

2012 New Business Submission Cheat Sheet

Please Note:

1. All agents must be certified and appointed to write business
2. 48 Hour submission clock begins when the agent signs the application

CARRIER	HOW / WHERE TO SUBMIT APPS	FAX NUMBER	ADDRESS	EMAIL	Alternate Methods	CUSTOMER SERVICE
AETNA	All applications MUST be submitted to Senior Market Sales, Inc. Fax is the preferred method.	888-876-9858 or 402-343-9956	Attn: Aetna New Business 8420 W DODGE RD 5 th Floor OMAHA NE 68114 Please Note: Application says to mail to home office:	newbusiness@senior marketsales.com	Apps can be Mailed to the client Apps can be Emailed to the client	Enrollment/Members PDP: 877-238-6211 MA: 800-282-5366 BSU: 888-247-1050
CIGNA PDP	Online at: www.cignamedicare.com or fax or regular mail	800-735-1469 (Include a coversheet with agent contact info)	CIGNA Medicare Rx P.O. Box 269005 Weston, FL 33326-9927		<u>Guidelines Apply</u>	BSU: 800-973-9183 or producercommissions @CIGNA.com
COVENTRY CCP	Fax, mail, telephonic or online Each app should be used only once due to App Id number associated with each.	See state specific fax numbers (1 app per coversheet)	See state specific addresses		<u>Guidelines Apply</u>	BSU: 877-255-3777
COVENTRY PDP	Fax or mail	866-415-2232 (1 app per coversheet)	Coventry Healthcare Attn: Eunice Peters Bldg 3 Mailstop 2 Part D 1084 South Laurel Road London, KY 40742		<u>Guidelines Apply</u>	BSU: 866-714-9301
HUMANA	Telephonic Scope of Appt – 866-945-4471	877-889-9936	Humana Medicare Enrollment Attn: New Business 2432 Fortune Dr. Lexington, KY 40509	N/A	<u>Guidelines Apply</u>	MA/PPO & PDP-800- 457-4708 MA/PFFS-877-511- 5000 Agent Support 800-309-3163 Agentsupport@human a.com

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SilverScript	<p>Apps must be submitted online at www.silverscriptagentportal.com</p> <p>The paper app taken by agent is entered on-line and then must be forwarded to SS with the Scope of Appt form.</p> <p>Telephonic enrollments must be recorded and entered on-line. Recordings must be sent to SilverScript.</p> <p>Each app is state specific and is coded with the agent's writing number.</p>	<p>Once the online enrollment is completed, fax a copy of the app and the scope of appt form to:</p> <p>866-208-5262</p>	<p>Or:</p> <p>Mail a copy of the app and the scope of appt form to:</p> <p>SilverScript Insurance Co. Attn: Agent Enrollment Processing PO Box 52134 Phoenix, AZ 85072-9869</p>	<p>Or:</p> <p>E-mail a copy of the app and the scope of appt form to:</p> <p>producersalesresource@caremark.com</p>	<p>Apps can be Mailed to the client</p> <p>Apps can be Emailed to the client</p>	
United Healthcare /Evercare SPN	Fax (preferred method) or mail	877-564-2192 or 402 -343-9950	UHC New Business 8420 W. Dodge Rd., 5 th Floor Omaha, NE 68114	Newbusiness@seniormarketsales.com		Producer Help Desk - 888-381-8581 or phd@uhc.com
United Healthcare / PDP	<p>Fax (preferred method) or mail</p> <p>Online at: www.securehorizons.com or www.aarpmedicarecomplete.com – agent can walk the client through the app and client enters agent's ID in appropriate space for credit</p>	877-564-2192 or 402- 343-9950	UHC New Business 8420 W. Dodge Rd., 5 th Floor Omaha, NE 68114	Newbusiness@seniormarketsales.com		Producer Help Desk - 888-381-8581 or phd@uhc.com