Screening 12 Benefit Explanation 13 Plans Comparison 14 Plan Enrollment/Disenrollment 15 Claims/Billing 16 Appeals/Grievances 17 Fraud and Abuse 18 Marketing/Sales Complaints or Issues 19 Quality of Care 20 Plan Non-Renewal		<b>MEDICARE ADVANTAGE (HMO, PDS, PPO, P15, SNP, MSA, Cost)</b> 27 Eligibility/Screening 28 Benefit Explanation 29 Plans Comparison 30 Plan Enrollment/Disenrollment 31 Claims/Billing 32 Appeals/Grievances 33 Fraud and Abuse 34 Marketing/Sales Complaints or Issues 35 Quality of Care 36 Plan Non-Renewal	
<b>Part D Low Income Subsidy (LIS/Extra Help)</b> 11 Eligibility/Screening 12 Benefit Explanation 13 Application Assistance		<b>MEDICARE SUPPLEMENT/SELECT</b> 37 Eligibility/Screening 38 Benefit Explanation 39 Plans Comparison 40 Claims/Billing 41 Appeals/Grievances 42 Fraud and Abuse 43 Marketing/Sales Complaints or Issues 44 Quality of Care 45 Plan Non-Renewal	
<b>MEDICARE (Parts A &amp; B)</b> 21 Eligibility 22 Benefit Explanation 23 Claims/Billing 24 Appeals/Grievances 25 Fraud and Abuse 26 Quality of Care		<b>MEDICAD</b> 46 Medicare Savings Programs (MSP) Screening (QMB, SLMB, QI) 47 MSP Application Assistance	
Under Other (See 10) (DMERC Code) DMERC02 - Immediate Need DMERC03 - Non-Local DMERC04 - Non-Specific Brand DMERC04 - Repeat DMERC05 - Traveling Beneficiary		<b>OTHER</b> 32 Long Term Care (LTC) Insurance 33 LTC Partnership 34 LTC Other 35 Military 36 Employee 37 COBRA 38 Other Health Insurance 39 Other	

  

<b>Total Time Spent on This Contact Date</b>		8% 10% 15% 20% 25% 30% 35% 40% 45% 50% 55% 60% 65% 70% 75% 80% 85% 90% 95% 100%	
Hours	Minutes		
Status 1 General Information and Referral 2 Detailed Assistance - In Progress 3 Problem Solving - Problem Resolution - In Progress 4 Problem Solving - Problem Resolution - Fully Completed		<b>Networkwide and CMS Special Use Fields</b> 01 MIPPA US Application 02 MIPPA MSP Application 03 MIPPA US & MSP Applications <b>State and Local Special Use Fields</b> Preventive Benefits (Y/N) _____ Estimated Savings \$ _____ SMP Topic (0-19) _____ SMP Issue (0-13) _____ SMP Minutes _____ Disputed Amt \$ _____	

**IMPORTANT**