

# Medicare App Submissions – FAQs

## How do I submit an application?

**By Email:** [medicareUW@ahcpsales.com](mailto:medicareUW@ahcpsales.com)  
**By Fax:** (888) 526-4741  
**By Mail:** Velapoint, LLC  
ATTN: Medicare Case Management  
1100 NW Compton Dr, Suite 200  
Hillsboro, OR 97006

## What happens when I send my application in?

Your application will be routed to a case manager to process. The case manager will thoroughly review your application for errors and verify the status of your appointment and license\*. If there are issues we will notify you directly. PLEASE KEEP AN EYE OUT FOR CORRESPONDANCE FROM US. If everything is good, your application will be sent to the carrier within business day from initial receipt. You will receive confirmation(s) once this occurs. We will also be regularly following up with the carrier following submission and will notify you if there are any requirements preventing your client's policy from being issued.

***\*IMPORTANT NOTE:** If we are unable to independently verify the status of your license and/or appointment we will not be able to submit the application on your behalf. We will notify you directly should this occur. Please be on the lookout for correspondence from us.*

## The carrier is saying they don't have record of my application? Can you prove it was sent in?

If a carrier is saying that they do not have record of your client's application, please notify us immediately by emailing [medicareUW@ahcpsales.com](mailto:medicareUW@ahcpsales.com). We will research the issue and rectify it with them immediately. We can also provide you with proof of submission upon request as well.

## I sent you an email more than two days ago and I haven't gotten a response?

If you have sent an inquiry or an application and have not received a response within two business days, please call us at 1-888-576-2246.

## It's the last day of the month/AEP, how late will you accept an application to process?

On the last day of a standard non-AEP month (Jan-Oct), applications will be accepted and processed for next day effectives until **7:30 pm Pacific Time**.

On the last day of AEP (Dec 7<sup>th</sup>) applications will be accepted until **8:30 pm Pacific Time**.

On Dec 31<sup>st</sup> applications will be accepted until **7:30 Pacific Time**.