

## 2019 Supply Cheat Sheet MA/PDP/MAPD

**Please Note: All agents must be contracted, appointed and certified to order supplies and write business.**

CARRIER	HOW TO ORDER SUPPLIES	NOTES
AETNA/COVENTRY	<p>Website: <a href="http://www.aetnamedicare.com">www.aetnamedicare.com</a></p> <ol style="list-style-type: none"> <li>A. Click <b>For Producers</b> (top right hand side of page)</li> <li>B. Scroll down and click <b>Order Enrollment Kits</b>.</li> <li>C. Enter your NPN (National Producer Number).</li> <li>D. Click <b>Continue</b>.</li> <li>E. Select the <b>Plan Year</b>.</li> <li>F. Select the <b>Product</b>.</li> <li>G. Select the <b>State</b>.</li> <li>H. Click <b>Find</b>.</li> <li>I. Click on the basket next to the plan material you want to add to your cart.</li> <li>J. Click "view cart" if done ordering or "stay here" if ordering more products.</li> <li>K. Go to the Cart by clicking the basket in the top right-hand corner.</li> <li>L. Enter the <b>Quantity</b>.               <ol style="list-style-type: none"> <li>a. If the quantity is larger than allowed, enter the reason during the check-out process.</li> </ol> </li> <li>M. Click <b>Update Cart</b>.</li> <li>N. Click <b>Check Out</b>.</li> <li>O. Select or manually enter the Shipping Address.</li> <li>P. Click <b>Next</b> (bottom right hand corner).</li> <li>Q. Verify name, phone number and email address.</li> <li>R. Click <b>Next</b>.</li> <li>S. Customize your booklets (delete if you do not want your information automatically populated on the booklets).</li> <li>T. Click <b>Next</b>.</li> <li>U. Confirm the Imprint (if applicable).</li> <li>V. Click <b>Next</b>.</li> <li>W. Review order summary.</li> <li>X. Click <b>Submit Order</b>.</li> </ol>	<p>Due to strict certification requirements SMS cannot ship supplies and all requests for supplies must be made by the agent.</p> <p><b>All orders have to go through producer world.</b></p> <p><b>If agent needs larger quantities they will have to process multiple orders through the website.</b></p> <p>For Customer Service, call Aetna Medicare Broker Services at 1-866-714-9301 or email <a href="mailto:BrokerSupport@aetna.com">BrokerSupport@aetna.com</a>.</p>

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HUMANA	<p><b>The best way to order is to call Agent Support 1-800-309-3163 for supplies.</b></p> <p>For re-orders:</p> <ul style="list-style-type: none"> <li>A. Log in to <a href="https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx">https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx</a></li> </ul> <p>Enter: San # Enter: Last Name</p> <p><b>NOTE:</b> Do not use your browser's buttons. If you need to go back, use the navigation prompts available on most pages throughout the site.</p> <ul style="list-style-type: none"> <li>B. Click <b>"Submit"</b></li> <li>C. Click <b>"Reorder Sales Materials Request"</b></li> <li>D. Click on correct <b>"Choose your Plan Year"</b> <b>"Next"</b></li> <li>E. Select where to send sales materials by selecting either <b>Business Address, Residence Address</b> or <b>entering a New Address.</b></li> <li>F. Verify your <b>"Email Address"</b></li> <li>G. Click <b>"Next"</b></li> <li>H. Select the state(s) for which you plan to order sales material by checking the box(s).</li> <li>I. Click <b>"Next"</b></li> <li>J. Select the counties for which you plan to order sales materials.</li> <li>K. Click <b>"Next"</b></li> <li>L. Choose the plans you are interested in selling.</li> <li>M. Click <b>"Next"</b></li> <li>N. Enter the quantities needed for each individual item you order.</li> <li>O. Click <b>"Next"</b></li> <li>P. This page lists all individual items for brochures and flyers.</li> <li>Q. Enter the quantities needed for each individual brochure or flyer that you want to order.</li> <li>R. Click <b>"Next"</b></li> <li>S. It will now give you the option for Med Sup material. You can enter an amount or you can simply</li> <li>T. Click <b>"Next"</b>.</li> <li>U. Review order summary and verify that everything is correct.</li> <li>V. Select <b>"Submit"</b> (If you need to edit click <b>"Previous"</b>)</li> <li>W. You will see an order confirmation page saying <b>"You have successfully completed your order"</b>.</li> </ul>	<p>When the agent is certified for the first time, they will receive a starter kit of supplies upon class completion.</p> <p>When a certified agent completes their recertification online, the system will generate a supply and send it out automatically.</p> <p>In order to receive materials you must be: Licensed, Appointed, and Certified for the product you are representing.</p> <p>Please allow at least 7 business days for supplies to reach the agent.</p> <p><b>The agent must have their SAN# to place the order. Note: the agent will have to wait 7 days between orders.</b></p> <p><b>Be sure to have your Agent ID (SAN) number and the plan numbers, states, and counties that you are interested in ordering readily available when placing the order.</b></p> <p><b>Fax number is 502-508-0063 or e-mail the request to <a href="mailto:agentsupport@humana.com">agentsupport@humana.com</a>.</b></p> <p>To track the status of your ordered materials, please click following link: <a href="https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx">https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx</a></p> <p>You have to log in with the SAN used to place the order. <b>PLEASE USE YOUR CONFIRMATION NUMBERS TO TRACK</b> (we are seeing some errors with the "track by SAN" functionality).</p>

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SILVERSCRIPT	<p><a href="http://www.silverscriptagentportal.com">www.silverscriptagentportal.com</a> SRX will automatically send an initial supply of 10 enrollment kits to agents upon completion of the 2018 certification curriculum. The initial set of materials include ten (10) enrollment kits, (2) SilverScript Choice Formulary, a Car Coach, and (10) SOA forms. <b><u>Please Note: Unable to deliver to PO BOXES.</u></b> Orders will be shipped within 2 business days. You will be able to track your shipment by monitoring this page.</p> <p>To place additional orders:</p> <ul style="list-style-type: none"><li>A. Login to the agent portal <a href="http://www.silverscriptagentportal.com">www.silverscriptagentportal.com</a></li><li><b>B. Choose Plan Year 2019</b></li><li>C. Click on the <b>“Fulfillment Trigger for Agents”</b> on the left hand side of the screen.</li><li>D. Enter the Agent ID (SAN #)</li><li>E. Click <b>‘Find’</b> and verify the address is correct.</li><li>F. Select Re-Order and enter the amount of Kits you would like to request. <b>NOTE: When you place an order, your requests needs to be in multiples of 10.</b></li><li>G. Click on <b>‘Submit for Fulfilment’</b> button to place the order.</li></ul>	<p>Electronic enrollment tools You’re never really out of stock on enrollment kits, because SilverScript provides <b>three</b> good electronic enrollment methods that don’t require paper or a physical enrollment kit.</p> <p><b>iPad</b> –You can submit your enrollments online using your iPad. For complete instructions please select <b>“reference materials”</b> on the left side of the agent portal. There you will find the iPad <b>“Enrollment App User Guide”</b> for complete instructions.</p> <p><b>SOA and Electronic Application</b> – To avoid paper applications and process applications fast, use the electronic Scope (<b>eSOA</b>) and Application (<b>eApp</b>) tools on the Agent Portal. Get SOAs in only two minutes, complete with signatures. The process gives your clients PDF versions of all the same materials in the physical enrollment kit (plan guide, start sheet, new member guide, etc), and it gives you signed PDF copies of the applications for your files. You can also see the status of all your eApps on the agent portal.</p> <p><b>Email Self-Enrollment Link</b> - The Email Self Enrollment link remains in place for 2019. Send the link from the portal and your client can use the SilverScript consumer website to self-enroll while maintaining your status as agent of record.</p>

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CIGNA HEALTHSPRING	<p>To begin, log into <a href="https://custompoint.rrd.com">https://custompoint.rrd.com</a>.</p> <ol style="list-style-type: none"> <li>1. Enter your <b>User ID</b> which is your Agent Number, Writing Number, or Agency ID (for example "B123456).</li> <li>2. Your <b>NEW Password is Health1!</b> (That's an exclamation point after the number "1" and the password is case sensitive.)</li> <li>3. Then enter <b>Hspring</b> (not case sensitive) in the Account field and click <b>Login</b>.</li> </ol> <p>NOTE: Do not use your browser's buttons do go forward or backward. If you need to go back, use the navigation prompts available on most pages throughout the site, or select the CATALOGS pulldown menu and begin again. You can also select the "home" button to start a new order.</p> <ol style="list-style-type: none"> <li>A. Hover over the Catalogs and in the dropdown, select <b>Sales Materials</b>.</li> <li>B. In the blue banner on the left, choose Lock in or AEP appropriately.</li> <li>C. Select you state or region from the list that appears.</li> <li>D. Click <b>Sales_Kit_Book</b>.</li> <li>E. Click the yellow basket next to the item you would like to order.</li> <li>F. Click on the yellow basket in the top right-hand corner to go to your shopping cart.</li> <li>G. Enter the quantity of items needed.</li> <li>H. Click <b>Update Cart</b>.</li> <li>I. Click <b>Checkout</b>.</li> <li>J. Select the shipping address or enter the address manually.</li> <li>K. Choose the <b>"Bill To"</b> address from the drop down.</li> <li>L. Verify the address.</li> <li>M. Click <b>Next</b>.</li> <li>N. Verify the phone number and email address.</li> <li>O. Fill in your Name, Phone Number, and Email Address.</li> <li>P. Select the Cost Center from the drop down menu.</li> <li>Q. Review the Order.</li> <li>R. If everything is correct, Click <b>Submit Order</b>.</li> </ol>	<p>Orders placed prior to noon EST are processed for shipping the same business day.</p> <p>Orders placed after noon EST are processed for shipping the following business day.</p> <p>Cigna Customer Service: 1-800-668-3819</p>

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UNITED HEALTHCARE	<p>Login to the <a href="http://www.uhcjarvis.com/content/jarvis/en/sign_in.html#/sign_in">www.uhcjarvis.com/content/jarvis/en/sign_in.html#/sign_in</a></p> <ul style="list-style-type: none"><li>A. Hover over the “Sales &amp; Marketing Tools” tab on the top of the screen and Click on “Sales Materials Portal”.</li><li>B. A new page will populate.</li><li>C. Click on “Order Materials” tab at the top of the page to search materials.</li><li>D. Shop the materials you want to add to cart by using the drop down arrows on the left side of the screen. (States, Plan Years, Plan Type, Language, Doc Type, Contract-PBP Code).</li><li>E. Click Search.</li><li>F. Click on the “Add to Cart” button to add material you need to your cart.</li><li>G. Go to ‘My Cart’ to check out.</li><li>H. Click on “Go to Shopping Cart”.</li><li>I. After entering the quantity you <i>MUST</i> click on the ‘Must Click to Update’ button.</li><li>J. Check the box located at the bottom of the page to confirm your order as highlighted below.</li><li>K. Click on “Proceed To Checkout”.</li><li>L. Click OK.</li><li>M. Select your “shipping address”.</li><li>N. Click ‘Continue’ to proceed to check out.</li></ul>	<p><b>***Due to strict certification requirements, SMS cannot ship supplies. Agents must request supplies online or call the Producer Help desk 1-888-381-8581.***</b></p>

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BLUE SHIELD-CA	<p>Login to <a href="https://www.blueshieldca.com/producer/home.sp">https://www.blueshieldca.com/producer/home.sp</a></p> <ul style="list-style-type: none"><li>A. Hover cursor over Resources and click on Order Materials. Click on "online portal".</li><li>B. To place an order: select the product line in the upper left hand corner for which you would like to order materials.</li><li>C. Hover over the item and click on "Order".</li><li>D. Click dropdown list and select quantity for each language.</li><li>E. Click on "Add to Cart".</li><li>F. Click on "View Your Basket" to verify your order.</li><li>G. If shipping to a different address other than your profile address, Enter shipping information.</li><li>H. Click on "Click here to Place Order".</li></ul>	<p>Contact your Blue Shield sales representative or Producer Services at (800) 559-5905 to order pre-enrollment kits for: Small business (1-100) Core (101+) Specialty Benefits</p> <p>Order received by 10 a.m. will process same day and ship within 2-3 days. Order received after 10 a.m. will process next day.</p>