

# 2010 New Business Submission Cheat Sheet

Please Note:

1. All agents must be certified and appointed to write business
2. 48 Hour submission clock begins when the agent signs the application

CARRIER	HOW / WHERE TO SUBMIT APPS	FAX NUMBER	ADDRESS	EMAIL	Alternate Methods	CUSTOMER SERVICE
AETNA	All applications <b>MUST</b> be submitted to Senior Market Sales, Inc.  Fax is the preferred method.	402-343-9956 (SMS Dedicated Fax Line)	Attn: Aetna New Business 8420 W DODGE RD 5 <sup>th</sup> Floor OMAHA NE 68114  Please Note: Application says to mail to home office:	newbusiness@senior marketsales.com	Apps can be Mailed to the client  Apps can be Emailed to the client	Enrollment/Members PDP: 877-238-6211 MA: 800-282-5366  BSU: 888-247-1050
AMERICAN PROG.	Online Enrollment is preferred method at <a href="http://www.todaysoptions.com">www.todaysoptions.com</a> . Fax or overnight is also available.  <b>Express Line: 800-867-4347 (telephonic)</b> M-Sat : 8am-8pm –all time zones Sundays: 12pm-5pm	866-903-8235-PFFS or PPO  866-635-3177-CCRx  866-417-5194- PrescribaRx  Must be registered as Direct Fax User and each app must have a cover sheet	<b>Overnight Mail:</b> Today's Options Attn: Today's Options PPO/PFFS 4888 Loop Central Drive Ste 700 Houston, TX 77081  HMO Enrollment 4888 Loop Central Dr. Ste 700 Houston, TX 77081	<a href="mailto:TOShipment.BPON@patni.com">TOShipment.BPON@patni.com</a>	<b>Guidelines Apply</b>	1-800-996-8867 8am – 11pm (EST) 7 days/week
Arcadian Health	Apps should be sent within 24 hrs to the Local Field Office. See Field Contact List		See Field Contact List			See Field Contact List
CIGNA PFFS	Fax , mail or online (preferred) at: MA-PD or MA-Only: <a href="http://www.cignamedicare.com">www.cignamedicare.com</a>	866-667-6636 (Include a coversheet with agent contact info)	CIGNA Medicare Access P.O. Box 696019 San Antonio, TX 78269-6019		<b>Guidelines Apply</b>	Producer Help Desk: 800-973-9183 or producercommissions@CIGNA.com
CIGNA PDP	Online at: <a href="http://www.cignamedicare.com">www.cignamedicare.com</a> or fax or regular mail	800-735-1469 (Include a coversheet with agent contact info)	CIGNA Medicare Rx P.O. Box 269005 Weston, FL 33326-9927		<b>Guidelines Apply</b>	BSU: 800-903-7711 or producercommissions@CIGNA.com
COVENTRY CCP	Fax or mail  Each app should be used only once due to App Id number associated with each.	See state specific fax numbers (1 app per coversheet)	See state specific addresses			BSU: 877-255-3777

CARRIER	HOW / WHERE TO SUBMIT APPS	FAX Number	ADDRESS	EMAIL	Alternate Methods	Customer Service
COVENTRY PDP	Fax or mail  Each app should be used only once due to App Id number associated with each.	866-415-2232 (1 app per coversheet)	Coventry Healthcare Attn: Eunice Peters Bldg 3 Mailstop 2 Part D 1084 South Laurel Road London, KY 40742			BSU: 866-256-9872
COVENTRY (MUTUAL)	Mail or fax. Original apps are preferred.  Each app should be used only once, due to App Id number associated with each.	402-351-2775	Mutual of Omaha P.O. Box 3608 Omaha, NE 68103-0608  Mutual of Omaha 9330 State Highway 133 Blair, NE 68008	N/A	N/A	BSU: 866-256-9872 MOC: 402-351-2325
HUMANA	Telephonic Scope of Appt – 866-945-4471	877-889-9936 <b>(New for 2010)</b>	Humana Medicare Enrollment Attn: New Business 2432 Fortune Dr. Lexington, KY 40509	N/A	T-sig 800-351-7798  <b><u>(Guidelines Apply)</u></b>	MA/PPO & PDP-800-457-4708 MA/PFFS-877-511-5000 Agent Support 800-309-3163
PENN LIFE	Mail or Fax	866-417-5194 – PrescribaRx  866-635-3177 - CCRx  Must be registered as a Direct Fax User and each app must have a cover sheet	Patni Systems Inc. Prescription Pathway 625 Mt. Auburn St. Third Floor Cambridge, MA 02138			BSU: 800-390-3153
PYRAMID	See American Progressive					
SilverScript	Apps must be submitted online at <a href="http://www.silverscriptagentportal.com">www.silverscriptagentportal.com</a>  The paper app taken by agent is entered on-line and then must be forwarded to SS with the Scope of Appt form.  Telephonic enrollments must be recorded and entered on-line. Recordings must be sent to SilverScript. Each app is state specific and is coded with the agent's writing number.	Once the online enrollment is completed, fax a copy of the app and the scope of appt form to:  866-208-5262	Or:  Mail a copy of the app and the scope of appt form to:  SilverScript Insurance Co. Attn: Agent Enrollment Processing PO Box 52134 Phoenix, AZ 85072-9869	Or:  E-mail a copy of the app and the scope of appt form to:  <a href="mailto:producersalesresource@caremark.com">producersalesresource@caremark.com</a>	Apps can be Mailed to the client  Apps can be Emailed to the client	

Carrier	How / Where to Submit Apps	Fax Numbers	ADDRESS	EMAIL	Alternate Methods	Customer Service
United Healthcare /Evercare SPN	Fax (preferred method) or mail	877-564-2192 or 402 -343-9950	UHC New Business 8420 W. Dodge Rd., 5 <sup>th</sup> Floor Omaha, NE 68114	<a href="mailto:Newbusiness@seniormarketsales.com">Newbusiness@seniormarketsales.com</a>		Producer Help Desk - 888-381-8581 or phd@uhc.com
United Healthcare / PDP	Fax (preferred method) or mail	877-564-2192 or 402- 343-9950	UHC New Business 8420 W. Dodge Rd., 5 <sup>th</sup> Floor Omaha, NE 68114	<a href="mailto:Newbusiness@seniormarketsales.com">Newbusiness@seniormarketsales.com</a>		Producer Help Desk - 888-381-8581 or phd@uhc.com

Each Coventry Coordinated Care Plan has its own Fax number. Please select from the following options:

GHP/Coventry (MO, IL) 550  
Maryville Centre Drive, Suite 300 St  
Louis, MO 63141-9642  
**Fax: 866-669-5578**

HealthAmerica (Western PA, OH)  
11 Stanwix Street Suite 2300  
Pittsburgh, PA  
15222-1344  
**Fax: 724-741-7162**

HealthAmerica (Central PA)  
11 Stanwix Street Suite 2300  
Pittsburgh, PA 15222-1344  
Park Road Hollywood, FL 33021  
**Fax: 724-741-7162**

PersonalCare (IL) 2100  
Fox Drive, Suite A

Coventry Health Care of Kansas (KS, MO)  
8320 Ward Parkway Kansas City, MO  
64114  
**Fax: 816-460-4252**

Coventry Health Care (NE)  
15950 West Dodge Road  
Omaha, NE 68118-4030  
**Fax: 866-533-1953**

Altius Health Plans (UT, WY)  
10421 South Jordan Gateway  
Ste 400 South Jordan, UT  
84095  
**Fax: 866-721-7936**

Coventry Health Care of Georgia (GA)  
1100 Circle 75 Parkway Suite 1400  
Atlanta, GA  
30339  
**Fax: 866-373-0276**

Coventry Health Care (IA,  
SD) 4320 114th St.  
Urbandale, IA 50322  
**Fax: 866-533-1953**

Coventry Health Care (TX)  
100 E. Royal Lane Suite  
105 Irving, TX  
75039  
**Fax: 800-789-3987**

Coventry Health Care (NC)  
2801 Slater Road Suite 200  
Morrisville, NC  
27560  
**Fax: 866-799-9435**

Vista Healthplan of South  
Florida, Inc. (FL) 300 South  
**Fax: 954-986-6208**  
Champaign, IL 61820-7592  
**Fax: 866-669-2344**

Summit Health Plan, Inc. (FL)  
**Fax: 954-986-6208**

Summit Health Plan, Inc. (FL)  
5130 Eisenhower Blvd.,  
Ste. 200  
Tampa, FL 33634  
**Fax: 954-986-6208**

Vista Healthplan, Inc. (FL)  
300 South Park Road  
Hollywood, FL 33021  
**Fax: 954-986-6208**

**Arcadian Field Contact List** (for Supplies & New Business)

<b>State</b>	<b>Plan Office Address</b>	<b>Plan Office Phone</b>
<b>Arizona</b>	1330 N. Washington Street, #3500 Spokane, WA 99201	928-777-9226 800-887-6177 509-323-7171 fax
<b>Arkansas</b>	10025 W. Markham St., Suite 220 Little Rock, AR 72205	501-223-9088 800-705-0766 501-223-9210 fax
<b>California</b>	1330 N. Washington Street, #3500 Spokane, WA 99201	800-699-5125 805-481-7169 509-323-7171 fax
<b>Georgia</b>	3920 Arkwright Road, Suite 370 Macon, GA 31210	478-474-2678 888-701-2678 478-477-9958 fax
<b>Louisiana</b>	Pierremont Office Park III 920 Pierremont Rd., Suite 506 Shreveport, LA 71106	(Shreveport phones) 318-865-1061 888-261-1061 318-865-1232 fax
<b>Maine</b>	49 Atlantic Place South Portland, ME 04106-2316	207-773-3920 800-998-3056 888-998-3056 207-773-3990 fax
<b>Missouri</b>	10025 W. Markham St., Suite 220 Little Rock, AR 72205	501-223-9088 800-705-0766 417-823-3706 fax
<b>New Hampshire</b>	49 Atlantic Place South Portland, ME 04106-2316	207-773-3920 800-998-3056 888-998-3056 207-773-3990 fax
<b>New York</b>	100 Elwood Davis Road North Syracuse, NY 13212	315 461-4790 use this 866-395-4754 866-395-4758 FX: (315) 461-4798
<b>North Carolina</b>	4600 Marriott Dr., Suite 100 Raleigh, NC 27612	919-781-8000 877-268-3866 919-781-8088 fax 919-781-8989 sales fax
<b>Oklahoma</b>	10025 W. Markham St., Suite 220 Little Rock, AR 72205	501-223-9088 800-705-0766 501-223-9210 fax

<b>South Carolina</b>	2420 Mall Drive, #206 North Charleston, SC 29406	888-998-3055 843-746-9910 Fax
<b>Texas - Except Austin market</b>	7500 Viscount Blvd., Suite 292 El Paso, TX 79925	915-843-4043 800-658-5161 915-843-2978 fax
<b>TX- Austin market</b>	9111 Jollyville Road, #102 Austin TX 78759	512-795-8092 800-658-3704 512-795-2371 fax
<b>Virginia</b>	5700 Lake Wright Drive, #100 Norfolk, VA 23502	757-461-6466
<b>Washington</b>	1330 N. Washington Street, #3500 Spokane, WA 99201	509-325-8004 800-573-8609 509-325-7171 fax