

Contracts with Missing Information

- ✓ The Broker Services Department (BSD) will review the contract and determine if any information is missing.
- ✓ A Missing Information letter will be sent to the agent and the DP/HP detailing the missing information.
 - Ø The agent will be transferred to the “Missing Information” queue in nomoreforms.
 - Ø The BSD will provide a report to the Distribution Partner/Health Plan twice a week showing a list of all agents that have missing information.
- ✓ The contract will be rejected after 21 days if the BSD does not receive the information.

Contract Rejection

- ✓ The rejection process is completed for agents whose contracts have missing or incorrect paperwork and they have not responded to outreach attempts by the BSD within 21 days.
- ✓ Agents are NOT rejected if they fail to complete their certification. However, the agent will not be ready to sell until the certification is complete.
- ✓ If the contract is rejected, then the agent will need to resubmit the contract to Coventry. The agent does not need to resubmit a brand new contract. The BSD will honor the previous contract if it is resubmitted. The effective date will be the new receipt date of the contract.
- ✓ A Rejection letter will be sent to the agent and the Distribution Partner/Health Plan. The letter will specify the rejection reason.
- ✓ If the agent has an agency, the agency also needs to be rejected following the same process described above.
- ✓ Any license only agent in the immediate downline of a rejected agent, regardless of rejection reason, will be rejected.
- ✓ Any agent in the immediate downline who is not a license only agent will be linked to the rejected agent’s direct up-line. This is done from the original contract date received date, the downline agent will not point to the rejected agent.