Logging In

Welcome to the SilverScript Agent Portal

Login ID

[ ] (1)

Password

[ ] (2)

[Login]

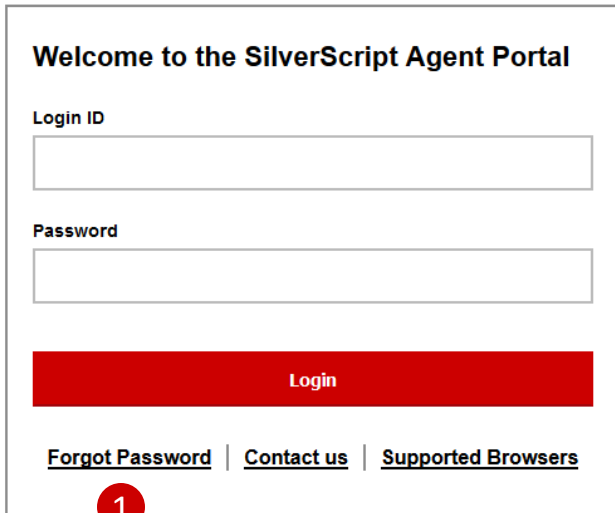Forgot Password | Contact us | Supported Browsers (3)

Note:

Please write down the new password you create as you will not be able to refer back to the welcome email to use the temporary password again. Until your profile is activated by your administrator, you will **not** be able to use the password reset function.

When you navigate to the SilverScript Agent Portal Login page, you'll need your credentials with you.

Use the Login ID (1) you received from your Admin and the temporary password. (2)

You may be asked to change your password and/or update your email address.

If you cannot remember your Login ID password, please click Forgot Password to reset it.

After you've typed in your Login ID and password, click "Login" to proceed.

If you have the correct Login ID and password and still cannot log in, click here (3) to make sure your browser is the correct version and see instructions on how to update.

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Resetting your password

Welcome to the SilverScript Agent Portal

Login ID

Password

Login

Forgot Password | Contact us | Supported Browsers

1

Enter New Password

Please provide a new password for your profile.

The password must be a minimum length of 8 characters,
contain at least 1 upper-case letter,
contain at least 1 lower-case letter,
contain at least 1 special non-alpha-character,
contain at least 1 number and
no character can occur 3 times consecutively.

2

New Password

Confirm New Password

Save

1 If it's been a while and you don't remember your password, you can select **Forgot password** on the login screen and enter your agent ID. Remember, your agent ID is the same as your login ID/username.

2 After verifying your identity, you can select a new password and enter it twice to confirm. Make sure that it fits the requirements listed. Click **Save.**

Once you've reset your password, then you will be prompted to log back in:

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2

● Ready to Sell | Welcome, Demo Agent (Marketing Agent) | **Help** | **Log Out**

Last Successful Login : 06/11/2018 11:04 am

SilverScript® **4**

3 📋 Order Supplies   📋 Drug Prices   📍 Pharmacy Locator

Silver Mail ▾   Enrollment ▾   Reports ▾   Tools ▾   Resources ▾   I want to ... ▾   **1**

News 📡

New Portal Goes Live June 16

Posted 06/04/2018

The new SilverScript Agent Portal will move into the Production environment at 6 AM Pacific time on June 16. All users will log in with their current Login ID and password, and will then be required to create a new password and update their email address.

iPad Enrollment App Update

Posted 05/02/2018

A new version of the iPad enrollment app was released on 4/27/2018. Users of the version 2.3 of the app will see some enhancements. As with the previous version, the formulary module will now display either the Choice or Plus plan formulary, as will the Pharmacy module. The new update also provides an export to Excel option in the iPad

Formulary Update 💊

Xarelto® Added Back to SilverScript's 2018 Formularies

Posted 05/15/2018

💊

SilverScript continually negotiates with drug manufacturers to get the lowest costs for our valued members.

For 2018, we are pleased to announce that ongoing negotiations allow us to make an update to our formulary. The commonly prescribed drug Xarelto will continue to be covered in 2018. This update did not appear in the abridged formulary (printed drug list) members received in your Annual Notice of Changes.
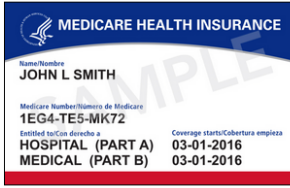
Get accurate pricing for 2018 SilverScript plans.

Xarelto won't be visible as a covered drug on the Medicare.gov Plan Finder until

Good to Know 💬

New Medicare Cards and MBI

Posted 05/02/2018

Your clients may have already received their new Medicare cards that show a **Medicare Number** instead of the previous Health Insurance Claim Number (HICN). Here's what the card looks like:

MEDICARE HEALTH INSURANCE

Name/Nombre
JOHN L SMITH

Medicare Number/Número de Medicare
1EG4-TE5-MK72

Entitled to/Con derecho a   Coverage starts/Cobertura empieza
HOSPITAL (PART A)   03-01-2016
MEDICAL (PART B)   03-01-2016

Agents are beginning to see the changes from HICN to **Medicare Beneficiary**

Newsletters ✉️

Remember to check here each time you visit the Portal for news, updates from CMS (Medicare) and agent-specific messages.

06/11/2018	New Agent Portal - Part 2
06/04/2018	New Agent Portal
05/15/2018	March 29, 2018 Marketing Agent eNewsletter
05/15/2018	January 9, 2018 Marketing Agent eNewsletter
	More News...

The Home Page

You'll land on the **Home** page each time you log in to the Agent Portal.

It's good to get in the habit of scanning each of the four sections of the main area of the page, since this is where we post the latest news and information for you.

1 Main navigation menu

2 Your Ready to Sell status: red = no, green = yes.

3 One-click links to **Supply Room**, **Drug Pricing tool**, and **Pharmacy Locator**.

4 Click the SilverScript logo from any page to return to the Home page.

Agent Menus

I want to ...

- Get a Temporary Member ID Card
- Order Enrollment Kits
- See the Status of my Enrollments **3**
- Send a Mail Service Email
- Send a Secure Message
- Send an eApplication **2**
- Send an eSOA **1**
- Take My Training
- Upload Secure Documents

The **I want to …** menu provides one-click access to your most frequently used activities on the Agent Portal.

Using only this menu, you could send:

1 An electronic Scope of Appointment,

2 An electronic enrollment Application,

3 And then check on the status of your enrollments for follow-up with your clients.

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Plan Year: 2018 ⌄

SilverScript®

📋 Order Supplies   💊 Drug Prices   📍 Pharmacy Locator

Silver Mail ⌄   Enrollment ⌄   Reports ⌄   Tools ⌄   Resources ⌄   I want to ... ⌄

Note:

Appointments -- Other than a few states in which you'll be immediately appointed, most states are appointed "just in time" per that state's regulations. As long as your license shows active, and all other onboarding steps have been completed, you can write in that state. You'll be appointed when you enter your first enrollment into the Agent Portal for that state and receive the confirmation number.

Sending enrollments before you're Ready to Sell -- The Agent Portal is designed to prevent an agent from entering an enrollment into the portal until they have achieved good standing for that plan year, and a valid license exists for the client's resident state. Certification is annual, so you could be in good standing for one year, but not yet for the next year. If you send in an enrollment and not yet in good standing for that plan year, you are considered out of compliance, therefore you cannot receive commission on that enrollment for that plan year.

It's possible that you can receive later renewal commissions as long as you have completed the next year's certification before the renewals commission deadline. (The last day of AEP, currently set as December 7, is the deadline for the next plan year in order to receive renewals commissions.) Check with your contracting upline to see if there are conditions that may override this process.

Ready to Sell

The Ready to Sell indicator tells you at a glance if you've met the SilverScript and CMS (Medicare) criteria to represent SilverScript and sell our plans.

① Your Ready to Sell status is always displayed at the top of the web page: red = no, green = yes.

To be Ready to Sell, you must:

1. Pass your [background check](#).

2. Hold at least one state insurance license.
   When your background check is completed, our system uses your SSN and name to go to the National Insurance Producer Registry (NIPR) website to get all of the licenses affiliated with you, even if they are inactive. It may take up to 24 hours for the Agent Portal to show your licenses, which is normal.

3. Pass your annual [certification](#).

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Training & Certification

1 Medicare requires that all insurance producers, agents, and representatives of a Medicare plan complete annual certification. Your status is shown in this table.

SilverScript typically has the upcoming year's certifications available in early August. If you've completed Medicare training from AHIP, Pinpoint, or Gorman for the year for which you are certifying, we'll give you credit for completing the SilverScript Insurance Company Medicare Overview (E1) course, the SilverScript Compliance (E2) course, and the CMS Compliance and FWA (E3) course. Please allow 2-4 days for results from third-party training companies to be posted on the Agent Portal.

If you have not completed Medicare training from any other sources, you can complete our courses at no cost.

2 **AHIP and Pinpoint Certification**
SilverScript now has a direct relationship with the AHIP and Pinpoint training websites. Agents who have completed initial training and/or annual re-training certifications through AHIP or Pinpoint can click the appropriate button to have core Part D training results submitted to SilverScript.

3 **Gorman Certification**
If you have completed the annual Medicare certification through Gorman instead of AHIP, click here to send us a copy of the certificate.

State DOI Certification
Many states use the AHIP course but also apply the course to their state continuing education requirements and their certification will be acceptable instead of the AHIP direct certification. Please send a copy of that state's CE certification through Silver Mail using the **AHIP Upload/Question** category.

How to Access the SilverScript Certification Curriculum

Launch to complete your SilverScript courses

Keep in mind that you can download/open a PDF version of each training course for reference while you are taking the tests. Click on the Reference Material link under the Resources menu tab to view course PDFs.

Launch Training ①

Your Initial Supply and Reordering of Enrollment Kits

②

Note:

If you have submitted your AHIP/Gorman/State DOI certificate of completion for that year's Medicare courses, then skip over the first three courses in the list shown above, and go to the E3 SilverScript Product and Process course for that plan year.

Remember that there's a PDF version of all the course materials on the **Reference Materials page**, available for open book use on the test. There are also PDF versions of the other courses for those who don't use external certification sites.

SilverScript Training and Certification

Even if you've taken and received credit for external training courses, there are still two SilverScript-specific courses you need to pass. At the bottom of the **Training and**
① **Certification** page, you'll see a button to launch the SilverScript training.

② Clicking the button takes you to our external training site, **CourseMill**.

③ Click the green and white icon to access the course list.

④ After you click the icon, a list of the assigned training courses will appear. Start each course by clicking the blue and white launch icon next to the course name. After you complete a course and pass the exam you will be directed back to the **My Courses** page. Repeat these steps until you complete all the required courses. Do not attempt courses for which you have requested that SilverScript apply your AHIP or Gorman credit.

Enrollment Kits and Supply Room

Welcome to the Supply Room

Initial Supply

We automatically send an initial supply of 10 enrollment kits to agents upon completion of the 2018 certification curriculum. The first batch of materials should arrive prior to October 1st.

Reorders

To place reorders, simply click the button below. Please be sure to verify or update your shipping address (we cannot ship to PO Boxes). Enter the quantity of kits that you want -- your request needs to be in multiples of 10.

Order Online ①

Instant Access to Enrollment Materials

You can download complete Enrollment Kits or any of the individual documents by selecting the appropriate state below. Please remember that all pages must be given to all clients who sign an enrollment form.

To view and download Supply Room documents, please select the appropriate State from the list below.

State

[⌄] ②

View available documents

> **NOTE**: If a user is shown as an Admin-Agent in their profile, kits are not automatically shipped and can be ordered via Fulfillment trigger for agents available in the Resources menu for Organization Admins and Managers.

The initial set of enrollment kits are shipped out as soon as you achieve **Ready to Sell** status. The first shipment contains the enrollment kits, a copy of each formulary, a car coach booklet, scope of appointment forms, and a checklist to help you keep track of all the steps to an enrollment that are necessary for compliance.

① Click "Order Online" if you need additional kits. Remember to request kits in multiples of 10, the maximum limit is 100. Car Coaches are not included.

The **Supply Room** is where you'll find free PDF copies of enrollment kit materials, as well as some other items, like a claim form and the comprehensive formularies.

② Select **Supply Room** from the **Resources** menu, then select the state in which your client lives – only the states in which you're licensed will appear in the dropdown. Then click "View available documents" to view and download the information you or your client need.

You may also access the **Supply Room** by clicking this icon in the header at the top of each page:

Order Supplies