

The Stonum Agency, Inc. Life and Health Insurance

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07/15/2020

We are still here for you!!!

Due to the uncertainty of the COVID-19 pandemic we are working hard to make things easy for YOU!!

What we are doing:

- Working from home and/or in the office Monday thru Friday 9am to 4pm.
- We are still helping everyone that comes to us with their Medicare needs.
- We are conducting **ALL business and appointments virtually by telephone and email** unless specified otherwise.

What we need from you:

- We need current emails/phone numbers/address for future communication.
 - Update contact info by emailing: info@thestonumagency.com or admin@thestonumagency.com or you may call us at our regular office number 816-554-8887.
- Please continue to refer us to all your friends, neighbors & family members.
- Call us with any questions or concerns you may have.

REGARDING OPEN ENROLLMENT---- OCTOBER 15 - DECEMBER 7TH

- Watch for your Medicare Part D plan or your Medicare Advantage plan to send you an "Annual Notification of Change" They are required to mail it to you by October 1st. If you get EOB's emailed, then it will come to your email.
- **PLEASE REVIEW IT!**
- If you **DO** have an appointment already-
 - It will be a telephone appointment.
 - Review your "Annual Notification of Change" Call us to confirm your telephone appt for a review or if you're happy with your coverage call and cancel your telephone appointment. Your coverage will continue.
 - Wait for the red envelope by mail or an email confirming your appointment time.
 - Fill out the "Request for Review" form when it comes to you and return it ASAP.
- If you **DO NOT** have an appointment scheduled yet-
 - **Review your "Annual Notification of Change"**.
 - If there are major changes, PLEASE call us for a telephone appointment to review your plan.
 - If you do nothing, then your current plan will continue in 2021.

****For the most up-to-date information- Please follow our Facebook page and find us on Google.****