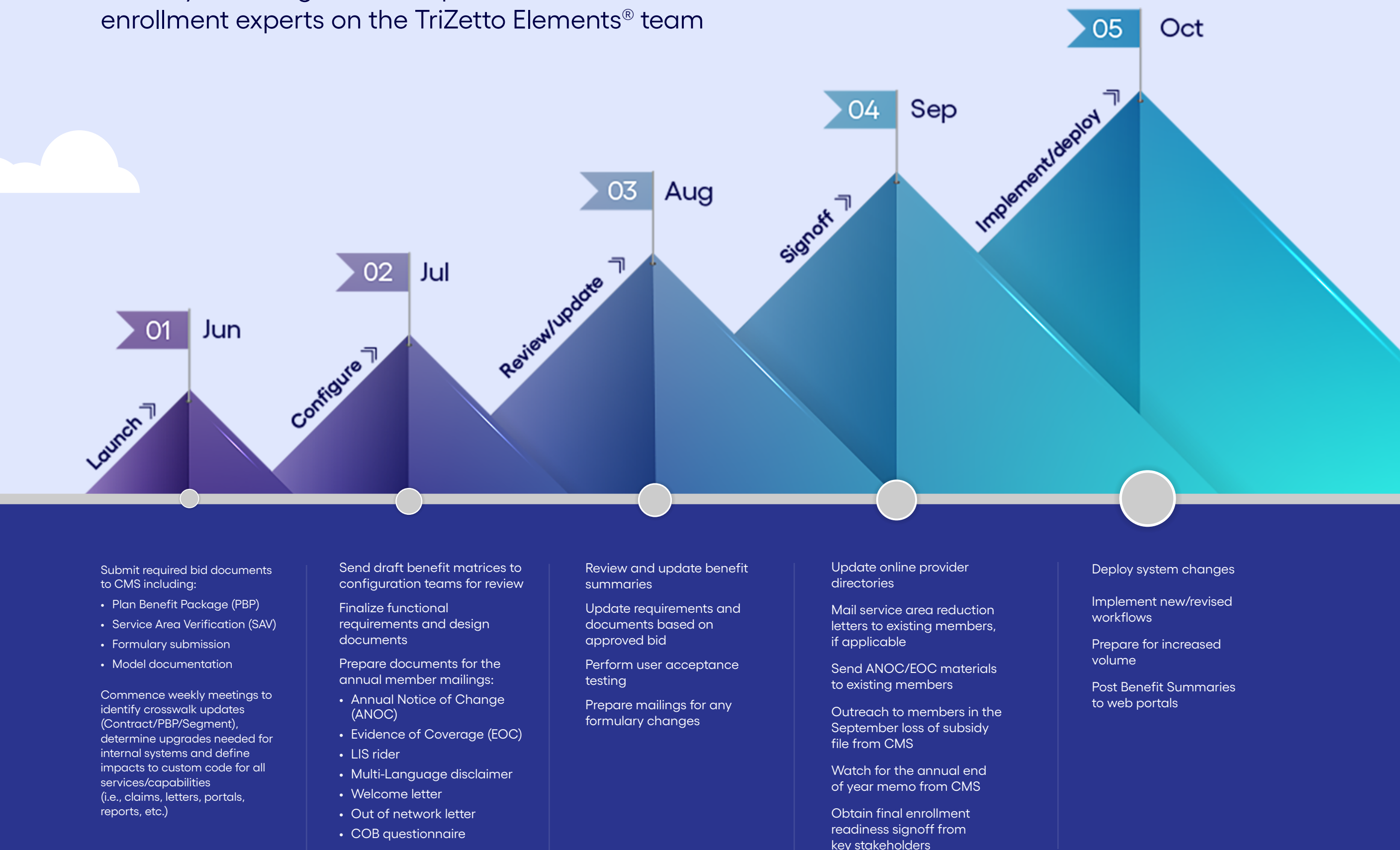# cognizant®

Preparing for Annual Enrollment Period (AEP) can be an uphill battle

Reach your AEP goals with tips and checklists from the enrollment experts on the TriZetto Elements® team

01 Jun — Launch

02 Jul — Configure

03 Aug — Review/update

04 Sep — Signoff

05 Oct — Implement/deploy

01

Submit required bid documents to CMS including:
- Plan Benefit Package (PBP)
- Service Area Verification (SAV)
- Formulary submission
- Model documentation

Commence weekly meetings to identify crosswalk updates (Contract/PBP/Segment), determine upgrades needed for internal systems and define impacts to custom code for all services/capabilities (i.e., claims, letters, portals, reports, etc.)

02

Send draft benefit matrices to configuration teams for review

Finalize functional requirements and design documents

Prepare documents for the annual member mailings:
- Annual Notice of Change (ANOC)
- Evidence of Coverage (EOC)
- LIS rider
- Multi-Language disclaimer
- Welcome letter
- Out of network letter
- COB questionnaire

03

Review and update benefit summaries

Update requirements and documents based on approved bid

Perform user acceptance testing

Prepare mailings for any formulary changes

04

Update online provider directories

Mail service area reduction letters to existing members, if applicable

Send ANOC/EOC materials to existing members

Outreach to members in the September loss of subsidy file from CMS

Watch for the annual end of year memo from CMS

Obtain final enrollment readiness signoff from key stakeholders

05

Deploy system changes

Implement new/revised workflows

Prepare for increased volume

Post Benefit Summaries to web portals

✓ Pro tips

Create a task list and project timeline by department and responsible party.

Use target membership numbers to establish hardware and license requirements.

Establish a central source of truth data grid for all plan benefit information.

Update AEP materials early and often.

Schedule short, daily touchpoints with stakeholders.

Proofread critical documents multiple times with coworkers using double-spaced, printed versions

Carefully read and be aware of the dates documented in the Annual End of Year Memo from CMS.

Implement all system changes and ensure all workflows are in place by 10/1.

AEP Start date:
October 15

Learn how to streamline the Medicare Advantage enrollment process with TriZetto® Enrollment Administration Manager (EAM) and TriZetto® Enrollment Administration Manager Workflow at **https://www.cognizant.com/us/en/trizetto/elements**