UnitedHealthcare eAlliance CTM Risk Audit Scorecard – Partner Auditor Evaluation of Sales/Enrollment Agent(s)

Auditor Name:					Enrollment Start Time: State:					
Ager	nt Name:					Enrollr	ment Date:		County:	
Enro	ollee Name:					Effecti	ve Date:		ZIP Code:	
Plan	Name:					Election	on:			
Audit Level Notes:										
# Evaluation Question: Yes No			N/A	~	Error/Coaching Timestamp and Notes					
CTM	Risk: Misleading/Ina	ppropriate Agent Title								
1	1 (HIGH) Did the agent identify themselves by first and last name, state they are a licensed sales agent, and refrain from implying affiliation with Medicare?					~				
	he agent avoid imply icare?	ing employment with, endorsement from, or d	irect at	ffiliation	n with		Missed - Affi	iliation with Medica	re	
Did t	he agent provide the	ir first name and last name (as listed on their	license)?			Missed - Firs	st Name		
							Missed - Last Name			
Did t	he agent indicate tha	t they are a licensed agent (broker/sales repr	esenta	itive)?			Missed - Lice	ensed Sales Agent		
CTM	l Risk: Benefit Covera	age Information and Cost Information								
2		ent accurately present minimum medical ncluding applicable cost and coverage				~				
Did the agent accurately provide complete inpatient hospital coverage and cost?							Missed - Inp	atient Hospital copa	y/coinsurance	
Did the agent accurately provide the Medical Deductible, if present on the plan?							Missed - Me	edical Deductible		
Did t	the agent accurately p	provide Primary Care Provider coverage and	cost?				Missed - PCF	P copay/coinsurance		
Did t	Did the agent accurately provide Specialist Provider coverage and cost?						Missed - Spe	ecialist copay/coinsu	rance	

#	Evaluation Question:	Yes	No	N/A	✓	Error/Coaching Timestamp and Notes
3 0	(HIGH) Did the agent obtain the consumer's prescription drugs and accurately provide the prescription deductible, formulary coverage, costs, and coverage limits?				~	
	ne agent offer Rx lookup without discouraging the consumer or mi e lookup?	schara	tion		Missed - Offer Rx lookup	
Did tl	ne agent provide the deductible when applicable?					Missed - Prescription Deductible
Did tl	ne agent accurately indicate coverage for all medications indicated	d?		_		Missed - Formulary Coverage
Did tl	ne agent accurately provide prescription costs?					Missed - Copay/Coinsurance
	ne agent accurately/completely provide Rx dispensing/utilization re	estrictio	ons?			Missed - QL
(QL,	PA, ST)					Missed - ST
						Missed - PA
Did th	Did the agent accurately/completely provide a description of the catastophic stage?					Missed - Catastrophic Coverage

#	Evaluation Question:	Yes	No	N/A	✓	Error/Coaching Timestamp and Notes
4	(LOW) Did the agent accurately present additional/non-baseline benefits and coverage limits, as applicable?				~	
9						
	e agent accurately provide complete ancillary benefit coverage, or discussed?	ost, ar	nd limits	3		Missed - Ancillary Benefits
	e agent accurately provide complete Urgent Care benefit coverage discussed?	ge, cos	t, and I	imits		Missed - Urgent Care
	e agent accurately provide complete Emergency Care benefit cowhen discussed?	/erage	, cost,	and		Missed - Emergency Room
	e agent accurately provide complete Rider benefit coverage, cos d to the enrollment application?	t, and I	imits w	hen		Missed - Rider
	e agent accurately provide complete benefit coverage, cost, and its discussed?	limits f	or all o	ther		Missed - Other
CTM	Risk: Network/Provider Access Information					
5	(HIGH) Did the agent accurately verify/provide network status of the consumer's providers, facilities, and provide any referral requirements?				~	
Did th	e agent obtain/confirm the consumer's choice of PCP and provide	e netw	ork sta	tus?		Missed - PCP Network Status
	Did the agent obtain/confirm the consumer's choice of Specialist(s) and provide network status?					Missed - Specialist Network Status
	Did the agent provide network status for any facilities the consumer indicated, including their choice of pharmacy?					Missed - Facility Network Status
Did the plan?	e agent accurately indicate Specialist referral requirements when	requir	ed by t	he		Missed - Referral Requirement

#	Evaluation Question:	Yes	No	N/A	✓	Error/Coaching Timestamp and Notes
CTM	Risk: Cost Information					
6	(HIGH) Did the agent accurately provide the premium amount, including it is in addition to Part B premium, and read/address all corresponding disclaimers/questions?				~	
Did th	ne agent accurately provide the plan premium?	l .		•		Missed - Premium Amount
Did th	ne agent indicate the premium is in addition to the Part B premium	1?				Missed - Part B
Did th	ne agent provide the LEP/Extra Help/IRMAA disclaimers?					Missed - LEP/Extra Help/IRMAA
Did th	ne agent provide all payment options and obtain the consumer's s	electio	n?			Missed - Payment Options
Did th	ne agent provide any disclaimers relative to the payment option se	election	1?			Missed - Payment Method Disclaimer
CTM	Risk: Coordination of Benefits					
7 0	(LOW) Did the agent confirm the consumer's other health coverage, other prescription coverage, and read applicable disclaimers based on consumer responses?				~	
Did th	ne agent ask the other Rx coverage question?			1		Missed - Other Rx Coverage
Did th	ne agent ask the MedSupp coverage question and/or read the Me	dSupp	disclai	mer?		Missed - Medicare Supplement Coverage
Did th	Did the agent ask the other health coverage question?					Missed - Other Health Coverage
Did th	Did the agent read any scripted disclaimer applicable to the consumer's other coverage?					Missed - Applicable Disclaimers

#	Evaluation Question:	Yes	No	N/A	✓	Error/Coaching Timestamp and Notes			
CTM	CTM Risk: Plan Suitability								
8	(HIGH) Did the agent accurately distinguish/explain the difference between the different plan types?				~				
	e agent ensure the consumer's understanding of the difference band a MedSupp plan if/when discussed?	etweer	n an M	4/PD		Missed - Medicare Supplement vs. Medicare Advantage			
Did th	e agent ensure the consumer's understanding of Original Medica ssed?	re if/wł	nen			Missed - Original Medicare			
Did th	e agent ensure the consumer's understanding of an MA Only Plassed?	n if/wh	en			Missed - MA			
Did th	e agent ensure the consumer's understanding of an MAPD Plan	if/when	discus	ssed?		Missed - MAPD			
Did th	e agent ensure the consumer's understanding of a PDP Plan if/w	hen dis	scusse	d?		Missed - PDP			
Did th	e agent ensure the consumer's understanding of a MedSupp Plassed?	n if/whe	en			Missed - Medicare Supplement			
CTM	Risk: Enrollment Process, Plan Suitability, and Enrollment Withou	ıt Perm	ission						
9	(HIGH) Did the agent verify that the consumer was eligible to enroll and provide plan name and effective date?				~				
	Did the agent obtain sufficient evidence the consumer was eligible for the plan and election period?					Missed - Eligibility			
Did th	Did the agent accurately provide the complete plan name?					Missed - Plan name			
Did th	Did the agent accurately provide the plan effective date (MM/DD/YYYY)?					Missed - Effective Date			

#	Evaluation Question:	Yes	No	N/A	✓	Error/Coaching Timestamp and Notes
10	(HIGH) Did the agent confirm who will be completing the enrollment, follow the auth rep/witness process and obtain				✓	
0	demographics?					
Did th	e agent obtain auth. rep. attestation and demographics when app	licable	?			Missed - Auth Rep Process
Did th	e agent obtain consumer authorization and witness demographicable?	s wher	1			Missed - Witness Process
11	(HIGH) Did the agent accurately fill out the application to ensure a hassle-free enrollment process?				~	
0	charte a massic free emoliment process:					
	e agent accurately obtain or confirm the consumer's full name?					Missed - Name
Did th	e agent accurately obtain or confirm the consumer's DOB?					Missed - DOB
Did th	e agent accurately obtain or confirm the consumer's physical/res	dential	addre	ss?		Missed - Physical Address
Did th	e agent accurately obtain or confirm the consumer's mailing addr	ess?				Missed - Mailing Address
Did th	e agent accurately obtain or confirm the consumer's county (MA/	PD On	ly)?			Missed - County
Did th	e agent accurately obtain or confirm the consumer's Medicare No	ımber?)			Missed - MBI
Did th	e agent confirm LTC residency when required by plan or scripting	g?				Missed - LTC information
	Did the agent accurately obtain or confirm the consumer's choice of PCP?					Attack pop
	Did the agent accurately confirm the consumer's current patient status (when required by scripting)?					Missed - PCP
Did the agent accurately select the consumer's plan selection (and rider when applicable?						Missed - Plan/Rider
conta	e agent accurately obtain or confirm the consumer's chronic verif ct information?				Missed - Chronic Verification Provider	
Did th	e agent accurately select/identify the consumer's election period	when o	discuss	ed?		Missed - Valid Election Period

#	Evaluation Question:	Yes	No	N/A	/	Error/Coaching Timestamp and Notes
12	(HIGH) Did the agent follow the required scripting?				/	
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				l		Missed – A and/or B
						Missed – Will End Other MA/PDP
						Missed – Medicare Outside US
						Missed - Plan Specific Disclaimer
						Missed – Right to Appeal
						Missed – Release of Information
						Missed – Accurate information/Disenrollment/Cancellation
13	(HIGH) Did the agent verify understanding and obtain the				✓	
9	consumer's agreement to enroll?					
Did tl	Did the agent obtain the consumer's agreement to enroll/submit the application?					Missed - Agreement to Enroll
	Did the agent confirm the consumer's understanding of the enrollment information/process?					Missed - Understanding of Enrollment

#	Evaluation Question:	Yes	No	N/A	✓	Error/Coaching Timestamp and Notes
СТМ	Risk: Agent Service and Agent Misstatement				<u> </u>	
14	(LOW) Did the agent remain professional, address all questions and concerns, provide accurate information, and provide the consumer with personal/customer service contact information?				~	
	ne agent avoid rude/unprofessional tone/behavior and match pace umer?	with t	he			Missed - Pace and tone
Did th	ne agent avoid excessive use of jargon without sufficient explanat	ion?				Missed - Jargon
Did th	ne agent ensure the consumer had cognitive ability to comprehen	d and e	enroll?			Missed - Cognitive Abilities
Did th	ne agent provide only accurate/verifiable information? (Benefit info	not so	cored h	ere.)		Missed - Accurate Information
Did th	ne agent provide plan customer service or agent/agency phone nu	ımber?)			Missed - Contact Information
Did th	ne agent attempt to completely address all consumer questions/co	oncerns	s?			Missed - Address questions/concerns
15 Q	(HIGH) Did the agent avoid superlatives, stating the plan was endorsed by AARP, and negative comments about other companies?				~	
Did th	ne agent use superlatives regarding the plan or networks?					Missed - Superlatives
Did th	Did the agent avoid indicating AARP endorsement of MA/MAPD/PDP plans?					Missed - Endorsed by AARP
Did th	Did the agent avoid negative comments about Medicare or other plans/carriers?					Missed - Other companies
16	How many HIGH questions were missed?	HIGH	1			
17	How many LOW questions were missed?	LOW	1			

Evaluation Score:	
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