

Agent Alert



January 5, 2021

In this Agent Alert:

- Loss of low-income subsidy (LIS) letters mailing
- Late enrollment penalty (LEP) letters mailed

Loss of low-income subsidy (LIS) letters mailing

Loss of low-income subsidy (LIS) letters were mailed in December to members who will no longer qualify for Extra Help with their Medicare prescription drug costs effective January 1, 2021. The letter includes members' new premium and cost-sharing amounts. Members who no longer have the subsidy can switch plans as part of a special enrollment period (SEP) or stay with the same plan.

If members contact you with questions, please tell them to call Social Security, Medicare or customer service at the numbers listed in the letter.

Late enrollment penalty (LEP) letters mailed

Members who owe a late enrollment penalty (LEP) were mailed a letter in early December. The letter included information on the change to the member's penalty amount, based on the change to the national base beneficiary premium (\$33.06 in 2021). Approximately 5,964 individual and group members received the letter.

If members contact you with questions about the penalty, inform them that the penalty is determined by the Centers for Medicare & Medicaid Services (CMS) and not by the plan. If you feel the member may qualify for Extra Help, ask them to call Social Security, Medicare or customer service.

Questions? Call a Broker Help Desk

If you have questions, want to enroll an applicant by phone or help a member make a change, please contact the appropriate agent help line:

- MedicareBlue Rx pre-enrollment toll free at **1-866-464-3919**
- MedicareBlue Rx post-enrollment toll free at **1-866-849-2498**
- Group MedicareBlue Rx post-enrollment toll free at **1-877-838-3837**

Coverage is available to residents of the service area or members of an employer or union group and separately issued by one of the following plans: Wellmark Blue Cross and Blue Shield of Iowa,* Blue Cross and Blue Shield of Minnesota,* Blue Cross and Blue Shield of Montana,* Blue Cross and Blue Shield of Nebraska,* Blue Cross Blue Shield of North Dakota,* Wellmark Blue Cross and Blue Shield of South Dakota,* and Blue Cross Blue Shield of Wyoming.*

*Independent licensees of the Blue Cross and Blue Shield Association.