

Clover Care Survey Program

Clover will pay a **\$100** administrative fee to brokers for each Medicare eligible they help Clover capture through the Clover Care Survey! This process will help Clover gather the appropriate data we need to help improve the care of our members.

The Process

1. After you complete a Clover application, you simply explain to the prospective member that Clover will call them shortly after (no later than one business day) to walk them through a critical survey to help assess their needs as a Clover member.
2. Immediately following the client meeting in which a Clover application is completed, you will notify Clover that a prospective member is expecting their call through a simple form.
3. Important note: you cannot assist the member with the Clover Care Survey. Simply notify Clover and we will take care of the rest!

How to Submit the Clover Care Form & Notify Clover to Complete the Survey

There are two ways to submit the Clover Care Form:

- If you fill out a paper application with a prospective member, simply visit cloverhealth.com/clovercare (Note: the form will not be live until 10/15/18). You can access this URL via computer, tablet or smartphone.
- If you are filling out an application on Clover's digital enrollment form, there will be a button on the enrollment confirmation page that allows you to quickly access and submit the form.

Here is the data you will need to provide us on the form:

- The prospective member's first & last name, Medicare number, phone number, preferred language, email address (if applicable), ZIP code & whether their application was for a Clover PPO or HMO product.
- Your NPN, phone number & email.

Once you've completed the form, you will know it was submitted successfully when you see a confirmation page that reads 'Your request was successfully submitted.' You will also receive a notification in your email inbox with the subject: "Confirmation: Your Clover Care Survey submission has been received."

Requirements for Eligibility

1. You must be appointed to sell Clover in the territory for which you are submitting the Clover Care Form.
2. You must provide Clover with complete & accurate information to facilitate the Clover Care Survey call with the prospective member.
3. There must be a submitted 2019 Clover application associated with your NPN, the Medicare number & the name of the prospective member that you provide to Clover.
4. The Clover form information should be submitted immediately after completing the application with the associated prospective member & must be submitted within a maximum of one business day after the signature date on the application.
5. There must be a completed Clover Care Survey for the prospective member whose information you provided to Clover.
6. This program will be effective for any 2019 business sold from October 15, 2018 to December 7, 2018.
7. In the event that multiple applications are submitted for the same prospective member by multiple brokers, the final broker of record will be rewarded payment.
8. **Enrollment status has no impact on payment of the Clover Care Survey Administrative Fee.** As long as there is a 2019 Clover application submitted that is associated with the prospective member that you connect Clover to, **you will be paid for setting up a completed call regardless of the final enrollment status.**

Distribution of Payment

1. You will receive their administrative support fees in the month of January for all completed surveys made during AEP. Payment will be made on or before **January 15th**.
2. Payment will be made to your contracted FMO and distributed directly to you by the FMO.