

## 9. Enrollment

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Description of enrollment kits

Enrollment kit essentials

- Scope of Appointment form
- Permission-to-Contact form

# How to order your sales kits

## **You can order Aetna and Coventry MA/MAPD and PDP enrollment kits in one place.**

There is a single point of entry to order both Aetna- and Coventry-branded kits.

You can find the link on [Aetna Producer World](#) or use the [Coventry Broker Portal](#).

Once you access the kit-ordering site, you'll need to use your National Producer Number (NPN) to log in. Once logged in, you will be prompted to select the plan benefit year and plan type (MA or PDP).

## **Requirements**

To access the kit-ordering site, you must be ready to sell. You'll need to use your National Producer Number (NPN) to log in.

## **Kit personalization**

Personalization is available for free. The ordering process provides the option for entering your personal data. Kits can be personalized with up to two lines of information, with a maximum of 35 characters per line.

## **Kit limits**

There is a limit on the number of kits you can order per month (allocations). If your order exceeds your monthly allocation, the order will be routed to a designated plan contact person for approval. Once approved, you will receive notification of the order's status.

## **Order confirmation**

A confirmation screen appears after you place an order. You'll get a confirmation email when your order is processed and shipped. You should allow 48 hours for processing.

## **Delivery**

Once processed, you should get your kits within 7 –14 business days, depending on size of order and shipping location. Kits are sent by UPS Ground. Overnight shipping and P.O. box delivery are not available.

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# Description of enrollment kits

Kit pages are bound in a booklet. Everything you need to enroll is in one package.

Medicare: What you need to know

- Commonly used drugs
- Summary of benefits
- Medicare Star Ratings
- How to enroll
- Scope of appointment
- Enrollment application

Kit booklets can be personalized with your name and contact information.

In addition, formularies and plan guides are available to order on demand through the kit-ordering site.

### How to order

- Log in to [Aetna Producer World](#). Click “Individual Medicare” in the top bar. Then click “Order Enrollment Kits.”
- Or, log in to the [Coventry Broker Portal](#). Select “Order Sales Supplies” on the left side of the page. Scroll down and click the kit-ordering link.

For additional information on enrollment instructions, please see the Enrollment Instructions Flier on [Producer World](#).

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