

Chronic Care Special Needs Plan (C-SNP)

Job Aid – CPL-ISO-155d

Misunderstanding of the requirements to enroll or remain enrolled in a C-SNP are sources of beneficiary complaints. This job aid offers important information that should be shared with beneficiaries considering enrollment in one of these plans.

Overview

Chronic Condition Special Needs Plans (C-SNPs) are designed specifically for individuals with one or more chronic health conditions such as: diabetes mellitus, cardiovascular disorders, chronic heart failure and/or chronic lung disorders.

Eligibility Requirements

1. Medicare Part A & B
2. Live in the service area
3. Confirmation of the chronic condition by the enrollee's physician/office staff using one of the following methods:
 - i) VCC form:
 - (1) Fax the completed form to 1-877-889-9936
 - (2) Scan the completed form and email to VCC@humana.com
 - ii) Via the Availity provider portal
 - iii) Calling 1-877-271-5229 to provide verbal verification (Monday – Friday, 8 a.m. to 6 p.m., Eastern time)

Applicant/Member's Role

Agents must make certain that applicants/members clearly understand the following:

- They are responsible for providing their physician with the Verification of Chronic Condition (VCC).
- They are responsible for ensuring the VCC form is returned within the prescribed timeframe.
- If the completed VCC is not returned by the end of the second month of enrollment, the member will be disenrolled from the C-SNP.

Chronic Condition SEPs

- 1) SEP-CSN is for those individuals with severe or disabling chronic conditions to enroll in a CC-SNP designed to serve individuals with those conditions. This SEP will apply as long as the individual has the qualifying condition and will end once they enroll in a CC-SNP. Once the SEP ends, they may make enrollment changes only during AEP or other eligible election periods.
- 2) After enrollment, Individuals who are found to not have the qualifying condition necessary to enroll in the CC-SNP will have SEP-CSN to enroll in a different plan. This normally occurs when the required post enrollment verification with the provider did not confirm the information provided during the pre-enrollment assessment. This SEP begins when the plan notifies the individual of the lack of eligibility and continues for two additional calendar months. The SEP ends when the individual makes an enrollment election or on the last day of the 2nd month following the notification.
- 3) Individual is enrolled in a CC-SNP who has a chronic condition which is not the focus of their current CC-SNP is eligible for SEP-CSN. Such individuals have an opportunity to change to a different CC-SNP that focuses on a different chronic condition. Eligibility for this SEP ends at the time the individual enrolls in the new CC-SNP.