

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

Table of Contents

Section 1: Purpose.....	3
Section 2: Accessing the Agent Portal – Login	4
Section 3: First Time Visitor Screens	5
Section 4: Welcome to the Agent Portal.....	11
Section 5: Online Certification Training	12
Section 6: Plan Offerings	23
Section 7: Printing Marketing Supplies.....	29
Section 8: Update Profile	33
Section 9: Reports.....	35
Section 10: Entering Enrollments	43
Section 11: Group Enrollment	47
Section 12: Reference Materials	52

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



File Edit View Favorites Tools Help

SilverScript Portal:Login

CVS CAREMARK | **SILVERSCRIPT**

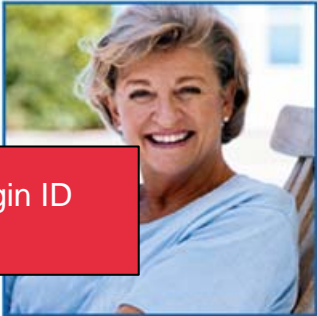
Welcome to the
SilverScript Agent Portal

SilverScript's online resource for
Medicare Part D information.

Enter your Login ID and Password to begin
Login ID:
Password:
Forgot your password or Login ID?
Contact your contracting administrator
for assistance.
[Contact Us](#)

Login

Enter your Login ID and Password


*Focusing on Health
Delivering on Value*

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.

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.

The screenshot shows a web browser window titled "Silver Script Management: Change Password". The page header features the "CVS CAREMARK SILVERSCRIPT" logo. The main content area contains the following text and form elements:

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 misplace your password.

Your Security Question: select a security question

Your Answer:

At the bottom are "Save" and "Close" buttons.

A large red arrow points from the "Old Password" field to a text box on the right that reads: "Your Old Password is the password your administrator provided to you."

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

CVS CAREMARK | SILVERSCRIPT

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.

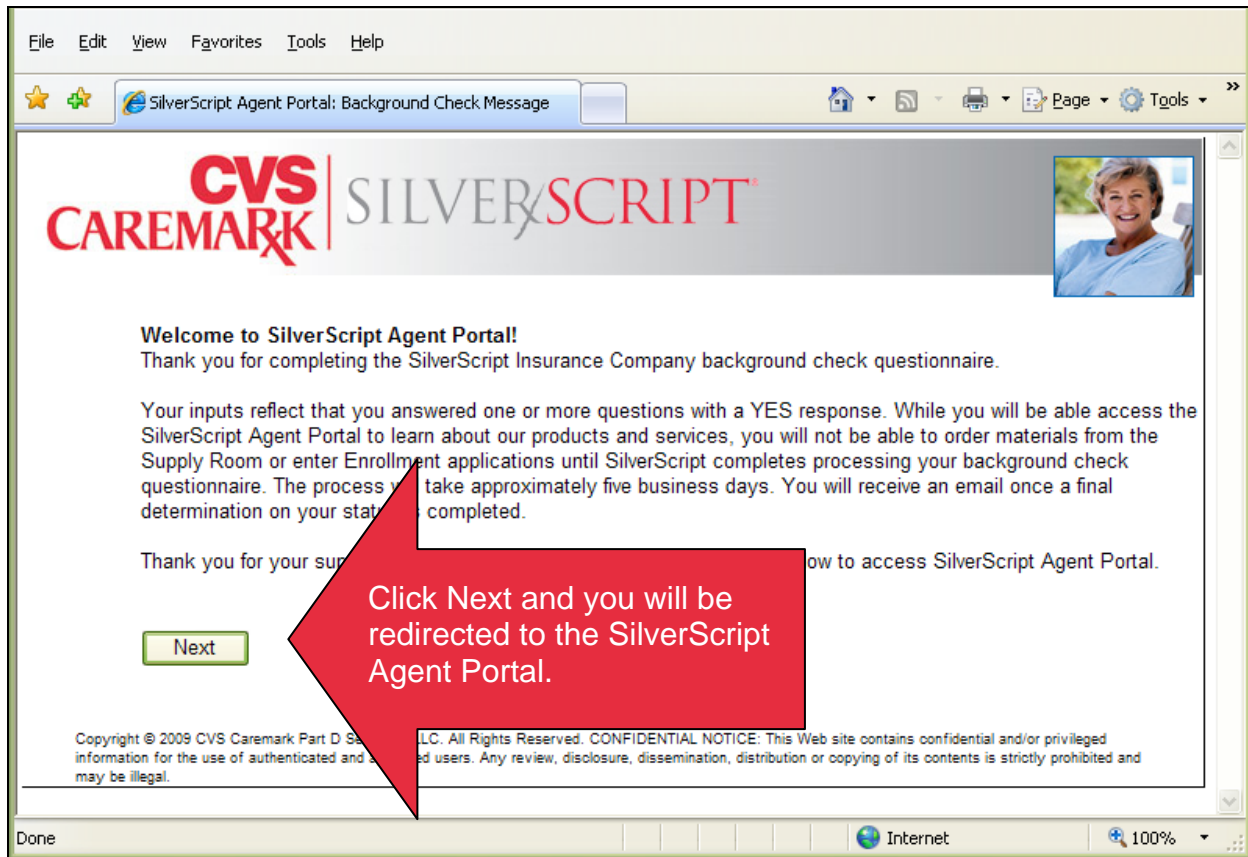
Under penalties of perjury, I certify that the social security number (or taxpayer identification number) shown on this form is my correct taxpayer identification number.

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.

File Edit View Favorites Tools Help

SilverScript Portal : Client : Confirm Background Infor...

CVS CAREMARK | **SILVERSCRIPT**

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 state assessment of this matter and may also subject me to disciplinary action.

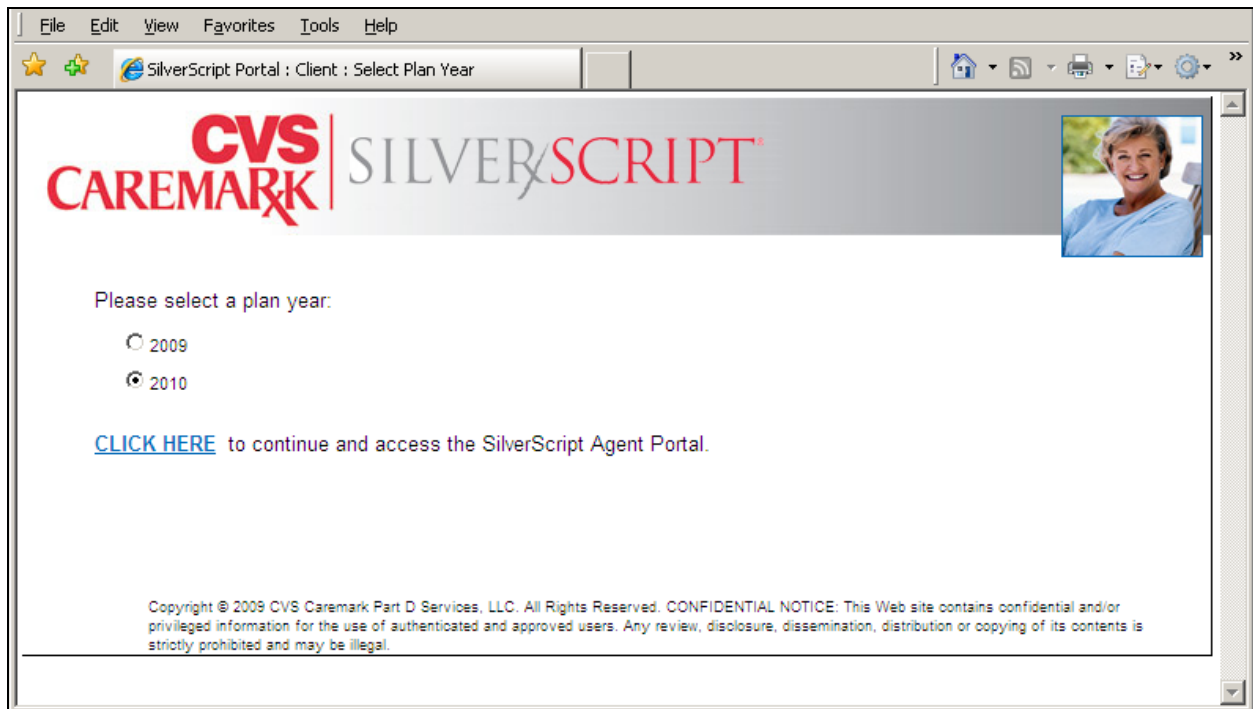
☒ Yes. This is a true statement.

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

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

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.

Choose Plan Year



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

The screenshot shows the SilverScript Agent Portal homepage. A red oval highlights the left-hand navigation menu, which includes links to HOME, REPORTS, ENROLLMENT, GROUP ENROLLMENT, SUPPLY ROOM, PLAN OFFERINGS, TRAINING & CERTIFICATION, UPDATE PROFILE, REFERENCE MATERIALS, and LOGOUT. Below this menu is a 'Next Open Enrollment' banner for the period 11/15 - 12/31, 65 days before open enrollment begins. A red arrow points to the navigation menu with the text: 'Access resources and information from these quick links.' Another red arrow points to the 'NEWS & INFORMATION' section, which lists several announcements from 2009, including 'COMING SOON: 2010 Materials and Agent Portal Enhancements', 'ExtraCare Health Card Eligible Items', 'CMS Announcement: Revised Guidance on Qualifying Plans for 2009', 'CMS Announcement: Agent and Broker Training', and 'SEP vs IEP vs AEP Information'. A red arrow points to this section with the text: 'Find general announcements from SilverScript Insurance Company and CMS in the News & Information section. Check this area often!'. The footer contains links for Terms of Use, Privacy, and Contact Us, along with a copyright notice for CVS Caremark Part D Services, LLC, dated 2009.

File Edit View Favorites Tools Help

SilverScript Agent Portal : Home

CVS CAREMARK | SILVERSCRIPT

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

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 Plans for 2009](#)
- 6/23/2009 [CMS Announcement: Agent and Broker Training](#)
- 4/17/2009 [SEP vs IEP vs AEP Information](#)

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

[Terms of Use](#) | [Privacy](#) | [Contact Us](#)

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.

Section 5: Online Certification Training

Access the Training and Certification Tab

File Edit View Favorites Tools Help

SilverScript Agent Portal : Home

CVS CAREMARK | SILVERSCRIPT

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 and stay up to date on the latest news and information.
Review the comprehensive [Agent Portal User Guide](#) link for easy-to-follow instructions and screenshots.

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](#)

[Terms of Use](#) | [Privacy](#) | [Contact Us](#)

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.

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

CVS CAREMARK | SILVERSCRIPT

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

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.
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.

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.

Student ID	Course ID	Course Name	Last	ss	Status
DemoAgent	2008_1	2008 Certification Training			
DemoAgent	2009_1	2009 Training & Certification Course			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 web application interface. The top navigation bar includes links for Mail, Edit Profile, Help, and Log Off, along with a welcome message for 'Danny Demo Agent'. The main content area displays a list of 3 Curriculum(s)/Course(s):

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

On the left sidebar, under 'Curriculum List', there are links for Course Details, Course Documents, Send Documents, Instructors, Report Card, Course Catalog, My Calendar, and Documents. A red arrow points to the 'Go' button next to the 'Report Card' link. Another red arrow points to the '% Comp' column in the table, with a text box stating: '% 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.

The screenshot displays the CourseMill web application. At the top, there is a navigation bar with links for Mail, Edit Profile, Help, and Log Off. Below this, the CourseMill logo is visible. The main content area is titled 'Course: 2010_1' and contains a sidebar with a 'Curriculum List' menu. The menu items include Course Details, Course Documents, Send Documents, Instructors, Report Card, Course Catalog, My Calendar, and Documents. The main content area displays course details for 'Course: 2010 Individual Certification Training (2010_1)'. The details include: Percent Complete: 0, Session ID: 12, Session Name: Web Based, Location: Online, Session Dates: Any Time, Course Notes, and Session Notes. The Session Notes section contains a description: 'The 2010 Individual Certification Training Course provides agents with information for the 2010 PDP plans.' and a last updated date: '2009-09-11 06:52:00'. Below the course details, there is a table titled '4 Course Item(s):' with columns for Course Item, Status, Score, and Prerequisites. The table lists four items: Medicare & Medicaid, SSIC PDPs, Compliance, and Certification. Each item has a blue 'LAUNCH' icon next to it. A red arrow points to the 'LAUNCH' icon for the 'Medicare & Medicaid' item, with a text box that says 'Click on the blue LAUNCH icon to open the course'. At the bottom of the page, there are links for Mail, Edit Profile, Help, Logoff, Courses, and Community.

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):

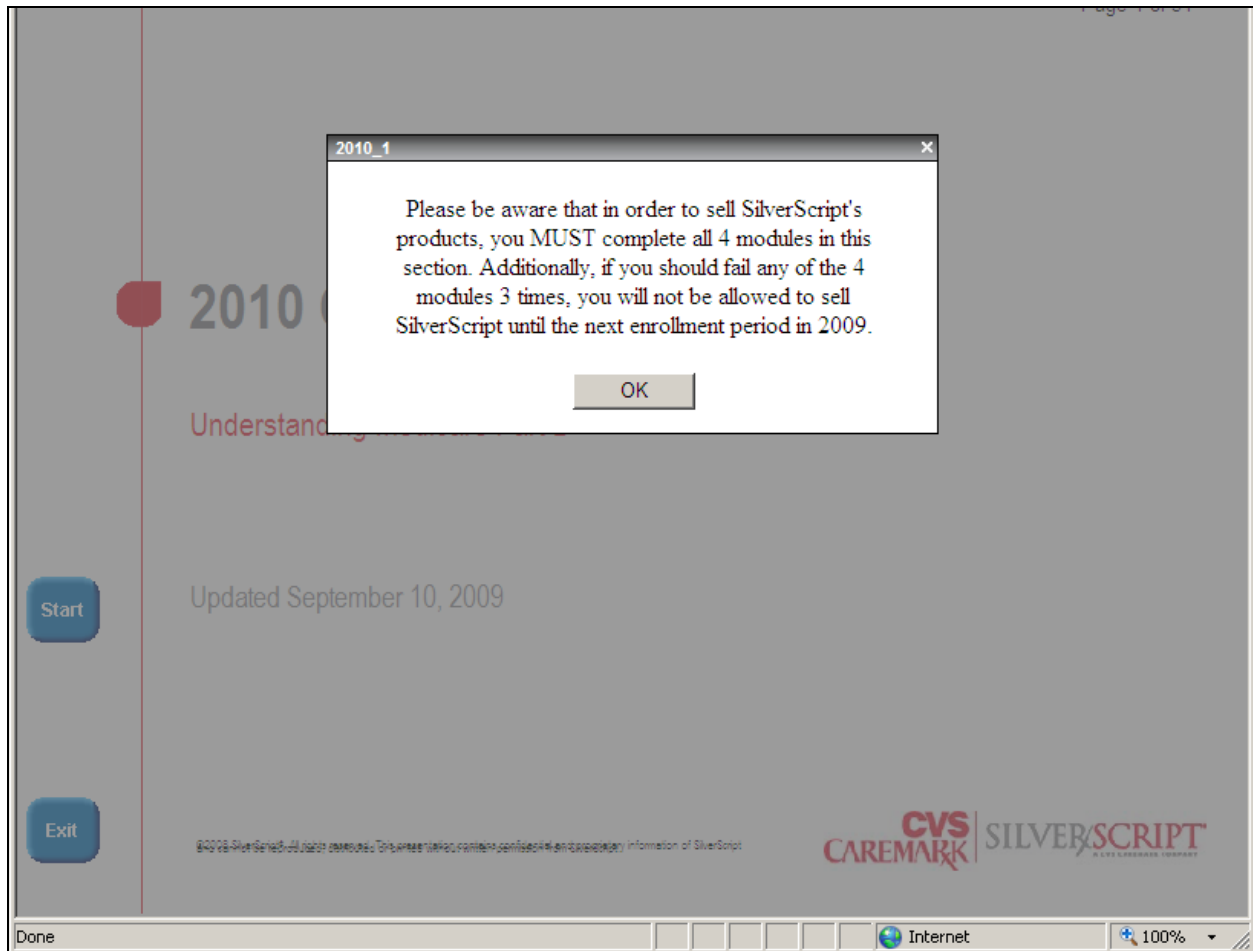
Course Item	Status	Score	Prerequisites
LAUNCH Medicare & Medicaid	not attempted		none
LAUNCH SSIC PDPs	not attempted		Medicare & Medicaid
LAUNCH Compliance	not attempted		Medicare & Medicaid & SSIC
LAUNCH Certification	not attempted		Medicare & Medicaid & SSIC

Click on the blue LAUNCH icon to open the course

[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](#)

©2009 SilverScript®. All rights reserved. SilverScript proprietary and confidential information. Not for distribution. FOR AGENT USE ONLY



DoneInternet100%

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 loosing 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

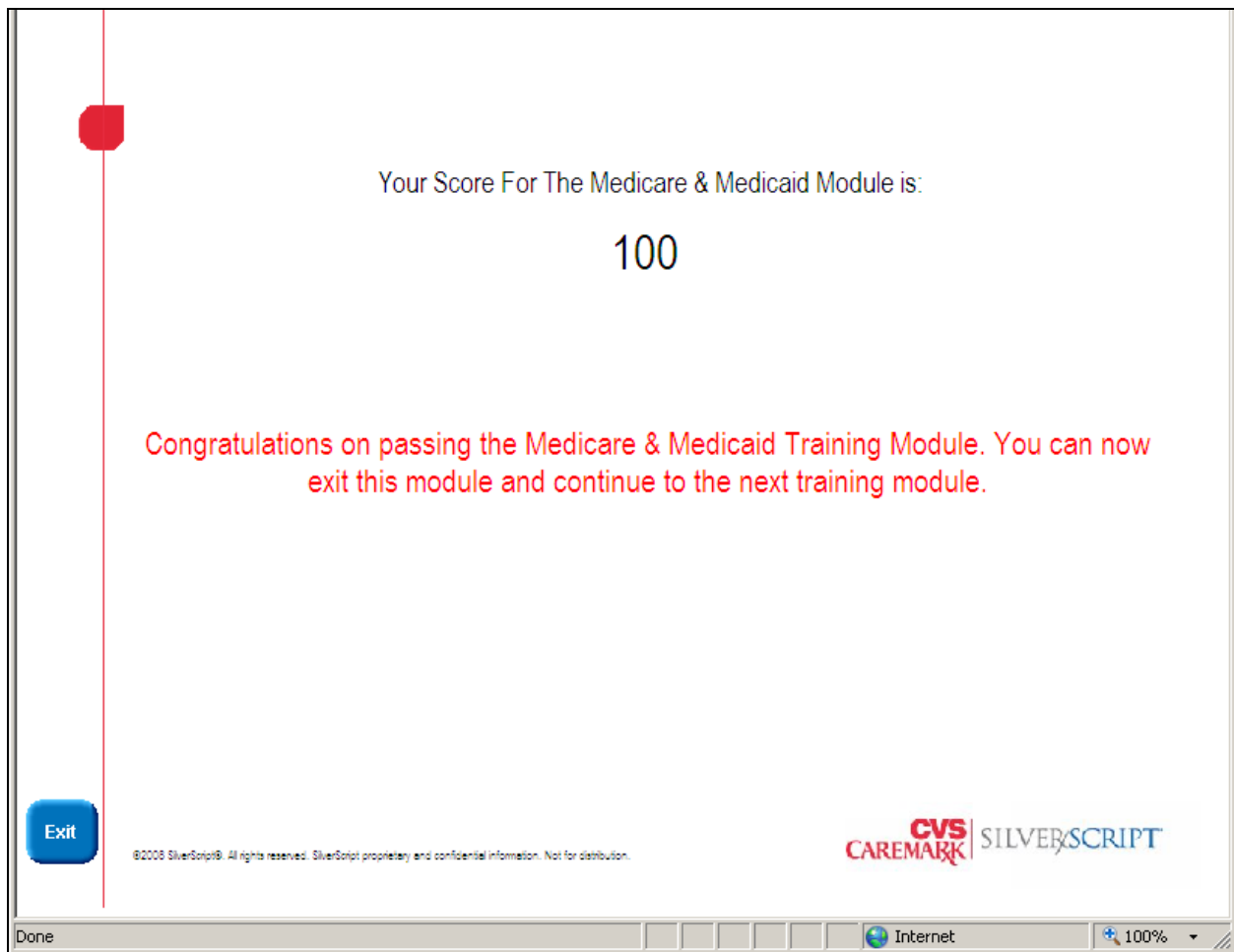
Exit

P

©2008 SilverScript®. All rights reserved. SilverScript proprietary and confidential information. Not for distribution.

CVS
CAREMARK | SILVERSCRIPT

Done Internet 100%



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 top navigation bar includes links for Mail, Edit Profile, Help, and Log Off, along with a welcome message for Bryan Wolfe. The main content area displays details for 'Course: 2009_1', including 'Percent Complete: 100', 'Session ID: 7', 'Session Name: Web Based', 'Location: Online', 'Session Dates: 2008-10-10 - 2009-11-30', 'Course Notes', and 'Session Notes'. A table below lists 4 course items, all with a status of 'passed' and a score of 100. A red arrow points from a text box below to the table.

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

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

File Edit View Favorites Tools Help

SilverScript Agent Portal : Home

CVS CAREMARK | **SILVERSCRIPT**

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

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

Agent Portal

Welcome to SilverScript!

The SilverScript Agent Portal is Designed for You

The website is an important part of the SilverScript Insurance Company's commitment to providing you with the best possible service.

The website is a place to learn about Prescription Drug Plans and Company plans.

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

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](#)

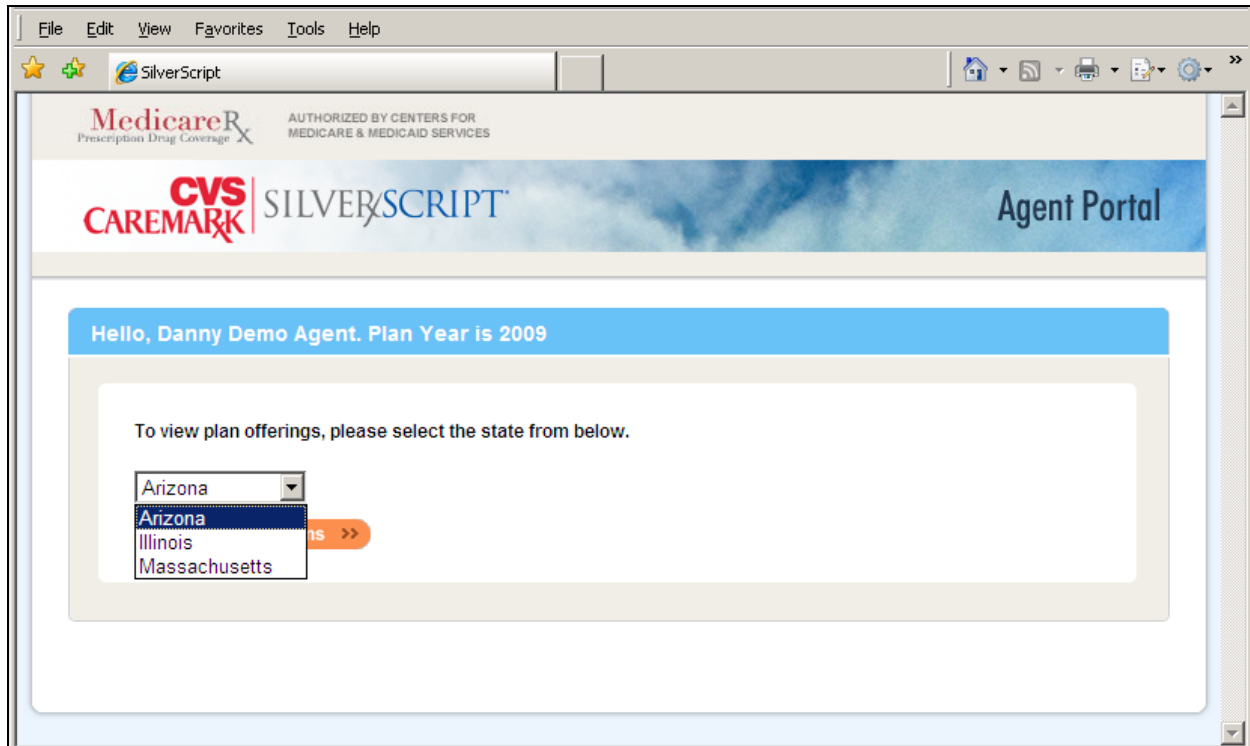
Font Size: [A](#) [A](#) [A](#)

[Terms of Use](#) | [Privacy](#) | [Contact Us](#)

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.

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.

MedicareRx Prescription Drug Coverage AUTHORIZED BY CENTERS FOR MEDICARE & MEDICAID SERVICES

CVS CAREMARK | SILVERSCRIPT Agent Portal

Hello, Danny Demo Agent. Plan Year is 2009

Plan Details, Illinois ([Click here](#) to select another state)

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

Click here to view your **Initial Coverage Co-Payment and Co-Insurance Information** [Click to View >>](#)
 After you have met your deductible, you pay these amounts until the total drug costs paid by you and the Plan reach \$2,700

	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 displays the SilverScript Agent Portal interface. At the top, there is a menu bar with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below the menu bar is a toolbar with various icons. The main content area features a table titled 'Network Mail Service Pharmacies' with columns for 'Preferred Mail (up to 90-day supply)' and 'Non-Preferred Mail (up to 90-day supply)'. The table lists costs for 'Value Generic', 'Generic', 'Value Brand', 'Preferred Brand', 'Non-Preferred Brand †', and 'Specialty Drugs'. A red callout box with white text points to a 'CLICK TO VIEW' button, stating: 'To view the Coverage Gap copay and coinsurance levels you need to click the CLICK TO VIEW button.' Below the table, there is a section titled 'Preferred network pharmacies are CVS/pharmacy (retail) and Caremark (mail service)'. A footnote states: '† You may pay more than the amount shown if you purchase a drug on this tier that is not available. See your Evidence of Coverage for more information.' At the bottom, there are two blue buttons: 'Click here to view yourment and Co-Insurance Information' and 'Click here to download your Plan Documents', both with 'Click to View >>' links. A footer note reads: '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		
Non-Preferred Brand †	\$269.50	\$294.00	\$261.00	\$285.00		
Specialty Drugs	N/A	N/A	N/A			

Preferred network pharmacies are CVS/pharmacy (retail) and Caremark (mail service).

† You may pay more than the amount shown if you purchase a drug on this tier that is not available. See your Evidence of Coverage for more information.

Click here to view yourment and Co-Insurance Information
After your total drug costs reach \$2,700, you pay these amounts until your total out-of-pocket cost reach \$4,350. [Click to View >>](#)

Click here to download your Plan Documents [Click to View >>](#)

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 the SilverScript Agent Portal interface. At the top is a menu bar with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below the menu is a toolbar with icons for home, search, print, and other functions. The main content area features a table titled 'Network Mail Service Pharmacies' with columns for 'Preferred Mail (up to 90-day supply)' and 'Non-Preferred Mail (up to 90-day supply)' for both generic and brand-name drugs. Below the table, there is a red callout box with the text: 'To download marketing materials you need to click the CLICK TO VIEW button.' Below this, there are two blue buttons: 'Click here to view yourment and Co-Insurance Information' and 'Click here to download your Plan Documents'. The 'Click here to download your Plan Documents' button has a 'Click to View >>' link next to it. At the bottom, 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

Preferred network pharmacies are CVS/pharmacy (retail) and Caremark.

† You may pay more than the amount shown if you purchase a drug not available. See your Evidence of Coverage for more information.

Click here to view yourment and Co-Insurance Information
After your total drug costs reach \$2,700, you pay these amounts until your total out-of-pocket cost reach \$4,350.

Click here to download your Plan Documents [Click to View >>](#)

Consult your formulary or our [online pricing tool](#) for co-payments during the catastrophic coverage level.

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 the SilverScript Agent Portal interface. At the top, there's a navigation bar with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below that is a search bar and a toolbar with icons for home, RSS, print, page, and tools. The main content area has a warning message about drug costs, followed by two blue boxes with links to view enrollment information and download plan documents. The 'Plan Documents' section contains a table with download links for various documents across three plan tiers: SilverScript Value, SilverScript Plus, and SilverScript Complete.

† 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.

Click here to view yourment and Co-Insurance Information
After your total drug costs reach \$2,700, you pay these amounts until your total out-of-pocket cost reach \$4,350. [Click to View >>](#)

Click here to download your **Plan Documents** [Click to View >>](#)

	SilverScript Value	Silver Script Plus	SilverScript 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

Consult your formulary or our [online pricing tool](#) for co-payments during the catastrophic coverage level.

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

The screenshot shows the SilverScript Agent Portal interface. The browser window title is "SilverScript Agent Portal : Home". The page features the CVS Caremark and SilverScript logos at the top. Below the logos, it identifies the user as "Danny Demo Agent" for the "Plan Year: 2009", with a link to "Change Plan Year".

On the left is a vertical sidebar menu with the following items: HOME, REPORTS, ENROLLMENT, GROUP ENROLLMENT, **SUPPLY ROOM** (highlighted with a red circle and a red arrow pointing to it with the text "Click on the Supply Room tab."), PLAN OFFERINGS, TRAINING & CERTIFICATION, UPDATE PROFILE, REFERENCE MATERIALS, and LOGOUT. Below this menu is a yellow box announcing the "Next Open Enrollment Period 11/15 - 12/31. 65 Days Before Open Enrollment Begins." and a "SHORTCUTS" section with links to the SilverScript website, Drug Coverage and Pricing, Pharmacy Directory, Medicare website, and Email Enrollment Link.

The main content area is titled "Agent Portal" and includes a "Welcome to SilverScript!" message. It states that the portal is designed for agents to locate information, market and sell SilverScript Prescription Drug Plans, and process enrollments. A link to the "Agent Portal User Guide" is provided for instructions and screenshots.

Below the welcome message is a "NEWS & INFORMATION" section with a list of recent updates:

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


A "More news ..." link is located at the bottom of the news section. At the bottom of the page, there are links for "Terms of Use", "Privacy", and "Contact Us", along with a font size selector and a copyright notice for CVS Caremark Part D Services, LLC, dated 2009.

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.

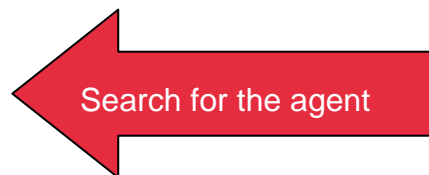
All marketing materials available through the Supply Room are approved by CMS and include:

- Advertising Materials
- Pre-Enrollment Materials

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

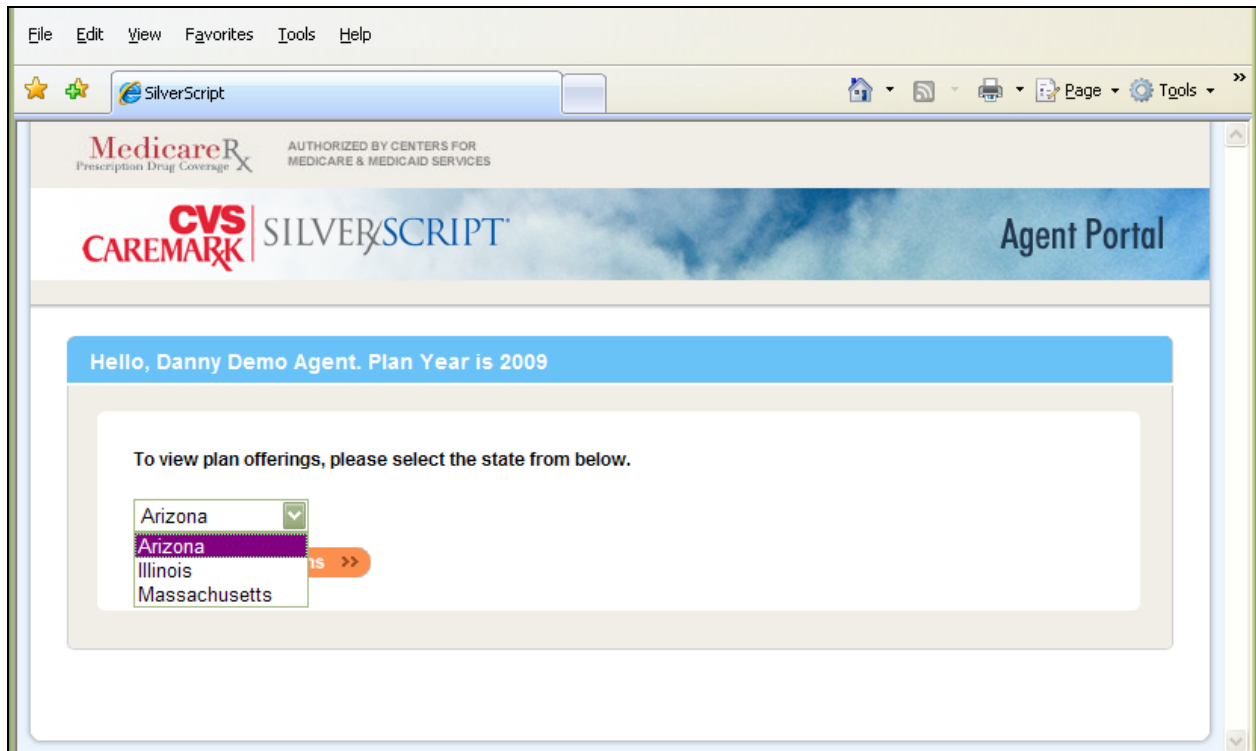
Font Size: [A](#) [A](#) [A](#)

[Terms of Use](#) | [Privacy](#) | [Contact Us](#)



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. The browser window title is "SilverScript Agent Portal : Home". The page header includes the CVS Caremark and SilverScript logos. A banner for "Danny Demo Agent" with "Plan Year: 2009" is visible. The left navigation menu lists various options, with "UPDATE PROFILE" highlighted by a red circle. A large red arrow points to this menu item with the text "Click on the Update Profile tab." The main content area includes a "Welcome to SilverScript!" message, a "The SilverScript Agent Portal is Designed for You" section, and a "NEWS & INFORMATION" section with several links. The footer contains copyright information and a "CONFIDENTIAL NOTICE".

File Edit View Favorites Tools Help

SilverScript Agent Portal : Home

CVS CAREMARK | **SILVERSCRIPT**

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

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 Insurance

Click on the Update Profile 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](#)

4/17/2009 [SEP vs IEP vs AEP Information](#)

[More news](#)

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

[Terms of Use](#) | [Privacy](#) | [Contact Us](#)

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.

CVS CAREMARK | SILVERSCRIPT

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

Update Profile

SilverScript Information

Login Name: DemoAgent [Change Password](#)

Agent Licenses:

State	State License #	Expiration Date	Status	Actions
AZ	DEMOAZ	02/28/2011	Active	Edit
Appointment Effective Date: 09/09/2009				
IL	DEMO	12/31/2012	Active	Edit
MA	DEMOMA	02/28/2011	Active	Edit
Appointment Effective Date: 09/09/2009				
TX	DEMOTX	02/28/2011	Pending	

If your license number is inaccurate or not showing for any or all states, please contact your administrator.

Personal Information

First Name:

Middle Name:

Last Name:

Email:

Date of Birth:

Business Address

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

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.



CVS CAREMARK

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

Agent Enrollment Report

Start Date: End Date:

1 of 1 100% Find | Next

Select a format Export

	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

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

[Terms of Use](#) | [Privacy](#) | [Contact Us](#)

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.

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.

The screenshot displays the SilverScript Agent Portal interface. The top navigation bar includes links for File, Edit, View, Favorites, Tools, and Help. The main header features the CVS CAREMARK and SILVERSCRIPT logos, along with a user profile picture. Below the header, the page is titled "Agent Enrollment Report" for "Dora Demo Agent" with a "Plan Year: 2009". A sidebar on the left contains a menu with options like HOME, REPORTS, ENROLLMENT, GROUP ENROLLMENT, SUPPLY ROOM, PLAN OFFERINGS, TRAINING & CERTIFICATION, UPDATE PROFILE, REFERENCE MATERIALS, and LOGOUT. The main content area shows a table with columns for "Report Formats" and "Enrolled". A red circle highlights the "Select a format" dropdown menu, which lists options: XML file with report data, CSV (comma delimited), TIFF file, Acrobat (PDF) file, Web archive, and Excel. A red arrow points to this menu with a text box stating: "You may export or print all reports using the drop down format options and Export or Print icons." The table data is as follows:

Report Formats	Enrolled
3	3
8	8
11	11
0	0

At the bottom of the page, there is a footer with "Terms of Use | Privacy | 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."

File Edit View Favorites Tools Help

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

1 of 44 100% Find | Next Select a format Export

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	111118966A	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		SMITH	G0087067701	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.

The screenshot displays the SilverScript Agent Portal interface. At the top, the CVS CAREMARK and SILVERSCRIPT logos are visible. Below the logos, the user is identified as 'Dino Demo Admin' with the 'Plan Year: 2009'. A navigation menu on the left includes links such as HOME, USER MANAGEMENT, AGENCY MANAGEMENT, NMO MANAGEMENT, SUPER NMO MANAGEMENT, REPORTS, ENROLLMENT, GROUP ENROLLMENT, PLAN OFFERINGS, TRAINING & CERTIFICATION, REFERENCE MATERIALS, UPDATE PROFILE, VIEW AGENT PORTAL, and LOGOUT. A 'SHORTCUTS' section provides quick links to the SilverScript website, Drug Coverage and Pricing, Pharmacy Directory, Medicare website, and Email Enrollment Link. The main content area, titled 'Enrollee Information', displays a list of fields and their corresponding values for a specific enrollee. The fields include Confirmation Number, Application Date, Submit Time, Applicant Title, Applicant First Name, Applicant Middle Initial, Applicant Last Name, Applicant Birth Date, Applicant Gender, Applicant Address1, Applicant Address2, Applicant City, Applicant State, Applicant Zip, Applicant Zip Extension, Applicant Phone, Applicant Email Address, Applicant HICN, Applicant SSN, Mailing Address1, Mailing Address2, Mailing City, Mailing State, Mailing Zip, and Mailing Zip Extension. The values are as follows: 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, and Mailing Zip Extension: 1111.

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

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 Enrollee 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

[Terms of Use](#) | [Privacy](#) | [Contact Us](#) | [Home](#)

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.

Section 10: Entering Enrollments

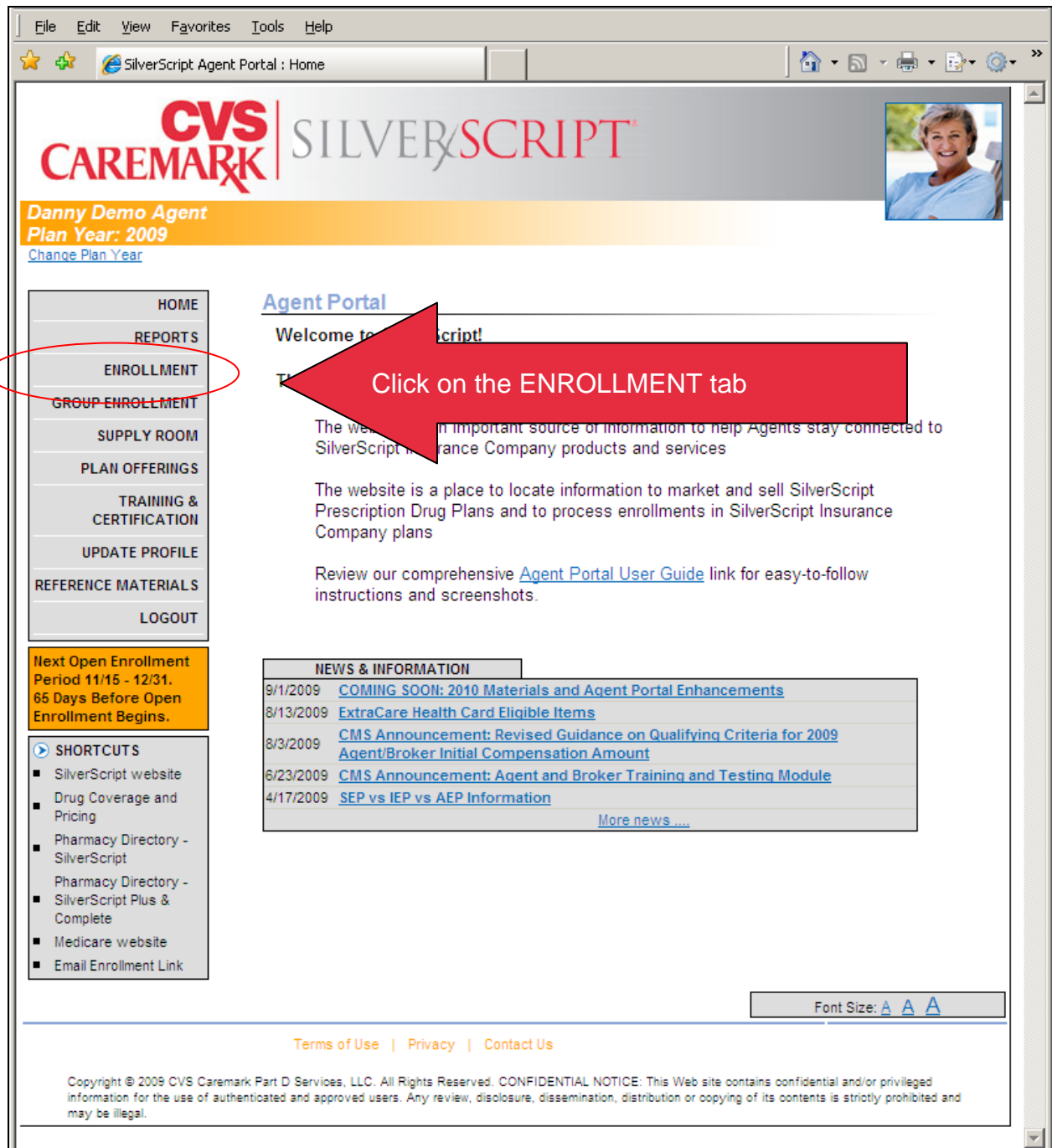
You can enter enrollments on after you complete the training and certification.

- 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 SilverScript Agent Portal interface. A red arrow points to the **ENROLLMENT** tab in the left sidebar, which is circled in red. The sidebar also includes links for HOME, REPORTS, GROUP ENROLLMENT, SUPPLY ROOM, PLAN OFFERINGS, TRAINING & CERTIFICATION, UPDATE PROFILE, REFERENCE MATERIALS, and LOGOUT. The main content area displays a welcome message, a brief description of the portal's purpose, and a list of news items under the heading "NEWS & INFORMATION".

CVS CAREMARK | SILVERSCRIPT

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

Agent Portal
Welcome to SilverScript!

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.

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](#)

[Terms of Use](#) | [Privacy](#) | [Contact Us](#)

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.

File Edit View Favorites Tools Help

SilverScript Agent Portal : Enrollment

CVS CAREMARK | SILVERSCRIPT

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

Enrollment

Welcome to the Silverscript Enrollment Center!
 Enrollment Checklist:

- ☒ Complete an online enrollment
[CLICK HERE](#) to access the online enrollment application form to complete an online enrollment
- ☒ Confirm that the client has signed the completed application form
- ☒ Mail the signed, completed Enrollment Application AND the signed, completed Scope of Appointment Form to your contracting administrator

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

[Terms of Use](#) | [Privacy](#) | [Contact Us](#)

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.

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 SilverScript Agent Portal interface. At the top, there's a header with the Medicare logo, a language selector (English | Español), and a text size option. Below this is the SilverScript logo and the text "Agent Portal". A greeting "Hello [Agent_ID or Agent_Name]" is followed by a "STEP 1" indicator. The main content area is divided into two sections: "Tell us about the applicant" and "Choose desired plan". The "Tell us about the applicant" section includes a dropdown for "Select applicant's state". The "Choose desired plan" section has three radio button options: "SilverScript", "SilverScript Plus", and "SilverScript Complete". Below these sections are various input fields for personal information: Name (Title, First, MI, Last, Suffix), Email Address, Phone Number (numbers only), Street Address (no PO Boxes) with Address1 and Address2 fields, City, State, and Zip. There is also a "Waiting Address" section with a checkbox "Same as Street Address" and corresponding fields. At the bottom, there are fields for Date of Birth, Gender (M, F), and Social Security Number (no dashes). A checkbox "Applicant prefers to receive written communications in:" is followed by radio buttons for "English" and "Spanish". A "Next" button is located 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

CVS CAREMARK | SILVERSCRIPT

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

Agent Portal

Welcome to SilverScript!

The SilverScript Agent Portal is a secure web-based environment for SilverScript agents to access information and resources.

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.

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](#)

[Terms of Use](#) | [Privacy](#) | [Contact Us](#)

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.

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.

After clicking the group enrollment link you will need to click this hyperlink.

HOME
USER MANAGEMENT
AGENCY MANAGEMENT
NMO MANAGEMENT
SUPER NMO MANAGEMENT
REPORTS
ENROLLMENT
GROUP ENROLLMENT
PLAN OFFERINGS
TRAINING & CERTIFICATION
REFERENCE MATERIALS
UPDATE PROFILE
VIEW AGENT PORTAL
LOGOUT

SHORTCUTS

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

[Terms of Use](#) | [Privacy](#) | [Contact Us](#) | [Home](#)

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.

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

The screenshot shows a web browser window with the SilverScript Agent Portal. The browser's address bar shows 'SilverScript'. The page header includes the MedicareRx logo (Prescription Drug Coverage) and the text 'AUTHORIZED BY CENTERS FOR MEDICARE & MEDICAID SERVICES'. Below this is the CVS CAREMARK SILVERSCRIPT logo and the text 'Agent Portal'. A blue banner at the top of the main content area says 'Hello, Dino Demo Admin. Plan Year is 2009'. Below this, the text 'Hello, Dino Demo Admin' is displayed. A section titled 'Step 1 - Download the Template' is underlined. A note in orange text states: 'NOTE: The Excel Template has been updated on 03/26/2009. Please verify that you are using the latest version.' This is followed by the instruction: 'Use the template below to upload group enrollments.' Below this, it says 'Required fields are in **BOLD**'. Then, it explains: 'If an Authorized Representative name is entered, then all of the Authorized Representative fields will be required.' Another note states: 'NOTE: The Authorized Representative is **NOT** the Insurance Agent; it is a person who has the Power of Attorney for the Applicant.' This is followed by the instruction: 'Please consult the comments in each of the Columns within the Template for more information.' Another note states: '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.' A final note states: 'NOTE: The Worksheet must be named "Data" in order for your file to be processed correctly.' At the bottom, there is a link: 'Click here to download the Group Enrollment template (in Excel format)'.

File Edit View Favorites Tools Help

SilverScript

MedicareRx
Prescription Drug Coverage

AUTHORIZED BY CENTERS FOR
MEDICARE & MEDICAID SERVICES

CVS CAREMARK SILVERSCRIPT

Agent Portal

Hello, Dino Demo Admin. Plan Year is 2009

Hello, Dino Demo Admin

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

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

Once your file has been uploaded, you'll immediately receive a list of any errors or missing data 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 all records to be processed successfully.

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

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 SilverScript Agent Portal interface. At the top, there's a header with the CVS Caremark and SilverScript logos, and a user profile picture. Below the header, a yellow banner displays 'Danny Demo Agent' and 'Plan Year: 2009'. A navigation menu on the left lists various options: HOME, REPORTS, ENROLLMENT, GROUP ENROLLMENT, SUPPLY ROOM, PLAN OFFERINGS, TRAINING & CERTIFICATION, UPDATE PROFILE, REFERENCE MATERIALS (circled in red), and LOGOUT. A large red arrow points to the 'REFERENCE MATERIALS' link with the text 'Click on the REFERENCE MATERIALS tab'. The main content area includes a 'Welcome to SilverScript!' message, a description of the portal's purpose, and a 'NEWS & INFORMATION' section with a list of recent updates. The footer contains links for Terms of Use, Privacy, and Contact Us, along with a copyright notice.

File Edit View Favorites Tools Help

SilverScript Agent Portal : Home

CVS CAREMARK | **SILVERSCRIPT**

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

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](#)
- 4/17/2009 [SEP vs IEP vs AEP Information](#)

[More news](#)

Font Size: A A A

[Terms of Use](#) | [Privacy](#) | [Contact Us](#)

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.

File Edit View Favorites Tools Help

SilverScript Agent Portal : Reference Material

CVS CAREMARK | **SILVERSCRIPT**

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

Reference Materials

We hope the following reference tools are helpful.

You can find other useful tools in the SHORTCUTS tab along the left side of every web page.

- [Agent User Guide](#)
- [2010 CMS Marketing Guidance - Highlights - PLEASE READ!](#)
- [2010 FINAL CMS Marketing Guidance](#)
- [Sales Event Template](#)
- [Scope of Appointment Form](#)
- [Acronyms & Terms](#)
- [Key Phone Numbers for SilverScript Members](#)
- [ExtraCare Health Card Eligible Items](#)
- [Region-by-Region 2009 Plan Rankings](#)

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](#)

[Terms of Use](#) | [Privacy](#) | [Contact Us](#)

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.

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