COVENTRY
Health Care

Reference and Tips for Contacting Medicare Broker Services Department

How do I contact Medicare Broker Services (BSD)?

The Medicare Broker Services Department (BSD) can be reached by calling 1-866-714-9301, 8 a.m. – 8 p.m. ET, Monday-Friday. Or email us at BrokerSupport@cvty.com. Our friendly & knowledgeable representatives can provide a vast array of information.

You can log in to the Medicare Broker Portal at http://Broker.cvty.com for quick access to marketing and compliance information, resources and handy tools (more information appears below)! To locate Coventry Medicare product information, visit our website at www.Coventry-Medicare.com or contact your local Coventry health plan.

When contacting the BSD, in order to expedite your requestl, please remember to have the following information available:

- Producer Name
- Producer AWN (Agent Writing Number)
- Name of Coventry Health Plan you are contracted with, or your Distribution Partner or upline

ENROLLMENT APPLICATIONS ARE NOT SUBMITTED TO the BSD.

- Enrollment applications are submitted to Coventry, according to the plan-specific enrollment submission instructions that appear on the Enrollment Application.

- **The App Tracker Tool lets you track the status of submitted applications and commissions…and more!**

If you do contact the BSD about a matter that involves an enrollment application submitted to Coventry, such as a particular commission payment, please be prepared to provide the following information:

- Member or applicant full name
- Member or applicant DOB
- Member or applicant Medicare ID Number
- Member or applicant Address

Here are many additional topics that the BSD teams are happy to assist you with:

- Access Codes for Medicare Broker Portal
- Annual product and general compliance training
- Producer-specific questions, such as:
  - Questions about information in the Medicare Producer Manual
  - Commissions Inquiries
  - Contracting, Contracting Guidelines
  - Certification
  - Ready to Sell Status
- Medicare Web Site Navigation Help
- Medicare Broker Portal Navigation
  - Where to locate copies of recent field communications
  - Sales Supply Ordering
  - Service areas and selling tools
- Sales Seminar Reporting Requirements and Instructions
- Verification of Mailing address/fax number for submitting applications
- Status of a Member Enrollment Application
  - Effective Date of Coverage
  - Disenrollment Date and Reason*
  - Cancellation Date and Reason*

***Coventry Broker Services Department does not process member disenrollment or member cancellation requests.** As a valued partner with Coventry, please make sure that beneficiaries know and understand their member rights for the plan they select and where they can locate information that explains the *process for disenrollment or cancellation*. <u>The beneficiary must initiate the cancellation **before** becoming a Plan member</u>. A <u>disenrollment request **after** the beneficiary is a Plan member must be submitted in writing</u>. Brokers and agents should refer to the CMS-approved Coventry Sales Presentations and our Sales Presentation Checklist Tool and on-demand presentations that give step-by-step information to help you assist your clients.

- *Cancellation* (***<u>before</u>*** beneficiary becomes a Plan member on the effective date) can be verbally requested by the beneficiary or authorized representative to Coventry Customer Service, **or** can be submitted in writing.
- Explain how to contact Coventry Customer Service (refer to Enrollment Application for the phone number for a specific Plan).
- *Disenrollment* (***<u>after</u>*** beneficiary is a Plan member) must be by written notice from the beneficiary or authorized representative, or by calling 1-800-Medicare.
- The **address** for the member to submit either request (**cancellation/disenrollment**) <u>for an **MA or MAPD product**</u> in writing is:
  Coventry Health Care, Attention Enrollment Department, PO Box 7770, London, KY 40742-7770 **or** send a fax to: 606-878-4586.
- The **address** to submit either request <u>for a **Part D product**</u> in writing is:
  Coventry Health Care, Attention Part D, PO Box 7763, London, KY 40742-9831 **or** send a fax to: 606-878-4583.

Information that can easily be located via our Broker Portal at http://broker.cvty.com:

- Product Training & Compliance Information
- Medicare Marketing Guidelines
- Sales Seminar Reporting Instructions
- Supply Ordering
- Coventry Broker Recent Field Communications
- Marketing and Advertising Templates
- Coordinated Care Plan Broker Marketing Catalog
- Additional Forms and Resources
- Medicare Advantage Service Areas
- Enrollment Period Election Grid
- Health Plan Contacts for Direct Support
- Pre-enrollment Kit Components
- Access to our App Tracker Tool – check out the following for updates in real time!
    - Locate and verify the status of a member application
    - Research Commissions Payments
    - View Commissions Statements
    - Verify Agent Contract Status

Coventry Member Customer Service – the best way to assist Coventry members!

Coventry policies and procedures safeguard our members' personal information and prohibit release of any benefits, claim, current address or telephone information about members.
To best assist a member in the event they request your help with any of the following, or for other services or information for which they may request your assistance, please instruct them to contact Coventry's informed and helpful Customer Service representatives. They can locate the Customer Service telephone number for the plan on their Member ID Card.

Information Broker Services *can not* provide:

- Member ID Numbers
- Copy of a Member ID Card
- Provider (physician) information
- Prescription or Provider service questions
- Premium Information and payment status
- Regeneration of a Member ID Card
- Member Benefits information – including covered Medications

- Member Specific Materials or Literature
- Member bank account information related to EFT payments to Coventry Health Care
- Member Claims or payment information (either for health care services or Part D)
- Status of Disenrollment or Status of Cancellation

Note: Changes to the member record such as demographic changes, PCP Changes, change in payment status (addition of EFT, for example) **MUST be requested by the Member**. Requests from the writing agent will not be accepted from the writing agent. The Member (or the Member's representative) should contact Coventry customer service at the number on the Coventry Member ID Card.

Thank you for your partnership and support to our members! We are here to assist you!