



COVENTRY CONNECTION



September 16, 2009

2010 Coventry Contracting Requirements Update - Effective 9/21/09

This is an important message from Coventry Broker Services Department (BSD) to inform you of an important new contracting requirement that takes effect on September 21, 2009.

We are now requiring Errors and Omissions (E&O) insurance from all of our licensed brokers and agents who certify to sell Coventry Medicare products. This is standard practice with most insurance carriers and is required by many states.

E&O Insurance Requirements:

On September 21, 2009, agents who contract to sell Coventry Medicare products will be required to submit proof of E&O coverage to the Broker Services Department (BSD).

Existing agents whose contract effective date is prior to 9/21/09 will have until January 1, 2010 to submit proof of E&O coverage to the BSD.

- ┆ E&O coverage must be at minimum \$1,000,000 per incident and \$1,000,000 per year.
- ┆ Must carry the insurance in the individual's name only.
- ┆ A blanket policy is acceptable if the individual's is named a covered person.
- ┆ A Declaration Page or Certificate will be required as proof of coverage.

[Refer to the link below to access Guidelines for Errors & Omissions Coverage](#)

Existing Agents:

The BSD will provide frequent reports to all upline marketing organizations and local health plans to indicate their contracted agents who need to submit proof of E&O coverage to Coventry. Also, on a regular basis through December 31, 2009, Coventry will issue general reminder emails

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UPDATE Coventry Contracting Requirements

Direct questions to your upline field marketing organization.

Agents contracted locally to sell Coventry coordinated care plans should contact the local health plan.

**For additional assistance, contact Coventry Broker Services Department
1-866-714-9301,
Mon. - Fri.
8 am- 8 pm ET**

to existing agents for whom E&O coverage is not on file.

New Agents:

The BSD will check to see if proof of coverage was submitted with the contract and meets all requirements. If it was and all information is correct, it will be verified in our system and you will receive a "Receipt of Contract" letter.

NOTE: Only one format of the Coventry Contract will be in use effective 9/21/09. The contract has been modified to include the requirements for E&O Insurance Coverage and replaces any previous versions.

In the event proof of coverage information for an agent is missing or is incomplete or does not meet the requirements:

- | BSD will issue a "Receipt of Contract - Missing Information" letter to the agent requesting submission of required documentation on or before 21 days.
- | Response activity will be monitored for 21 days from the date of the letter.
- | Upon receipt of proof of coverage that meets the requirements, the BSD will update the information on file.
- | If the requested information is not submitted to the BSD, the contract will be rejected. A "Rejection" letter will be sent to the agent and the Distribution Partner and/or Coventry Health Plan.

In all cases, Coventry will provide reports on E&O status to your upline marketing organization.

Note that until the information is received at the BSD, verified by BSD and confirmed in our system, the agent will continue to receive by email the general reminder updates that will be issued regularly through the end of the year.

Procedure to Submit Proof of E&O Coverage

Submit proof of E&O coverage to the BSD by fax or by mail.

Fax to: 1-724-741-7285; or,

Mail to:

Coventry Health Care, Inc.
Broker Services Department
2222 Ewing Road
Moon Township, PA 15108
Attn: Contracting

Coventry has updated Contracting Forms as well as Notification Letters that are routinely used to inform brokers of contract status, or when there is

missing information. Be on the lookout for an email from Coventry Broker Services Department that will provide details on those updates.

[Click Here to Access Guidelines for E&O Coverage](#)

If you have questions based on the new requirements for E&O insurance or the notification correspondence and the procedures that Coventry requires you to follow, please contact your upline marketing organization immediately. If you are contracted locally to sell Coventry coordinated care plans, contact your local health plan. You may also contact the Broker Services Department if you require additional assistance. Call Monday-Friday, 8 a.m. - 8 p.m. ET, 1-866-714-9301 or send an email to Brokersupport@cvty.com.

This communication is intended for use by Coventry Health Care contracted brokers only and is not intended for distribution to Coventry Health Care members or potential applicants. This communication is confidential and any publication or distribution of this communication to unauthorized recipients without approval from Coventry Health Care is prohibited.

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