



## **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 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 **UPDATE Security Profile Page** where you will be prompted to select a new secret question and answer.
- 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@cvt.com](mailto:BrokerSupport@cvt.com).