

Section 8: Ordering and Printing Marketing Supplies

After passing the Certification Training exam, you will have access to print or order marketing supplies. SilverScript offers a variety of materials to aid you in delivering the message about our Prescription Drug Plans.

To print or save PDFs to email to clients, go to Supply Room

The screenshot shows the SilverScript Admin Portal interface. On the left is a navigation menu with the following items: Home, Pre-enrollment Call Flow, User Management, Agency Management, NMO Management, Super NMO Management, Supply Room, Fulfillment trigger for agents, Reports, Enrollment, Email Enrollment, Plan Offerings, Training & Certification, Reference Materials, Update Profile, and Logout. The 'Supply Room' item is highlighted with a yellow arrow pointing to it, and a yellow box with the text 'Save or Print supplies here' is overlaid on the arrow. The main content area is titled 'Admin Portal' and contains a message: 'You have achieved the SilverScript Agent Portal "Good Standing" Agent status. Click here to view the details.' Below this is a 'Welcome to SilverScript!' message and a section titled 'SilverScript Achieves 3.5 Overall Star Rating'. The text in this section states: 'Medicare.gov now reflects the latest CMS Star Rating results. SilverScript PDPs are now rated as 3.5 star plans. A review of the details indicates that SilverScript received 5 out of 5 stars for Changes in the Drug Plan's Performance. This shows how much SilverScript's performance has improved or declined from one year to the next year. We also received 5 out of 5 stars for Complaints about the Drug Plan (more stars are better because it means fewer complaints). Also of special note is that we received 4 out of 5 stars for Member Experience with the Drug Plan.' Below this is a 'Reminder Concerning Enrollment Processing' section with the text: 'We listened to your feedback! As you requested, we will again require marketing agents to enter enrollment data directly into the Enrollment Portal, rather than submitting the enrollment applications to SilverScript for data entry. This will minimize entry errors for three simple reasons:' followed by a list: 1. You can read your own handwriting better than anyone else; 2. Your agent ID will automatically be associated with the enrollment you're submitting; and

We make PDF files of our materials available for you to download at no cost. Just proceed to the Plan Offerings page. After reviewing the items you should click the "Download PDF" button. You are then able to print unlimited amounts of our materials right in your own office. Again, downloading these PDF files is absolutely FREE.

Agents will see the Supply Room screen like this and can either access the PDF's or order their own enrollment kits:

The screenshot shows the SilverScript Supply Room interface. On the left is a navigation sidebar with a 'Silver Mail' section (unread messages, Compose button), a 'Plan Year: 2015' section (Change Plan Year button), and a list of menu items: Home, Reports, Enrollment, Email Enrollment, Plan Offerings, Supply Room, Training & Certification, Update Profile, Reference Materials, and Logout. Below these are 'Pricing' and 'Pharmacy Directory' options. The main content area is titled 'Supply Room' and contains a welcome message, 'Enrollment Kit Information For Agents (non-groups)', and three sections: 'Initial Supply', 'Reorders', and 'Instant Access to Enrollment Materials'. At the bottom of the main content area are two red 'CLICK HERE' links. A yellow arrow points from the 'CLICK HERE' link to the 'Supply Room' text in the sidebar. Another yellow arrow points from the 'CLICK HERE' link to the 'Order more enrollment kits here' text in a yellow box.

Silver Mail
You have no unread messages.
Compose

Plan Year: 2015
Change Plan Year >>

- > Home
- > Reports
- > Enrollment
- > Email Enrollment
- > Plan Offerings
- > Supply Room
- > Training & Certification
- > Update Profile
- > Reference Materials
- > Logout

Pricing

- > Pharmacy Directory - SilverScript Choice
- > Pharmacy Directory - SilverScript Plus
- > Medicare website
- > Temporary Member ID Card

Supply Room

Welcome to the SilverScript Supply Room!

Enrollment Kit Information For Agents (non-groups)

Initial Supply: We automatically send an initial supply of 25 enrollment kits to agents upon completion of the 2015 certification curriculum.

Reorders: To place reorders, click on the [CLICK HERE](#) to Re-Order Enrollment Kit link (below). Verify or update your shipping address (we cannot ship to PO Boxes). Enter the quantity of kits that you want to receive. Your request needs to be in multiples of 10. After you click on the Submit button you will see a Pending Order in the Fulfillment Order History table. Orders will be shipped within 2 business days. You will be able to track your shipment by monitoring this page.

Instant Access to Enrollment Materials: You are able to download Enrollment Kits - please remember that all pages must be given to all clients who sign an enrollment form. To access the downloadable PDFs, click on the [CLICK HERE](#) to access Supply Room link (below) and then follow the instructions on the screen.

[CLICK HERE](#) to access Supply Room.

[CLICK HERE](#) to Re-Order Enrollment Kit.

Supply Room – If you are licensed in more than one state, you can use the drop down to select which state you want to view.

Hello, Your Name . Plan Year is 2015

To view supply room documents, please select the state from below.

New York ▼

[View Available plans >>](#)

Downloadable materials include Enrollment Kits that contain all the required documents you need to provide to a prospect when processing an enrollment, as well as a la carte materials such as the formulary, Scope of Appointment and brochures.

Hello, Your Name . Plan Year is 2015

Verify correct plan year is displayed.

Plan Documents

	SilverScript Choice (PDP)†	SilverScript Plus (PDP)†
Enrollment Kit - PDP and Enrollment Guide	Download	Download
Enrollment Form	Download	Download
Scope of Appointment	Download	Download
Sell Sheet	Download	Download
Leave Behind	Download	Download
Star Ratings	Download	Download
Summary of Benefits	Download	Download
Check List	Download	Download
PDP and Enrollment Guide	Download	Download
Enrollment Form	Download	Download
Scope of Appointment	Download	Download
Sell Sheet	Download	Download
Leave Behind	Download	Download
Star Ratings	Download	Download
Checklist	Download	Download
Claim Form	Download	Download
Summary of Benefits	Download	Download
Comprehensive Formulary	Download	Download

One PDF for everything in the Kit

Additional Post-enrollment Member forms are available at the beneficiary site www.silverscript.com/documentslibrary/documents_library.aspx

For Agents, Ordering more enrollment kits is completed by going to Supply Room, then clicking on “CLICK HERE to Re-Order Enrollment Kit.” This opens up a new page where you can submit your own order for more kits, in quantities of 10 kits to 250 kits, and you are able to update the shipping information in the yellow and white fields. It will also display the previous fulfillment details for kits that were ordered, so you can check the status.

Compose

Plan Year: 2015

Change Plan Year >>

- > Home
- > Reports
- > Enrollment
- > Email Enrollment
- > Plan Offerings
- > Supply Room
- > Training & Certification
- > Update Profile
- > Reference Materials
- > Logout

Tools

- > Drug Coverage and Pricing
- > Pharmacy Directory - SilverScript Choice
- > Pharmacy Directory - SilverScript Plus
- > Medicare website
- > Temporary Member ID Card

Please verify your shipping address for this request

First Name:

Middle Initial:

Last Name:

Address:
We cannot ship to PO Boxes.

City:

State:

Zip Code:

Phone Number: - -

Quantity: Quantity should be in multiples of 10 and maximum limit is 250.

Type of order: Re-Order (Includes 10 kits, without car coach)

Submit Order

Fulfillment Order History

Status	Status Reason	First Name	Last Name	Items ordered	Date Shipped	Address	Order Date	Quantity
Shipped		John	Agent	Agent Kit	9/23/2014	123 N Main St, Ste A2, YourTown,YS,99999	9/22/2014	1