

# What Is A DUAL ELIGIBLE?

Dual-Eligible Special Needs (D-SNP) clients are individuals who have both Medicare and Medicaid.

Prior to 2019, Dual Eligibles had the option to make changes to their plan each month of the year, and the plan would become effective the first of the following month.

As of 2019, the Dual Eligible SEP rules have changed.



## How does the New SEP Work?

The Centers for Medicare and Medicaid Services (CMS) have issued new guidelines for SEPs, Dual-Eligibles, and LIS.

Now, Dual-Eligibles can only make one change per quarter, for the first three quarters (January through September) of the year. Dual clients may not use one of these SEPs during the fourth quarter of the year (October through December,) but can participate in the Annual Enrollment Period, (AEP).

For the first three quarters, if your client makes a change, the coverage will take effect the month after he or she enrolls. The SEP will be considered “used” when your client makes an election.

**For example**, if your LIS client enrolls in a new Medicare Advantage plan on March 10th, the coverage will take effect April 1st. This will count towards the first quarter SEP, not the second.

Now during the fourth quarter, general AEP rules apply.

**For example**, if you submit an application with an AEP election period code for a D-SNP client on November 1st, their plan will not become effective until January 1st, with the rest of your AEP enrollees.

## 4th Quarter - Rules of the Road

You can still sell to D-SNP and LIS eligible clients from October through December for 1/1/2021 effective dates during the AEP. **However, you must use the AEP election period code on your applications.**

This means you **must sell on, or before December 7th** for coverage to take effect on 1/1/2021.

Do not wait until December 8th to focus on D-SNP and LIS clients. You should be spending time from December 8th through December 31st on initial enrollments and other types of SEP enrollments instead!

## How does the New SEP Work?

If you've never sold D-SNPs before, here's a brief overview.

A Dual-Eligible Special Needs plan is a type of Medicare Advantage plan that offers health benefits to people who are eligible for both Medicare and Medicaid. Coverage may vary by carrier, but generally D-SNPs often provide:

- \$0 monthly premiums
- Coordination of care between healthcare providers
- Vision and hearing benefits
- Over-the-counter benefits
- Transportation benefits
- Telehealth services
- Gym memberships
- Part D (prescription drug) coverage

## How does the New SEP Work?

LIS stands for “Low-Income Subsidy”. It's a federal program that helps Medicare enrollees pay for prescription drugs. LIS is also known as “Medicare Extra Help”, and has financial eligibility requirements. The Medicare Extra Help program helps cover some of the following benefits:

- Part D premiums
- Coinsurance and copayments
- Annual deductibles
- Donut Hole coverage gaps
- Part D late enrollment fees

## Extra Assistance

Contact the experts at Pinnacle Financial Services today to get all of the details on D-SNP and LIS selling.

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