



Quick Guide for New Agents

How to Access the Broker Portal and Agent Training

- To access the Coventry Broker Portal, the broker/agent will first log on to the Coventry Medicare website at: www.coventry-medicare.com.
- You will be on the Coventry public website “landing page.”
- Click on the “Agents & Brokers” option that you will see displayed or, select the Broker Portal link that appears at the top of the landing page.
- You will be automatically directed to the **Agents & Brokers Home Page** of the Coventry Medicare website.
- Select the link for **Broker Portal** that appears in blue lettering on the right side of the Home Page.
- You will be automatically directed to the **BROKERlogin Page**.
- On the **BROKERlogin** page where **New Broker** is indicated, you will enter a valid email address. (**Note:** The email address that you enter in this field will be utilized by Coventry Broker Services to send you important electronic messages on a routine basis.)
- Choose the correct Coventry Medicare Product from the drop down menu when you see Access Code. This product should correspond with the Access Code that your DP or HP provided to you (i.e., PDP, CCP)
- After selecting that product, you will enter the 5-digit access code. Then, click on the red-lettered “Go” button that appears next to the word “**Register**.”
- The Registration page will be automatically displayed. You must complete all fields marked with an “*” asterisk.
- Once all information is entered, click on the “**Submit**” button at the bottom of the page. The information that you entered will appear again for review and verification. If corrections are needed, click on the button labeled “**Back**”. If all of the information is correct, click on the button labeled “**Save/Submit**.”
- You will now be automatically directed to the **Training & Compliance Page**. Thoroughly review all of the information.
- Review Attestation and click “I Agree”.
- The link to the 2011 Coventry Agent Training through AHIP will appear. Click on the button labeled “**Click Here**”.
- You will now be directed to the Coventry – AHIP Registration and Log In Page.
- Under First Time Visitors for certification, Select “**Click Here to Register**”.
- You will be prompted to key in your Access Code. This is the same Access Code used to Register in the Broker Portal.
- Key in your National Producer Number (NPN) and re-enter your NPN. If you do not know your National Producer Number, click on “**click here to lookup NPN**”. Key in your Date of Birth and SSN. Click “**Submit**”. You will now be on the Training Page of the Coventry AHIP site.
- There are steps in completing training. Follow the instructions and read the training modules in the order presented.

IMPORTANT: Give yourself sufficient time to complete exam(s). Once you start an exam, you must complete it. There is no Save function. If you have any questions, please contact your upline marketing organization. Agents contracted locally to sell Coventry coordinated care plans should contact the local health plan.

If you require further assistance, call the Broker Services Department at 1-866-714-9301,

April 1st – October 31st:

8pm – 6pm ET Monday – Friday

November 1st – March 31st:

8:00 am – 8:00 pm, ET Monday – Friday and 8:00 am – 12 pm ET Saturday

or email us at BrokerSupport@cvtv.com.