

A VERY IMPORTANT UPDATE

April 12, 2013

Coventry Health Care of Florida Medicare plans are in high demand!

Here are the latest network updates so our valued brokers and agents have complete information when helping clients enroll and get the coverage they expect and deserve:

ALL NEW 2013 Coventry Health Care of Florida Provider Directory in hard copy will be available in 10-14 days. This electronic version is for your convenience now: [Provider Directory](#)

RIGHT NOW: There are providers in Coventry's Tampa service area that have closed panels. Effective immediately, these providers are not available for any new Coventry Health Care Medicare enrollments. Current Coventry members are not impacted.

- These changes are in effect for enrollments to Coventry Health Care of Florida received on/after April 15, 2013. (Received date of the application is the date that a broker/agent accepts the enrollment request form.)

[Provider Panels Closed for Medicare Enrollments](#)

IMPORTANT REMINDERS

Assure your clients' easy enrollment & complete satisfaction:

- Follow the list of closed panel providers and the new directory instead of the website or any other/earlier network information.
- Brokers MUST provide prospective or current members complete provider information.
- Refer to the list when assisting clients to enroll and completing the required fields for their PCP on the enrollment application.

Important: Include Provider Name, PCP Number and Site Code.

Please Note: If a member/beneficiary is enrolled with their PCP in another plan and that PCP is on our closed panel list, they will need to change their PCP.

- Complete the SEP Enrollment Checklist and be sure it reflects the correct SEP reason. You must include the SEP Checklist with submission of your client's application.
- **For the Universal Health Care Insurance Company SEP that runs 3/1/2013-5/31/2013** the SEP reason code that must be selected is:

"My plan is ending its contract with Medicare, or Medicare is ending its contract with my plan."

Here's to great selling and YOUR continued success!

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