

HOW TO ORDER SALES KITS



How can you find additional sales and enrollment pieces?

- 1 Visit devoted.com/find-plan-documents
- 2 Enter a zip code to see local plans
- 3 Select a plan that meets the prospect's needs
- 4 Review all plan documents online
- 5 Log in to our agent portal to complete the prospect's enrollment online

Introducing our new sales and enrollment process

We're moving our enrollment kits online. Now you can share the benefits of Devoted Health plans with prospects without carrying around extra sales material.

What does the new enrollment process look like?

- 1 Bring your Devoted Health enrollment toolkit, the Plan Comparison Cheat Sheet, Getting Started flyer, and Enrollment Receipt when you meet with prospects
- 2 Complete the SOA form, conduct a needs assessment, and review the Devoted Health sales presentation through our agent portal
- 3 Review the Summary of Benefits and addendum, the Star Ratings insert, and our formulary and provider directory before starting an application through our agent portal
- 4 If a prospect is interested in joining a Devoted Health plan, complete an application online through our agent portal or your agency/FMO platform

Why are we making a change?

This past AEP, **more than 85% of Devoted Health brokers and agents** submitted application forms online. Because of this popularity, your Devoted Health sales leader or broker manager will give you 1 enrollment toolkit to sell with. **DO NOT distribute any forms from your toolkit to prospects.** The toolkit includes:

- Enrollment form*
- Summary of Benefits and addendum
- Star Ratings insert (when applicable)
- SOA form*
- C-SNP verification form*
- PHI form (sent in the welcome kit)
- Enrollment receipt
- Dental/OTC teaser brochure

*Forms completed electronically

What else can you give your prospects?

You can distribute printed copies of our Plan Comparison Cheat Sheet to prospects, even if they don't join a Devoted Health plan. Your broker manager can also give you a limited number of paper enrollment kits you can use with prospects who don't have a reliable internet connection.

When a prospect completes a Devoted Health application with you, you'll give them an Enrollment Receipt, as well as our Getting Started flyer which includes details about their member ID card and welcome kit.

Getting the Most from Your Plan	Learn your plan basics and how to use your benefits. Using Your 2023 Benefits <small>Updated November 15, 2022</small>
Healthy Foods Benefit	You may be able to get money to spend on groceries each month. Check your Evidence of Coverage to see how much. Get More Details
Summary of Benefits	See an overview of your plan's benefits and costs. View 2023 Summary of Benefits <small>Updated November 16, 2022</small>
Over-the-Counter (OTC) Catalog	Browse the items you can buy with your OTC Credit. View 2023 OTC Catalog
Devoted Dollars	Our rewards program lets you earn Devoted Dollars rewards for taking care of your health. See your Summary of Benefits for specific reward amounts. Get the Program Overview
Evidence of Coverage	Dig into the nitty gritty about how your plan works, what's covered, and what you'll have to pay. View 2023 Evidence of Coverage
Annual Notice of Change	Find out how your plan will change in the coming year. <small>2023 Devoted Health Core Miami-Dade (HMO) Miami-Dade</small> View 2023 Annual Notice of Change
Drug Costs with Extra Help	With Extra Help from Medicare, you'll pay less for prescription drug coverage. Extra Help is also known as the low-income subsidy or LIS. And the charts that show your costs with Extra Help are sometimes called LIS Premium Summary Charts.