



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. (Remember: Coventry Broker Services will have your current email address on file and send electronic messages on a routine basis.)
- Using the drop down menu where you see “**Access Code**” choose the Coventry Medicare product corresponding to your access code that your up-line/ Distribution Partner or a Coventry Health Plan provided to you (i.e., PDP, CCP/ CCP-by-plan, etc.)
- 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 all of the information is correct, click on the button labeled “**Save/Submit**.” If corrections are needed, click on the button labeled “**Back**”.
- You will now be automatically directed to the **Training & Compliance Page**. Thoroughly review all of the information.
- 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, Monday through Friday, 8:00 am – 8:00 pm, ET or email us at BrokerSupport@cvty.com.