



Chronic SNP (C-SNP) Verification Communications

Overview

- Consumers may determine that a Chronic Special Needs Plan (C-SNP) is the best fit due to a qualifying condition
- A C-SNP application is submitted with a completed Chronic Condition Pre-Assessment Form and Release of Information
- After coverage begins, UnitedHealthcare has until the end of the 1st month of enrollment to verify the chronic condition, including outreach to the member and provider
- If unable to verify a chronic condition after 30 days, UnitedHealthcare sends an **Initial Notice of Disenrollment Letter** (see page 2)
- If UnitedHealthcare still cannot confirm that the member has the qualifying condition within the second month of enrollment, UnitedHealthcare will send the member a **Final Notice of Disenrollment Letter** (see page 2) at the end of the month

Key Objectives

- Inform members that they will be disenrolled from their current plan if they are unable to verify their chronic conditions in the allotted time
- Encourage members to work with their provider to send proof of their condition by the determined date

Timing

- If UnitedHealthcare cannot confirm that the member has a qualifying condition within the first month of enrollment, the **Initial Notice of Disenrollment Letter** will be sent by mail within the first seven calendar days of the following month
- If UnitedHealthcare cannot confirm that the member has a qualifying condition within the second month of enrollment, the **Final Notice of Disenrollment Letter** will be sent by mail at the end of that month

