

## Coventry Health Care Medicare Advantage Plans Sales Kit Ordering

Coventry is pleased to provide “ready to sell” Medicare Advantage (MA) agents the ability to order sales kits via our online system, available through our broker portal. We’ve made some changes this year to make it an even easier tool for your use.

### Ordering Kits

You can order kits through our online system, which is accessed by a link in the left hand navigation on the broker portal – “Order Sales Supplies.” This link is only available to agents who are “ready to sell.” Your AWN is both your login and password.

### Allocations

In order to speed order processing and assure inventory control, Coventry has established monthly kit allocations for all agents. In general, each agent will have the ability to order up to ten (10) MA sales kits each month for each market where you are certified to sell. Please be aware that this initial allocation is just a starting point. Based on your sales history, your monthly allocation may be higher.

### Placing an Order for More Kits than You Have Been Allocated

To request more kits than you have been allocated, you can either:

- 1) Contact the local Coventry health plan to request an increase in your allocation;
- 2) Place your order through the online system

Note: If you choose to place your order through the online system for more kits than you have been allocated, your order will “pend.” The local Coventry health plan will review your pending order and make a determination to approve, modify or reject. You will receive an email when your order pends and another informing you of the health plan’s decision.

### Bulk Orders

If you need a bulk shipment—for example, to provide kits to all ready-to-sell agents in a single office, you should contact the local Coventry health plan.

### Questions? Problems?

§ Contact your local Coventry health plan for questions, including allocations\*\*\*

§ If any problem arises and you are unable to access the online order system on the broker portal, please contact Coventry’s Medicare Broker Services Department (BSD) at 1-866-714-9301, 8 a.m. - 6 p.m. ET, Monday-Friday, or email the BSD at [Brokersupport@cvty.com](mailto:Brokersupport@cvty.com).

§ Technical Difficulties with Online Ordering System?

If you are experiencing technical difficulties with using the online ordering system, contact Chris Ambruch at Innovative Print & Media Group at 1-800-510-0937 ext. 165 or [chris.ambruch@innoprint.com](mailto:chris.ambruch@innoprint.com)

\*\*\*Contacts for each Coventry health plan are provided on the Contact Us link on the Innovative online order site, and on Coventry’s broker portal Forms and Resources page.