

Enrollment materials

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- Permission-to-Contact form

2016 enrollment kit ordering process

NEW for 2016, you can order 2016 Aetna and Coventry MA/MAPD and PDP enrollment kits in one place

For 2016 enrollment kits, there is a single point of entry to order both Aetna and Coventry-branded kits. You can find the link on [Aetna Producer World](#) and the [Coventry Broker Portal](#).

Once you access the 2016 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 2016 kit ordering site, you must be ready to sell. You'll need to use your National Producer Number (NPN) to login.

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 2016 enrollment kits

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

- Informational section including how to enroll and what comes next
- Getting Started (plan guide)
- Multi-Language Insert
- Medicare Star Ratings
- Summary of Benefits
- Open 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

- Login to **Aetna Producer World**. Click “Individual Medicare” in the top bar. Find and click the Enrollment dropdown menu. Select “Order 2016 Enrollment Kits.”
- Login to the **Coventry Broker Portal**. Select “Order Sales Supplies” on the left side of the page. Scroll to down and click the 2016 kit-ordering link.

A photograph of a man with short dark hair, wearing a light blue button-down shirt, looking at a smartphone held in his hand. He is smiling slightly. The background is a bright, out-of-focus indoor setting with a window and curtains.

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Enrollment kit reminders

- **Be sure to provide a complete enrollment kit (application, plan ratings and other required items) to every beneficiary.** Our kits are built to help beneficiaries understand the plan and enroll. They include an enrollment form, instructions, a Summary of Benefits, Plan Ratings and a Multi-Language Insert.
- The Plan Ratings sheet is a required component of all enrollment kits. When CMS announces 2016 Star Ratings, we'll update this page and notify you. It should happen in October. You'll then need to tear out the 2015 Plan Ratings page from your existing kits and insert the new 2016 Plan Rating page to ensure beneficiaries receive the correct information.

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Scope of Appointment form

You can download the form from **Aetna Producer World** or the **Coventry Broker Portal**. All one-on-one appointments with Medicare beneficiaries (whether in person or via the phone), regardless of venue (i.e., in home, conference call, library), must follow Scope of Appointment guidance. See Section 6, Compliance and Agent Oversight, for more information about Scope of Appointment requirements and instructions for submitting the form to us.

Permission-to-Contact form

You can download the Permission-to-Contact form from **Aetna Producer World** or the **Coventry Broker Portal**. The form must be completed prior to conducting an outbound call to a prospect. It's a separate and distinct tool from the Scope of Appointment form and is required by CMS. See Section 6, Compliance and Agent Oversight, for details.