

SilverScript Agent Portal

2010 Agent User Guide

Your resource to efficiently navigate our award-winning website

Step-by-step instructions to maximize your productivity.



How to get started on the SilverScript Agent Portal

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Click on any Section title to be automatically directed to that specific section.

**Please note that not all tabs and functionality are available to all
SilverScript Agent Portal users.**

**Agent Portal content is customized for each
SilverScript Insurance Company client.**

Section 1: Purpose

- Quick and easy information to help you access and navigate the SilverScript Agent Portal
- Find valuable, up-to-date resources supporting your organization's efforts selling SilverScript Insurance Company products and services.
- A place to manage agent information; process SilverScript Insurance Company enrollments; view reports; download marketing materials; etc.

Section 2: Accessing the Agent Portal – Login

Go to: www.SilverScriptAgentPortal.com



Please disable any pop up blockers!

Section 3: First Time Visitor Screens

Change User Password

Based on direction from your Agency, you may be presented with a, “*Change User Password*” screen. If so, here’s what you will see and what you will need to do.

File Edit View Favorites Tools Help

Silver Script Management: Change Password

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Change user password: Password must be a minimum length of 7 characters, contain at least 1 alpha-character, contain at least 1 number, and no character can occur 3 times consecutively.

Login ID: DemoAgent

Old Password: enter old password

New password: enter new password

Confirm new password: enter new password again
(Enter your new password again.)

Please select a security question, in the event that you misplaced your password.

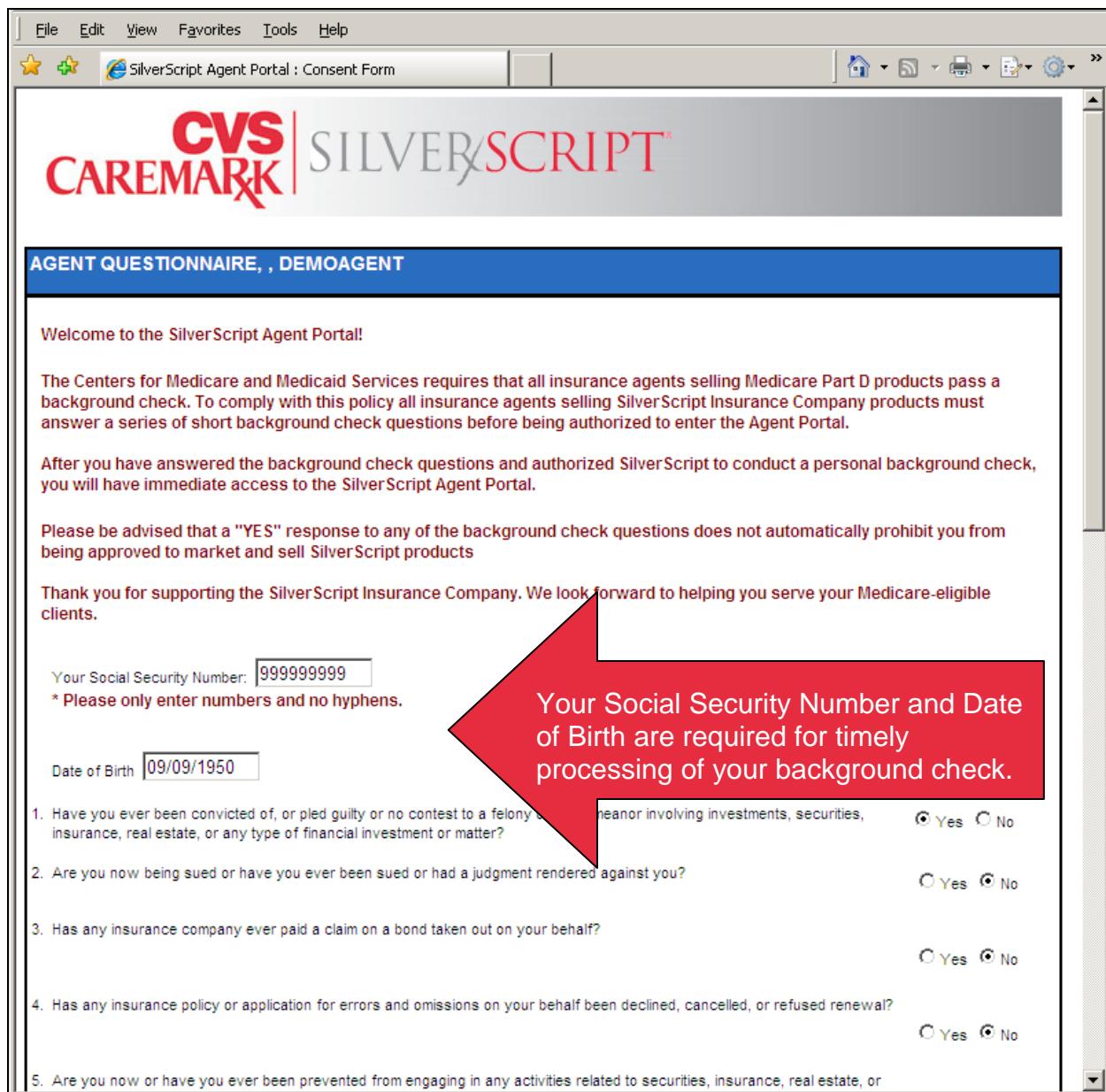
Your Security Question: select a security question

Your Answer:

The first time you enter the SilverScript Agent Portal, you will be prompted to create a new password and select a security question. Be certain to click Save.

Background Check Questionnaire

Upon your first visit to the SilverScript Agent Portal, you will be prompted to complete a brief but **required** Background Check Questionnaire.



File Edit View Favorites Tools Help

SilverScript Agent Portal : Consent Form

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AGENT QUESTIONNAIRE, , DEMOAGENT

Welcome to the SilverScript Agent Portal!

The Centers for Medicare and Medicaid Services requires that all insurance agents selling Medicare Part D products pass a background check. To comply with this policy all insurance agents selling SilverScript Insurance Company products must answer a series of short background check questions before being authorized to enter the Agent Portal.

After you have answered the background check questions and authorized SilverScript to conduct a personal background check, you will have immediate access to the SilverScript Agent Portal.

Please be advised that a "YES" response to any of the background check questions does not automatically prohibit you from being approved to market and sell SilverScript products.

Thank you for supporting the SilverScript Insurance Company. We look forward to helping you serve your Medicare-eligible clients.

Your Social Security Number: * Please only enter numbers and no hyphens.

Date of Birth

Your Social Security Number and Date of Birth are required for timely processing of your background check.

1. Have you ever been convicted of, or pled guilty or no contest to a felony or misdemeanor involving investments, securities, insurance, real estate, or any type of financial investment or matter? Yes No

2. Are you now being sued or have you ever been sued or had a judgment rendered against you? Yes No

3. Has any insurance company ever paid a claim on a bond taken out on your behalf? Yes No

4. Has any insurance policy or application for errors and omissions on your behalf been declined, cancelled, or refused renewal? Yes No

5. Are you now or have you ever been prevented from engaging in any activities related to securities, insurance, real estate, or

Be certain to enter your Social Security Number and Date of Birth. Additionally, if you answer YES to any of the questions, then please provide a brief explanation in the provided comments area.

Consent to Background Investigation

Remember, to receive permission to market and sell SilverScript Insurance Company products and services, you must click on the "I Agree" button.

AUTHORIZATION AND CONSENT FOR RELEASE OF INFORMATION

This authorization and consent for release of personal information acknowledges that SilverScript Insurance Company ("the Company") and its agents may conduct background investigations in connection with your application of engagement, and at any time during the course of your engagement with the Company, if any, for purposes of evaluating your suitability for engagement as an agent, as well as enforcement of company policies. These investigations may include, but are not limited to: searches of educational institutions attended; licensure and certification verification; financial or credit agencies; records of previous employment, including work history; records from the U.S. Veteran's administration; searches of the General Services Administration's List of Parties Excluded from Federal Programs and HHS/OIG Cumulative Sanction Report; criminal history information on file in local, state or federal agencies; drug test results; and motor vehicle records, if applicable.

To the extent authorization is required, I authorize and consent for full release of records (either orally or in writing) to the authorized representatives of the Company. In addition, I release and discharge the Company and its agents and associates to the full extent permitted by law from any claim, damages, losses, liabilities, costs, expenses or any other charge or complaint filed with any agency arising from retrieving and reporting this information. I understand that this Authorization will remain active and applicable during the full extent of my engagement.

I understand that before Company takes any adverse action, based in whole or in part, on information contained in any such report, I will be provided a copy of the report and a notification in writing of my rights under the Fair Credit Reporting Act.

I certify that I have reviewed this application and that my answers are true. I acknowledge that this application will form a part of my agent's contract with the Company. Further, I understand that if any information is incorrect or incomplete, it will be grounds at the sole discretion of the Company for rejecting this application or for termination of my contract.

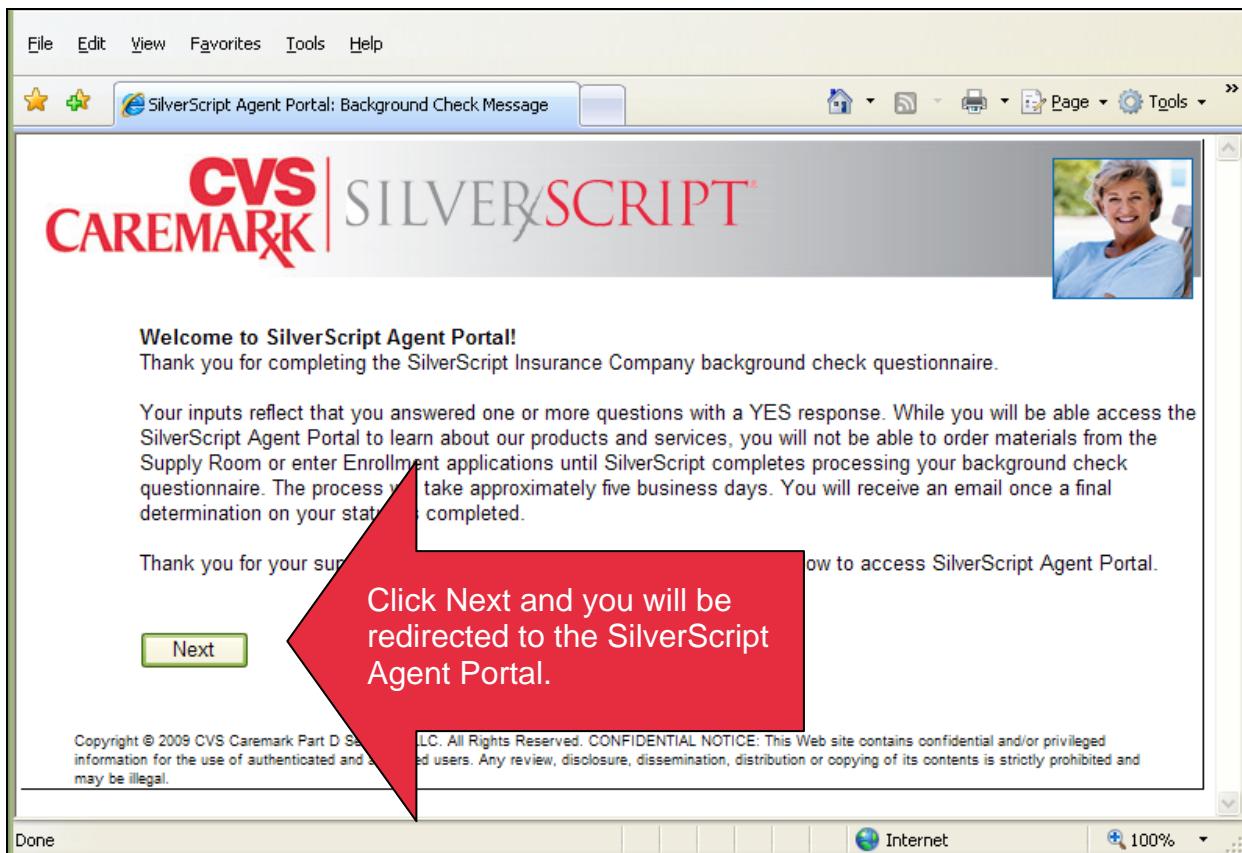
Under penalties of perjury, I certify that the social security number (or taxpayer identification number) shown on this form is my correct taxpayer identification number.

By clicking this I Agree button, I am providing my electronic signature for this Authorization and Consent for Release of Information form.

Scroll to the bottom of the background check questionnaire to review the consent information.

Background Check determinations are processed as quickly as possible, typically within one or two business days. During heavy periods of new Agent Portal user registration determinations may take as long as five business days.

If You Answer **“Yes”** to any of the Background Check Questions, you will be directed to the following screen:



Please answer the background check questionnaire truthfully. Answering with a ‘Yes’ does not automatically make you ineligible for working with SilverScript.

If you answered **“No”** to all the Background Check Questions and given consent for SilverScript to process the background investigation, you will be directed to the home page of the Agent Portal. You can proceed to taking the training course and test.

SilverScript performs a background check for every new user. You can surf the SilverScript Agent Portal until your background check investigation is completed and even take the training course and test. However, you will not be able to access any plan information or do any enrollments either under your name or on behalf of an agent.

Upon subsequent visits to the SilverScript Agent Portal you will be presented with the following screen to confirm that no information about your background check information has changed since the last time you logged in. If information you provided in the background check process has changed, then you must click the No button so that you can update your information.

Welcome back to the SilverScript Agent Portal *Danny Demo Agent*.

I understand and agree that it is my obligation to report any behavior that I believe, in good faith, to be non-compliant with CMS Marketing Guidelines, or non-compliance with any regulation or government mandate as it relates to the Medicare Part D prescription drug benefit.

I have been informed that I can contact the SilverScript Medicare Part D Compliance Officer, or call the toll-free CVS Caremark Ethics Line for guidance or to report a concern.

To the best of my knowledge I have never been, nor am I presently on the Department of Health and Human Services (DHHS) Office of the Inspector General (OIG) and the General Services Administration Lists of Excluded Individuals & Entities debarment, licensures or exclusions and found not excluded from any Federal health care programs.

I have met all state license requirements for marketing SilverScript plan offerings, including appropriate reciprocity, and my license remains in good standing with each state in which I hold a license or reciprocity agreement.

I certify that nothing has changed with respect to either my background check information previously submitted through the SilverScript Agent Portal and/or any other documentation that I have provided.

I understand that any substantive omissions or misrepresentations of the statements made on this page may result in a negative assessment of this matter and may also subject me to disciplinary action.

Yes. This is a true statement.
 No. This is not a true statement. I need to update my information.

[CLICK HERE](#) to continue and access the SilverScript Agent Portal.

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You must attest that SilverScript has up-to-date information with regards to your background check responses.

Choose Plan Year

Please select a plan year:

2009
 2010

[CLICK HERE](#) to continue and access the SilverScript Agent Portal.

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This screen is only present during the few months when two plan years are available for agent training and marketing.

Section 4: Welcome to the Agent Portal

Access resources and information from these quick links.

The website is an important source of information to help Agents stay connected to SilverScript Insurance Company products and services

The website is a place to locate information to market and sell SilverScript Prescription Drug Plans and to process enrollments in SilverScript Insurance Company plans

Review our comprehensive [Agent Portal User Guide](#) link for easy-to-follow instructions and screenshots.

NEWS & INFORMATION

9/1/2009	COMING SOON: 2010 Materials and Agent Portal Enhancements
8/13/2009	ExtraCare Health Card Eligible Items
8/3/2009	CMS Announcement: Revised Guidance on Quality
6/23/2009	Agent/Broker Initial Compensation Amount
4/17/2009	CMS Announcement: Agent and Broker Tr
	SEP vs IEP vs AEP Information

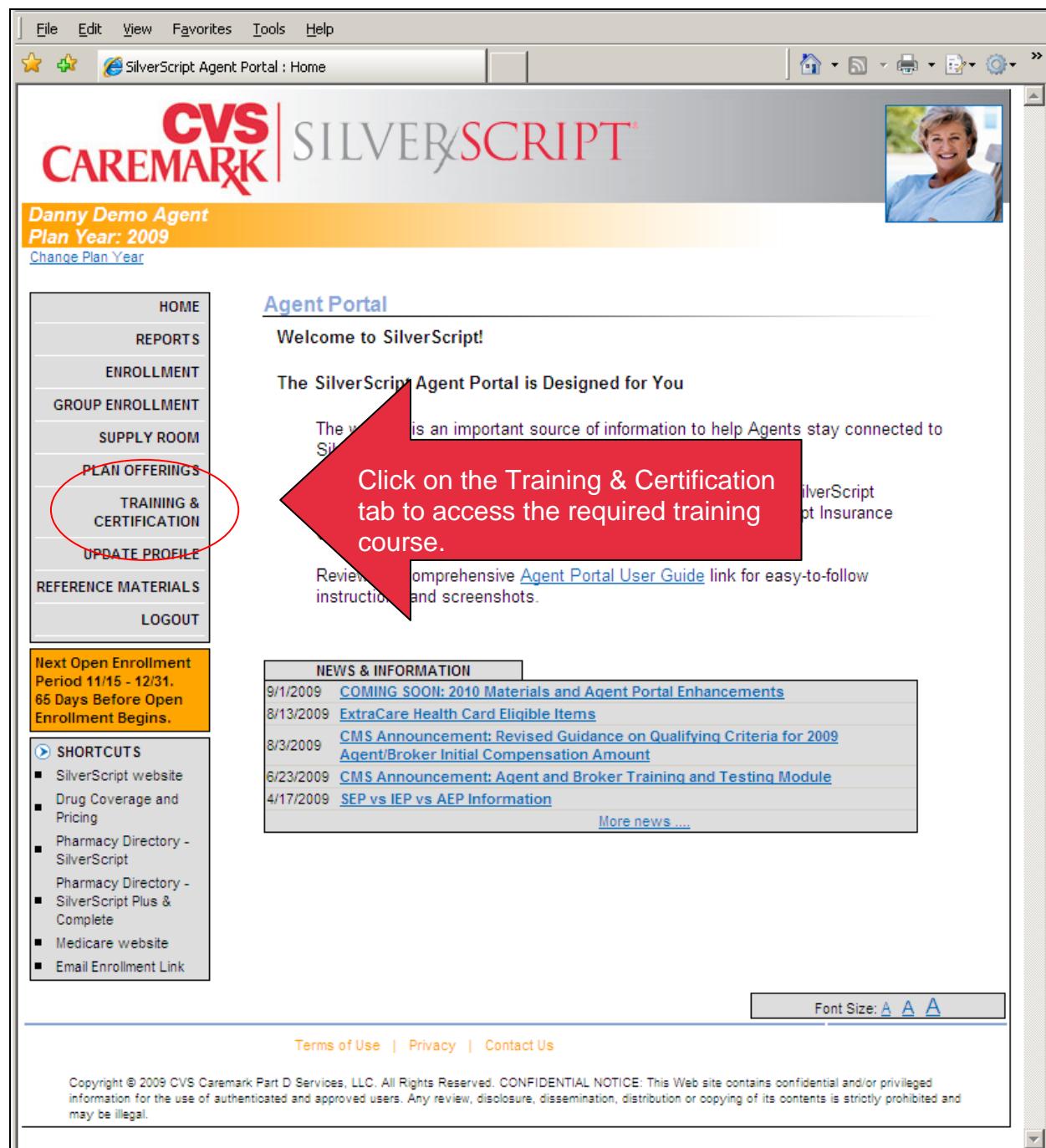
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Section 5: Online Certification Training

Access the Training and Certification Tab



The screenshot shows the SilverScript Agent Portal Home page. The top navigation bar includes File, Edit, View, Favorites, Tools, and Help. The title bar displays "SilverScript Agent Portal : Home". The main header features the CVS CAREMARK logo and the SILVERSCRIPT logo. A photo of a smiling woman is on the right. The left sidebar menu has the following items: HOME, REPORTS, ENROLLMENT, GROUP ENROLLMENT, SUPPLY ROOM, PLAN OFFERINGS, TRAINING & CERTIFICATION (which is circled in red), UPDATE PROFILE, REFERENCE MATERIALS, and LOGOUT. A yellow banner at the top says "Danny Demo Agent" and "Plan Year: 2009" with a "Change Plan Year" link. The main content area is titled "Agent Portal" and includes a welcome message: "Welcome to SilverScript! The SilverScript Agent Portal is Designed for You". It also features a red callout box with the text: "Click on the Training & Certification tab to access the required training course." Below this, there is a "NEWS & INFORMATION" section with links to various news items. At the bottom, there are links for Terms of Use, Privacy, and Contact Us, along with a copyright notice and a "Font Size" button.

Agent Portal

Welcome to SilverScript!

The SilverScript Agent Portal is Designed for You

The SilverScript Agent Portal is an important source of information to help Agents stay connected to SilverScript and its partners.

Click on the Training & Certification tab to access the required training course.

Review the comprehensive [Agent Portal User Guide](#) link for easy-to-follow instructions and screenshots.

NEWS & INFORMATION

9/1/2009 [COMING SOON: 2010 Materials and Agent Portal Enhancements](#)
8/13/2009 [ExtraCare Health Card Eligible Items](#)
8/3/2009 [CMS Announcement: Revised Guidance on Qualifying Criteria for 2009 Agent/Broker Initial Compensation Amount](#)
6/23/2009 [CMS Announcement: Agent and Broker Training and Testing Module](#)
4/17/2009 [SEP vs IEP vs AEP Information](#)

[More news](#)

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The Training and Certification landing page provides instructions to access the FREE SilverScript online training course.

Danny Demo Agent
Plan Year: 2009
[Change Plan Year](#)

[HOME](#)
[REPORTS](#)
[ENROLLMENT](#)
[GROUP ENROLLMENT](#)
[SUPPLY ROOM](#)
[PLAN OFFERINGS](#)
[TRAINING & CERTIFICATION](#)
[UPDATE PROFILE](#)
[REFERENCE MATERIALS](#)
[LOGOUT](#)

Next Open Enrollment Period 11/15 - 12/31.
65 Days Before Open Enrollment Begins.

► **SHORTCUTS**

- [SilverScript website](#)
- [Drug Coverage and Pricing](#)
- [Pharmacy Directory - SilverScript](#)
- [Pharmacy Directory - SilverScript Plus & Complete](#)
- [Medicare website](#)
- [Email Enrollment Link](#)

Training and Certification

The SilverScript team identifies development opportunities and delivers the appropriate solutions that support business objectives. We want you to feel completely informed on Medicare Part D and SilverScript Insurance Company products.

Our online training and resources can be accessed anytime (24/7), anywhere (work or home), and is simply a click away!

4 Easy Steps to Accessing the Certification Training Online!

1. Click on the certification training link to access the course online via Coursemill.
2. Click the blue 'GO' icon to access the course.
3. After you click the icon, the training course page will open. There are three training modules and a certification module. You must complete the modules in the order shown on the page. You can start each module by clicking the blue 'LAUNCH' icon next to the module name.

You are only allowed to take the test at the end of each module 3 times. Failing the third attempt, disqualifies you from selling SSIC PDPs for the entire plan year.

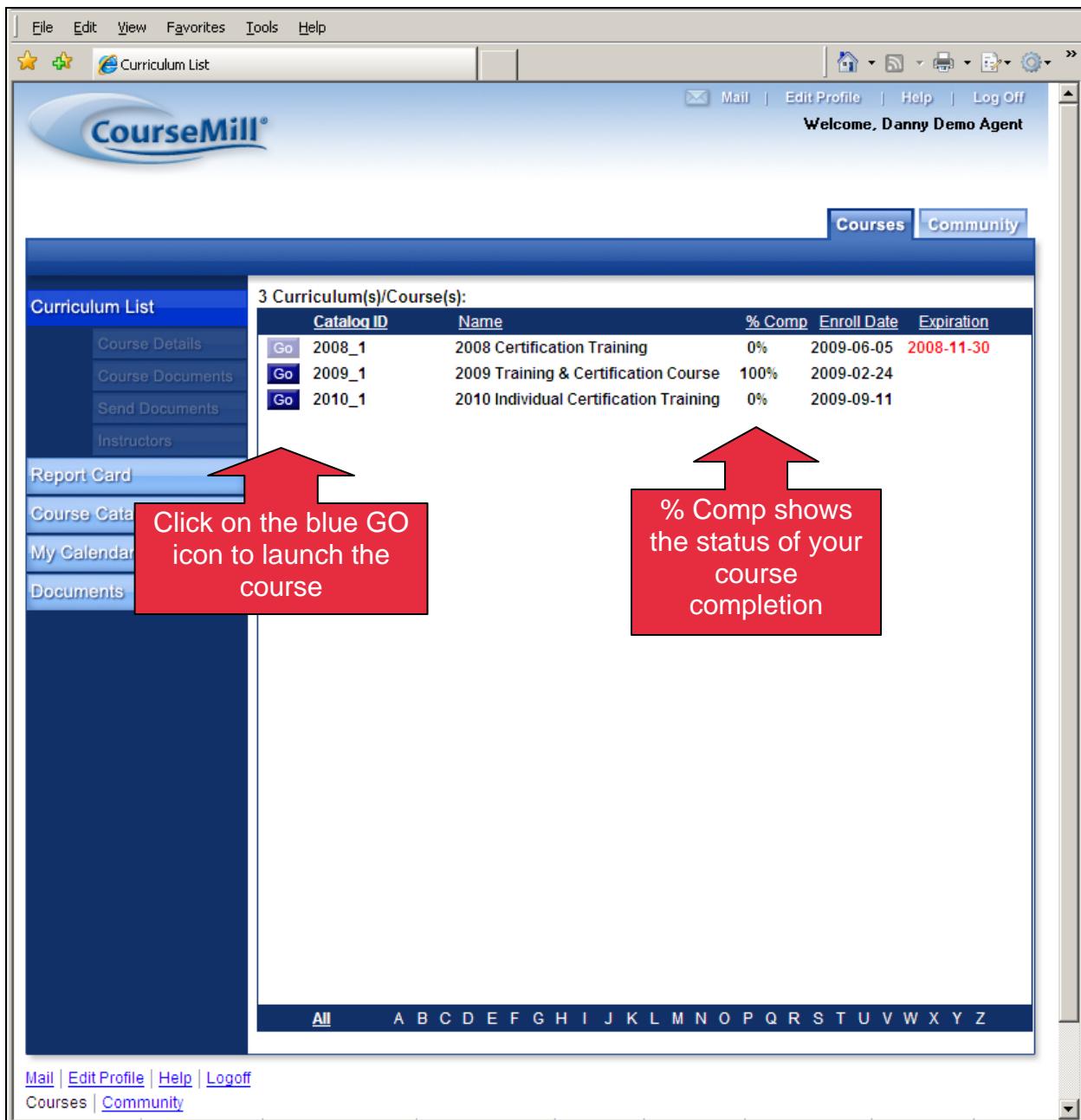
4. Click the blue buttons on the lower left hand side of the page to navigate the course. When you are finished the training, close out the window and continue your Agent Portal experience.

Student ID	Course ID	Course Name	Last Access	Status
DemoAgent	2008_1	2008 Certification Training	not attempt	not attempt
DemoAgent	2009_1	2009 Training & Certification Course	not attempt	not attempt

[Click here to access online training](#)

Access the online training by clicking on the hyperlink.

A new window will open showing the training courses available to you. You only need to take the course for the plan year in which you want to market.



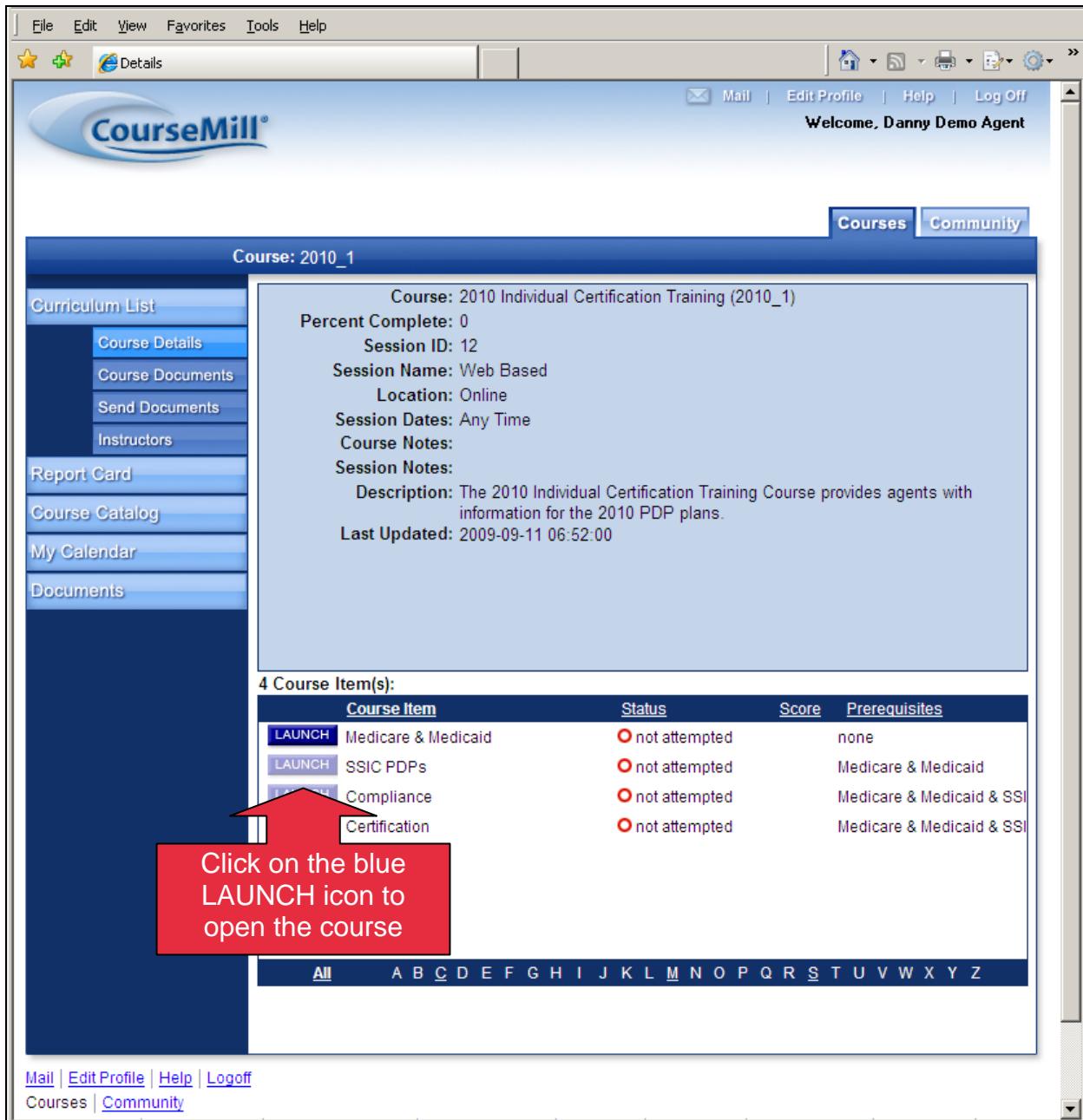
The screenshot shows the CourseMill software interface. On the left, a sidebar menu includes 'Course Details', 'Course Documents', 'Send Documents', 'Instructors', 'Report Card', 'Course Cata', 'My Calendar', and 'Documents'. The 'Documents' item is highlighted with a red box and an arrow pointing to it. The main content area displays a table titled '3 Curriculum(s)/Course(s):' with the following data:

Catalog ID	Name	% Comp	Enroll Date	Expiration
Go 2008_1	2008 Certification Training	0%	2009-06-05	2008-11-30
Go 2009_1	2009 Training & Certification Course	100%	2009-02-24	
Go 2010_1	2010 Individual Certification Training	0%	2009-09-11	

A red box with text inside says: 'Click on the blue GO icon to launch the course'. Another red box with text inside says: '% Comp shows the status of your course completion'.

The training course consists of 4 modules which must be taken in sequentially. At the end of each module you will take a test of approximately 14 questions. A score of 85%

or above is needed to pass each module. You have 3 attempts to pass each test module.



Course: 2010_1

Course: 2010 Individual Certification Training (2010_1)

Percent Complete: 0

Session ID: 12

Session Name: Web Based

Location: Online

Session Dates: Any Time

Course Notes:

Session Notes:

Description: The 2010 Individual Certification Training Course provides agents with information for the 2010 PDP plans.

Last Updated: 2009-09-11 06:52:00

4 Course Item(s):

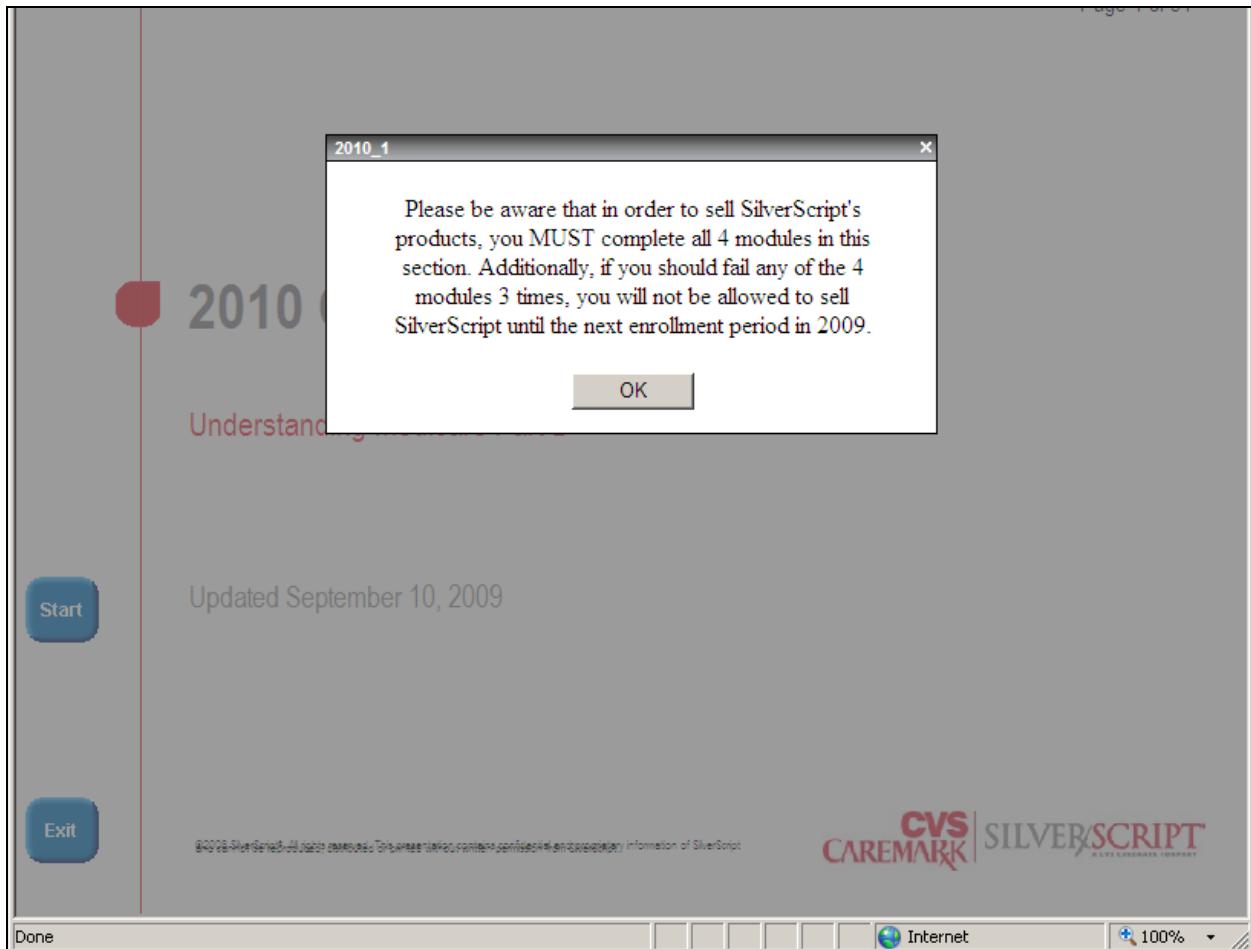
Course Item	Status	Score	Prerequisites
LAUNCH Medicare & Medicaid	<input type="radio"/> not attempted	none	
LAUNCH SSIC PDPs	<input type="radio"/> not attempted	Medicare & Medicaid	
LAUNCH Compliance	<input type="radio"/> not attempted	Medicare & Medicaid & SSI	
Certification	<input type="radio"/> not attempted	Medicare & Medicaid & SSI	

Click on the blue LAUNCH icon to open the course

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

[Mail](#) | [Edit Profile](#) | [Help](#) | [Logoff](#)
[Courses](#) | [Community](#)

Once you launch the course you will see a screen reminding you that you have 3 attempts to take the course. Click OK and proceed to the course.



The training courses do not progress automatically. You need to click the Start button, the Next button, or the Back button to navigate through the material.



We strongly encourage you to thoroughly review the course material. History shows that people who fail the tests are the people who race through the slides assuming that they already know everything there is to know about Medicare Part D.

Page 2 of 31

Welcome to SilverScript University

- At SilverScript, we know that Medicare-eligible beneficiaries will look to you for information regarding Medicare Part D prescription drug plans.
- To help you properly represent your agency and our products, we have developed a training & certification program.
 - The program consists of four easy-to-follow online training modules. Each module presents information on a different subject, testing your knowledge along the way with questions on what you have learned.
 - Answering 85% or more of the questions correctly in the certification test allows you to proceed to the next module. Once you pass all four modules you will be permitted to view plan offerings, obtain marketing materials, and sell SilverScript prescription drug plans.
- As you move forward, please take your time and pay close attention to the information presented in the training module. If you have any questions, please contact your administrator
- We have placed copies of the training modules on the Agent Portal under the Reference Material tab.
 - Feel free to print them out and reference them as you take the certification test.
 - You must pass each module within three attempts to sell SilverScript Medicare Part D plans. We want you to be well informed as you sell one of the leading PDPs on the market.

Next

Exit

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Done

Internet

100%

Complete the Test

Question 1 of 14

Mary was first eligible for Medicare Part D in April 2007. She had creditable coverage through her employer till June 2008. Mary decides to join a Medicare Part D plan during 2010 open enrollment in November 2009. Because Mary did not join a Medicare Part D Plan after losing creditable coverage, she will be penalized 1% of the national benchmark premium per month for every month she was eligible to join and did not.

- True
- False

Next

Back

Exit

P

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Done

Internet

100%

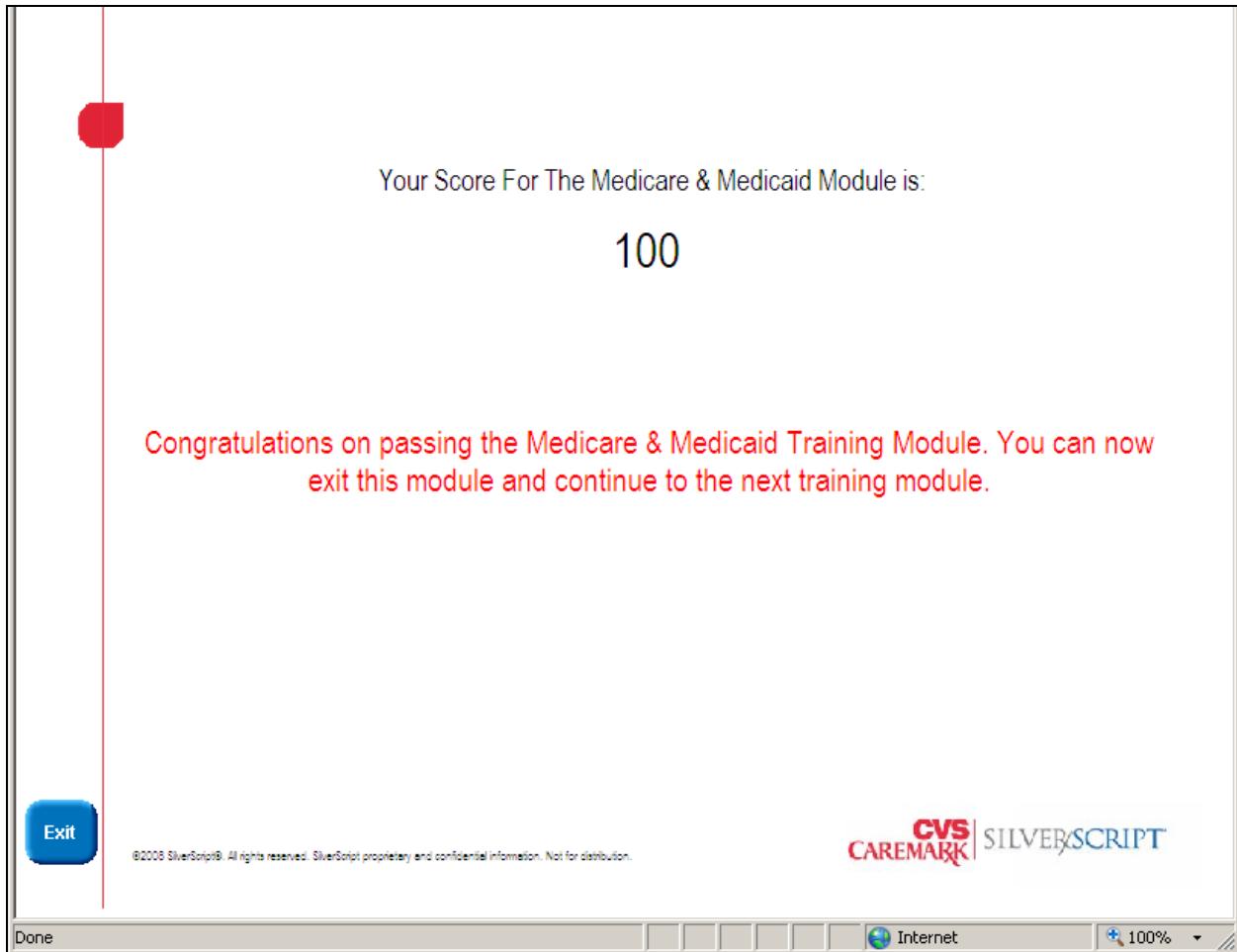
Your Score For The Medicare & Medicaid Module is:
100

Congratulations on passing the Medicare & Medicaid Training Module. You can now exit this module and continue to the next training module.

Exit

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When you exit the score page, the grade information is updated on the course page. Passing a module makes the next module available. Pass all three modules to access the 4th module which is a certification module.

After you agree to the terms and conditions for selling SilverScript Insurance Company products presented in the fourth module, you can print a Training Completed certificate. Passing all 4 course modules will give you access to all features of the Agent Portal.



The screenshot shows the CourseMill Agent Portal interface. The left sidebar has a 'Curriculum List' with 'Course Details' selected, and other options like 'Course Documents', 'Send Documents', and 'Instructors'. Below that are 'Report Card', 'Course Catalog', 'My Calendar', and 'Documents'. The main content area shows 'Course: 2009_1' with details: Course: 2009 Training & Certification Course (2009_1), Percent Complete: 100, Session ID: 7, Session Name: Web Based, Location: Online, Session Dates: 2008-10-10 - 2009-11-30, Course Notes: Session Notes: Description: The 2009 Training & Certification Course provides agents with information for the 2009 PDP plans. Last Updated: 2009-07-20 15:27:00. Below this is a table titled '4 Course Item(s):' with columns: Course Item, Status, Score, and Prerequisites. It lists four items: Medicare & Medicaid (Status: passed, Score: 100, Prerequisites: none), SSIC PDPs (Status: passed, Score: 100, Prerequisites: Medicare & Medicaid), Compliance (Status: passed, Score: 100, Prerequisites: Medicare & Medicaid & SSI), and Certification (Status: passed, Score: 100, Prerequisites: Medicare & Medicaid & SSI).

Course Item	Status	Score	Prerequisites
LAUNCH Medicare & Medicaid	✓ passed	100	none
LAUNCH SSIC PDPs	✓ passed	100	Medicare & Medicaid
LAUNCH Compliance	✓ passed	100	Medicare & Medicaid & SSI
LAUNCH Certification	✓ passed	100	Medicare & Medicaid & SSI

The status and scores of each module is displayed.

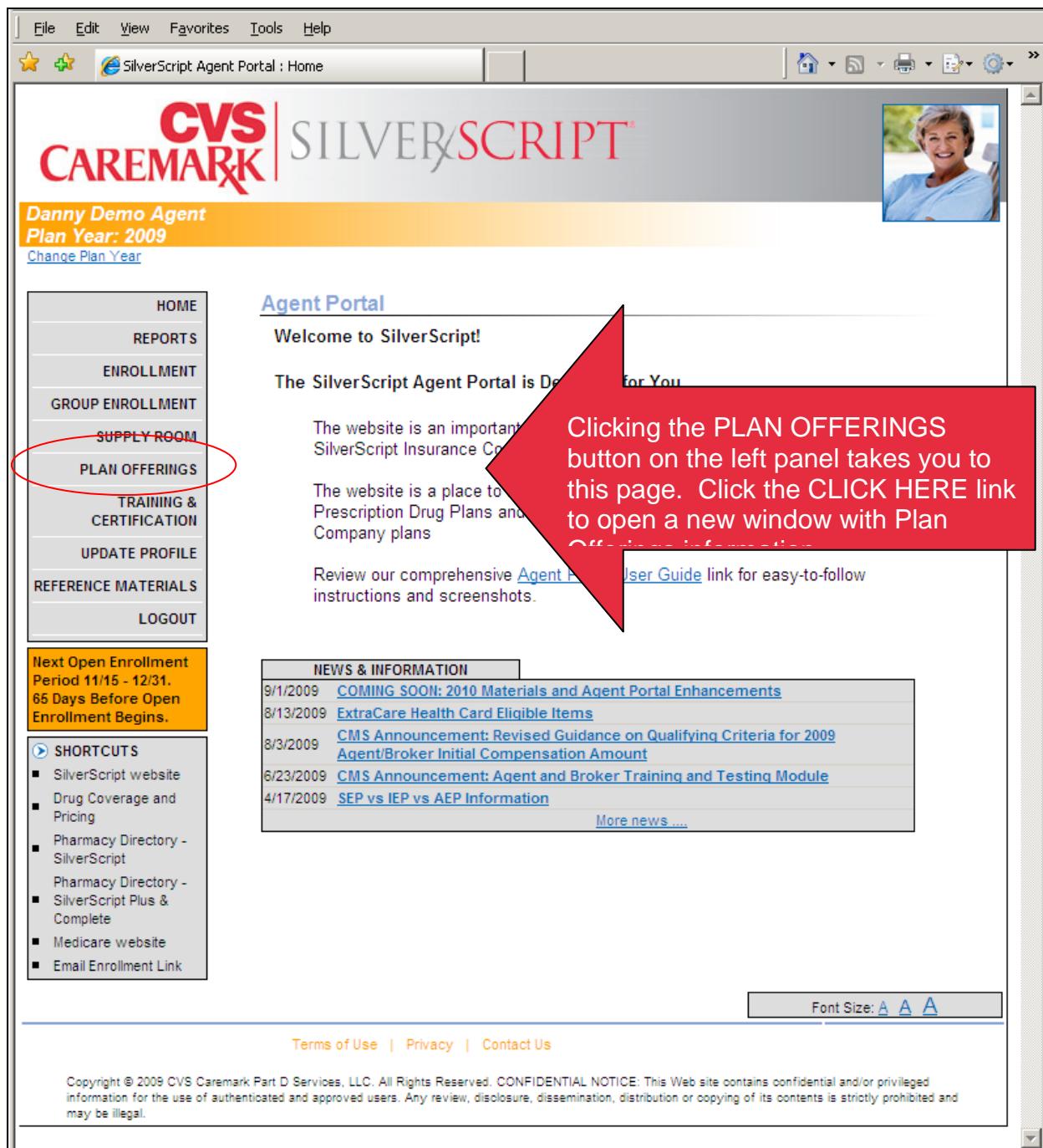
Once you complete the fourth module you will see a confirmation screen providing instructions to Print your SilverScript University diploma.



After printing the certificate click the Exit button. Close CourseMill by clicking Log Off at the bottom of the page. You should now return to the Agent Portal. You can return to the training course at anytime to review the learning materials.

The SilverScript Agent Portal functionality prevents users from accessing plan information, marketing materials, and enrollment forms until the certification test and background check are passed (agent appointments must also be processed, when applicable).

Section 6: Plan Offerings



The screenshot shows the SilverScript Agent Portal interface. The left sidebar has a menu with 'PLAN OFFERINGS' highlighted by a red circle. A red callout box points to this menu item with the text: 'Clicking the PLAN OFFERINGS button on the left panel takes you to this page. Click the CLICK HERE link to open a new window with Plan Offerings information.' The main content area displays a welcome message and news & information links.

Agent Portal

Welcome to SilverScript!

The SilverScript Agent Portal is designed for you to...

The website is an important part of the SilverScript Insurance Company...

The website is a place to...

Review our comprehensive Agent...

NEWS & INFORMATION

9/1/2009	COMING SOON: 2010 Materials and Agent Portal Enhancements
8/13/2009	ExtraCare Health Card Eligible Items
8/3/2009	CMS Announcement: Revised Guidance on Qualifying Criteria for 2009 Agent/Broker Initial Compensation Amount
6/23/2009	CMS Announcement: Agent and Broker Training and Testing Module
4/17/2009	SEP vs IEP vs AEP Information

[More news....](#)

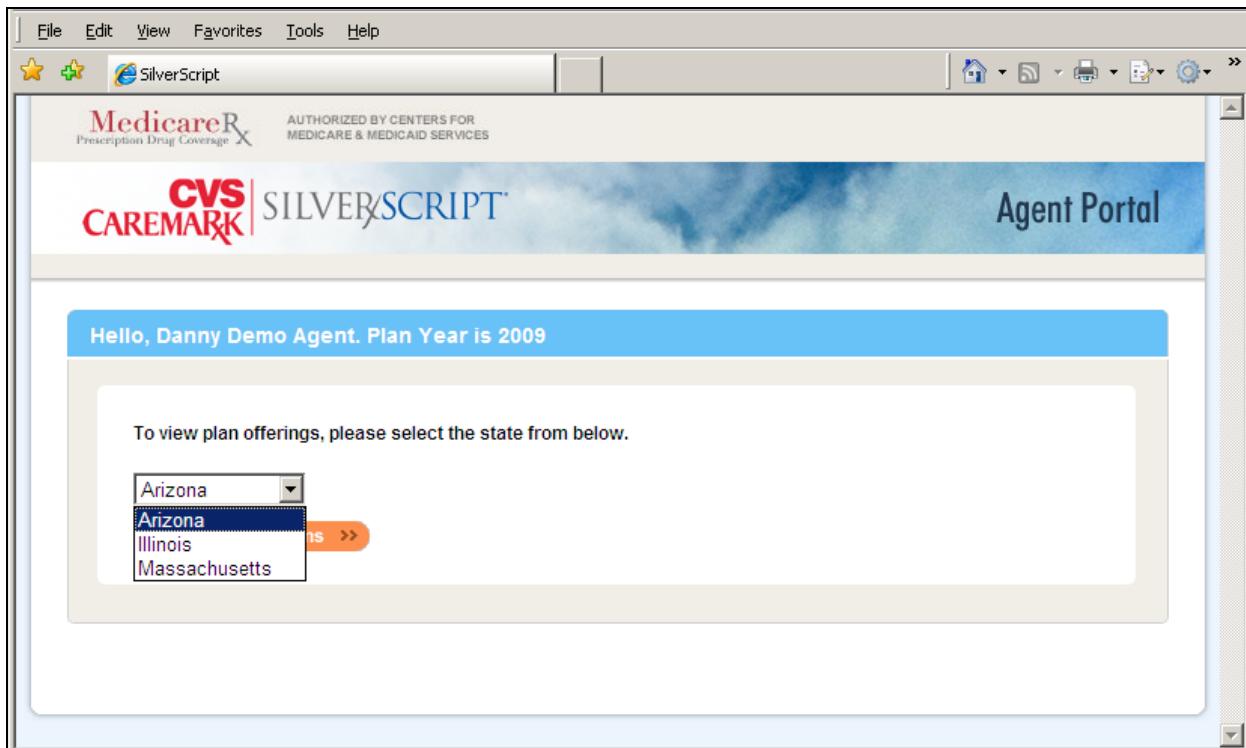
Font Size: [A](#) [A](#) [A](#)

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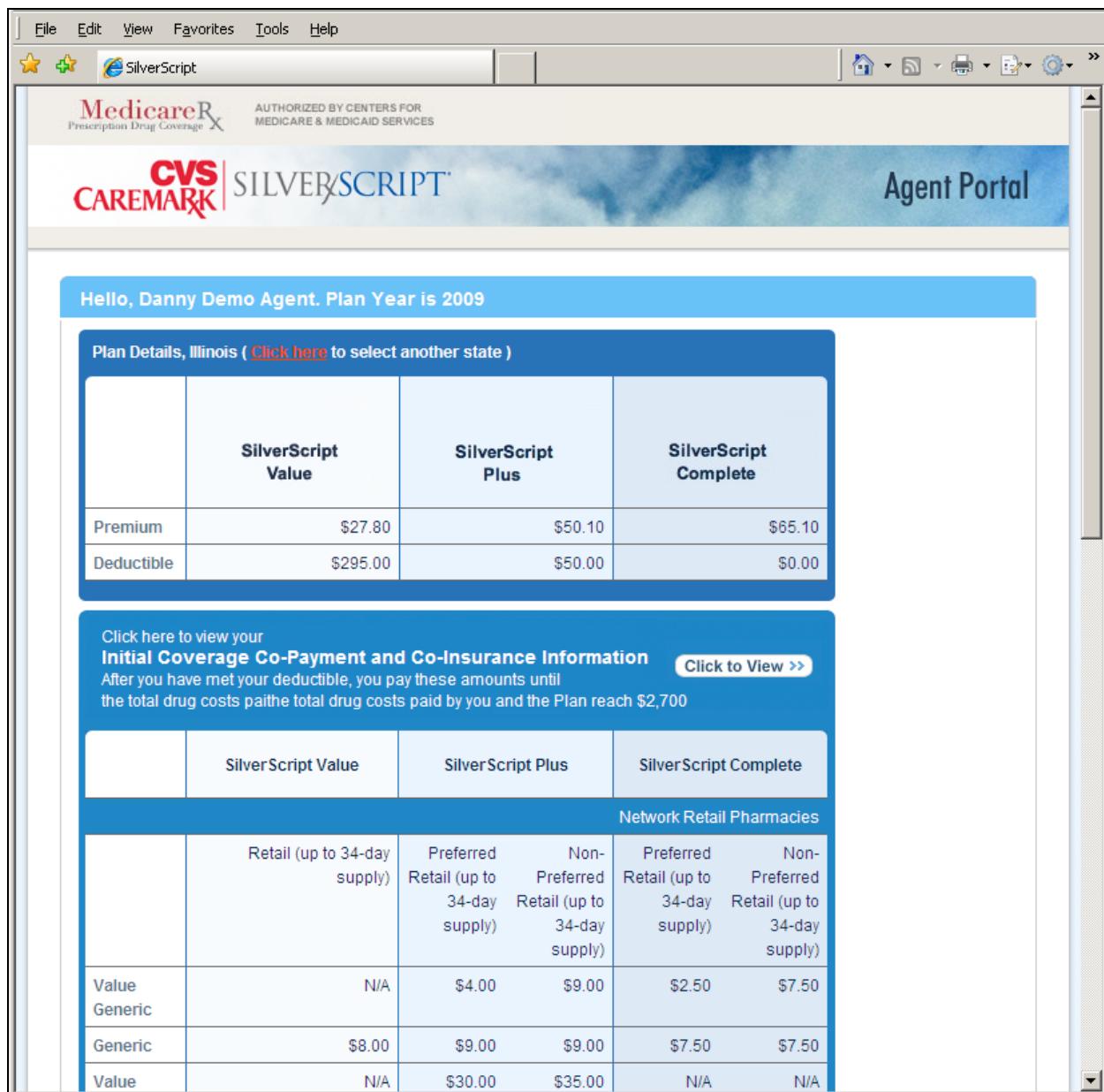
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Clicking on plan offerings will open a new window where you must select the State for which you want to see SilverScript plan information. You will only see the states in which you are licensed or authorized to view.

Once you select the state from the drop down bar, you must click the View Available Plans button.



The Plan Offerings page contains plan details including: Premium amounts, Deductible amounts, Initial Coverage Level Copay and Coinsurance amounts at Retail and Mail Order Pharmacies.



The screenshot shows a web browser window for the CVS CAREMARK SilverScript Agent Portal. The title bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The address bar shows 'SilverScript'. The main content area features the 'Medicare Rx Prescription Drug Coverage' logo and the 'CAREMARK SILVERSCRIPT' logo. A blue header bar displays 'Hello, Danny Demo Agent. Plan Year is 2009' and 'Agent Portal'. Below this, a table titled 'Plan Details, Illinois' shows premium and deductible amounts for three plan levels: SilverScript Value, SilverScript Plus, and SilverScript Complete. A link 'Click here to select another state' is also present. Further down, a section for 'Initial Coverage Co-Payment and Co-Insurance Information' includes a link 'Click to View >'. A table for 'Network Retail Pharmacies' lists copay amounts for various plan levels and generic types. The table structure is as follows:

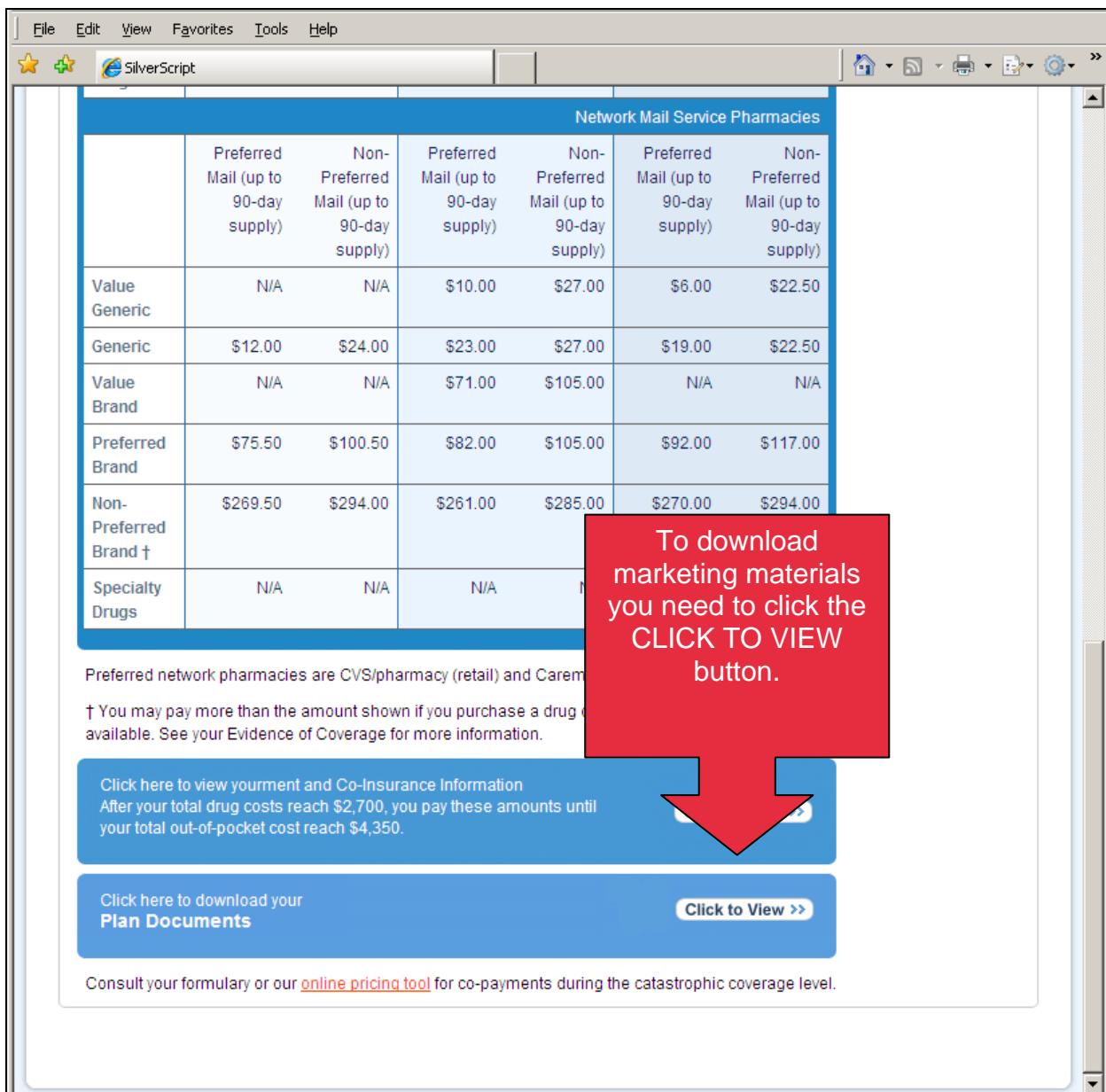
	SilverScript Value	SilverScript Plus	SilverScript Complete
Premium	\$27.80	\$50.10	\$65.10
Deductible	\$295.00	\$50.00	\$0.00

	SilverScript Value	SilverScript Plus	SilverScript Complete		
Network Retail Pharmacies					
	Retail (up to 34-day supply)	Preferred Retail (up to 34-day supply)	Non-Preferred Retail (up to 34-day supply)	Preferred Retail (up to 34-day supply)	Non-Preferred Retail (up to 34-day supply)
Value Generic	N/A	\$4.00	\$9.00	\$2.50	\$7.50
Generic	\$8.00	\$9.00	\$9.00	\$7.50	\$7.50
Value	N/A	\$30.00	\$35.00	N/A	N/A

The Plan Offerings page also contains prescription costs during the Coverage Gap.

The screenshot shows a computer interface for the SilverScript Agent Portal. At the top, a menu bar includes File, Edit, View, Favorites, Tools, and Help. Below the menu is a toolbar with icons for Home, Refresh, Print, and other functions. The main content area is titled "Network Mail Service Pharmacies" and displays a table of prescription costs. The table has columns for Preferred Mail (up to 90-day supply) and Non-Preferred Mail (up to 90-day supply) for various plan categories: Value Generic, Generic, Value Brand, Preferred Brand, Non-Preferred Brand †, and Specialty Drugs. The table shows prices such as \$10.00, \$27.00, \$6.00, \$22.50, \$12.00, \$24.00, \$23.00, \$27.00, \$19.00, \$22.50, \$71.00, \$105.00, \$N/A, \$N/A, \$75.50, \$100.50, \$82.00, \$105.00, \$269.50, \$294.00, \$261.00, \$285.00, and \$N/A. A red callout box with a red arrow points to a "Click to View" button in a blue callout box. The text in the callout box reads: "To view the Coverage Gap copay and coinsurance levels you need to click the CLICK TO VIEW button." Below the table, a note states: "Preferred network pharmacies are CVS/pharmacy (retail) and Caremark (mailservice)." A disclaimer follows: "† You may pay more than the amount shown if you purchase a drug on this tier and the drug is not covered by your plan. See your Evidence of Coverage for more information." At the bottom of the page, there are two blue callout boxes: one for "Click here to view yourment and Co-Insurance Information" with a "Click to View >>" button, and another for "Click here to download your Plan Documents" with a "Click to View >>" button. A final note at the bottom says: "Consult your formulary or our [online pricing tool](#) for co-payments during the catastrophic coverage level."

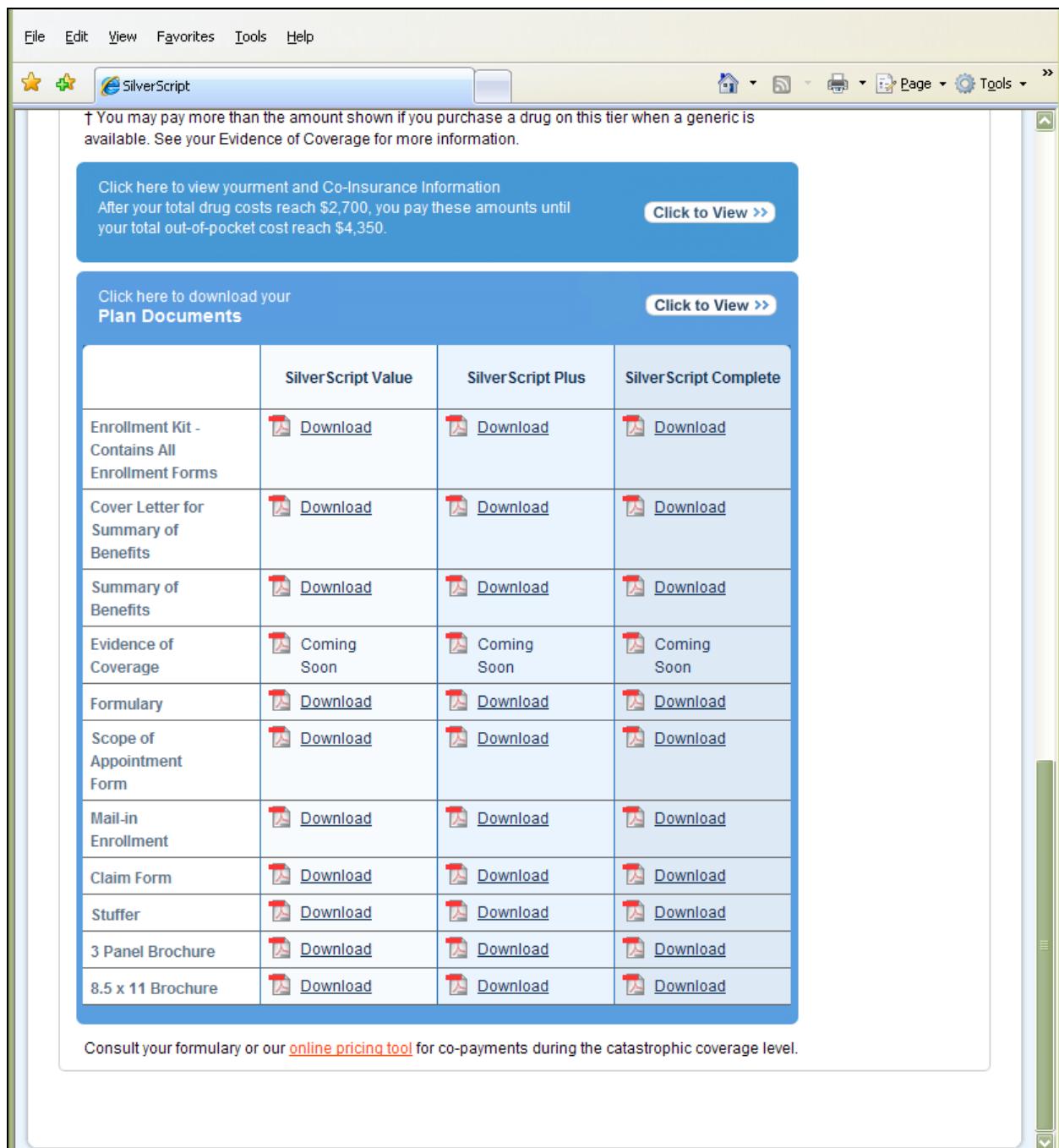
The Plan Offerings page also contains downloadable plan documents.



The screenshot shows a computer screen with a window titled "SilverScript". The window contains a table titled "Network Mail Service Pharmacies" with six columns. The columns are labeled: Preferred Mail (up to 90-day supply), Non-Preferred Mail (up to 90-day supply), Preferred Mail (up to 90-day supply), Non-Preferred Mail (up to 90-day supply), Preferred Mail (up to 90-day supply), and Non-Preferred Mail (up to 90-day supply). The rows list various plan types: Value Generic, Generic, Value Brand, Preferred Brand, Non-Preferred Brand †, and Specialty Drugs. The "Non-Preferred Mail (up to 90-day supply)" column for the "Non-Preferred Brand †" row is highlighted with a red box. A red callout box with a downward arrow points to this column. The text in the callout box reads: "To download marketing materials you need to click the CLICK TO VIEW button." Below the table, there is a blue button with the text "Click here to view yourment and Co-Insurance Information" and "After your total drug costs reach \$2,700, you pay these amounts until your total out-of-pocket cost reach \$4,350." Another blue button below it says "Click here to download your Plan Documents" and "Click to View >>". At the bottom of the window, there is a note: "Consult your formulary or our [online pricing tool](#) for co-payments during the catastrophic coverage level."

	Preferred Mail (up to 90-day supply)	Non-Preferred Mail (up to 90-day supply)	Preferred Mail (up to 90-day supply)	Non-Preferred Mail (up to 90-day supply)	Preferred Mail (up to 90-day supply)	Non-Preferred Mail (up to 90-day supply)
Value Generic	N/A	N/A	\$10.00	\$27.00	\$6.00	\$22.50
Generic	\$12.00	\$24.00	\$23.00	\$27.00	\$19.00	\$22.50
Value Brand	N/A	N/A	\$71.00	\$105.00	N/A	N/A
Preferred Brand	\$75.50	\$100.50	\$82.00	\$105.00	\$92.00	\$117.00
Non-Preferred Brand †	\$269.50	\$294.00	\$261.00	\$285.00	\$270.00	\$294.00
Specialty Drugs	N/A	N/A	N/A	N/A	N/A	N/A

Downloadable materials include Enrollment Kits that contain all the required documents you need to provide to a prospect when processing an enrollment, as well as a la carte materials such as the formulary and brochures.



The screenshot shows a web browser window for the SilverScript Agent Portal. The menu bar includes File, Edit, View, Favorites, Tools, and Help. The title bar says "SilverScript". The main content area displays a table of downloadable materials categorized by benefit level: Silver Script Value, Silver Script Plus, and Silver Script Complete. Each category has a "Click to View" link. The table includes links for various forms and documents, with some marked as "Coming Soon". A note at the top states: "† You may pay more than the amount shown if you purchase a drug on this tier when a generic is available. See your Evidence of Coverage for more information." A note at the bottom says: "Consult your formulary or our [online pricing tool](#) for co-payments during the catastrophic coverage level."

	Silver Script Value	Silver Script Plus	Silver Script Complete
Enrollment Kit - Contains All Enrollment Forms	Download	Download	Download
Cover Letter for Summary of Benefits	Download	Download	Download
Summary of Benefits	Download	Download	Download
Evidence of Coverage	Coming Soon	Coming Soon	Coming Soon
Formulary	Download	Download	Download
Scope of Appointment Form	Download	Download	Download
Mail-in Enrollment	Download	Download	Download
Claim Form	Download	Download	Download
Stuffer	Download	Download	Download
3 Panel Brochure	Download	Download	Download
8.5 x 11 Brochure	Download	Download	Download

Section 7: Printing Marketing Supplies

After passing the Certification Training exam, you will have access to print marketing supplies. SilverScript offers a variety of materials to aid you in delivering the message about our Prescription Drug Plans.

We make PDF files of our materials available for you to download at no cost. Just proceed to the Plan Offerings page or to the Supply Room by clicking on the respective links. After reviewing the items in the Supply Room you should click the "Download PDF" button. You are then able to print unlimited amounts of our materials right in your own office. Again, downloading these PDF files is absolutely FREE.

Please disable any pop up blockers!

Downloading and printing marketing materials for an Agent

File Edit View Favorites Tools Help

SilverScript Agent Portal : Home

Danny Demo Agent
Plan Year: 2009
[Change Plan Year](#)

CVS CAREMARK SILVERSCRIPT® 

Agent Portal

Welcome to SilverScript!

The SilverScript Agent Portal is Designed for You

Click on the Supply Room tab.

The Supply Room is a place to locate information to market and sell SilverScript Prescription Drug Plans and to process enrollments in SilverScript Insurance Company plans

Review our comprehensive [Agent Portal User Guide](#) link for easy-to-follow instructions and screenshots.

HOME

REPORTS

ENROLLMENT

GROUP ENROLLMENT

SUPPLY ROOM (circled in red)

PLAN OFFERINGS

TRAINING & CERTIFICATION

UPDATE PROFILE

REFERENCE MATERIALS

LOGOUT

Next Open Enrollment Period 11/15 - 12/31. 65 Days Before Open Enrollment Begins.

SHORTCUTS

- SilverScript website
- Drug Coverage and Pricing
- Pharmacy Directory - SilverScript
- Pharmacy Directory - SilverScript Plus & Complete
- Medicare website
- Email Enrollment Link

NEWS & INFORMATION

9/1/2009	COMING SOON: 2010 Materials and Agent Portal Enhancements
8/13/2009	ExtraCare Health Card Eligible Items
8/3/2009	CMS Announcement: Revised Guidance on Qualifying Criteria for 2009 Agent/Broker Initial Compensation Amount
6/23/2009	CMS Announcement: Agent and Broker Training and Testing Module
4/17/2009	SEP vs IEP vs AEP Information

[More news....](#)

Font Size: [A](#) [A](#) [A](#)

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SilverScript Agent Portal : Marketing Materials - Windows Internet Explorer
http://stg.spinsix.net:5386/agentportal/agent/Marketing.aspx

File Edit View Favorites Tools Help

SilverScript Agent Portal : Marketing Materials

Danny Demo Agent
Plan Year: 2009
[Change Plan Year](#)

HOME
REPORTS
ENROLLMENT
GROUP ENROLLMENT
SUPPLY ROOM
PLAN OFFERINGS
TRAINING & CERTIFICATION
UPDATE PROFILE
REFERENCE MATERIALS
LOGOUT

Next Open Enrollment Period 11/15 - 12/31. 65 Days Before Open Enrollment Begins.

SHORTCUTS

- SilverScript website
- Drug Coverage and Pricing
- Pharmacy Directory - SilverScript
- Pharmacy Directory - SilverScript Plus & Complete
- Medicare website
- Email Enrollment Link

Supply Room

Welcome to the SilverScript Supply Room!

SilverScript offers a variety of materials to aid you in delivering the message about our Prescription Drug Plans.

We make PDF files of our materials available for you to download at no cost.

Just proceed to Supply Room by clicking on the link below. After reviewing the items in the Supply Room you should click the "Download PDF" button. You are then able to print unlimited amounts of our materials right in your own office. If you prefer to have the materials printed outside of your office, we allow you to save the PDF files locally. You can then take the files to your local print shop.

All marketing materials available through the Supply Room are approved by CMS and include:

- Advertising Materials
- Pre-Enrollment Materials

[CLICK HERE](#) to access Supply Room.

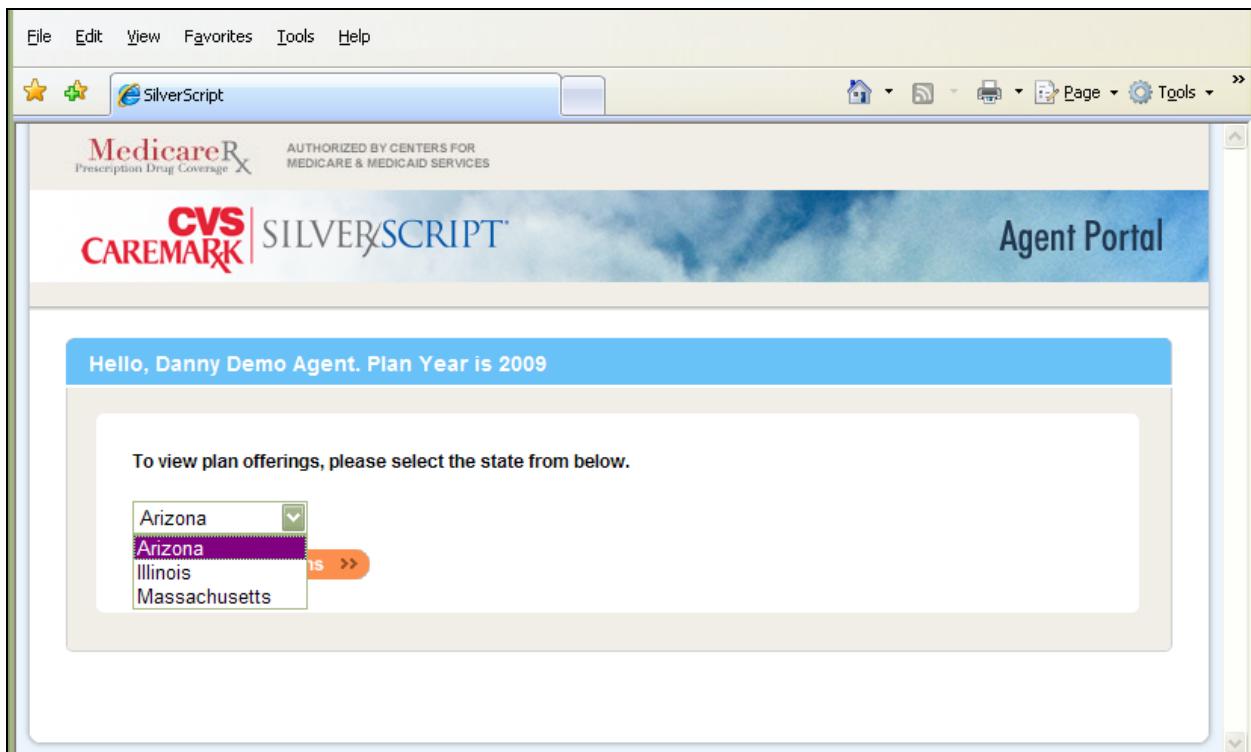
Font Size: [A](#) [A](#) [A](#)

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Search for the agent

You will be able to access marketing materials only in the states in which you are licensed and appointed and only after you have passed the required certification tests.



It is important to remember that the downloadable PDF documents are dynamically generated with specific agent information. You must not provide documents downloaded for one agent to a different agent!

Section 8: Update Profile



The screenshot shows the SilverScript Agent Portal interface. At the top, there is a menu bar with File, Edit, View, Favorites, Tools, and Help. Below the menu is a toolbar with icons for Home, Refresh, Print, and others. The main header features the CVS CAREMARK logo and the SILVERSCRIPT logo. A photo of a woman is on the right. A yellow banner at the top displays "Danny Demo Agent" and "Plan Year: 2009" with a "Change Plan Year" link. On the left, a vertical navigation menu includes: HOME, REPORTS, ENROLLMENT, GROUP ENROLLMENT, SUPPLY ROOM, PLAN OFFERINGS, TRAINING & CERTIFICATION (which is circled in red), UPDATE PROFILE, REFERENCE MATERIALS, and LOGOUT. Below this is a box for "Next Open Enrollment Period 11/15 - 12/31. 65 Days Before Open Enrollment Begins." A "SHORTCUTS" section lists links to the SilverScript website, Drug Coverage and Pricing, Pharmacy Directories, SilverScript Plus & Complete, Medicare website, and Email Enrollment Link. The main content area is titled "Agent Portal" and "Welcome to SilverScript! The SilverScript Agent Portal is Designed for You". It explains the website's purpose as a source of information for Agents. A large red arrow points to the "UPDATE PROFILE" link in the navigation menu. The "NEWS & INFORMATION" section lists recent news items: 9/1/2009 (COMING SOON: 2010 Materials and Agent Portal Enhancements), 8/13/2009 (ExtraCare Health Card Eligible Items), 8/3/2009 (CMS Announcement: Revised Guidance on Qualifying Criteria for 2009 Agent/Broker Initial Compensation Amount), 6/23/2009 (CMS Announcement: Agent and Broker Training and Testing Module), and 4/17/2009 (SEP vs IEP vs AEP Information). A "More news" link is also present. At the bottom, there are links for Terms of Use, Privacy, and Contact Us, along with a font size adjustment menu (A A A). A copyright notice at the very bottom states: "Copyright © 2009 CVS Caremark Part D Services, LLC. All Rights Reserved. CONFIDENTIAL NOTICE: This Web site contains confidential and/or privileged information for the use of authenticated and approved users. Any review, disclosure, dissemination, distribution or copying of its contents is strictly prohibited and may be illegal."

In the Update Profile section you are able to edit certain data elements including: 1) you are able to deactivate your license in a particular state and 2) update your date of birth, email address, business address, residence address and phone numbers.



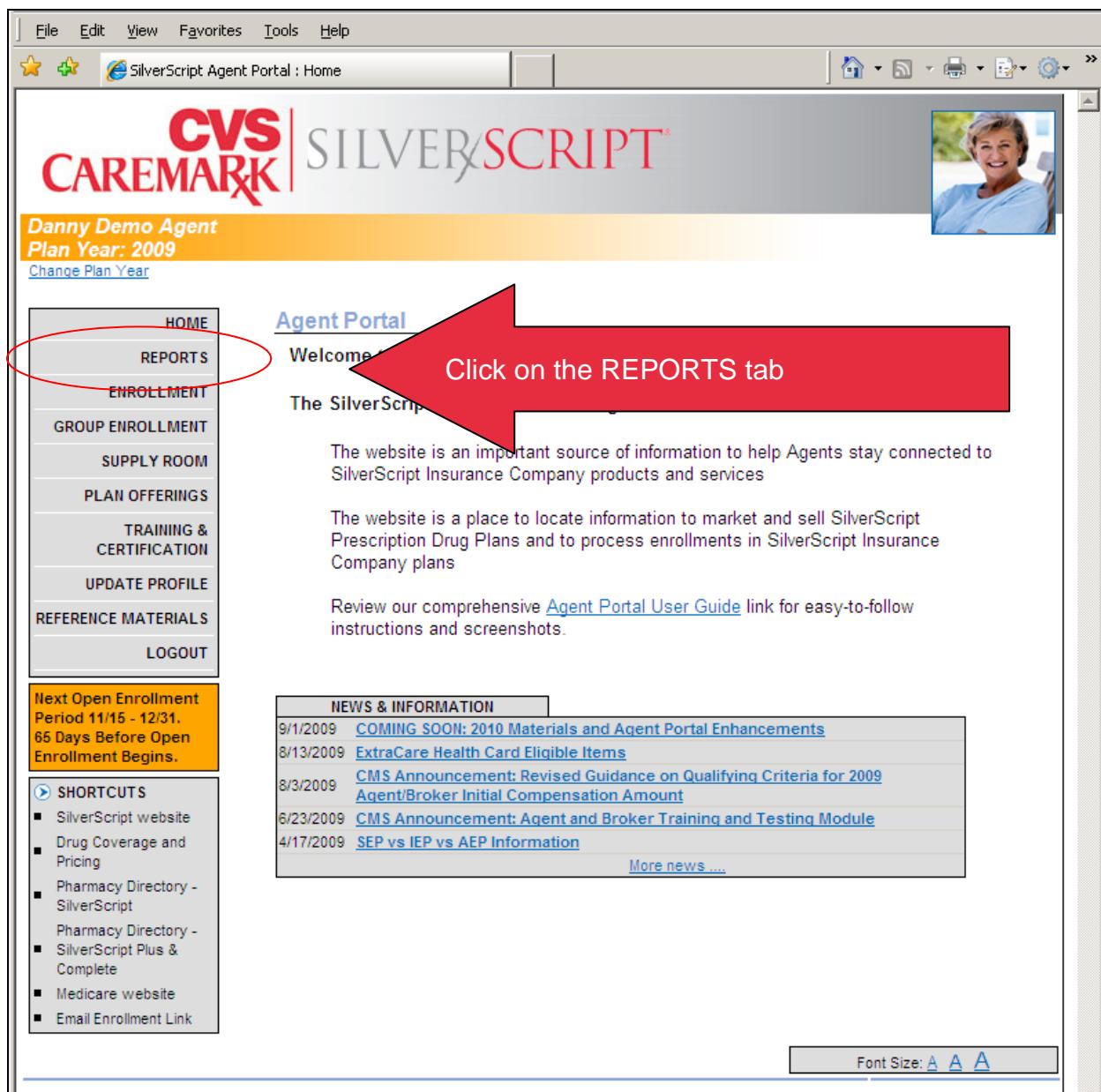
The screenshot shows the CVS CAREMARK SilverScript Agent Portal. The top navigation bar includes File, Edit, View, Favorites, Tools, and Help. The title bar reads "SilverScript Agent Portal : Update Profile". The header features the CVS CAREMARK logo and a photo of a smiling woman. A yellow banner displays "Danny Demo Agent" and "Plan Year: 2009", with a "Change Plan Year" link. The left sidebar contains links for HOME, REPORTS, ENROLLMENT, GROUP ENROLLMENT, SUPPLY ROOM, PLAN OFFERINGS, TRAINING & CERTIFICATION, UPDATE PROFILE, REFERENCE MATERIALS, and LOGOUT. A yellow box on the sidebar indicates "Next Open Enrollment Period 11/15 - 12/31, 65 Days Before Open Enrollment Begins." A "SHORTCUTS" section lists links to the SilverScript website, Drug Coverage and Pricing, Pharmacy Directory - SilverScript, Pharmacy Directory - SilverScript Plus & Complete, Medicare website, and Email Enrollment Link. The main content area is titled "Update Profile" and "SilverScript Information". It shows a table of agent licenses with columns for State, State License #, Expiration Date, Status, and Actions. The table data is as follows:

Agent Licenses:	State	State License #	Expiration Date	Status	Actions
	AZ	DEMOAZ	02/28/2011	Active	Edit
	IL	DEMO	12/31/2012	Active	Edit
	MA	DEMOMA	02/28/2011	Active	Edit
	TX	DEMOTX	02/28/2011	Pending	

Below the table, a note states "Appointment Effective Date: 09/09/2009". A message in the center says, "If your license number is inaccurate or not showing for any or all states, please contact your administrator." The "Personal Information" section includes fields for First Name (Danny), Middle Name, Last Name (Demo Agent), Email (Danny.DemoAgent@care), and Date of Birth (9/9/2010). A "Business Address" section is partially visible at the bottom.

Section 9: Reports

By clicking on the reports tab, you can review enrollment information on your SilverScript book of business. You are able to view information on individual enrollments such as member ID number; drug card ID numbers such as RxBin, RxPCN, and RxGroup; low income subsidy level; late enrollment penalty amount; approved payment method; and other information from the member's enrollment application.



File Edit View Favorites Tools Help

SilverScript Agent Portal : Home

Danny Demo Agent
Plan Year: 2009
[Change Plan Year](#)

CVS CAREMARK SILVERSCRIPT

Agent Portal

Welcome to the SilverScript Agent Portal. This website is a valuable resource for Agents to stay connected to SilverScript Insurance Company products and services.

The website is a place to locate information to market and sell SilverScript Prescription Drug Plans and to process enrollments in SilverScript Insurance Company plans.

Review our comprehensive [Agent Portal User Guide](#) link for easy-to-follow instructions and screenshots.

HOME

REPORTS (highlighted with a red circle and arrow)

ENROLLMENT

GROUP ENROLLMENT

SUPPLY ROOM

PLAN OFFERINGS

TRAINING & CERTIFICATION

UPDATE PROFILE

REFERENCE MATERIALS

LOGOUT

Next Open Enrollment
Period 11/15 - 12/31.
65 Days Before Open Enrollment Begins.

SHORTCUTS

- SilverScript website
- Drug Coverage and Pricing
- Pharmacy Directory - SilverScript
- Pharmacy Directory - SilverScript Plus & Complete
- Medicare website
- Email Enrollment Link

NEWS & INFORMATION

9/1/2009	COMING SOON: 2010 Materials and Agent Portal Enhancements
8/13/2009	ExtraCare Health Card Eligible Items
8/3/2009	CMS Announcement: Revised Guidance on Qualifying Criteria for 2009 Agent/Broker Initial Compensation Amount
6/23/2009	CMS Announcement: Agent and Broker Training and Testing Module
4/17/2009	SEP vs IEP vs AEP Information

[More news](#)

Font Size: [A](#) [A](#) [A](#)

You can enter specific date ranges and get reports for your entire downstream organization or a specific agent.

Agent Enrollment Report

	Submitted	Enrolled	Pending	Disenrolled	Canceled
SilverScript Complete	3	3	0	0	0
SilverScript Plus	8	8	0	0	0
Totals:	11	11	0	0	0

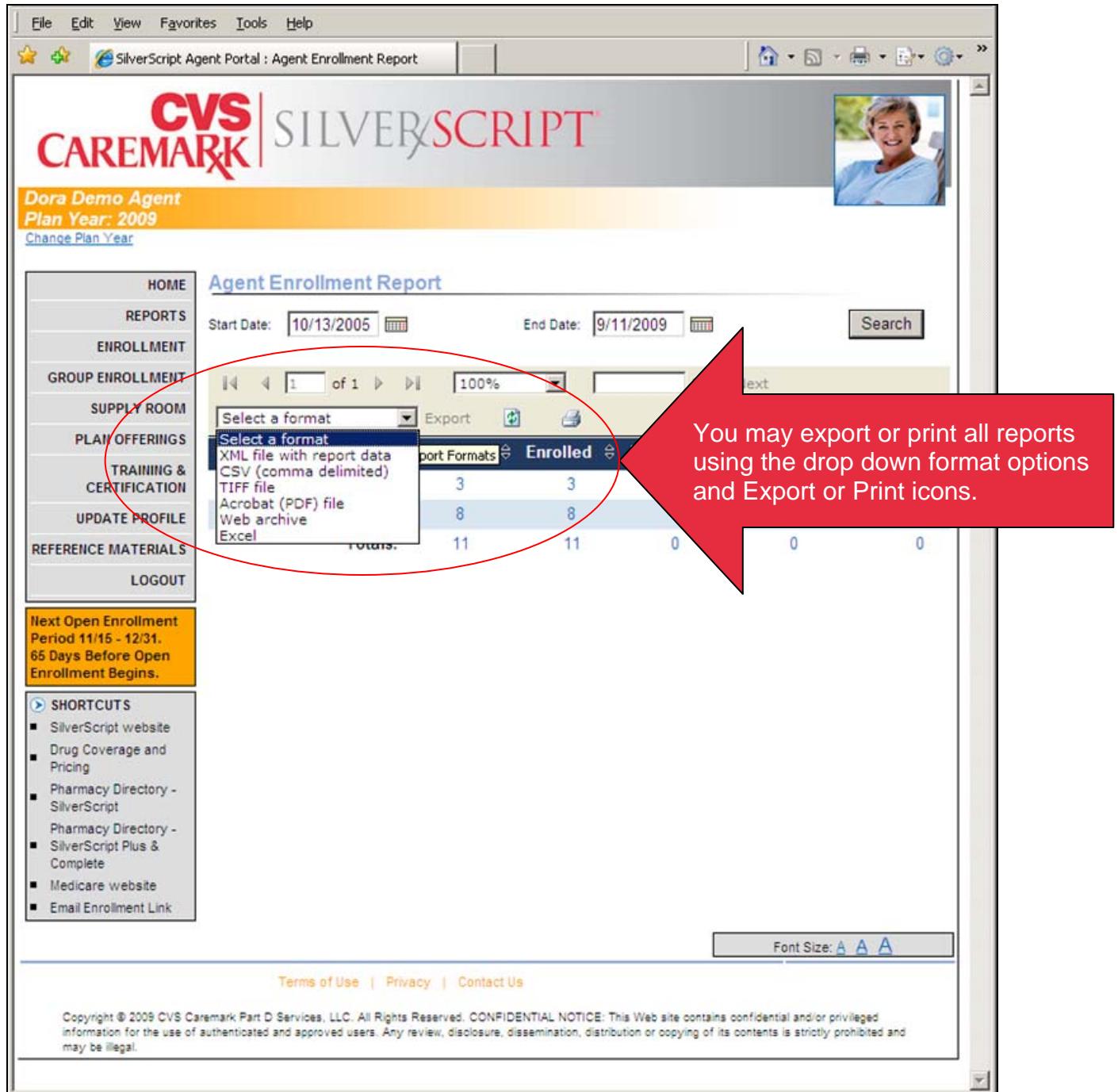
All data fields are hyperlinks enabling users to drill down for additional information.

Font Size: A A A

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Summary snapshot of enrollments displays enrollments for your organization by plan type i.e. SilverScript Value, SilverScript Plus or SilverScript Complete (and EGWP for organizations marketing to employer groups) and by enrollment status i.e. total enrollments submitted for each plan, total enrollments active (enrolled by CMS), pending at CMS, disenrolled by CMS and cancelled by CMS.



Agent Enrollment Report

Start Date: 10/13/2005 End Date: 9/11/2009

Select a format

Report Formats	Enrolled
3	3
8	8
Totals:	11

You may export or print all reports using the drop down format options and Export or Print icons.

HOME

REPORTS

ENROLLMENT

GROUP ENROLLMENT

SUPPLY ROOM

PLAN OFFERINGS

TRAINING & CERTIFICATION

UPDATE PROFILE

REFERENCE MATERIALS

LOGOUT

Next Open Enrollment Period 11/15 - 12/31. 65 Days Before Open Enrollment Begins.

SHORTCUTS

- SilverScript website
- Drug Coverage and Pricing
- Pharmacy Directory - SilverScript
- Pharmacy Directory - SilverScript Plus & Complete
- Medicare website
- Email Enrollment Link

Font Size: A A A

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Silver Script Management: Enrollment Report

CVS CAREMARK SILVERSCRIPT

Dino Demo Admin
Plan Year: 2009
Change Plan Year

Enrollment Report
RxBIN: 4336 | RxPCN: ADV | RxGroup: 25A

Application Date Effective Date Agent Name Applicant First Name Applicant Last Name G ID # Applicant HICN Plan Status

12/28/2007	10/1/2008	Jason Barnett	EDDY	SMITH	G0094717501	111117698A	PLUS	Enrollment Request Accepted By CMS – Member enrollment effective date is in the future
12/3/2007	10/1/2008	ROY KALINA			G0094733201	111118968A	PLUS	Enrollment Request Accepted By CMS – Member enrollment effective date is in the future
11/27/2007						2224A	PLUS	Enrollment Request Accepted By CMS – Member enrollment effective date is in the future
12/6/2007						0156A	PLUS	Enrollment Approved by CMS & Member Active
12/13/2007						0157A	PLUS	Enrollment Approved by CMS & Member Active
12/15/2007	1/1/2008	Lisa Hodnett	CHARLIE	SMITH	G0085366201	111120152A	PLUS	Enrollment Approved by CMS & Member Active
12/15/2007	1/1/2008	Lisa Hodnett	CHARLIE	SMITH	G0067067701	111120149A	PLUS	Enrollment Approved by CMS & Member Active
12/29/2007	1/1/2008	Malcolm M						
12/31/2007	1/1/2008							

Member ID card information provided on Agent Portal screens enable agents to provide clients with vital information with just a few clicks.

Agent Portal users can drill down on any enrollment to review member information.

The next several pages provide examples of the information available to Agent Portal users by merely drilling down on the Application Date hyperlink.

Silver Script Management: Enrollee Information

Dino Demo Admin
Plan Year: 2009
[Change Plan Year](#)

Enrollee Information

Select a format		Export	Print
Confirmation Number	SS071215000120		
Application Date	12/6/2007		
Submit Time	031601		
Applicant Title	MR		
Applicant First Name	JOHN		
Applicant Middle Initial	J		
Applicant Last Name	SMITH		
Applicant Birth Date	19560212		
Applicant Gender	F		
Applicant Address1	1234 ORANGE		
Applicant Address2	APT 24		
Applicant City	LAKEPORT		
Applicant State	CA		
Applicant Zip	89431		
Applicant Zip Extension	1111		
Applicant Phone	1234567890		
Applicant Email Address	applicant@123xyz.com		
Applicant HICN	111120156A		
Applicant SSN	111120151		
Mailing Address1	1234 STREET		
Mailing Address2	APT 24		
Mailing City	ANY CITY		
Mailing State	CA		
Mailing Zip	90010		
Mailing Zip Extension	1111		

SHORTCUTS

- SilverScript website
- Drug Coverage and Pricing
- Pharmacy Directory - SilverScript
- Pharmacy Directory - SilverScript Plus & Complete
- Medicare website
- Email Enrollment Link

Authorized Rep Name	JOE SMITH
Authorized Rep Address	1234 STREET
Authorized Rep City	ANY CITY
Authorized Rep State	CA
Authorized Rep Zip	90010
Authorized Rep Zip Extension	1111
Authorized Rep Phone	1234567890
Authorized Rep Relationship	
Language	E
Agent ID	JB8312AE
PolicyHolder ID	
Medicare Part A	20060601
Medicare Part B	20061201
Contract ID	S5601
Other Coverage	N
Other Coverage Name	
Other Coverage ID	
Other Coverage Group	
Member Status	E
Member Status Qualifier	ACTIV
TRR Code1	
TRR Code2	SSA Accepted Transaction
TRR Code3	Premium Withholding Option Change Sent to SSA
TRR Code4	Enrollment Accepted as Submitted
TRR Code5	Premium Withholding Option Change Sent to SSA
TRR Code6	Enrollment Accepted as Submitted
TRR Code7	
TRR Code8	
TRR Code9	
TRR Code10	
LIPS Percentage	000
LIPS Copay Level ID	0
Part D Opt Out Switch	
Enrollment Effective Date	1/1/2008

Dis Enrollment Effective Date	
Auto Enrollee Flag	
Facilitated Enrolle Flag	N
Creditable Coverage	Y
Number Uncovered Months	000
Premium Source	S
Base Premium	031.40
CMS Benchmark Subsidy	000.00
3rd Party Subsidy	000.00
LEP Penalty Amt	000.00
LEP Waived	000.00
LEP Subsidized	000.00
EGHP Flag	
SSI Card Holder ID	G0084418201
Tier Translation	PLUS
CUID	1000
PBPID	065
Primary Hierarchy Level 1	9412
Primary Hierarchy Level 2	4TIER
Primary Hierarchy Level 3	32
Primary Hierarchy Level 4	
Primary Hierarchy Level 5	
Primary Hierarchy Level 6	
Secondary Member ID	
Secondary Hierarchy Level 1	
Secondary Hierarchy Level 2	
Secondary Hierarchy Level 3	
Secondary Hierarchy Level 4	
Secondary Hierarchy Level 5	
Secondary Hierarchy Level 6	
Secondary Platform	
Agent Email Address	
DEXMethodEnrollCode	
NMOAppRecdDate	
ElectionType	

ElectionTypeReasonCode
OriginalEffectiveDate
PBPChangeFlag
PBPChangeTimestamp
Future Use AGNTP

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Section 10: Entering Enrollments

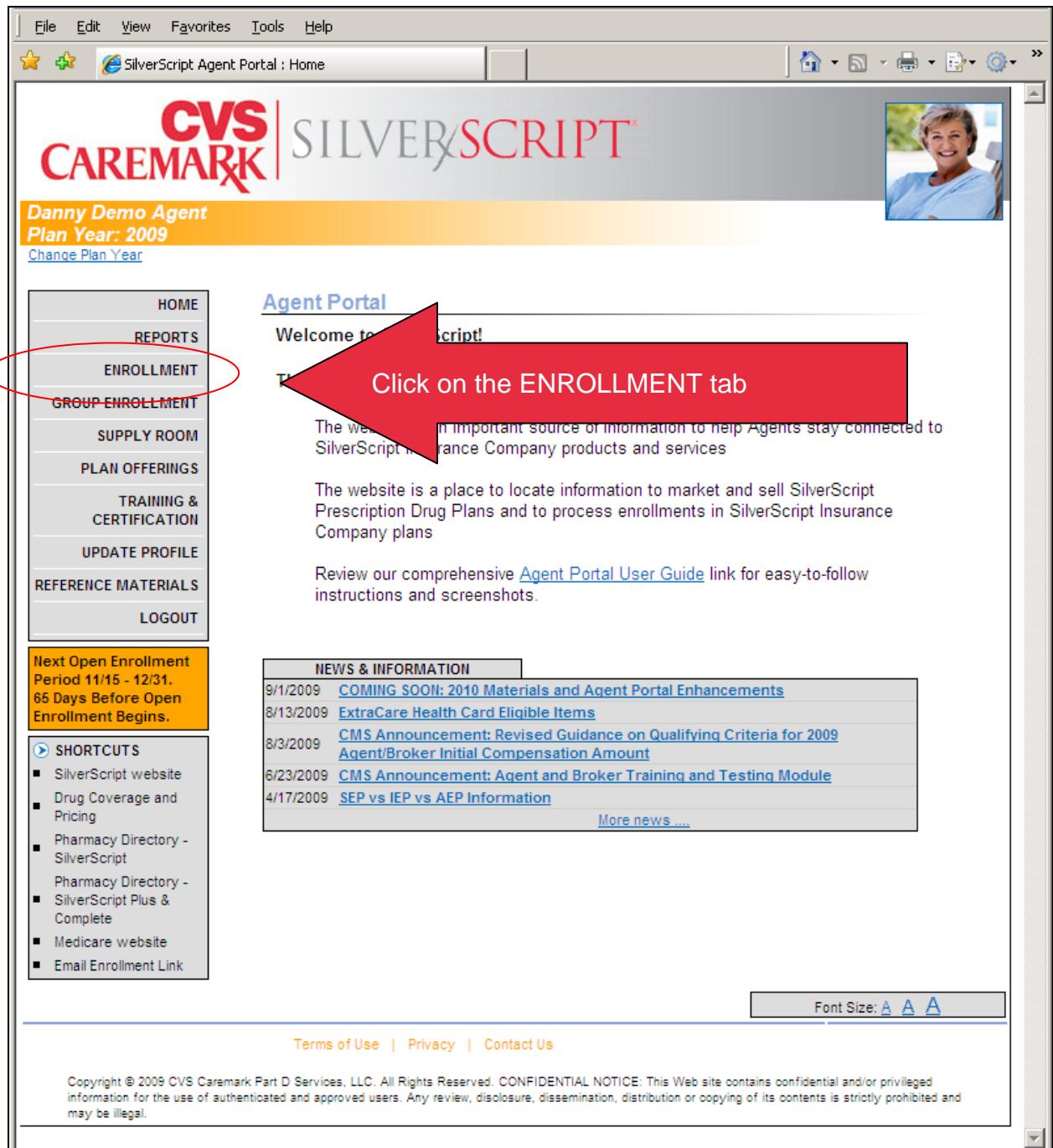
You can enter enrollments on after you complete the training and certification.

- All enrollments must be entered online via the SilverScript Agent Portal. No fax or mail enrollment forms will be accepted.
- An agent must have a clear background check, passed the training, have a valid, current insurance license in the primary state of residence for the agent's Medicare client, and be appointed in that state, if required by state law.
- Agents must confirm that the client has signed the completed application form.

ALL signed applications must be submitted to SilverScript for audit purposes.

The method of submission varies by SNMO. Specific instructions appear on the SilverScript Agent Portal enrollment page.

Entering online enrollments for individual PDPs



The screenshot shows the CVS SilverScript Agent Portal Home page. The left sidebar has a navigation menu with the following items: HOME, REPORTS, ENROLLMENT (which is circled in red), GROUP ENROLLMENT, SUPPLY ROOM, PLAN OFFERINGS, TRAINING & CERTIFICATION, UPDATE PROFILE, REFERENCE MATERIALS, and LOGOUT. Below the menu, a yellow box displays the message: "Next Open Enrollment Period 11/15 - 12/31. 65 Days Before Open Enrollment Begins." To the right of the menu, a large red arrow points to the "ENROLLMENT" tab. The main content area is titled "Agent Portal" and includes a welcome message: "Welcome to SilverScript! This website is an important source of information to help Agents stay connected to SilverScript Insurance Company products and services." It also states: "The website is a place to locate information to market and sell SilverScript Prescription Drug Plans and to process enrollments in SilverScript Insurance Company plans." A link to the "Agent Portal User Guide" is provided. Below this, a "NEWS & INFORMATION" section lists recent news items with dates and titles, such as "COMING SOON: 2010 Materials and Agent Portal Enhancements" (9/1/2009) and "ExtraCare Health Card Eligible Items" (8/13/2009). At the bottom of the page, there are links for "Terms of Use", "Privacy", and "Contact Us", and a copyright notice: "Copyright © 2009 CVS Caremark Part D Services, LLC. All Rights Reserved. CONFIDENTIAL NOTICE: This Web site contains confidential and/or privileged information for the use of authenticated and approved users. Any review, disclosure, dissemination, distribution or copying of its contents is strictly prohibited and may be illegal." A "Font Size" button is located at the bottom right.

Danny Demo Agent
Plan Year: 2009
[Change Plan Year](#)

Enrollment

Welcome to the Silverscript Enrollment Center!

Enrollment Checklist:

Complete an online enrollment
[CLICK HERE](#) to access the online enrollment

Confirm that the client has signed the contract application form

Mail the signed, completed [Enrollment Application](#) AND the signed, completed [Scope of Appointment Form](#) to your contracting administrator

Clicking the enrollment link will open a new browser enabling you to enter an enrollment

The information on this screen will be different than the information on the Enrollment page for your organization since this page is customized for each organization.

Font Size: [A](#) [A](#) [A](#)

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The 2010 online enrollment form will look slightly different than the 2009 online enrollment form. The 2010 enrollment form screen shots will be available in an updated User Guide as we get closer to the Annual Election Period.

The online enrollment form has several screens to complete. All you will need to do is enter the data into the online form just as it appears on the signed, paper enrollment form.

The last screen of the online enrollment form contains an Enrollment Confirmation number. We encourage you to print the confirmation screen or write the confirmation number on the signed, paper enrollment form.



The screenshot shows the first step of a two-step online application process. The top navigation bar includes the Medicare logo, a link to the SilverScript Agent Portal, and language options (English, Spanish). The main title is 'SILVERSCRIPT Agent Portal'. The step is labeled 'STEP 1'. The first section, 'Tell us about the applicant', contains a dropdown for 'Select applicant's state' and a 'Choose desired plan' section with three radio buttons: 'SilverScript', 'SilverScript Plus', and 'SilverScript Complete'. The second section, 'Name', includes fields for 'Title', 'First', 'MI', 'Last', and 'Suffix'. Below this are fields for 'Email Address' and 'Phone Number (numbers only)'. The third section, 'Street Address (no PO Boxes)', has fields for 'Address1' and 'Address2'. The fourth section, 'City, State, Zip', has fields for 'City', 'State', and 'Zip'. Below this is a 'Mailing Address' section with a 'Same as Street Address' checkbox, 'Address1', 'Address2', 'City', 'State', and 'Zip' fields. The fifth section, 'Personal Information', includes fields for 'Date of Birth', 'Gender' (radio buttons for M and F), and 'Social Security Number (no dashes)'. The bottom section, 'Communication Preferences', asks if the applicant prefers to receive written communications in English or Spanish. A large orange 'Step 2 >>>' button is at the bottom right.

The last screen in the online application process displays a confirmation number. We encourage you to print the screen or write the confirmation number onto the signed paper enrollment application form..

Section 11: Group Enrollment

Most SilverScript Agent Portal users do not have rights to process Group Enrollments. This functionality is available to organizations marketing Employer Group Waiver Plans (EGWPs).

File Edit View Favorites Tools Help

SilverScript Agent Portal : Home

Danny Demo Agent
Plan Year: 2009
[Change Plan Year](#)

CVS CAREMARK SILVERSCRIPT



Agent Portal

Welcome to SilverScript!

The SilverScript Agent Portal is a secure online system designed to help you manage your business. It provides access to valuable resources and tools to help you succeed in the SilverScript market. The website is a place to locate information to market and sell SilverScript Prescription Drug Plans and to process enrollments in SilverScript Insurance Company plans.

Click on the GROUP ENROLLMENT tab to begin.

The website is a place to locate information to market and sell SilverScript Prescription Drug Plans and to process enrollments in SilverScript Insurance Company plans

Review our comprehensive [Agent Portal User Guide](#) link for easy-to-follow instructions and screenshots.

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- SilverScript website
- Drug Coverage and Pricing
- Pharmacy Directory - SilverScript
- Pharmacy Directory - SilverScript Plus & Complete
- Medicare website
- Email Enrollment Link

NEWS & INFORMATION

9/1/2009	COMING SOON: 2010 Materials and Agent Portal Enhancements
8/13/2009	ExtraCare Health Card Eligible Items
8/3/2009	CMS Announcement: Revised Guidance on Qualifying Criteria for 2009 Agent/Broker Initial Compensation Amount
6/23/2009	CMS Announcement: Agent and Broker Training and Testing Module
4/17/2009	SEP vs IEP vs AEP Information

[More news](#)

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File Edit View Favorites Tools Help

Silver Script Management: Group Enrollment Center

CVS CAREMARK SILVERSCRIPT

Dino Demo Admin
Plan Year: 2009
[Change Plan Year](#)



Group Enrollment

Welcome to the Silverscript Group Enrollment Center!

[CLICK HERE to access the Group Enrollment online resources page.](#)

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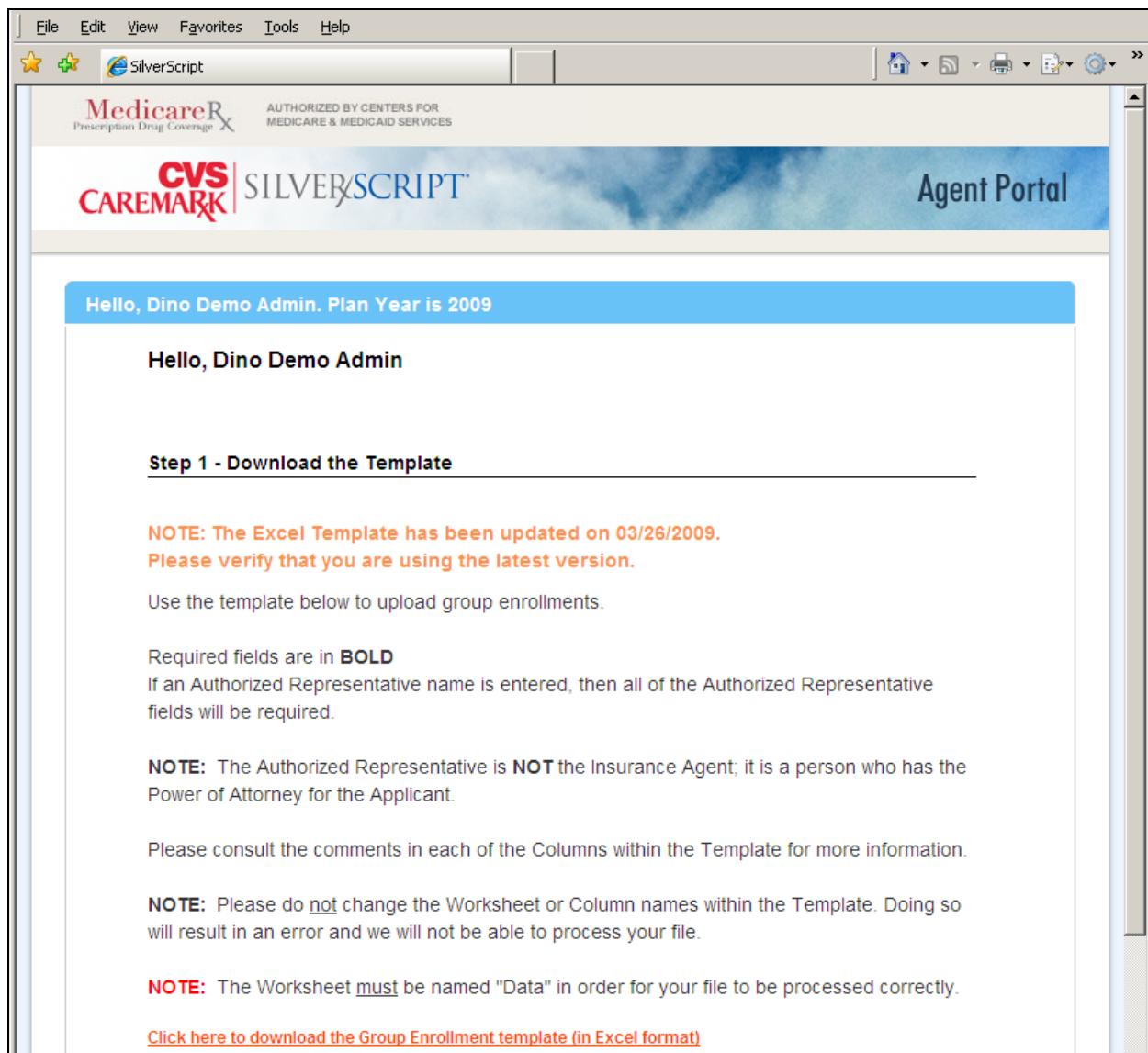
- SilverScript website
- Drug Coverage and Pricing
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After clicking the group enrollment link you will need to click this hyperlink.

Follow instructions for group enrollment as detailed on the next two pages



The screenshot shows a web browser window for the SilverScript Agent Portal. The title bar reads "File Edit View Favorites Tools Help" and "SilverScript". The address bar shows "SilverScript". The page header includes the Medicare Rx logo and "AUTHORIZED BY CENTERS FOR MEDICARE & MEDICAID SERVICES". The main content area features the CVS CAREMARK and SILVERSCRIPT logos. A blue header bar displays "Hello, Dino Demo Admin. Plan Year is 2009". Below this, the text "Hello, Dino Demo Admin" is shown. A section titled "Step 1 - Download the Template" contains several notes and instructions. It includes a note about an updated Excel template, instructions for using the template, and details about required fields (marked in bold). It also provides notes about the Authorized Representative and the worksheet naming requirements. At the bottom, a link "Click here to download the Group Enrollment template (in Excel format)" is provided.

Step 1 - Download the Template

NOTE: The Excel Template has been updated on 03/26/2009.
Please verify that you are using the latest version.

Use the template below to upload group enrollments.

Required fields are in **BOLD**
If an Authorized Representative name is entered, then all of the Authorized Representative fields will be required.

NOTE: The Authorized Representative is **NOT** the Insurance Agent; it is a person who has the Power of Attorney for the Applicant.

Please consult the comments in each of the Columns within the Template for more information.

NOTE: Please do not change the Worksheet or Column names within the Template. Doing so will result in an error and we will not be able to process your file.

NOTE: The Worksheet must be named "Data" in order for your file to be processed correctly.

[Click here to download the Group Enrollment template \(in Excel format\)](#)

Step 2 - Upload your File

[Browse...](#)

Please upload your file in **Excel format only**.

Once your file has been uploaded, you'll immediately receive a list of any errors that is required. Please fix these errors and upload your file again.

If your file has been received successfully, you will receive a notification and be given a list of the Applicant's confirmation numbers. You will have the option to save these as a Text file if you chose to do so.

NOTE: If you do receive any errors, then none of your enrollments have been processed. You must submit an error-free file for the records to be processed successfully.

[Upload File](#)

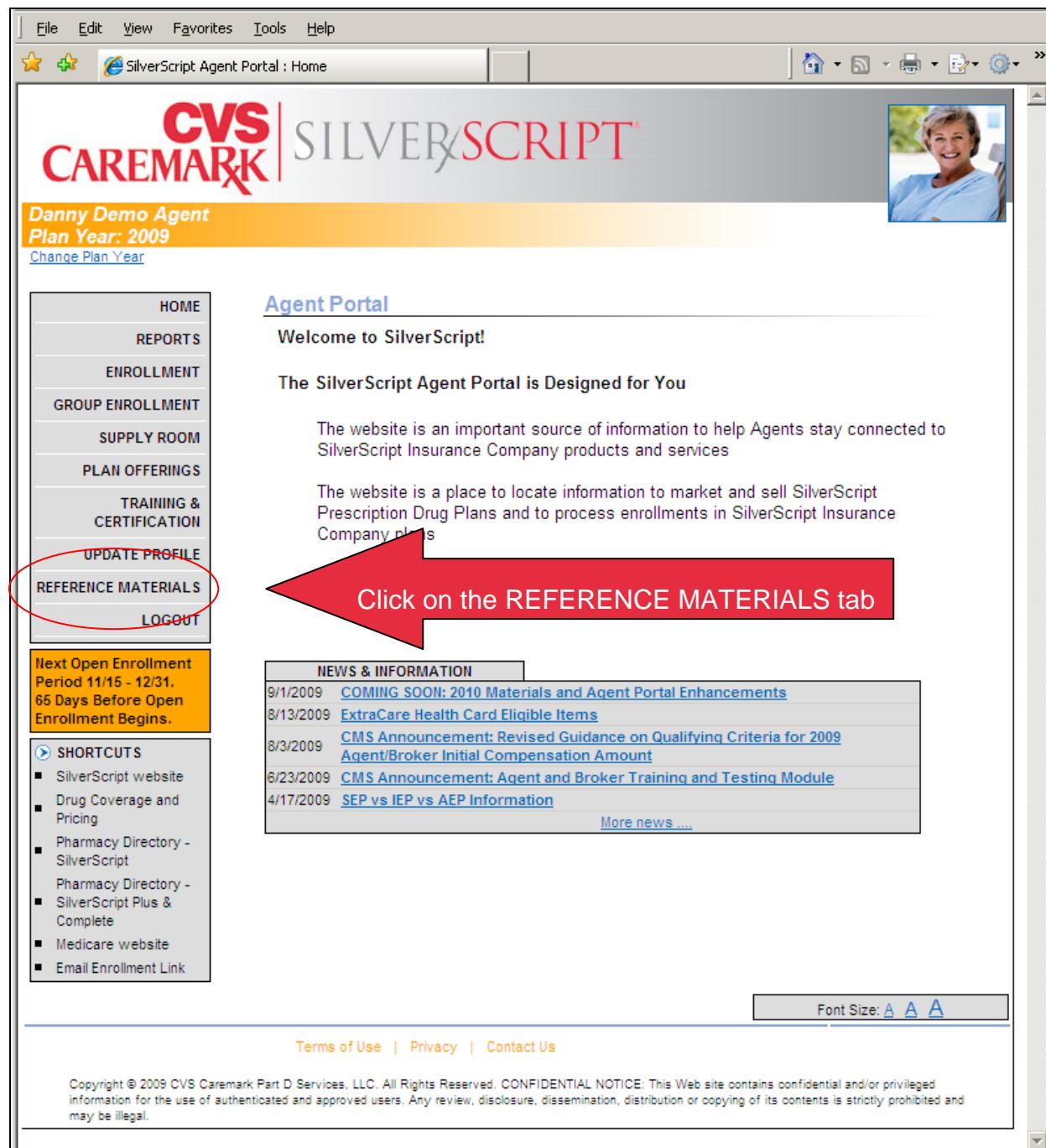
If you have any question or are experiencing problems, please contact us at produceralesresource@silverscript.com.

Once your file is selected hit the Upload File button.

Click the Browse button to find the file on YOUR computer system that you want to upload into the system.

Section 12: Reference Materials

The reference materials link gives you instant access to many documents that can be used for quick reference for most of your day to day operations



The screenshot shows the CVS SilverScript Agent Portal. The top navigation bar includes File, Edit, View, Favorites, Tools, and Help. The title bar says "SilverScript Agent Portal : Home". The main header features the CVS Caremark logo and the SilverScript logo. A photo of a woman is in the top right corner. The left sidebar menu has the following tabs: HOME, REPORTS, ENROLLMENT, GROUP ENROLLMENT, SUPPLY ROOM, PLAN OFFERINGS, TRAINING & CERTIFICATION, UPDATE PROFILE, REFERENCE MATERIALS (which is circled in red), and LOGOUT. Below the menu, a yellow banner displays "Danny Demo Agent" and "Plan Year: 2009" with a "Change Plan Year" link. The main content area is titled "Agent Portal" and includes a "Welcome to SilverScript!" message and a sub-section "The SilverScript Agent Portal is Designed for You". It explains the website's purpose: "The website is an important source of information to help Agents stay connected to SilverScript Insurance Company products and services" and "The website is a place to locate information to market and sell SilverScript Prescription Drug Plans and to process enrollments in SilverScript Insurance Company plans". A large red arrow points to the "REFERENCE MATERIALS" tab. Below this, there is a "NEWS & INFORMATION" section with links to various news items. At the bottom, there are links for Terms of Use, Privacy, and Contact Us, along with a copyright notice and a font size selector.

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Danny Demo Agent

Plan Year: 2009

Change Plan Year

Agent Portal

Welcome to SilverScript!

The SilverScript Agent Portal is Designed for You

The website is an important source of information to help Agents stay connected to SilverScript Insurance Company products and services

The website is a place to locate information to market and sell SilverScript Prescription Drug Plans and to process enrollments in SilverScript Insurance Company plans

Click on the REFERENCE MATERIALS tab

NEWS & INFORMATION

9/1/2009 [COMING SOON: 2010 Materials and Agent Portal Enhancements](#)

8/13/2009 [ExtraCare Health Card Eligible Items](#)

8/3/2009 [CMS Announcement: Revised Guidance on Qualifying Criteria for 2009 Agent/Broker Initial Compensation Amount](#)

6/23/2009 [CMS Announcement: Agent and Broker Training and Testing Module](#)

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SilverScript Agent Portal : Reference Material

CVS CAREMARK SILVERSCRIPT

Danny Demo Agent
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When your questions are not answered by reviewing Reference Material items, escalate your issue to your supervisor. Your organization's SilverScript liaison will contact SilverScript Account Manager for issue