



## What happens after enrollment?

### 1. **Acceptance and OEV Letter**

Members will receive a letter within 15 days of completing enrollment advising if their application was approved. Members will also receive an Outbound Enrollment Verification Letter (OEV) to confirm their intent to enroll on the plan.

### 2. **ApexAssistant Assignment**

Each ApexHealth member will be assigned an ApexAssistant to assist with:

- Helping your members find specialists, hospitals and other providers in their area
- Helping your members make the most of their supplemental benefits
- Assisting with general inquiries and requests for assistance in scheduling appointments with providers

Members will speak to the first available ApexAssistant and it may not always be their assigned ApexAssistant if they contact Concierge Services. Outbound calls will be conducted by their ApexAssistant.

### 3. **Welcome Kit & ID Card**

Within 10-15 days of application approval, members will receive their ApexHealth Welcome Kit and their member ID card. Members will also receive an introduction letter from Concierge Services with contact information for questions and inquiries.

### 4. **Member Portal Access**

Members should visit [www.apexhealth.com](http://www.apexhealth.com) to set up their Member Portal account in a few quick steps. They'll be able to update their demographic and Primary Care Physician (PCP) information, view their plan documents, and access their digital member ID card right away.