

## 2021 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	<p>Website: <a href="https://www.aetna.com/producer/Home.do">https://www.aetna.com/producer/Home.do</a></p> <p>Log into Producer World.</p> <ol style="list-style-type: none"> <li>Select the <b>Plan Year</b></li> <li>Select the <b>State</b></li> <li>Select the <b>Product</b></li> <li>Select the <b>Language</b></li> <li>Click <b>NEXT</b></li> <li>Click on the cart next to the plan material you want to add.</li> <li>Go to the Cart at top of page; upper right-hand corner.</li> <li>Click on <b>GO TO CART</b></li> <li>Enter the <b>Quantity</b>.</li> <li>Click <b>Check Out</b>.</li> <li>Manually enter full <b>Shipping Address</b></li> <li>Click <b>Place Order</b></li> <li>Print <b>Order Confirmation</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 M - F 8a – 8p EST or email <a href="mailto:BrokerSupport@aetna.com">BrokerSupport@aetna.com</a>.</p> <p><b>NOTE:</b> Physical address must be used. You cannot enter a P.O. Box.</p>
SILVERSCRIPT	<p><a href="http://www.silverscriptagentportal.com">www.silverscriptagentportal.com</a></p> <p>SRX will automatically send an initial supply of 10 enrollment kits to agents upon completion of the 2020 certification curriculum. The initial set of materials include ten (10) enrollment kits, (2) SilverScript Choice Formulary, a Car Coach, and (10) SOA forms.</p> <p><b>Please Note: Unable to deliver to PO BOXES.</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> <ol style="list-style-type: none"> <li>Login to the agent portal <a href="http://www.silverscriptagentportal.com">www.silverscriptagentportal.com</a></li> <li>Choose Plan Year 2021.</li> <li>Click on the "Fulfillment Trigger for Agents" on the left hand side of the screen.</li> <li>Enter the Agent ID (SAN #)</li> <li>Click 'Find' and verify the address is correct.</li> <li>Select Re-Order and enter the amount of Kits you would like to request. <b>NOTE:</b> When you place an order, your requests needs to be in multiples of 10.</li> <li>Click on 'Submit for <b>Fullfilment</b>' button to place the order.</li> </ol>	<p>Accessing Silverscript Portal. We're here to help!                      If you're an insurance agent or agency administrator, please...                      Email us at <a href="mailto:AgentSupport@cvscaremark.com">AgentSupport@cvscaremark.com</a>                      Call us at 1-866-714-9301or                      Fax us at 1-866-208-5262</p> <p><b>NOTE:</b> Physical address must be used. You cannot enter a P.O. Box.</p> <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>

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HUMANA	<p><b>The best way to order is to call Agent Support</b>  <a href="mailto:AgentSupport@humana.com">AgentSupport@humana.com</a> or 1-800-309-3163 for supplies.</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) and counties you plan to order sales material by checking the box(s).</li> <li>I. Click <b>"Next"</b></li> <li>J. Choose the plans you are interested in selling.</li> <li>K. Click <b>"Next"</b></li> <li>L. Enter the quantities needed for each individual item you order.</li> <li>M. Click <b>"Next"</b></li> <li>N. This page lists all individual items for brochures and flyers.</li> <li>O. Enter the quantities needed for each individual brochure or flyer that you want to order.</li> <li>P. Click <b>"Next"</b></li> <li>Q. It will now give you the option for Med Sup material. You can enter an amount or you can simply</li> <li>R. Click <b>"Next"</b>.</li> <li>S. Review order summary and verify that everything is correct.</li> <li>T. Select <b>"Submit"</b> (If you need to edit click <b>"Previous"</b>)</li> <li>U. You will see an order confirmation page saying <b>"You have successfully completed your order"</b>.</li> </ul>	<p>Optimal order site functionality is achieved by using Internet Explorer version 11.</p> <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><b>NOTE:</b> Physical address must be used. You cannot enter a P.O. Box.</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</b>  <a href="mailto:agentsupport@humana.com">agentsupport@humana.com</a>.</p> <p><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> <p>Humana uses two vendors for <b>East</b> and <b>West</b> Coast (if tracking on West Coast, you will need to click on the <b>additional link</b> within the ordering system).</p>

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CIGNA MEDICARE ADVANTAGE	<p>To begin, log into <a href="https://custompoint.rrd.com">https://custompoint.rrd.com</a>.</p> <ul style="list-style-type: none"><li>A. Login to CustomPoint with your User ID, Password, and Account: Enter your <b>User ID</b> which is your Agent Number, Writing Number, or Agency ID (for example "B123456").</li><li>B. Hover over the Catalogs Tab.</li><li>C. Click <b>Static Components</b>.</li><li>D. Click <b>Plan Year</b>.</li><li>E. Click <b>Region</b>.</li><li>F. Click <b>Sales_Kit_Book</b>.</li><li>G. Click the yellow basket next to the item you would like to order.</li><li>H. Click on the yellow basket in the top right-hand corner to go to your shopping cart.</li><li>I. Enter the quantity of items needed.</li><li>J. Click <b>Update Cart</b>.</li><li>K. Click <b>Checkout</b>.</li><li>L. Select the shipping address or enter the address manually.</li><li>M. Choose the "<b>Bill To</b>" address from the drop down.</li><li>N. Verify the address.</li><li>O. Click <b>Next</b>.</li><li>P. Verify the phone number and email address.</li><li>Q. Fill in your Name, Phone Number, and Email Address.</li><li>R. Select the Cost Center from the drop down menu.</li><li>S. Review the Order.</li><li>T. If everything is correct, Click <b>Submit Order</b>.</li></ul>	<p>NOTE: Physical address must be used. You cannot enter a P.O. Box.</p> <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 <b>"Sales &amp; Marketing Tools"</b> tab on the top of the screen and Click on <b>"Sales Materials Portal"</b>.</li><li>B. A new page will populate.</li><li>C. Click on <b>"Order Materials"</b> 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 on the <b>"Add To Cart"</b> button to add material you need to your cart.</li><li>F. Go to <b>'My Cart'</b> to check out.</li><li>G. Click on <b>"Go to Shopping Cart"</b>.</li><li>H. After entering the quantity you <i>MUST</i> click on the <b>'Must Click to Update'</b> button.</li><li>I. Check the box located at the bottom of the page to confirm your order as highlighted below.</li><li>J. Click on <b>"Proceed To Checkout"</b>.</li><li>K. Select your <b>"shipping address"</b>.</li><li>L. Click <b>'Continue'</b> 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> <p>NOTE: Physical address must be used. You cannot enter a P.O. Box.</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) Large Groups (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. Order placed Sunday will be processed the following business day on Monday.</p> <p>NOTE: Physical address must be used. You cannot enter a P.O. Box.</p> <p>If you are having trouble with ordering or fulfillment, please contact Medicare <a href="mailto:Fulfillment@blueshieldca.com">Fulfillment@blueshieldca.com</a>.</p>

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WELLCARE	<p>A. Log into <a href="https://wellcare.identitynow.com">https://wellcare.identitynow.com</a></p> <p>B. *CustomPoint is available 24 hours after all 2021 certification requirements are complete.</p> <p>C. After logging into Custom Point from your single sign-on dashboard, you will be directed to the Materials Portal homepage. The homepage serves as a point of communication of news, FAQs and messages about the site, as well as a dashboard of recent activity, including the last 7 orders placed.</p> <p>D. Under Guided Search, select the dropdown menu and choose the product you would like to order materials for, CCP or PDP.</p> <p>E. Select the Market you would like to order materials for underneath Plan Year (only Markets you are certified in will populate). Once the market is selected, press the find button.</p> <p>F. Use filters on the left side of the screen to help define your search. Select each material you would like to order by clicking on the basket icon next to that item in the order column.</p> <p>G. In order to locate the counties that are included in the plan(s) for this material, please click below the thumbnail on "Show full size image".</p> <p>H. In the shopping cart, enter the desired quantity for each item.</p> <p>I. When you click "Check Out", a new webpage with the Delivery Options screen will appear with the address of the location you want the materials sent to. After every field has been filled out, click the green NEXT button.</p> <p>J. Verify your information, click the green NEXT button.</p> <p>K. If the allocation was exceeded for any of the items ordered, a Routing Justification webpage will appear. In the Justification text box, type a note to the approver explaining the quantity need. Once you have provided your justification, press the green NEXT button.</p> <p>L. The Order Summary screen recaps where the order is shipping to and what was ordered. There are links to save the order, submit the order or review a printable summary of the order. If you are ready to submit our order press the green NEXT button.</p> <p>M. NOTE: If you select Submit order, a Confirmation screen will appear with "Order Routed: and a sales reference number. The order will be put into a queue to be reviewed by the Market Leader. You will not receive an email notification about the order until after the order is approved as is, approved with edits, or denied.</p>	<p>Support line-1/866-822-1339.</p> <p><b>NOTE:</b> When using the system, use only the navigation options provided within the screens. Using your browser back and forward, and even potentially, reload buttons can cause confusion with the ordering session that is being tracked by the system, so this should be avoided</p> <p><b>NOTE:</b> You must place a separate order for each product type for tracking purposes.</p> <p><b>NOTE:</b> The first time you add an item to the cart, you will be asked to set a preference for staying on the ordering page, or going to the shopping cart.</p> <p>NOTE: Physical address must be used. You cannot enter a P.O. Box.</p> <p>NOTE: If an agent didn't receive the email or deleted it, there is still a way for them to get set up and logged in without needing a new email. Go to (<a href="https://wellcare.identitynow.com">https://wellcare.identitynow.com</a>) and the site tells them to put in their WellCare Agent ID for a username and select "problems signing in", then select "Reset Password" and follow the Prompts.</p>

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ANTHEM	<p>To begin, log into <a href="https://custompoint.rrd.com/xs2prelogin?CMPID=1064&amp;&amp;qwerty=18072109">https://custompoint.rrd.com/xs2prelogin?CMPID=1064&amp;&amp;qwerty=18072109</a> .</p> <ol style="list-style-type: none"> <li>A. Login to CustomPoint with your User ID, Password, and Account: wpss.</li> <li>B. There are two paths for ordering materials through the Medicare Sales Agent and Broker collateral Catalog.               <ol style="list-style-type: none"> <li>a. To order customized sales support materials, select "Sales Toolkit" and follow the prompts.</li> <li>b. To order plan materials like Enrollment kits, Directories, Formularies and OTC Catalogs, follow the steps below.</li> </ol> </li> <li>C. Under Quick Find will be a drop down box of "Category of Materials." Select the material you would like to order.</li> <li>D. Select "State" from the drop down.</li> <li>E. Select "County" from the drop down.</li> <li>F. Select "FIND."</li> <li>G. The "Quick Find" search function displays all kits available in the selected county.</li> <li>H. To narrow your search results, use the Language or Plan Type Filters.</li> <li>I. You can select one or more boxes to narrow your results.</li> <li>J. To order material from another category or for another plan type, select "Order Wizard Search."</li> <li>K. You can change your search criteria for a category of materials and/or for a county, select the drop down box, then FIND.</li> <li>L. To order a material, click the icon (add to cart/ basket) in the "Order" column for the "Item Description" you want to order.</li> <li>M. A pop-up window will appear to confirm you selection. Click on VIEW CART to check out or click on the STAY HERE button to continue adding items to your cart.</li> <li>N. You will be prompted to enter the quantity desired for each item or kit.</li> <li>O. Once completed, click "Check Out."</li> <li>P. You will be prompted to enter in a shipping address and delivery options. Once the information is filled-in, click "Next."</li> <li>Q. Fill in all required fields in the Delivery Options screen, click "Next."</li> <li>R. Fill in all required fields in the Order Details screen, click "Next."</li> <li>S. Review your order, select "Submit." You will see a confirmation screen and an email notification will be sent to you.</li> </ol>	<p><b>NOTE:</b> in most cases, the State and Brand will pre-populate based on you User ID log in credentials.</p> <p><b>NOTE:</b> The select County list will always be led with an ALL option that allows you to view all kits within the state.</p> <p><b>NOTE:</b> Physical address must be used. You cannot enter a P.O. Box.</p> <p>If you need assistance with the website, contact Medicare Programs Sales Support.  <b>California:</b> (888) 209-7839  <b>All Other States:</b> (800) 633-4368</p>

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MUTUAL OF OMAHA OHIC	<ul style="list-style-type: none"><li>A. Log in to Sales Professional Access (SPA)</li><li>B. Hover over Sales &amp; Marketing and click on "Market on Demand."</li><li>C. Scroll down and click on "Order Now".</li><li>D. Click on "New Order".</li><li>E. Click on "Health".</li><li>F. Click on "2021 Prescription Drug Plans".</li><li>G. Click on "PDP Kit".</li><li>H. Insert the product quantity, click "Add to Cart."</li><li>I. Click on the "Cart" at top of screen.</li><li>J. Click on "Version."</li><li>K. Select the correct information in dropdown-State.</li><li>L. Click on "Update".</li><li>M. Click on box for reviewed and once the Proof comes up, Click "Save and Return."</li><li>N. Repeat J through M until all versions are completed.</li><li>O. Click on "Checkout."</li><li>P. Click "Radio Button" for New Address and fill in all required field information.</li><li>Q. Click "Continue."</li><li>R. Click "Complete Order."</li><li>S. Click on "Print this page" to save a copy of your order.</li><li>T. Follow the remaining steps to complete your order.</li></ul>	NOTE: Physical address must be used. You cannot enter a P.O. Box.