

2014 Medicare Advantage DirectFax Guide

Welcome to our easy and convenient DirectFax process for Medicare Advantage (MA) enrollments. If you are a new user, you must register prior to faxing your first enrollment. To complete your registration, please follow these steps:

- Locate the DirectFax transmittal sheet on page 3 of this guide
- Check the box for “first-time DirectFax user” and fill out the information requested
- Fax the completed transmittal sheet to **1-866-903-8235***
 - Do not include any enrollment materials
 - This submission serves as your registration request
- Wait for your registration confirmation
 - Confirmation will arrive by e-mail or telephone generally within two hours following your request**
 - Do not fax any enrollment paperwork until your registration is confirmed
- Once you have received confirmation, you may begin using DirectFax

**By faxing your registration request, you agree to adhere to our DirectFax policies. Failure to comply with these policies may result in the loss of your DirectFax privileges.*

***Registrations submitted after 5:00 p.m. Eastern Time will be confirmed by 10:00 a.m. the next business day. If confirmation is not provided during this time frame, please contact the DirectFax Agent Helpdesk at 1-866-856-5849, Monday-Friday, 9:00 a.m. to 5:00 p.m. Eastern Time, or directfax@igate.com.*

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How to Submit Enrollments with DirectFax

Completed MA enrollments must be submitted to us within 24-hours of the beneficiary's signature to remain compliant with the guidelines of the Centers for Medicare & Medicaid Services (CMS). To submit your DirectFax enrollments, follow these steps:

- Gather your enrollment application and corresponding enrollment materials
- Use one DirectFax transmittal sheet for each enrollment submitted
 - Use separate transmittal sheets for spouses
 - Do not batch enrollments
- Check the box for “registered DirectFax user” and complete the information requested
- Fax your enrollment to **1-866-903-8235**
 - Do not use a public or retail fax machine. Protected Health Information (PHI) and Personally Identifiable Information (PII) **may not** be transmitted through unsecure methods, in accordance with HIPAA regulations
 - Do not use DirectFax to submit your completed AgentLink online enrollment. To fax your AgentLink enrollment, follow the instructions provided on the AgentLink fax transmittal sheet
- Wait for your submission confirmation
 - Each enrollment submission will be assigned a unique confirmation number
 - Confirmation will arrive by e-mail or telephone generally within two hours following your submission**

***Enrollments submitted after 5:00 p.m. Eastern Time will be confirmed by 10:00 a.m. the next business day. If confirmation is not provided during this time frame, please contact DirectFax Agent Helpdesk at 1-866-856-5849, Monday-Friday, 9:00 a.m. to 5:00 p.m. Eastern Time, or directfax@igate.com. Do not resubmit enrollment materials unless we notify you of transmission or other error. Do not transmit client health information or enrollments via e-mail.*

Helpful Suggestions

- **Do not discard!** Retain all documentation, including the original enrollment application and fax confirmation. This is your proof of submission.
- **Do not duplicate!** There is no need to mail your enrollment paperwork—this will count as a duplicate submission and delay processing of the enrollment.
- **Do not delay!** Resubmit your enrollment materials immediately should we notify you of transmission or other error.

Sequence of Pages

Be sure your enrollment paperwork is clean and legible. Pages should be in order and face the same direction. Sequence should be as follows:

1. DirectFax transmittal/cover sheet
2. Completed enrollment application
3. Scope of Appointment
4. Corresponding enrollment materials

CORRECT

NOT CORRECT

2014 DirectFax Transmittal Sheet

Medicare Advantage Enrollments

1-866-903-8235

Please check the appropriate box below and provide the information requested.

I am a first-time DirectFax user and wish to register. Here is my agent information:

Agent Name:	Agent Number:
Phone #:	Fax #:
E-mail Address:	
Fax Date:	



STOP! Fax this information to the number above and wait for confirmation. Upon confirmation, you may begin using DirectFax to submit your completed enrollment forms. **Do not submit any enrollments until your registration has been confirmed.**

I am a registered DirectFax user and wish to submit an enrollment. Here is my agent information:

Agent Name:	Agent Number:
Agent Phone #:	Agent Fax #:
Agent E-mail Address:	
Applicant's Name:	
Fax Date:	Total # of Pages:

Use one transmittal sheet per enrollment form and fax to the number above. Use separate transmittal sheets for spouses. **Do not batch.**

Be sure your enrollment paperwork is clean and legible. Pages should be in order and face the same direction. Sequence should be as follows:

1. DirectFax transmittal sheet
2. Completed enrollment application
3. Scope of Appointment
4. Corresponding enrollment materials



STOP! Do not use this form to fax AgentLink enrollments. AgentLink enrollments must be faxed to the number provided on the online AgentLink fax transmittal sheet.

Confirmation Instructions

Confirmation will be provided approximately two hours following fax submission. Confirmation for business submitted after 5:00 p.m. Eastern Time will be provided by 10:00 a.m. the next business day. If confirmation is not provided during this time frame, please contact us at 1-866-856-5849 or directfax@igate.com. Do not resubmit enrollment materials unless we notify you of transmission or other error. Do not transmit client health information or enrollments via e-mail.

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