



Medicare Supplement Rate Increase FAQs

1. Did the premium rates go up on all Medicare Supplement plans?

Yes

2. Where can I find the new rates?

1. Login in to BAP then click on the Individual tab.
2. Click on [Products and Plans](#).
3. Click on the [Individual](#) tab.
4. Click on [Order Forms and Supplies](#) on the right side of the page.
5. Click on [Medicare Supplement Rate Card](#) under the Senior Products section.

3. When are the new Medicare Supplement rates effective?

January 1, 2012

4. When will the Online Sales Channel begin quoting the new rates?

The new rates are loaded and should be used for policies going into effect after January 1, 2012. Applications received prior to Monday, November 28, 2011 will receive current 2011 rates.

5. Do I need a special license or extra certification to sell Medicare Supplement?

No, not for Medicare Supplement, but please note that certification is required to sell Medicare Part D Rx. Find out more about Medicare Part D by logging in BAP and clicking on [Products and Plans](#) then clicking on the [Medicare](#) tab.

6. Did the Medicare Supplement benefits change?

Yes. The deductible for High Deductible Plan F and out-of-pocket limits for plans K and L change on 1/1/2012.

- High Deductible Plan F: \$2,070
- Out-of-Pocket Plan K: \$4,660
- Out-of-Pocket Plan L: \$2,330

7. Did the Medicare Supplement application change?

No. Applications are part of the Medicare Supplement Sales Kit. Individual applications can be ordered online.

1. Go to www.yourcmsupplyportal.com
2. Follow the instructions to login
3. Click on the Category – [Medicare Supplement Coverage](#)

8. Did the commission rates change?

No. *Contact your Marketing Consultant or General Agent for questions.*

How to find commissions online:

1. Login to BAP then click on the [Marketing Tools and Resources](#) tab.
2. Click on the [Individual](#) tab.
3. Click on [Consumer Markets Producer Agreement Commission Schedule](#).
4. Click on [Consumer Markets Producer Agreement Commission Schedule](#) again and see page two.

9. How can I order Medicare Supplement supplies?

Order supplies 24/7 online and at your convenience.

1. Go to www.yourcmsupplyportal.com
2. Follow the instructions to login
3. Click on the Category – Medicare Supplement Coverage

10. Who should my client call to change their plan?

Hallmark's Medicare Supplement Policy Change Line: **888-273-5013**