

From: Kester, Tony
To: Theriot, Susan <stheriot@aging.sc.gov>
Date: 10/15/2013 10:33:15 AM
Subject: FW: Humana Medicare Outreach
Attachments: Outreach 2014 Medicare South Carolina.pptx

From: Stephen Birtman [mailto:sbirtman@humana.com]
Sent: Tuesday, October 15, 2013 10:24 AM
To: Kester, Tony
Cc: Joan Thorsen; Alyssa Greenhut
Subject: Humana Medicare Outreach

Hello Tony,

I trust this finds you well.

I know this time of year is extremely busy for you and your staff so I won't take up much of your time. Please find attached above Humana's 2014 Medicare Outreach materials for SC. We hope that this information will be of assistance during the open enrollment period and throughout 2014. Please feel free to distribute and share these materials with your staff, associates, and partner agencies within your state. **NOTE: The materials attached above include a SNP plan. Additional information will be forthcoming specific to this plan under a separate email in the near future.**

If you have any questions, please do not hesitate to contact Joan Thorsen at (678) 513-0160 or myself at (850) 224-9995.

We hope you and your constituents have pleasant open enrollment experience.

IMPORTANT: Some agencies have the ability to directly load information into the CMS Complaint Tracking Module (CTM). This system, however, is not set up to address standard inquiries. Rather, it registers all entries as escalated, unresolved complaints. **Please use the hotline for general inquiry resolution or, new this year, the Critical Inquiry e-mail address, for use especially by SHIP and DOI offices.**

Regulatory Critical Inquiry Hotline: 1-877-259-8228
Regulatory Critical Inquiry e-mail: SHIPSSUPPORT@humana.com

Best Regards,

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