

Wellmark initially let you know of our need to verify the paperwork required for Special Enrollment Periods (SEPs) in our 3/31/16 BBO (for both [Iowa](#) and [South Dakota](#)). To briefly summarize the changes, individuals who enroll using SEPs will need to provide proof of eligibility to their agent to ensure they are qualified for coverage. The agent is responsible for retaining this documentation. The documentation requirement change is for SEPs with a signature date of **April 1, 2016** or later for an effective date of **May 1, 2016** or later. This change is being made not only for new SEP contracts but also SEP contract changes. The documentation submission process will differ between QUE and Health Plan Systems (HPS), which will launch July 2016.

While still operating QUE	Once QUE transitions to HPS
<ul style="list-style-type: none"> • Agent is responsible for obtaining and keeping documentation on file. • Documentation will be subject to audit 	<ul style="list-style-type: none"> • Agent is responsible for submitting documentation with application • Documentation will be subject to audit

As part of our new SEP guidelines, Wellmark will begin using an audit process of individuals enrolled through SEPs. Details on the process are outlined below:

1. The SEP contracts chosen for audit will represent a cross section of all SEP contracts (GF/NGF/ACA).
2. If audited, producers will receive an email from Wellmark Sales Compliance requesting the documentation required for the SEP chosen (see chart attached at bottom of this message). Instructions on how to submit the documentation will be included in the email.
 - a. The email will be addressed to the Agent but also communicated to their Agency and/or General Agency.
3. Producers will need to provide the SEP documentation to the Sales Compliance team within 10 business days after Wellmark makes the request via email.
 - a. If the producer does not provide the required documents, or if the documentation does not support a SEP, he/she will be subject to penalties, up to and including the loss of appointment with Wellmark.
4. If the requested documents are not provided within 10 business days, a letter will be mailed to the member requesting the information within an additional 7 days.
 - a. If the documentation from the member is not received, or if the documentation does not support an SEP, the member's contract with Wellmark may be retroactively terminated due to ineligibility for SEP coverage.

For your reference, attached below is the SEP chart outlining the documentation that will be needed for each special enrollment event.



SEP Chart.pdf