Validating Medicaid Eligibility using Sunfire

This job aid will familiarize you with the steps to look up Medicaid eligibility and available plans.

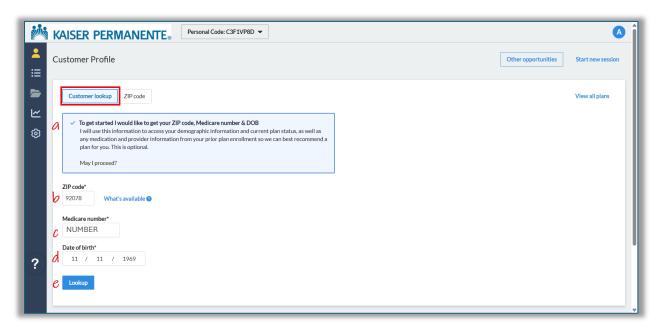
- Important Things to Note:
 - Results will look different based on the search criteria.
 - Sunfire makes periodic application enhancements that can change the look and feel of the application.
 - Be sure to review the information carefully. There is a lot of information and recommendations on each screen.

1. Log into Sunfire



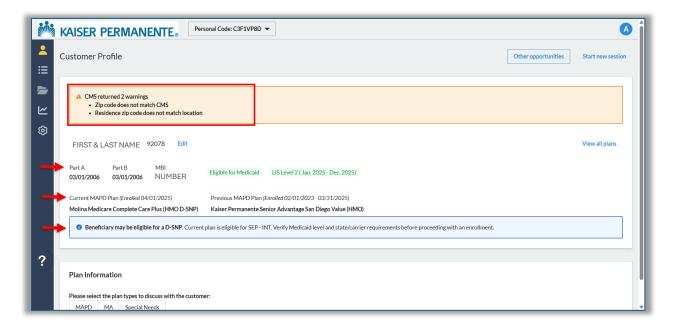
- 2. Run a customer look up.
 - a) Read and select that the beneficiary has given you permission to look up their information.
 - b) Enter their zip code.
 - c) Enter their Medicare number.
 - d) Enter their Date of Birth.
 - e) Click Lookup.

This information can be prefilled if you choose from an existing customer.



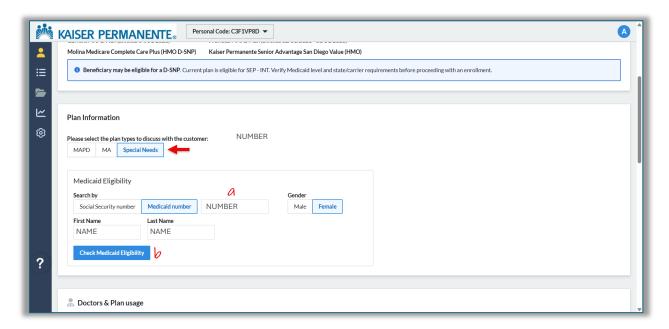
If you enter the wrong information, you will see a CMS message telling you that the information you entered doesn't match what they have in their system.

In this example, the zip code was entered incorrectly.

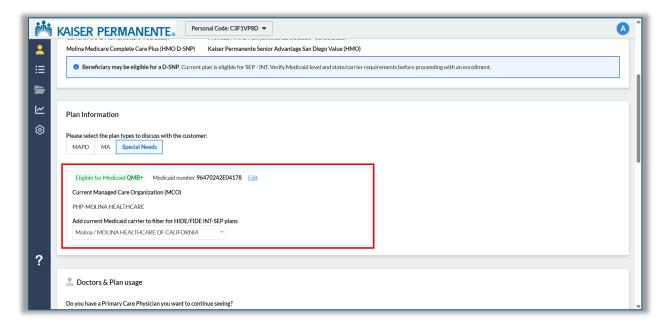


- → Other information is also available to help choose the right plan for the applicant.
 - In this example, we are provided the Part A date, Part B date, MBI, Medicaid Eligibility, and LIS Level.
- → You can see the applicant's current MAPD plan.
- Beneficiary may be eligible for a D-SNP. Current plan is eligible for SEP INT. Verify Medicaid level and state/carrier requirements before proceeding with an enrollment.
- →Sunfire makes recommendations if the applicant may be eligible for a D-SNP, if there may be an applicable SEP-INT (SEP code for integrated D-SNP plans), but reminds you to verify state/carrier requirements before proceeding.

- 3. In the Plan Information, click Special Needs to check Medicaid eligibility.
 - a. Ask for and enter the Medicaid number.
 - b. Click Check Medicaid Eligibility.

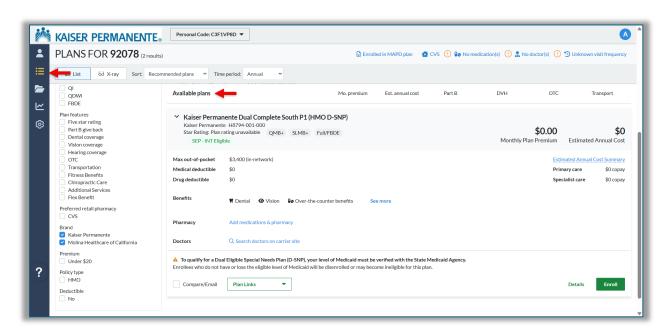


The result is displayed and shows the Medicare Savings Plan eligibility. In this example, they are eligible for Medicaid QMB+.

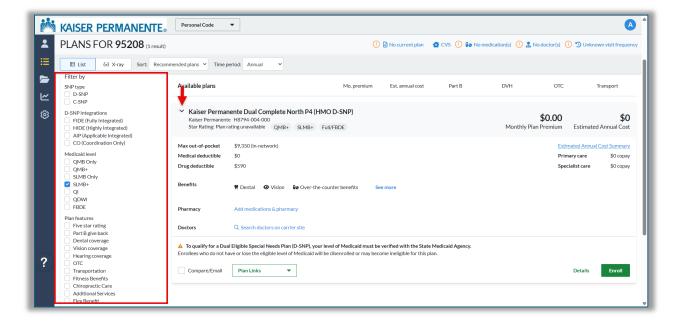


Note. If the MCO is not returned, Sunfire provides with a dropdown to select the current Medicaid MCO so the platform can filter DSNP plans accordingly.

4. Click the Available Plans icon



- 5. You have several ways to filter the results, such as showing plans based on Medicaid level.
 - → Use the down arrow (v) to review the plan details. You will see available star rating, additional Medicaid category/savings plan qualification (i.e. QMB+, Full/FBDE, etc.) for this plan and additional plan details like Max out-of-pocket and deductibles.



- 6. At the bottom of the plan details, you can compare plans and submit their application
 - Kaiser Permanente will validate DSNP eligibility. If they are not eligible, Kaiser Permanente with work to enroll the applicant in a Medicare Advantage plan, and if enrolled, you will get the commission.

