

CSNP DIAGNOSIS (DX)



VERIFICATION PROCESS JOB AID

Effective October 1, a new DX Verification Process rolls out. This process will help confirm qualifying chronic conditions within 2 months of the member's effective date.

Verification Deadline: Must be completed within 2 months of member's effective date.

Pre-effective date: Fax, Email, AND Phone verification allowed. Voicemail available 24/7.

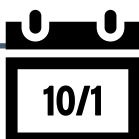
Post-effective date: Only fax or email with signed form is accepted per CMS.

Signature Requirement: Must be signed by the treating provider (MD, DO, NP, or PA).

Failure: Member involuntary disenrolled.



Inbound Hotline



NEW!

Provider offices may call to confirm diagnosis **before** member's effective date. Will be prompted to provide the following information:

- Name & callback number
- Treating provider's full name & NPI
- Member's full name & DOB
- Chronic conditions being confirmed

Note: Live support begins Nov. 2025 8am-5pm PT



Disenrollment Prevention

Starting January 2026, SCAN will contact the member to help them enroll in a new plan to avoid losing coverage. The **Agent of Record remains unchanged** when members are enrolled in a new plan.

Member Actions:

To avoid delays, encourage members to:

- Answer Care Coordination Calls
- Provide treating provider information



Weekly Dx Verification Form Distribution

Beginning October 15, SCAN will send auto-populated diagnosis verification forms to the enrollee's assigned PCP within one week of application acceptance.



Monthly Status Updates

Who: Brokers, Agents, & FMOs (for downline visibility)

What's included:

- Members 30 days out before disenrollment

Report updated daily @ 5pm PT



Last 30-Day Push: Help Save Enrollments

SCAN sends status report to **Brokers & Agent** to follow up with providers via email and fax.

- Brokers & Agents should pre-fill member's info for best results

Note: Members will be disenrolled if they are not verified or do not select a new plan.

CSNP DX VERIFICATION PROCESS TIMELINE

