



2020 ENROLLMENT INSTRUCTIONS

Thank you for your interest in BlueCross TotalSM (PPO). Enclosed are all the forms you will need to enroll.

Please note:

- The Centers for Medicare & Medicaid Services (CMS) requires that you be entitled to Medicare Part A and enrolled in Part B to enroll in this plan.
- You must also live in South Carolina.
- You can enroll in only one Medicare prescription drug plan (PDP) or Medicare Advantage Prescription Drug Plan (MAPD) at a time.
- You can only join a Medicare MAPD or PDP during certain times of the year.

If you believe that you qualify to enroll, please follow these steps:

1. Fill out the enclosed enrollment form.
2. In the “select premium payment option” section, choose how you want to pay your premium.
3. Put your enrollment form in an envelope and mail it to:

BlueCross BlueShield of South Carolina
Medicare Advantage
P.O. Box 100191
Columbia, SC 29202-9954

If you want us to draft your monthly premiums from your bank account:

1. Fill out the bank draft authorization form.
2. Attach a voided check.
3. Make sure you fill out the form completely. If you leave anything out, we cannot process it. We will bill you each month for your premiums due.

Once we receive your enrollment form, we will process it and submit it to CMS for approval. If CMS approves your enrollment request, you will receive a confirmation of enrollment letter from us. We will also send you a new member fulfillment packet and your BlueCross Total (PPO) member ID card in a separate mailing.

If CMS decides you are not eligible for BlueCross Total, we will send you a letter that tells you why you cannot enroll at this time. We will reimburse you the amount of any monthly premium you sent us.

If you have any questions, need help or want more information, please contact your agent. Or, call us at 1-800-930-2836 (TTY users should call 711), or visit us at www.SCBluesMedAdvantage.com/marx20. From October 1 to December 31, you can call us 8 a.m. to 8 p.m., 7 days a week. From January 1 to September 30, we're here 8 a.m. to 6 p.m., Monday through Friday. Calls to this number are answered by a licensed insurance agent.

BlueCross BlueShield of South Carolina is a Medicare Advantage PPO organization with a Medicare contract. Enrollment depends on contract renewal.