



## **Quick Guide for Returning 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](http://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 Broker Log-in page, where it indicates “**Returning Broker**”, you will enter your email address used when you registered in the Broker Portal and a password. (If you do not remember your password, click on the link located below “**Forgot your Password?**” You will be required to answer the secret question you selected last year.
- Once you have successfully logged in as a returning broker, you will be automatically directed to the **UPDATESecurity Profile Page** where you will be prompted to verify your email address.
- Once updated, You will now be automatically directed to the **Training & Compliance Page**. Thoroughly review all of the information on this page.
- 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 1<sup>st</sup> – October 31<sup>st</sup>:**

8pm – 6pm ET Monday – Friday

**November 1<sup>st</sup> – March 31<sup>st</sup>:**

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

or email us at [BrokerSupport@cvtv.com](mailto:BrokerSupport@cvtv.com).