



GOLDEN STATE
MEDICARE HEALTH PLAN

2021 BROKER TRAINING

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Agenda

- Who we are
- Appointment Requirements
- Commissions
- Compliance
- 2021 Provider Network
- 2021 Benefits
- Enrollment Form
- Silver & Fit
- Care Delivery
- Support Team
- Exam

Who we are

Our Vision:

To be the most trusted and innovative healthcare Partner.

Our Mission:

To transform healthcare by inspiring excellence, connecting people, and empowering one another through compassion.



Appointment Requirements

Becoming Appointed and Eligible to sell ALL Golden State Medicare Health Plan Products,
All Brokers must provide the following:

- ✓ Attend GSMHP Certification Training
- ✓ Sign a GSMHP Contract
- ✓ 2021 AHIP Certificate
 - ✓ CA DOI License
- ✓ Errors & Omissions Certificate (E&O)
- ✓ Pass Exam with a score of 85% or higher



Certification Portal (Coming Soon)



WELCOME TO GSMHP BROKER CERTIFICATION PORTAL


Please sign-in if you already have the credentials.

User Id

Password

[Forgot your password?](#)

Please continue if you do not have the credentials.



Sales Portal



Welcome Agents!

Our easy-to-use secure site gives you the tools and access needed to manage your clients anytime.

Features

- View your commission statements
- Check the eligibility of the client
- Conduct on-line enrollment with MBI/HICN and zip code eligibility confirmation options
- View your client's application status through to completion
- View your book of business
- Live check on client's address with USPS
- View and track a prospect lead through completion
- Control website access for your office and more!

Login to your Account

User ID

Password

Login

[Already Contracted?](#) [Forgot Password](#)

Want to get Contracted? [Complete the Registration @ CertificationPortal](#)



2021 Commissions

- Initial (New to Medicare/New to Managed Care): \$636
- Renewal (Like to Like Plan change): \$318
- All Commission's are paid directly to your FMO

Compliance

Common Compliance Issues:

- Sales Events CANNOT take place in areas where patients receive health care services.
- Sales and Marketing Activities ARE PERMITTED in *Cafeterias, Community or Recreation and Conference rooms*
- Sign In Sheets are optional
- Gap Coverage
- Promotional items less than \$15 retail value
- Providers must remain neutral
- Brokers responsibility for HIPAA privacy

GSMHP Compliance Reporting Hotline and Website

Toll-Free: 855-600-0015

Website: www.lighthouse-services.com/gsmhp

Fax: (215) 689-3885 (must include company name with report)



Policy & Procedures

- Agents and Brokers are expected to inform the plan of all Formal Marketing and Educational events at least 10 days prior to the 1st of the month in which the marketing event will take place, and no later than 7 days before the date in which the marketing event will occur.
- The Plan is responsible for all marketing materials used by their agent/brokers to market the Plan.
- All marketing materials used by the agent/broker must be submitted by the Plan for CMS review and approval prior to use.
- If agent or broker conducts a Medicare 101 and intends to have plan documents available, they **MUST** submit the event to health plan.

- The Agent must submit the completed application via fax or encrypted email within forty-eight (48) hours to the Plan.
- The date the enrollment form was received by the Agent must be written next to agents name on the application.
- Each application must be submitted to the health plan with a Scope of Appointment

ENROLLMENT FAX: 562-430-1447



2021 Provider Network

LA / OC/ Riv / San Bernardino

Regal
Lakeside
ADOC
Desert Oasis
High Desert Medical Group
Heritage Victor Valley
Sierra Medical Group
Choice Medical Group
Seaside
St. Mary's IPA
Lakewood IPA
Fountain Valley IPA
AlphaCare Medical Group
Buena Ventura

San Luis Obispo

Coastal Community Physician Network

Stanislaus

AllCare IPA

San Joaquin

Omni / Medcore

San Francisco

Asian American Medical Group

San Diego

Ximed



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2021 Benefits Connected Care HMO

Los Angeles
Orange County
Riverside
San Luis Obispo
Stanislaus

Silver & Fit



- Transition to Fitness center or Home Fitness
- Upgrade to boutique studios and higher end Fitness centers

- Aquatics
- Athletic Conditioning
- Barre Fitness
- Barre Fitness for All Levels
- Cardio & Strength
- Cardio Blast
- Cardio Pump
- Cardio Quick Fix
- Chair Aerobics
- Chair Boxing
- Chair Dancing
- Chair Dancing Celebration
- Chair Pilates
- Chair Resistance Band
- Chair Tai Chi
- Chair Yoga
- Circuit Burn
- Diabetes Workout
- Exercises for the Bedridden
- Fitbit Connected!
- High Energy Cardio
- High Intensity Bootcamp
- Lean Body Circuits
- Signature Series: Excel Experience
- Signature Series: Explore
- Split Sessions
- Strength & Stamina
- Stress Management
- Tai Chi (Beginner)
- Tai Chi for Balance
- Total Body Workout
- Walking
- Yoga
- Your Best Body

Care Delivery Organization

- Member assigned a Wellness Coordinator to assist them
- Prescriptions, Medications & Mail Order Assistance
- Medical appointments & referral coordination
- Questions on test, procedures & medical equipment
- Scheduling wellness visits, medication review (in-home available)
- Scheduling necessary screenings
- Someone to talk to for any healthcare related need

Broker Support Team

877-464-9483

brokers@gsmhp.com

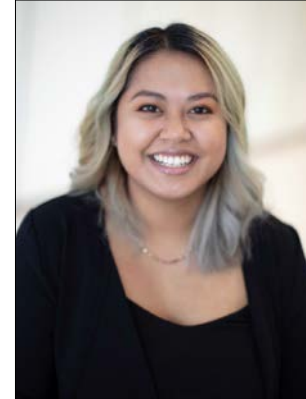


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Aracely Alatorre



Angelica Yi



Jerry Arellano



Kevin Ebilane





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2021 Certification Test

1. True or False: An individual entitled to Medicare Part A and Enrolled in Part B is eligible for an MA plan?

A. True

B. False

2. Mrs. Smith will turn 65 at the end of March and signed up for an MA plan in January during her Initial Coverage Election Period (ICEP). When will her coverage begin?

A. On February 1

B. On March 1

C. On April 1

D. On May 1

2020 Certification Test



3. The SEP for Enrollment into a Chronic Condition SNP will apply as long as?
- A. The individual has the qualifying condition, and ends once enrolled in a CSNP
 - B. CMS authorizes enrollment into the plan
 - C. Congress continues to vote in favor of CSNPs
 - D. The health plan maintains a Star Rating of 2.5 and above

2020 Certification Test

4. Plan sponsor marketing of non-health care related products to prospective enrollees during any MA or Part D sales activity or presentation is known as:

- A. Educational event
- B. Cross-selling
- C. Shared-selling
- D. None of the above

2020 Certification Test

5. True or False: The MA organization is responsible for ensuring that all applicable MA enrollment requirements are met, (regardless of the process utilized as required by CMS).

- A. True
- B. False

2020 Certification Test

6. Which of the following is acceptable for a Plan Sponsor to do during a marketing/sales event?

- A. Provide meals to attendees
- B. Provide refreshments or light snacks
- C. Compare one plan sponsor to another by name
- D. Conduct health screening

2020 Certification Test



7. When referring to a Scope of Appointment, which of the following statement is true?

- A. The Plan sponsor can discuss plan options that were not agreed to prior to the appointment by the beneficiary
- B. The Plan sponsor can ask the beneficiary for referrals
- C. The appointment must be agreed to by the Medicare beneficiary prior to any face-to-face personal marketing
- D. The plan sponsor can market non-health care related products such as annuities or life insurance

2020 Certification Test



8. True or False: CMS requires plans to record the names of all attendees attending their plan sponsored marketing/sales events.

- A. True
- B. False

2020 Certification Test

9. True or False: For CY2020, GSMHP (HMO)'s Max out-of pocket limit is \$1499 in Stanislaus, San Luis Obispo, Los Angeles, Orange and Riverside?

- A. True
- B. False



2020 Certification Test



10. Which of the following statement(s) is true regarding Connected Care (HMO)'s premium?

- A. \$70 monthly premium Connected Care (HMO) in San Joaquin County
- B. \$ 0 monthly premium for Connected Care (HMO) in Stanislaus, San Luis Obispo, Los Angeles, Orange, Riverside San Bernardino, San Diego and San Francisco
- C. Both A and B
- D. None of the Above

2020 Certification Test



11. What is the copay for a San Francisco county member to see a specialist?

- A. \$15 copay
- B. \$5 copay
- C. \$10 copay
- D. \$0 copay

2020 Certification Test

12. True or False: Enrollees in an HMO plan must use Doctors, Specialist and hospitals in the plans network except in an emergency

A. True

B. False

2020 Certification Test



13. General prohibition on marketing through unsolicited contacts includes the following, except:

- A. Leaving electronic voice mail messages on answering machines
- B. If the beneficiary agrees to receive e-mails from the plan sponsor and the beneficiary has provided his/her e-mail address to the plan sponsor
- C. E-mails
- D. Text messages

2020 Certification Test

14. For CY2020 what is the cost for Connected Care (HMO)'s Silver and Fit fitness benefit in all Counties ?

- A. \$100 copay at any Silver and Fit fitness locations?
- B. \$0 copay at any Silver and Fit fitness locations?
- C. \$50 copay at any Silver and Fit participating fitness location
- D. There is no Silver and Fit benefit for 2020

2020 Certification Test



15. When would a second scope of appointment form be necessary?

- A. When the first scope of appointment form is filled with a pencil.
- B. When the beneficiary does not answer the phone call.
- C. If other products need to be discussed at the request of the beneficiary.
- D. When the appointment is missed.

2020 Certification Test



16. True or False: At personal/individual marketing appointments, a sales agent may: distribute plan materials, provide educational content, and provide/collect enrollment forms.

A. True

B. False

2020 Certification Test

17. True or False: A beneficiary enrolled in an HMO will need a referral from their primary care physician (PCP) to see a specialist. If you see your specialist without this referral, the plan may not pay for the visit.

- A. True
- B. False

2020 Certification Test

18. How many drug tiers does Connected Care (HMO)'s formulary have?

- A. 3
- B. 4
- C. 5
- D. 6

2020 Certification Test

19. What is Connected Care (HMO)'s Initial Coverage amount for Prescription Drugs for CY2020?

- A. \$2,850
- B. \$2,960
- C. \$3,800
- D. \$4,020

2020 Certification Test

20. How many free of charge one-way transportation trips (must be a plan-approved location) does a Connected Care (HMO) beneficiary receive per year in All Counties?

- A. 28
- B. 38
- C. 18
- D. 48

2020 Certification Test

21. True or False: Golden State's Case management consist of Registered Nurses, Social Workers, Behavioral Health Professionals and Pharmacist who help members navigate the care system and access services.

- A. True
- B. False

2020 Certification Test



22. Which of the following is an acceptable form of promotions/gifts offered to potential members?

- A. Nominal gifts of less than \$15
- B. Cash
- C. Items that are otherwise available, to the general public, for free
- D. Gift cards

2020 Certification Test



23. What is the limit for worldwide emergency coverage for all Counties ?

- A. \$25,000
- B. \$7,000
- C. \$10,000
- D. \$15,000

2020 Certification Test



24. True or False: Materials created by agents or brokers that mention plan specific benefits must be submitted to the Plan to obtain CMS approval.

A. True

B. False

2020 Certification Test

25. Agents and Brokers are expected to inform the plan of all Formal Marketing and Educational events at least 10 days before the 1st of the month in which the marketing event will take place, and no later than days before the date in which the marketing event will occur.

- A. 4
- B. 5
- C. 6
- D. 7



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