

# How to Order Sales Materials

## Aetna/Coventry

Website: [www.aetnamedicare.com](http://www.aetnamedicare.com)

- Click **For Producers** (top right hand side of page)
- Scroll down and click **Order Enrollment Kits**
- Enter your NPN (National Producer Number) & Click Continue
- Select the Plan Year, Product & State, then click Find
- Click on the basket next to the plan material you want to add to your cart
- Go to the Cart by clicking the basket in the top right-hand corner
- Enter the Quantity & Click Update Cart (If the quantity is larger than allowed, enter the reason during the check-out process)
- Click Check Out
- Select or manually enter the Shipping Address & Click Next (bottom right hand corner)
- Verify name, phone number and email address & Click Next
- Customize your booklets (delete if you do not want your information automatically populated on the booklets) & Click Next
- Confirm the Imprint (if applicable) & Click Next
- Review order summary, then click Submit Order

**NOTE:** All orders have to go through producer world. If agent needs larger quantities, they will have to process multiple orders through the website. Aetna Medicare Broker Services: 866-714-9301 or email [BrokerSupport@aetna.com](mailto:BrokerSupport@aetna.com).

## Allwell/Centene

Website: [https://seniormarketadvisors.com/wp-content/uploads/2019/08/2020-Order-Form\\_BROKERS-FL\\_8-14-19\\_fillable.pdf](https://seniormarketadvisors.com/wp-content/uploads/2019/08/2020-Order-Form_BROKERS-FL_8-14-19_fillable.pdf)

- Complete the order form
- Email or fax to Medicare Broker Services
  - Email: [medicarebrokerservices@centene.com](mailto:medicarebrokerservices@centene.com)
  - Fax: 800-309-5095

**NOTE:** Broker Support: 844-202-6811 or [medicarebrokerservices@centene.com](mailto:medicarebrokerservices@centene.com)

## BayCarePlus

Website: <https://producer.baycareplus.org/>

- Login to BayCarePlus Producer Portal
- Select "Storefront"
- Click on the BayCarePlus logo
- Select "Enrollment Materials"
- Select the year you'd like to order
- Enter the quantity you'd like to order & click "Add to Cart"
- Choose "Proceed to Checkout"
- Review your order and click "Proceed to Checkout"
- Select your Delivery Address and click "Proceed to Checkout"
- Choose your shipping method and click "Proceed to Checkout"
- Review order, then click "Submit Order"

**NOTE:** Producer Support: 877-259-8657 or [producersupport@lumeris.com](mailto:producersupport@lumeris.com)

## CarePlus

Website: <https://portal.mypropago.com/register/CarePlus>

- Enter SAN & Last Name
- Hover over **Store** in top left corner
- Select the year & type of material you want to order



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## CarePlus (cont.)

- Select the area for the plan
- Select Kits > Dynamic Kits
- Select “Build a Kit” for the Dynamic Kit you’d like to order
- Add Summary of Benefits
- Add Optional Inserts (Paper Application and Scope of Appointment)
- Click “Add to Cart”
- Enter the quantity of kits to order
- Verify shipping information, then click “Review and Place Your Order”
- Select your shipping option, then click “Place Order”

**NOTE:** Beginning with 2020 Dynamic Kits, you must add the Summary of Benefits, Paper Application and Scope of Appointment. Order Support: 305-885-8707 or [semiastorefront@sprint.com](mailto:semiastorefront@sprint.com)

## Cigna

**Website:** <https://custompoint.rrd.com/>

- Enter your User ID (your Agent Number or Agency ID)
- Your New Password is **Health1!**
- Enter **hspring** in the Account field and click Login
- NOTE: You cannot order sales kits and marketing materials in the same order. You also cannot order printed material and e-delivery material in the same order.
- **To Order Sales Materials**
  - Hover over Catalogs in the dropdown and select Sales Materials
    - Choose category (Lock-in vs AEP), state or region and document type
    - Maximum Quantities – Agents 20; GAs 100
  - Once order is placed, you will receive an Order Confirmed screen with your Sales Reference Number followed by an email confirming the transaction.
    - Orders approved before noon EST are processed for shipping the same business day.
    - Orders approved after noon EST are processed for shipping the following business day.
- **To Order Marketing Materials**
  - Hover over Catalogs in the dropdown and select Marketing Materials
    - Choose category (Lock-in vs AEP), format, type of material, state or region and language
  - Once order is placed, you will receive an Order Confirmed screen with your Sales Reference Number followed by an email confirming the transaction.

**NOTE:** Cigna Customer Service: 800-668-3819

## Devoted

**Website:** <https://portal.mypropago.com/register/devotedhealth>

- Login using your NPN and Date of Birth
- Select the year for the enrollment materials
- Choose the area for the materials you are ordering
- Add the Sales Kit to your cart
- Type the quantity you want to order, then click “Add to Cart”
- When you’re ready to checkout, click “Cart” at the top right of the screen
- Verify shipping information, then click “Review and Place Your Order”
- Select your shipping option, then click “Place Order”

**NOTE:** Broker Support: 877-764-9446 or [agent-support@devoted.com](mailto:agent-support@devoted.com)



# How to Order Sales Materials

## Freedom/Optimum

Website: <https://vipagentsupport.com/Account/Login>

- Log into VIP Agent Support
- Order Sales Material
- Under Quick Links > Marketing Materials > Order Materials Here – This will open a new site. Click on Catalogs and select the company you would like to order from first.
- Once the you have added all the necessary items to your cart, click on the yellow basket at the top of the screen that has the number of items in the cart next to it.

**NOTE:** Agents are given an allocated quantity to order based on previous production. New agents are allotted 8 kits. Each time an enrollment is completed, the allocation increases incrementally. Broker Support: 877-877-0539

## Humana

Website: <https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx>

- Select **Agent Log-in**
- Enter SAN & Last Name
- Click **Reorder Sales Materials Request**
- Select where to send sales materials by selecting either Business Address, Residence Address or entering a New Address
- Verify your Email Address
- Select the state(s) for which you plan to order sales material by checking the box(s)
- Select the counties for which you plan to order sales materials
- Choose the plans you are interested in selling
- Enter the quantities needed for each individual item you order
  - This page also lists all individual items for brochures and flyers
- Enter the quantities needed for each individual brochure or flyer that you want to order
- Enter the quantity of Medicare Supplements you want to order
- Review order summary and verify that everything is correct
- Select Submit (If you need to edit click Previous)

**NOTE:** Do not use your browser's buttons. If you need to go back, use the navigation prompts available on most pages throughout the site. Agent Support: 800-309-3163 or [agentsupport@humana.com](mailto:agentsupport@humana.com)

## Simply

Website: <https://custompoint.rrd.com/xs2/prelogin?CMPID=1064&qwerty=18072109>

- Once you are RTS (ready to sell) with Anthem, you will be receiving an email from Anthem with your writing number/encrypted TIN and your Custom Point credentials.
- Login to Custom Point
- Hover over Catalogs in the dropdown and select 2020 Enrollment Kit & Member Mandated Materials
- Choose state, Simply, MA and MAPD, then type
  - If you need Spanish, first select the English category, then Spanish will be an option on the left side
  - All broker Enrollment Kits have a "BR" after the item number
- Once the order has been placed, you will be given a Sales Reference Number. Please keep that number for your records.

**NOTE:** Broker Support: 813-394-4547 or [smoore@simplyhealthcareplans.com](mailto:smoore@simplyhealthcareplans.com)

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## UnitedHealthcare

Website: [www.uhcjarvis.com/content/jarvis/en/sign\\_in.html#/sign\\_in](http://www.uhcjarvis.com/content/jarvis/en/sign_in.html#/sign_in)

- Hover over the **Sales & Marketing Tools** tab on the top of the screen and Click on **Sales Materials Portal**
- Click on **Order Materials** tab at the top of the page to search materials
- Shop the materials you want to add to cart by using the drop-down filters on the left side of the screen. Check box next to **Multi Filter Search** (States, Plan Years, Plan Type, Language, Doc Type, Contract-PBP Code)
- Click Search
- Click on the Add to Cart button & Enter how many you want to order
- Go to My Cart to check out (top right of screen)
- Click on Go to Shopping Cart
  - If you update the quantity, you MUST click on the 'Must Click to Update' button
- Check the box located at the bottom of the page to confirm your order
- Click on Proceed to Checkout
- Select your Shipping Address
- Click Continue to proceed to check out

**NOTE:** Producer Help Desk: 888-381-8581 or [phd@uhc.com](mailto:phd@uhc.com)

## WellCare

Website: <https://wellcare.identitynow.com>

- After logging into Custom Point from your single sign-on dashboard, you will be directed to the Materials Portal homepage.
- Under Guided Search, select the dropdown menu and choose the product you would like to order materials for, CCP or PDP.
- 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.
- 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.
- 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".
- In the shopping cart, enter the desired quantity for each item.
- 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.
- Verify your information, click the green NEXT button.
- 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.
- 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.
- When 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.

**NOTE:** \*CustomPoint is available 24 hours after all 2020 certification requirements are complete. Producer Services: 866-822-1339 or [producerservices@wellcare.com](mailto:producerservices@wellcare.com)