



Coventry Health Care 2010 Enrollment Applications Through the Web

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Viewing an On-demand Presentation



This document will describe features of the process to submit Enrollment Applications online via Coventry's website.

First, let's quickly review system requirements for viewing this presentation:

Requirement	Minimum Acceptable
Supported Browsers	<ul style="list-style-type: none">•Internet Explorer 6 or 7*•Firefox 2.0•Safari 3.0
Browser Settings	<ul style="list-style-type: none">•Allow Pop-ups•Enable Java Script•Enable Cookies
Flash Player	Adobe Flash version 6.0 or higher
Recommended Screen Size	1024 x 768 pixels
Bandwidth	56kbps standard presentation 100kbps for Video Slides

* recommended

Enrolling Through the Web



You can complete and submit Medicare Advantage & Medicare Part-D enrollment applications on-line.

Online Enrollment for 2010



- Coventry Enrollment applications can be submitted for the following products:
 - AdvantraRx Medicare Part-D Prescription Drug Plans
 - Advantra HMO/PPO/POS Coordinated Care Plans



What You Need To Know



- ✓ Enrollment applications can be submitted through the Coventry web site only, **and only when the application is completed in person with the beneficiary.**
- ✓ The agent must complete all the required fields on the web application.

What You Need To Know



- ✓ The agent must confirm that the telephone number on the Enrollment application is the confirmed telephone number to which Coventry Enrollment Department will place the required “Verification and Education” call to new members within 15 days of receipt of their application at Coventry. This is a CMS requirement.

What the Enrollee Needs To Know



- ✓ You must read all the terms and conditions of enrollment as well as required disclosures to be sure the enrollee understands and agrees to all the information.
- ✓ Before the enrollee submits the application, answer any questions the enrollee has.
- ✓ Remind that Coventry Enrollment Department will initiate a “Verification Call” within 15 days of receipt of their enrollment. This ensures that the enrollee understands all of the rules of the plan.

Requirements to Submit

- ✓ Make sure to enter your Agent Writing Number (AWN) in the space provided.
- ✓ The **enrollee must press the “Submit” button** to indicate his/her intent to enroll; his/her agreement to the release and authorization language, as provided on the enrollment form.

By pressing the “Submit” button the enrollee attests to the truthfulness of the data provided.

Confirmation and the ATN



- ✓ Once the application is complete, the enrollee questions have been answered, and the enrollee presses the “Submit” button:
 - You will receive a confirmation message that an application for the specific type of product has been successfully submitted
 - A confirmation number is generated, which is the Application Tracking Number (ATN).
 - **BE SURE to write down the ATN for the enrollee and for your own records.**
 - **It is also equally important that the enrollee is aware that they will soon receive a call verifying their enrollment.**

Ready, Set, Sell!

Link to the Plan Finder



Coventry Plan Finder is a direct, all-in-one tool on our website www.coventry-medicare.com. Here's a handy link. Bookmark it!

<http://coventry-medicare.coventryhealthcare.com/explore-our-plans/index.htm>

Enter the beneficiary's zip code. You are automatically directed to the Plan Finder results page.

View and compare all Coventry AdvantraRx Part D and Advantra CCP Medicare products available in the beneficiary's zip code.

The "Enroll now" function remains the same, once the beneficiary selects a plan, just click on "Enroll now" to complete the web enrollment.



Enrollment Contact and Website Support:

AdvantraRx Enrollment: 1-800-882-3822

Advantra Enrollment: Call telephone number indicated on Enrollment Application

Website Support: 1-866-213-0803

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