

Coventry Coordinated Care Plan 2010 (CCP) Kit Ordering

Coventry is pleased to provide “ready to sell” agents the ability to order 2010 CCP kits via our online system, available through our broker portal. We’ve made some changes this year to make it an even easier tool for your use.

Ordering Kits

You can order kits through our online system, which is accessed by a link in the left hand navigation of the broker portal – “Order Sales Supplies.” This link is only available to agents who are “ready to sell.” Your AWN is both your login and password.

Allocations

In order to speed order process and better control inventory, Coventry has established monthly allocations for all agents. In general, each agent will have the ability to order up to ten (10) CCP kits each month for each market where you are certified to sell. Please be aware that this initial allocation is just a starting point. Based on your sales history, your monthly allocation may be higher.

Placing an Order for More Kits than You Have Been Allocated

To request more kits than you have been allocated, you can either:

- 1) Contact the local Coventry health plan to request an increase in your allocation
- 2) Place your order through the online system

If you choose to place your order through the online system for more kits than you have been allocated, your order will “pend.” The local Coventry health plan will review your pending order and make a determination to approve, modify or reject. You will receive an email when your order pends and another informing you of the health plan’s decision.

Bulk Orders

If you need a bulk shipment—for example, to provide kits to all ready-to-sell agents in a single office, you should contact the local Coventry health plan.

Questions? Problems?

Below is a list of contacts for questions or problems around ordering CCP kits.

Allocations

If you have any questions about your kit allocation, contact the local Coventry health plan.

Can’t Access On-Line Ordering System

If you are unable to access the on-line ordering system through the broker portal contact Coventry’s Broker Services Department at 1-866-714-9301, 8 a.m. - 8 p.m. ET, Monday-Friday, or email **Brokersupport@cvty.com**

Technical Difficulties with On-Line Ordering System

If you are experiencing technical difficulties with using the on-line ordering system, contact Chuck Clifford at Innovative Print & Media Group at 1-800-510-0937 ext. 111 or chuck.clifford@innoprint.com

Contacts for each Coventry health plan are provided on the following page

Coordinated Care Plan (CCP) Broker Specialists and Sales Leaders

Plan	Broker Specialist	Phone	email	Sales Leader	Phone	email
Altius	Erin Henthorne	(801) 933-3879	ehhenthorne@cvty.com	Jamie Moser	(801) 933-3561	jxmoser@cvty.com
	Jessica Mattinson	(801) 933-3448	jimmattinson@cvty.com			
CPA	Amy Knight	(717) 829-2223	aeknight@cvty.com	Lovell Harmon	(717) 541-2547	ltharmon@cvty.com
GA	Vicki Mikels	(800) 470-2004 ext.6551	vmmikels@cvty.com	Keith Ridley	(800) 470-2004 ext.6514	karidley@cvty.com
	Melissa McBride	(800) 470-2004 ext.2813	mamcbride@cvty.com			
GHP	Judi Wayhart	(314) 506-1573	jawayhart@cvty.com	Gil Reynolds	(314) 506-1609	gbreynolds@cvty.com
IA	Cary Hamilton	(800) 470-6352 ext.3263	cwhamilton@cvty.com	Joe Koppin	(800) 470-6352 ext.3204	jpkoppin@cvty.com
KC	Moe Jackson	(816) 460-4316	mrjackson@cvty.com	James Fagan	(816) 460-4264	jefagan@cvty.com
	Kaila Byrne	(816) 460-4425	ksbyrne@cvty.com			
NC	Chris Temple	(866) 935-7284 ext.1889	cstemple@cvty.com	Frankie Satterfield-Vaughn	(866) 935-7284 Ext. 1891	flvaughn@cvty.com
NE	Trina Burnette	(402) 995-7051	tiburnette@cvty.com	Joe Koppin	(800) 470-6352 ext.3204	jpkoppin@cvty.com
PersonalCare	Karen Bidner	(866) 765-7658	kmbidner@cvty.com	Todd Brooks	(309) 686-3861	twbrooks@cvty.com
	Angela Hauser	(866) 765-7658	ashauser@cvty.com			
Tampa	Joe DelGuidice	(813) 806-2479	jxdelguidice@cvty.com	William "Mike" Freeman	(813) 806-2514	wmfreeman@cvty.com
TX	Rose Fennie	(972) 807-4358	rafennie@cvty.com	Kelly Dills	(972) 807-4381	kddills@cvty.com
Summit	Alex Portal	(954) 559-5877	aaportal@cvty.com	Silvia Morales	(954) 986-6241	sxmorales@cvty.com
Vista	Alex Portal	(954) 559-5877	aaportal@cvty.com	Silvia Morales	(954) 986-6241	sxmorales@cvty.com
VistaSFL	Alex Portal	(954) 559-5877	aaportal@cvty.com	Silvia Morales	(954) 986-6241	sxmorales@cvty.com
WPA	Amy Knight	(717) 829-2223	aeknight@cvty.com	Denise King	(412) 577-4390	dlking@cvty.com