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ACOM3 Application Tracker User Manual

1. Welcome to Application Tracker

Coventry Health Care, Inc., continues to lead in providing valuable, benefits-focused Medicare Advantage and Part D Prescription Drug products. Our brokers and agents are dedicated to assisting beneficiaries in making the right healthcare choices for their individual needs.

Coventry’s robust, online Application Tracking System ("App Tracker") is a key tool that assists our contracted selling partners and helps maximize efficient reporting for managing their Coventry book of business. App Tracker gives you 24 / 7 access to information about contracting status, as well as client's application status, essential production, and commission information.

This User Manual for the App Tracker provides step-by-step instruction for getting started. We recommend that you first focus on "the basics", or most frequently accessed information, such as the status of an application, or commission payment status. Once familiar with the general information and reporting App Tracker provides, you will want to check out the array of specialized reports that are available.

App Tracker is a dynamic time-saver and provides information that our selling partners have indicated they rely on. Brokers and agents can access up-to-date information on their contracting status, as well as essential production, enrollment and commission information. Updated enrollment information is available approximately 3-5 days after submitting an enrollment application to Coventry.

Your Agent Writing Number (AWN) is your User ID for the App Tracker and is used in conjunction with a password to access the system. First-time users enter a password that is indicated in this User Guide. Once logged in, first-time users reset the password to create their own secure password.

Coventry’s Application Tracking Number (ATN) on every submitted new enrollment application is the data you enter to access the status of client applications through our system, as well as the commission payments by Coventry.

We wish you complete success in serving the needs of Medicare beneficiaries!
1.1 Initial Log In for First-Time User

The App Tracker System is accessible through the Coventry Broker Portal. To access the Broker Portal, go to broker.cvty.com. Once a user has logged in to the Broker Portal, the link to select is located on the Broker Portal Home Page under the section for App Tracker or on the App Tracker landing page upon selection of the App Tracker link from the header section of any page within the Broker Portal. (Look for the “Click Here” link.)
Once the user selects the link from the Broker Portal for App Tracker, they will be transferred to the log in screen where the user will enter their User ID and Password.

**Agent**

**User ID:** The agent’s AWN is their User ID  
**Password:** The word Coventry and the last 4 digits of the user’s Social Security Number (*Example:* Coventry1234)

**Admin User**

Note: User is set up by agency request to allow Administrative Staff to view the status of enrollment applications and/or commission information.

**User ID:** Enter the User ID provided in advance from Coventry’s Broker Services Department  
**Password:** Enter the pre-assigned Password (also provided by the Broker Services Department)

**First-Time Users:** After initial log on, users should follow the prompts that appear in the pop-up box to reset their password to a secure, personal password (see below).

**Tip:** Users should enter a password hint that will remind them of the password they selected. Users are advised to keep their password in a secure location for future use. (*Example:* An agent’s password is “Brandon51” and their hint is “My son and his football number”.)
1.2 Log In Process

The App Tracker log in screen will be presented when a user accesses the system via the Broker Portal.

The user will enter their User ID and Password in the appropriate fields, then click on the Log In button to access App Tracker.

For a forgotten password, click the “Forgot Password” link that appears below the Log In button. A box will appear with the hint that was created when resetting the user’s password. If the password will not reset due to a system error or other reason, users should contact Coventry’s Broker Services Department. Please see the Quick Reference Guide located at the end of this document for contact information.
1.3 App Tracker Main Menu

This is the Main Menu of the App Tracker system. There are three tabs present on the screen:

- Reports
- Statements/Letters
- Demographics

Click on each tab to navigate to the corresponding section of available data within App Tracker.
1.4 Basic Navigation

In the upper right-hand corner of every App Tracker screen menu there are three icons. These icons are shortcuts for various actions.

![Image of App Tracker screen menu with icons]

When selecting the **Update User Profile** icon the following screen will appear:

![Image of Update User Profile screen]

Enter the following information:
- **Contact Email**: User’s email address
- **Contact Phone**: The phone number used to contact the user during business hours
- **Contact Fax**: User’s Fax number
- **Change Password**: Allows the user to update or change their Application Tracker e-mail address

Selecting the **Help/User Guide** icon will open a link to this User Manual:
As users navigate the various screens throughout App Tracker they will notice the following consistent options:

- Run Report
- Clear

At the bottom of each main report menu are the Run Report and Clear actions. Click on either to generate the report or to clear fields that may have been entered.

Fields that are entered manually are not case sensitive.
Fields that are required are highlighted in yellow.
The following icons appear in the upper left-hand corner of every report (shown below):

- To export data to an EXCEL spreadsheet click on the icon.
- To export a report in a PDF format click on the icon.
- To export a report in CSV format click on the icon.

When a pie chart graph is generated for a report, users can click on any portion of the chart to generate a corresponding report.

To access more detail when generating a report, click on an underlined item within a report, as shown below.

To run a report with new parameters, click back onto the report title listed on the left-hand side of the screen. The report page will reappear with the same field settings from the previous report.
2. Reports

Overview of Available Reports

The first tab of the App Tracker menu is the **Reports** Tab. The reports available to the user are listed on the left-hand side of the screen. Availability of reports will be based on the corresponding privacy and security levels assigned by Coventry.

For example:
- **AWN based on Distribution Partner/Marketing Organization or Admin Level 1:** Access to all reports from all tabs for themselves and their down line activity.
- **AWN based on agent contract level, or Admin Level 2:** Access to application information only.

See the *Table of Contents* for a complete list of reports that may be available in App Tracker.

---

**Note:** Users will only be able to obtain data for membership effective 01/01/2009 and forward. Anything earlier is not viewable with this application.
2.1 Application Specifics

The Application Specifics ("App Specifics") report provides the ability to search for a single member application or multiple member enrollment applications and supporting detail, according to what is specified for that particular member application.

While Application Specifics options include commission Payments Summary (by agent, and by date), use of the Payments Summary feature is not accessible based on a user’s App Tracker privacy and security status for use of App Tracker, as described on page 11.

The user may utilize ten (10) data filters to seek application specific details:
- From Cont Market Rcvd Date: The system default date is 10/01/2012
- To Cont Market Rcvd Date: The system default date is 10/14/2013
- From Effective Date: The system default date is 10/01/2012
- To Effective Date: The system default date is 12/31/2013
- Writing Agent ID: Agent Writing Number
- Application Status: Drop down menu allows selection of a single status
- Pre-Enrollment Status: Drop down menu allows selection of a single status
- Application Tracking Number: Assigned to the member upon receipt of their enrollment application
- HICN: Member’s Medicare ID number
- Member Name: Full or partial name search is available
The App Specifics report also provides the ability to prioritize the sequence of the report by the use of a **Primary Sort** and **Secondary Sort**. The options listed below appear in the drop down menu for each sort.

- Member Name (**Primary Sort** system default)
- Application Tracking Number (**Secondary Sort** system default)
- Agent Name
- Agent Writing Number (AWN)
- Health Insurance Claim Number (HICN)
- Application Date
- Product
- Turn Around Time

### Member Name:
To select Applications based on Name, enter a full or partial name value. When a value is specified, Applications with a Member Name value that contains the specified value will be selected. For example, you can enter "Smith" to get all Applications containing Smith in the name; or, you can enter "Smith, Ja" to get all Applications containing "Smith, Ja" in the name.

### Primary Sort:
Select the primary field for which the Application information should be ordered.

### Secondary Sort:
Select the secondary field for which the Application information should be ordered.

[Run Report] [Clear]
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Below is an example of the App Specifics report as it will appear on the App Tracker screen after search criteria has been chosen and the report has been run. The reports generated are larger than the screen so the user will need to scroll to the right to see all fields and data.

On the Application Specifics report, the 18 data fields listed below will be present:

- **Application Tracking Number**: Assigned to the member upon receipt of their enrollment application
- **Internal Member ID**: Internal Coventry ID number
- **Member Name**: Full name of member
- **HICN**: Health Insurance Claim Number (Medicare ID Number)
- **Product**: Part D or MA/MAPD Product name
- **Plan Name**: Plan name under which the Product is marketed
- **State**: Resident state of member
- **Cont Market Rcvd Date**: Date application received by Enrollment
- **Application Status**: Active, Cancelled, Terminated, Rapid Disenroll, Pre-Enrollment
- **Effective Date**: Date Policy Effective
- **Expiration Date**: Date Policy Expired
- **Termination Reason**: (See 5.1 for Termination Reason Codes)
- **Writing AWN**: Agent Writing Number of Agent who wrote the application
- **Writing Agent Name**: Name of Agent who wrote the application
- **Date of Status Change**: Date a change was made within the member’s policy
- **Pend Reason**: Provided by Enrollment
- **Current Home Off Rcvd Date**: Date application received by Enrollment
- **Turn Around Time**: The amount of time between receipt of a member application to processing of the application by Enrollment
2.2 Check for Application

The Check for Application report provides the ability to check for the existence of an application submitted. If the application does not exist, the report will display with the message “No Data Found.”

If “No Data Found” appears when Check for Application is used and information for the application also does not appear via the Application Specifics report, the application may not be assigned to the user’s book of business. Contact the Broker Services Department to inquire about a specific application. Please see the Quick Reference Guide located at the end of this document for contact information.

The user must utilize at least one of three (3) data filters to retrieve results:
- **Application Tracking Number:** Assigned to the member upon receipt of their enrollment application
- **HICN:** Member’s Medicare ID number
- **Member Name:** Full or partial name search is available

These fields are not case sensitive but the spelling must match identically to the information in the Coventry enrollment system to successfully retrieve the member information.
ACOM3 Application Tracker User Manual

Below is an example of the Check for Application report as it will appear on the App Tracker screen after search criteria has been chosen and the report has been run.

On the Check for Application report, the four (4) data fields listed below will be present:

- Application Tracking Number: Assigned to member upon receipt of enrollment application.
- Member Name: Full name of member
- HICN: Health Insurance Claim Number (Medicare ID Number)
- Message: “Member ATN exists. If not displayed on your Application Specifics report, the ATN is not assigned to your book of business.”
2.3 Applications by Status

The Applications by Status report provides the ability to view Applications grouped by their current Application Status:

- **Active**: Policy is effective
- **Terminated**: Policy is terminated
- **Cancelled**: Policy is cancelled prior to the effective date
- **Pre-Enrollment**: Policy status prior to enrollment
- **Rapid Disenrollment**: Policy terminated within 3 months of the effective date

The user may utilize six (6) filters to retrieve application status results:

- **From Cont Market Rcvd Date**: The system default date is 10/01/2012
- **To Cont Market Rcvd Date**: The system default date is 10/14/2013
- **From Effective Date**: The system default date is 10/01/2012
- **To Effective Date**: The system default date is 12/31/2013
- **Product**: Drop down menu allows user to select a single unique Product
- **State**: Drop down menu allows user to select a single unique State
The following is an example of the Applications by Status report as it will appear on the App Tracker screen after search criteria has been chosen and the report has been run.

The pie chart feature allows a user to click on any part of the graph to generate that portion of the report the graph represents. For instance, select the red portion of the pie chart to generate the Application by Status report for applications with an Active status.

The lower portion of the report displays various information in both columns and rows.

The columns are categorized by:
- **Application Status** (one column for each status represented in the chart: Active, Terminated, Pre-Enrollment, Rapid Disenroll, Cancelled)
- **Total for Product/State**
- **TAT Within 2 Days** (turn around time)
- **TAT is More Than 2 Days** (turn around time)

Any field that is underlined on the report screen represents the ability to drill down to more detailed data. In this example, click on the number for the amount of Total for PARTD applications (1479) under the status of Active and a more detailed report will be generated.
The rows are first categorized by Product, then by State. Each Product category will have a row to represent the summary total of each state represented. The final row shows the overall summary of membership labeled "Total by Status". Each value in this row will show the Total by Status for each of the five (5) enrollment categories and match the numerical value on the pie chart.

Among the columns showing in the first example on the previous page the field Pre-Enrollment is underlined. Click on this status to open a new pie chart report for all Applications under the Pre-Enrollment status. These applications are now subdivided into two new categories:

- **In-Process**: Applications are in process for pre-enrollment.
- **Pending**: Applications are pending approval for enrollment.
The example below shows the new report displayed when IN-PROCESS is chosen.

<table>
<thead>
<tr>
<th>Application Tracking Number</th>
<th>Member Name</th>
<th>HEN</th>
<th>Product</th>
<th>PBP</th>
<th>State</th>
<th>Application Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The figures displayed in each column for each Total row in the lower half of the Application By Status report are underlined. Click on any of these numbers and a separate report will be generated by the application status selected.

<table>
<thead>
<tr>
<th>PARTID</th>
<th>ACTIVE</th>
<th>CANCELLED</th>
<th>PRE-ENROLL</th>
<th>RAPID DEENROLL</th>
<th>TERMINATED</th>
<th>Total for Product/State</th>
<th>TAT Within 2 Days</th>
<th>TAT is More Than 2 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>NW</td>
<td>1479</td>
<td>153</td>
<td>36</td>
<td>1</td>
<td>1</td>
<td>1610</td>
<td>1679</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total for PARTID</strong></td>
<td><strong>1479</strong></td>
<td><strong>153</strong></td>
<td><strong>36</strong></td>
<td><strong>1</strong></td>
<td><strong>1</strong></td>
<td><strong>1610</strong></td>
<td><strong>1679</strong></td>
<td><strong>1</strong></td>
</tr>
<tr>
<td><strong>Total by Status</strong></td>
<td><strong>1479</strong></td>
<td><strong>153</strong></td>
<td><strong>36</strong></td>
<td><strong>1</strong></td>
<td><strong>1</strong></td>
<td><strong>1610</strong></td>
<td><strong>1679</strong></td>
<td><strong>1</strong></td>
</tr>
</tbody>
</table>
2.4 Applications By Agent By Status

The Applications by Agent by Status report provides the ability to view Applications grouped by Writing Agent and by Application Status.

**The user may utilize four (4) filters to retrieve application status results:**
- From Cont Market Rcvd Date: The system default date is 10/01/2012
- To Cont Market Rcvd Date: The system default date is 10/14/2013
- From Effective Date: The system default date is 10/01/2012
- To Effective Date: The system default date is 12/31/2013

The results may also be sorted by either **Writing Agent Name** or **Writing Agent ID** (AWN).
On the Applications by Agent by Status report, the 8 data fields listed below will be present:

- Agent Writing Number
- Name (agent)
- Agent Level
- Application Status (one column for each status represented in the chart: Active, Terminated, Pre-Enrollment, Rapid Disenroll, Cancelled)
- # of Applications for Status
- Total for Product/State
- TAT Within 2 Days (turn around time)
- TAT is More Than 2 Days (turn around time)

Click on an underlined Agent Writing Number and a more detailed report will be displayed. The Applications by Agent by Status report below displays applications in each of the five (5) categories: Active, Terminated, Pre-Enrollment, Rapid Disenroll, Cancelled.

Click on an underlined “# of Applications for Status” total and a more detailed report will be displayed. The report below displays only the “Active” Applications for a particular agent.
2.5 Agent Roster

The Agent Roster report provides information regarding the agent hierarchy and downline of the user or of the agent(s) assigned to the user.

The single required field for the Agent Roster report is the “As of Date.”

The system default is the current day.

The initial level of Agent Roster report is a summary of hierarchy and downline for the agent user. The report is interactive which means the user can click on any part of the graph to generate a more detailed report of what that portion of the graph represents.

*Note: If a user does not have any Coventry contracted agents in their downline, they will only be able to view their own contract details.*
For instance, click on the blue colored portion of the pie chart to display a report of any Agent Level 4 agents assigned to the user who also have access to App Tracker.

The lower portion of the Agent Roster report lists the fields for Agent Level and Number of Agents. Click on an underlined Agent Level field to produce an Agent Roster by Level detail report.

This second level of the Agent Roster report lists all agents of a specific contract level in the downline along with their recruiting agent information and the number of downline agents for each individual listed.

If an agent listed on this detail report has a downline, click on the underlined AWN and that agent’s downline details will be provided in a new report of the same format.

Broker Use Only
2.6 Agent Contract Status

The Agent Contract Status report provides the agent user’s contracting status and the contracting status of their downline agents (if applicable).

The user may utilize eleven (11) filters to retrieve contract status information:

- **AWN**: Agent Writing Number
- **Agent Name**: Full or partial name may be searched
- **Agent Status**: Active, Terminated, Rejected, Deceased, Non-Marketable
- **Ready to Sell?**: Yes, No
- **Certification?**: Yes, Missing
- **Contract Received Date?**: Yes, Missing
- **W9 Date?**: Yes, Missing
- **Background?**: Passed, Adverse, Failed, Missing
- **License?**: Yes, Missing
- **Appointment?**: Yes, Missing
- **E&O Insurance?**: Yes, Missing, Expired

The only required field is “As of Date” (The system default is the current date). If no specific Agent Writing Number and/or no specific Agent Name are entered, the report will display information for all agents associated with the user AWN or Admin User ID.

The results may also be sorted by either **Broker ID** or **Broker Name**.
Click on any of the underlined “VIEW” fields in the “Appointments”, “Licenses”, “E&O”, or “Certification” columns and the sub-reports for those fields will be generated.

APPOINTMENT

The report below is generated from the View field in the Appointment column.

LICENSES

The report below is generated from the View field in the Licenses column.
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Note: If an agent’s license is expired/expiring an updated copy may be emailed or faxed to the Broker Services Department. Please see the Quick Reference Guide located at the end of this document for contact information.

CERTIFICATION

The report below is generated from the **View** field in the **Certification** column.

<table>
<thead>
<tr>
<th>Type</th>
<th>Product</th>
<th>Enrollment Start Date</th>
<th>Enrollment End Date</th>
<th>Certification Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRODUCT SPECIFIC TRAINING</td>
<td>COP GHP</td>
<td>01/01/2010</td>
<td>12/31/2010</td>
<td>10/12/2010</td>
</tr>
<tr>
<td>PRODUCT SPECIFIC TRAINING</td>
<td>COP GHP</td>
<td>01/01/2011</td>
<td>12/31/2011</td>
<td>10/12/2010</td>
</tr>
<tr>
<td>PRODUCT SPECIFIC TRAINING</td>
<td>COP PERSONAL CARE</td>
<td>01/01/2010</td>
<td>12/31/2010</td>
<td>10/12/2010</td>
</tr>
<tr>
<td>PRODUCT SPECIFIC TRAINING</td>
<td>COP PERSONAL CARE</td>
<td>01/01/2011</td>
<td>12/31/2011</td>
<td>10/12/2010</td>
</tr>
<tr>
<td>MEDICARE ATTERTATION</td>
<td>COORDINATED CARE PRODUCTS</td>
<td>01/01/2010</td>
<td>12/31/2010</td>
<td>10/12/2010</td>
</tr>
<tr>
<td>MEDICARE ATTERTATION</td>
<td>MEDICARE PART D</td>
<td>01/01/2011</td>
<td>12/31/2011</td>
<td>08/04/2010</td>
</tr>
<tr>
<td>MEDICARE ATTERTATION</td>
<td>MEDICARE PART D</td>
<td>01/01/2012</td>
<td>12/31/2012</td>
<td>08/04/2011</td>
</tr>
</tbody>
</table>

E&O

The report below is generated from the **View** field in the **E&O** column.

<table>
<thead>
<tr>
<th>Effective Date</th>
<th>Expiration Date</th>
<th>Insurance Name</th>
<th>Insurance Id</th>
<th>Status</th>
<th>Days Till Termination of Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/2010</td>
<td>06/30/2012</td>
<td>Aspen Specialty Insurance Company</td>
<td></td>
<td>Active</td>
<td></td>
</tr>
</tbody>
</table>

The report below is generated from the **Expired** field in the **E&O** column.

<table>
<thead>
<tr>
<th>Effective Date</th>
<th>Expiration Date</th>
<th>Insurance Name</th>
<th>Insurance Id</th>
<th>Status</th>
<th>Days Till Termination of Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/23/2010</td>
<td>04/23/2011</td>
<td>Westport Insurance Company</td>
<td></td>
<td>Active</td>
<td>Due For Termination</td>
</tr>
</tbody>
</table>
2.7 Payments Summary

The Payments Summary report provides a list of the payment summaries (statements) in order of most to least current. Each payment summary can be selected to obtain detailed information on the transactions and manual adjustments that comprise that payment summary.

The user may utilize three (3) filters to retrieve payment summary information:

- **Starting Date**: Agent Writing Number
- **Payee ID**: AWN of the payee account
- **Financial Entity**: CoventryOne, Medicare

The **Starting Date** is the only required field and the system default is the date one year prior to the current date.

**Note**: Payment summaries will only generate for agents whose commissions are paid to themselves (same SSN). If the user has a different payee (different SSN or TIN), their commissions will only display in their payee’s App Tracker.
On the Payment Summary report, the 16 data fields listed below will be present:

- Process Year
- Process Month
- Date Generated
- Date Extracted to AP
- Payee ID
- Payee Name
- Balance Forward
- Payment Calculated
- Manual Adjustments
- Net Amount Paid
- Financial Entity
- Check / ACH#
- Check / ACH Date
- Check / ACH Status
- Month Paid
- Reference Number

Click on the underlined date in the Date Generated field to view the Voucher (Statement) Details report as shown below.

The three links in blue across the bottom of this report will open more detailed sub-reports.
Click on the underlined **Payment Summary by Agent** link to view the Agent Summary report as shown below.

![Payment Summary by Agent](image1)

Click on the underlined **Payment Transaction Details** link to view the Member Details report as shown below.

![Payment Transaction Details](image2)

Click on the underlined **Payment Manual Adjustment Details** to link to the Manual Adjustment Detail report as shown below.

![Payment Manual Adjustment Details](image3)
2.8 Payments By Product

The Payments by Product report provides a summary and graphical view of payments by product based on the specified From and To date fields. The system defaults for these fields are 10/01/2012 (From Date) and 12/31/2013 (To Date).

The report rows are categorized by Product and Totals of each column on the bottom.

The report columns are categorized by:
- Product
- First Year Payments
- Renewal Payments
- Manual Adjustments
- Total
The report also provides access to additional details on manual adjustments related to each product. Click on any of the underlined totals in the “Manual Adjustments” column of the Payments Summary by Product report and the Manual Adjustment Summary data will be generated.

![Payments Summary by Product]

On the Payments Summary by Product Manual Adjustment Summary report, the 5 data fields listed below will be present:

- **Adjustment Description**
- **Product**
- **Year**
- **Month**
- **Adjustment Amount**

<table>
<thead>
<tr>
<th>Adjustment Description</th>
<th>Product</th>
<th>Year</th>
<th>Month</th>
<th>Adjustment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012 ASHP Certification Reimbursement for</td>
<td>PARTD - MEDICARE PART D</td>
<td>2012</td>
<td>01</td>
<td>$ 100.00</td>
</tr>
<tr>
<td>2012 ASHP Certification Reimbursement for</td>
<td>PARTD - MEDICARE PART D</td>
<td>2012</td>
<td>01</td>
<td>$ 100.00</td>
</tr>
<tr>
<td>Reimbursement charged back on PARTD</td>
<td>PARTD - MEDICARE PART D</td>
<td>2012</td>
<td>03</td>
<td>$ 31.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>$ 231.00</strong></td>
</tr>
</tbody>
</table>
2.9 Payments By Month

The Payments by Month report provides a summary and graphical representation of the payments by month for a given year. The report also provides access to additional details on Manual Adjustments related to each payment month.

The single required field for this report is the “Year.” The system default for this field is the current year.

On the Payments by Month report, the 5 data fields listed below will be present:

- Month
- First Year Payments
- Renewal Payments
- Manual Adjustments
- Monthly Totals
Click on any of the underlined totals in the “Manual Adjustments” column of the Payment Summary by Month report to access Manual Adjustment Summary details.

On the Payments Summary by Month Manual Adjustment Summary report, the 7 data fields listed below will be present:

- Adjustment Description
- AWN
- Agent Name
- Product
- Year
- Month
- Adjustment Amount
2.10 Held Payments Summary

The Held Payments Summary report will provide a summary of commissions currently being held by Coventry.

The single required field for this report is the “Report Grouping.” The system default for this field is Product, but the report can also be grouped by Hold Reason (See 5.2 for Hold Reasons) or Agent Writing Number (AWN).

On the Payments Being Held report, the 7 data fields listed below will be present:

- Product
- First Year Payments
- Renewal Payments
- Manual Adjustment
- Total
Click on an underlined “Product” link to generate a report of commissions that have been held for that product, including the hold reason (see 5.2 for Hold Reasons).

<table>
<thead>
<tr>
<th>Receiving AWN</th>
<th>Agent Name</th>
<th>Writing Agent AWN</th>
<th>Writing Agent Name</th>
<th>Application Tracking Number</th>
<th>Member Name</th>
<th>Product</th>
<th>Plan Name</th>
<th>State</th>
<th>Effective Date</th>
<th>Expiration Date</th>
<th>Coverage Month</th>
<th>Coverage Year</th>
<th>Payment</th>
<th>Hold Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MEDICARE PART D</td>
<td>Medicare</td>
<td>VA</td>
<td>11/15/2011</td>
<td>12/15/2013</td>
<td></td>
<td>01/2011</td>
<td>11703.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MEDICARE PART D</td>
<td>Medicare</td>
<td>TN</td>
<td>07/15/2013</td>
<td></td>
<td>05/2013</td>
<td>4,438.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MEDICARE PART D</td>
<td>Medicare</td>
<td>NY</td>
<td>12/15/2012</td>
<td></td>
<td>04/2012</td>
<td>11,390.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MEDICARE PART D</td>
<td>Medicare</td>
<td>NY</td>
<td>01/15/2011</td>
<td></td>
<td>10/2011</td>
<td>11,390.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MEDICARE PART D</td>
<td>Medicare</td>
<td>CA</td>
<td>02/15/2011</td>
<td>10/20/2011</td>
<td>02/2011</td>
<td>4,438.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MEDICARE PART D</td>
<td>Medicare</td>
<td>CA</td>
<td>03/15/2011</td>
<td>10/20/2011</td>
<td>02/2011</td>
<td>4,438.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MEDICARE PART D</td>
<td>Medicare</td>
<td>CO</td>
<td>07/15/2011</td>
<td>10/20/2011</td>
<td>07/2011</td>
<td>11,390.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MEDICARE PART D</td>
<td>Medicare</td>
<td>CO</td>
<td>07/15/2011</td>
<td>10/20/2011</td>
<td>07/2011</td>
<td>11,390.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

On the report listing payments held for a particular product, the 15 data fields listed below will be present:

- Receiving AWN
- Agent Name
- Writing Agent AWN
- Writing Agent Name
- Application Tracking Number
- Member Name
- Product
- Plan Name
- State
- Effective Date
- Expiration Date
- Coverage Month
- Coverage Year
- Payment
- Hold Reason
2.11 Held Payment Details

The Held Payment Detail report provides the details on commissions currently being held.

The user may utilize four (4) filters to retrieve payment summary information:
- Receiving Agent AWN
- Writing Agent AWN
- Product
- Hold Reason (See 5.2 for Hold Reasons)

This report also provides the ability to prioritize the sequence of the report by the use of a **Primary Sort Order** and **Secondary Sort Order**. The options listed below appear in the drop down menu for each sort.

- Receiving Agent Name (**Primary Sort** system default)
- Receiving Agent AWN
- Writing Agent Name (**Secondary Sort** system default)
- Writing Agent AWN
- Product
- Hold Reason
On the report listing payments held for a particular product, the 14 data fields listed below will be present:

- Receiving Agent AWN
- Receiving Agent Name
- Writing Agent AWN
- Writing Agent Name
- Application Tracking Number
- Member Name
- Product
- Plan Name
- State
- Effective Date
- Expiration Date
- Coverage Period
- Payment
- Hold Reason
2.12 Forfeited Payments Summary

The Forfeited Payments Summary report provides details on commissions that have been forfeited (See 5.2 for Forfeiture Reasons).

The single required field for this report is the “Report Grouping.” The system default for this field is Product, but the report can also be grouped by Hold Reason (See 5.2 for Hold Reasons) or Agent Writing Number (AWN).

The report columns are categorized by:
- Product
- First Year Payments
- Renewal Payments
- Manual Adjustments
- Total

Click on an underlined Product link to generate the summary list of commissions that have been forfeited for the chosen Product.
2.13 Forfeited Payment Details

The Forfeited Payment Detail report provides details on commissions that have been forfeited.

The user may utilize six (6) filters to retrieve payment summary information:
- Receiving Agent AWN
- Writing Agent AWN
- Product
- Forfeit Reason (See 5.1 for Forfeiture Reasons)
- Forfeit From Date
- Forfeit To Date

This report also provides the ability to prioritize the sequence of the report by the use of a Primary Sort Order and Secondary Sort Order. The options listed below appear in the drop down menu for each sort.

- Receiving Agent Name (Primary Sort system default)
- Receiving Agent AWN
- Writing Agent Name (Secondary Sort system default)
- Writing Agent AWN
- Product
- Forfeit Reason
On the report listing transactions forfeited, the 15 data fields listed below will be present:

- Receiving Agent AWN
- Receiving Agent Name
- Writing Agent AWN
- Writing Agent Name
- Application Tracking Number
- Member Name
- Product
- Plan Name
- State
- Effective Date
- Expiration Date
- Coverage Period
- Payment
- Forfeit Reason
- Forfeit Date
2.14 Payment History By Member

The Payment History by Member report allows the user to search within a combination of options to pull commission transaction information for each member. The user can search for a broad range of members, or for a specific member. The user is able to obtain total commission summations for a unique member, if multiple transactions exist.

The user may utilize six (6) filters to seek payment history information:
- **From Effective Date**: The system default date is 10/01/2012
- **To Effective Date**: The system default date is 10/14/2013
- **HICN**: Allows entry of a unique member HICN (Medicare ID)
- **Member ID**: Allows entry of a unique member policy ID
- **Product**: Drop down menu allows a user to select a single Product
- **Member Name**: Allows entry of a full or partial name
Totals will be shown only for a single unique member and not if multiple members exist within the search results.

- For example: If the user sets the search criteria with a certain From and To Effective date, AND a Member ID, the results will not only show each transaction for that member, but show a Total (sum) of those payments.

- For example: If the user sets the search criteria with a certain From and To Effective date, AND selects a specific Product, the results will show any member falling under the chosen criteria and any associated transactions. However, there will not be a Total (sum) of those transactions.

On the Payment History by Member report, the 16 data fields listed below will be present:

- **HICN**: Displays member's HICN/Medicare ID on file
- **Member ID**: Displays member's internal member ID, NOT the policy ID #
- **Member Name**: Displays member's name
- **Product**: Displays the product of the member’s policy
- **Effective Date**: Displays the effective date of the member’s policy
- **Term Date**: If the member's coverage is terminated, this displays the termination date
- **Term Reason**: This displays the internal reason code for termination (See 5.1 for Termination Reasons)
- **Rapid Disenrollment?**: Displays a Yes or No value to indicate if termination was a rapid disenrollment.
- **Coverage Period**: The month of coverage of which the payment addresses.
- **Payment Status**: This indicates if payment was "not held", "held", "released" (if previously held), and "forfeited".
- **Payment Amount**: This indicates the amount of the commission, either positive or negative (displayed in red with parenthesis)
- **Explanation**: Categorizes the payment type. For example, if the payment was a negative value, the explanation is "Chargebacks"
- **Date Paid**: Displays the Statement date of the payment.
- **Hold Reason**: If the payment is being held, this displays the hold reason
- **Writing Agent Name**: Displays the name (last name, first name) of the Agent of Record
- **Writing Agent AWN**: Displays the Agent Writing Number of the Agent of Record
2.15 Negative Balances

The Negative Balance report provides information in the event that the user currently has an outstanding balance owed to Coventry. The report will display information only for the payee. An agent cannot generate a report for any payee other than their own.

The report will display the Payee Name, Payee Number, Negative Balance, and the date of the Negative Balance origination.

The report columns are categorized by:
- Payee Name
- Payee Number
- Payee Balance
- Starting Date of Negative Status

Users with a Payee that is not currently holding a negative balance will see the message "No Negative Balance Data found for the specified date" displayed on their screen when this report is chosen.

**Note:** Contact the Broker Services Department to inquire about settling a negative balance. Please see the Quick Reference Guide located at the end of this document for contact information.
3. Statements & Letters

3.1 Vendor Statements

The second tab on the App Tracker menu gives the user access to the Broker Commissions Statements and Letter History. To access Statements, click on the tab labeled “Statements/Letters” and choose “Vendor Statements” on the left-hand side of the screen. (Note: A user will only be able to view their commission statements if they are set up to pay to themselves and not to another payee or agency.)

Users will see there are four columns in the Statements menu that are underlined and will generated reports when chosen. The first underlined field in the menu is the statement year under the Bill Year column. The View (statement), Production, and Adjustments fields listed at the far right-hand side of the menu also generate additional report details when chosen. Click on any of these four fields to generate further detailed statement reports.
App Tracker is configured to display statements for 6 periods (which are defined as months). To view statements older than 6 periods, click Find at the bottom of the statement screen to reveal the search options at the top of the screen.

Enter the bill year and bill month and press the Enter key.

For instance, to see statements for January 2012, enter 2012 in the bill year field and 1 in the bill month field, press Enter and the statements for that period (or month) will be displayed on the lower portion of the screen.

To view the full listing once again, clear the data from the month and year fields and press Enter.
The first report column on the **Statements** screen is “Bill Year”. Click on the year and the **Statement Detail** will be generated.

The lower portion of the screen contains the commission statement. On the upper portion of the screen click on **View Statement** to see the entire statement in a new window.
The PDF tool bar at the top of the new Medicare Payment Statement screen will allow the user to manipulate their view of the report.

Click to show one page at a time:

Click to fill the window with each page and scroll through pages continuously:

Click to increase or decrease the size of the report on the screen:

Click to increase the magnification of the entire page:

Click to decrease the magnification of the entire page:

Click to go to the next page in the document:

Click to go to the previous page in the document:

Click to print this PDF file or pages from the file:

Click to save this file to the user’s computer or another location:
The icons located at the upper left-hand side of the screen provide additional information and maneuvering.

- Go to specific pages using thumbnail images.
- Search for items and see the results of the search.
As previously mentioned, the View (Statement), Production, and Adjustments fields shown above at the end of the Statement menu screen also generate reports.

Click on the underlined View (Statement) link and the PDF view of the commission statement is generated.
Click on the underlined Production link and a Detail by Agent Writing Number and Product production report is generated.

<table>
<thead>
<tr>
<th>Amount</th>
<th>Amount Due</th>
<th>Bill Year</th>
<th>Broker Number</th>
<th>Full Name</th>
<th>Business Type</th>
<th>Customer Number</th>
<th>Name</th>
<th>Date Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>$171.65</td>
<td>$18.65</td>
<td>4</td>
<td>2012</td>
<td>G</td>
<td>20000 CHC OF GEORGIA HMO</td>
<td></td>
<td>703C</td>
<td>12/01/2012</td>
</tr>
<tr>
<td>$30.00</td>
<td>$30.00</td>
<td>4</td>
<td>2012</td>
<td>G</td>
<td>47170 FIRST HEALTH LIFE AND HEALTH</td>
<td></td>
<td>390D</td>
<td>12/01/2012</td>
</tr>
<tr>
<td>$18.79</td>
<td>$18.79</td>
<td>4</td>
<td>2012</td>
<td>G</td>
<td>47170 FIRST HEALTH LIFE AND HEALTH</td>
<td></td>
<td>390D</td>
<td>12/01/2012</td>
</tr>
<tr>
<td>$10.00</td>
<td>$10.00</td>
<td>4</td>
<td>2012</td>
<td>G</td>
<td>47170 FIRST HEALTH LIFE AND HEALTH</td>
<td></td>
<td>390D</td>
<td>12/01/2012</td>
</tr>
<tr>
<td>$246.67</td>
<td>$137.92</td>
<td>4</td>
<td>2012</td>
<td>G</td>
<td>20000 CHC OF GEORGIA HMO</td>
<td></td>
<td>703C</td>
<td>12/01/2012</td>
</tr>
<tr>
<td>$68.42</td>
<td>$68.42</td>
<td>4</td>
<td>2012</td>
<td>G</td>
<td>47170 FIRST HEALTH LIFE AND HEALTH</td>
<td></td>
<td>390D</td>
<td>12/01/2012</td>
</tr>
<tr>
<td>$97.69</td>
<td>$97.69</td>
<td>4</td>
<td>2012</td>
<td>G</td>
<td>47170 FIRST HEALTH LIFE AND HEALTH</td>
<td></td>
<td>390D</td>
<td>12/01/2012</td>
</tr>
<tr>
<td>$106.30</td>
<td>$106.30</td>
<td>4</td>
<td>2012</td>
<td>G</td>
<td>47170 FIRST HEALTH LIFE AND HEALTH</td>
<td></td>
<td>390D</td>
<td>12/01/2012</td>
</tr>
<tr>
<td>$51.90</td>
<td>$51.90</td>
<td>4</td>
<td>2012</td>
<td>G</td>
<td>47170 FIRST HEALTH LIFE AND HEALTH</td>
<td></td>
<td>390D</td>
<td>12/01/2012</td>
</tr>
<tr>
<td>$205.47</td>
<td>$205.47</td>
<td>4</td>
<td>2012</td>
<td>G</td>
<td>47170 FIRST HEALTH LIFE AND HEALTH</td>
<td></td>
<td>390D</td>
<td>12/01/2012</td>
</tr>
<tr>
<td>$108.90</td>
<td>$108.90</td>
<td>4</td>
<td>2012</td>
<td>G</td>
<td>47170 FIRST HEALTH LIFE AND HEALTH</td>
<td></td>
<td>390D</td>
<td>12/01/2012</td>
</tr>
</tbody>
</table>

Click on the underlined Adjustments link and an Adjustments report is generated. This report provides details on any manual adjustments applied to an agent’s commission statement.

<table>
<thead>
<tr>
<th>Amount Adjusted</th>
<th>Amount Adjusted</th>
<th>Payee Name</th>
<th>Payee Location</th>
<th>Adjusted Description</th>
<th>Adjusted Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$206.00</td>
<td>$206.00</td>
<td>Adjusted</td>
<td>Adjusted</td>
<td>Incomplete tickets</td>
<td>Incomplete tickets</td>
</tr>
</tbody>
</table>
3.2 Letter History

Click on the tab labeled “Statements/Letters” and choose “Letter History” from the left-hand side of the screen to access letters sent by the Broker Services Department.

There are 4 columns in the Letter History listing:
- **Letter No** (Type of Letter)
- **Date Generated** (Date Letter Sent)
- **Time Generated** (Time Sent)
- **View** (click on View to open a PDF version of a letter in a new window)

The following is a description of the letters stored in App Tracker:

- **ATNAppTracker**: An application for membership has been received with a specific Agent Writing Number attached and is being processed. With this Application Tracking Number, the application status can be conveniently tracked using App Tracker.
- **Request for Information (RFI) Letter**: Notification that a member the agent enrolled has received a Request for Information Letter in order to complete processing of application. Missing information MUST be received within the specified timeframe to avoid the application from being denied.
- **License Expiring/(Expired)**: The State License(s) on file is about to expire or has expired. In order to receive commissions on application written in that State(s), we must have an active license.
- **E&O Expiring/(Expired)**: The Errors and Omissions Insurance on record for an agent is expiring or has expired. An updated policy must be received by the Broker Services Department.
4. Agent Demographics

Click on the tab labeled “Demographics” to access the correspondence address Coventry has on file for an agent or agency.

Users should contact the Broker Services Department to make changes to their demographic information. Please see the Quick Reference Guide located at the end of this document for contact information.
5. Report Detail References

5.1 Termination Reasons

<table>
<thead>
<tr>
<th>Termination Reason Code</th>
<th>Reason Code Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEMBER'S REQUEST</td>
<td>Member requested termination</td>
</tr>
<tr>
<td>MOVED OUT OF SERVICE AREA</td>
<td>Member moved out of the service area</td>
</tr>
<tr>
<td>INELIGIBLE MEMBER</td>
<td>Termed for no Part A/B, no valid election period, ESRD, no SNP verification, etc. This can occur from a CMS rejection, an original Coventry rejection prior to CMS submission, a term after the plan has been effective due to SNP ineligibility or CMS term.</td>
</tr>
<tr>
<td>DECEASED</td>
<td>Member is deceased</td>
</tr>
<tr>
<td>RETRO REQUEST</td>
<td>Member requested cancellation</td>
</tr>
<tr>
<td>MEMBER NON-PMT OF PREMIUM</td>
<td>Member termed for non-payment of premiums</td>
</tr>
<tr>
<td>CLERICAL ENROLLMENT ERROR</td>
<td>Contract or effective date assigned in error by Enrollment</td>
</tr>
<tr>
<td>DISENRM REQUESTED BY PLAN ACCEPTED BY CMS AS SUBMITTED</td>
<td>Member requested disenrollment</td>
</tr>
<tr>
<td>DISENROLLMENT BASED ON ENR IN ANOTHER PLAN</td>
<td>Member enrolled in another plan</td>
</tr>
<tr>
<td>ENR CANCELLED - DISENROLLED PRIOR TO EFFECTIVE DATE</td>
<td>Member cancelled prior to effective date</td>
</tr>
<tr>
<td>AUTO TERM - EVEN OCCURRED CAUSING MEMBER TO BE DISENROLLED</td>
<td>Member deceased or lost A/B eligibility</td>
</tr>
<tr>
<td>ENR REJECTED DUE TO BENEFICIARY BEING DECEASED</td>
<td>Member is deceased</td>
</tr>
<tr>
<td>BENEFICIARY DECEASED DOD ESTABLISHED</td>
<td>Member is deceased</td>
</tr>
<tr>
<td>VERIFICATION CALL TERM</td>
<td>Member requested term during enrollment verification call</td>
</tr>
</tbody>
</table>
5.2 Hold/Forfeiture Reasons

<table>
<thead>
<tr>
<th>Hold Reason Code</th>
<th>Reason Code Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>20XX SOLICITED VERIFICATION</td>
<td>Policy may have been written prior to the annual enrollment period for the given year</td>
</tr>
<tr>
<td>CONTRACT NOT RECEIVED</td>
<td>Missing/incomplete contract</td>
</tr>
<tr>
<td>INVALID APPOINTMENT</td>
<td>Missing/invalid appointment at the time of sale</td>
</tr>
<tr>
<td>INVALID CERTIFICATE</td>
<td>Invalid certificate for state &amp; line of business</td>
</tr>
<tr>
<td>INVALID LEGAL ENTITY</td>
<td>Certificate is not set up for the appropriate legal entity</td>
</tr>
<tr>
<td>INVALID LICENSE</td>
<td>Invalid or expired license</td>
</tr>
<tr>
<td>INVALID PRODUCER</td>
<td>Missing producer record in ACOM</td>
</tr>
<tr>
<td>INVALID RENEWAL APPOINTMENT</td>
<td>Missing/invalid appointment at time of renewal commission payout</td>
</tr>
<tr>
<td>INVALID RENEWAL ATTESTATION</td>
<td>Missing/invalid attestation at time of renewal commission payout</td>
</tr>
<tr>
<td>INVALID RENEWAL LICENSE</td>
<td>Missing/invalid license at time of renewal commission payout</td>
</tr>
<tr>
<td>MEDICARE ATTESTATION</td>
<td>Missing/incomplete attestation or attestation not complete at the time of sale for an MA/MAPD product</td>
</tr>
<tr>
<td>MEDICARE ATTESTATION FOR CCP</td>
<td>Missing/incomplete attestation at the time of sale to qualify for override commission</td>
</tr>
<tr>
<td>MEDICARE HIERARCHY ATTESTATION</td>
<td>Missing/incomplete attestation at the time of sale to qualify for override commission</td>
</tr>
<tr>
<td>MISCELLANEOUS</td>
<td>Manual HOLDS (Compliance) - Miscellaneous Holds</td>
</tr>
<tr>
<td>MISSING BROKER DETAIL</td>
<td>Missing/invalid detail screen for product sold</td>
</tr>
<tr>
<td>MISSING RENEWAL ATTESTATION</td>
<td>Missing/invalid attestation at time of renewal commission payout</td>
</tr>
<tr>
<td>ON MCR EXCLUSION LIST</td>
<td>Writing Agent is listed on a Medicare Exclusion list</td>
</tr>
<tr>
<td>PDP REFERRAL</td>
<td>Missing/incomplete Referral program contract</td>
</tr>
<tr>
<td>PDPESS VERIFICATION</td>
<td>Part D Essentials policy has not been effective for a minimum of 90 days</td>
</tr>
<tr>
<td>PDP RSP RAPID DISENROLLMENT</td>
<td>Part D Retail Sales policy was terminated within 90 days of the effective date</td>
</tr>
<tr>
<td>PDP RSP VERIFICATION</td>
<td>Part D Retail Sales policy has not been effective for a minimum of 90 days</td>
</tr>
<tr>
<td>PENDING MCR EXCLUSION LIST</td>
<td>Medicare Exclusion lists are being checked to determine if Writing Agent is listed</td>
</tr>
<tr>
<td>REF VERIFICATION</td>
<td>Referral policy has not been effective for a minimum of 90 days</td>
</tr>
<tr>
<td>TERMED BROKER</td>
<td>Agent was terminated at the time of sale</td>
</tr>
<tr>
<td>VOLUNTARY MARKETING FREEZE</td>
<td>Sale made during time period of a Voluntary Marketing Freeze being in place</td>
</tr>
</tbody>
</table>
6. Contacting the Broker Services Department (BSD)

A Quick Reference Guide for contacting the BSD with your App Tracker related questions...

- Hours of Operation:
  - 8 am – 6 pm EST, Monday – Friday

- Phone: 1-866-714-9301 (toll free)

- Fax: 1-724-741-7285

- Email: brokersupport@cvty.com
  - List the nature of the issue in the subject line
  - Responses from the BSD will be reviewed within 48 to 72 hours

- Broker Portal: broker.cvty.com

When contacting the BSD by phone, in order to expedite your call, please remember to have the following information available:

- Producer AWN (Agent Writing Number)
- Producer Name
- Name of Coventry Health Plan you are contracted with, or your Distribution Partner or upline

If you contact the BSD to inquire about an enrollment application submitted to Coventry or to inquire on a commission payment, please be prepared to provide the following information:

- Member or applicant full name
- Member or applicant Medicare ID Number
- Member or applicant DOB
- Member or applicant Address

Coventry policies and procedures safeguard our members’ personal health information and prohibit release of any benefits, claims, or demographic information related to our members.

Thank you for your partnership and service to our members!