

AdvantraRx Part D Enrollment Kit Ordering

How did Coventry determine Part D kit allocations for Agents?

Part D 2010 kit allocations have been determined by agent's previous selling history and based on a 5:1 "kit to sales" ratio. For example, let's say an agent submitted nine AdvantraRx applications in 2009. S/he is eligible to receive 45 sales kits for the 2010 AEP selling season.

Other important information to note:

- § Since the AEP selling season is over a three month period, the allocation amount is divided among the three months so the agent's monthly allocation would be 15 kits.
- § The minimum default allocation amount for returning agents and new agents is 15 kits per month.
- § Any unused monthly allocation carries over to the next month.
- § Allocation amounts are subject to change based on production and enrollment period.

What steps do I take if I need additional kits than what has been allocated to me?

If you need additional kits because of new sales opportunities, send an email to PDPkitrequests@cvty.com. This includes all national marketing organizations, distribution partners and/or local health plan administrators interested in ordering large bulk shipments. Be sure to include the following information:

- § Name
- § Telephone number(s)
- § Mailing address
- § Email address
- § Agent Writing Number (AWN)
- § Reason for allocation increase
- § List the region(s) and the number of kits per region

Another option is for individual agents to download and print the kit components from the Coventry Broker Portal or from the screen where you **Place an order now!** under the Kit Components tab in the *Message* area.

What if I have questions about enrollment kits that are unrelated to allocation amounts?

For all other questions and concerns that are NOT related to kit allocation amounts, please contact Coventry's Broker Services Department at 1-866-714-9301, 8 a.m. - 8 p.m. ET, Monday-Friday, or email Brokersupport@cvty.com.

What if I am experiencing technical difficulties when trying to place kit orders?

For technical assistance with CustomPoint powered by R.R. Donnelley, call 1-866-362-3230 or email a message to atwincustomersupport@rrd.com.