



**Writing number:** Your writing number is the same as your SilverScript Agent Portal Login ID. Your SilverScript Agent Portal profile has been created and can be accessed using the Login ID and temporary password listed above.

**SilverScript Agent Portal:** SilverScript provides a full-service Agent Portal website to assist you with selling the Medicare Part D plans. The Agent Portal is your resource to:

- Complete product training and certification
- Learn about the 2017 PDP benefit designs
- Create beneficiary annual cost estimate reports using our Drug Coverage and Pricing tool
- Search our online pharmacy locator
- Monitor the status of your clients' enrollments and view enrollment reports

### **New Agent Check List**

- **Log in to [www.SilverScriptAgentPortal.com](http://www.SilverScriptAgentPortal.com)**  
You must create a new password the first time you log in.
- **Create a New Password**  
Log in to the website using the login and password shown above.
- **Complete the Background Questionnaire**  
CMS introduced many standards related to agent behavior. As such, SilverScript requires all agents to complete a background questionnaire before they are allowed to sell the SilverScript Medicare Part D plans. Answering "yes" to a question does not automatically disqualify you from selling our Medicare Part D Plans. For each subsequent log in, you will be asked to reaffirm your answers before entering the website.
- **Complete the 2017 SilverScript Certification Training**  
The annual certification curriculum consists of several training courses and corresponding tests. The certification tests require a score of 90% or higher to pass. SilverScript will accept AHIP/Gorman training in lieu of agents completing the SilverScript 2017 Medicare overview and compliance courses. Submit your scores to Producer Sales Resource with the subject line "AHIP/Gorman Training Certificates" in the email or cover sheet with your login ID. You will receive e-mail confirmation when your scores are credited. Before we are able to apply your AHIP/Gorman credits, you must register for the SilverScript 2017 curriculum. Go to the Training & Certification section of the Agent Portal and click on the "click here" to access online training link. This will register your profile in our system and enable us to apply your AHIP/Gorman credits. After you receive your confirmation email from SilverScript you can once again access the Training & Certification section of the Agent Portal and complete the remaining courses in the 2017 curriculum.
- **Initial Supply:** We automatically send an initial supply of 10 enrollment kits to agents upon completion of the 2017 certification curriculum
- **Reorders:** To place reorders, send an email to [ProducerSalesResource@Caremark.com](mailto:ProducerSalesResource@Caremark.com). You must include your Agent ID number, your name and your shipping address. We cannot ship to PO Boxes. Each shipment will include 10 kits. If you need more than 10 kits, no problem, just let us know the amount you need and make sure your quantity is a multiple of 10. Orders will be shipped within 2 business days.

- **Instant Access to Enrollment Materials:** You are able to download Enrollment Kits (all pages must be given to all clients who sign an enrollment form). To access the downloadable PDFs, click on the Plan Offering link (at left) and then scroll down to Plan Documents.
- **Portal Functionality:** Prior to the background check and certification, the Agent Portal will display a limited amount of information and restrict certain online functions such as plan designs, marketing materials, and enrollment forms.
- **Review the News & Information Section on the SilverScript Agent Portal home page:** You should check this section of the home page regularly as information is posted as often as necessary.
- **Marketing Guidelines:** The CVS Caremark Code of Conduct and the Summary of the Marketing Guidelines are attached to this email. It is critical that you review these documents before you start marketing as CMS is strictly enforcing agent compliance with their published marketing guidelines. If you have any questions on the acceptable marketing practices, please refer back to the guidelines or email your questions to [ProducerSalesResource@cvscaremark.com](mailto:ProducerSalesResource@cvscaremark.com) before proceeding with your marketing efforts.
- **Notification of Sales / Educational Events:** CMS monitors the organizations participating in Medicare Part D. They require that all Part D organizations, including SilverScript, inform them about ALL planned marketing and sales events to ensure the accurate representation of information to Medicare beneficiaries. The document, 2017 Medicare Marketing Guidelines Summary provides information on how you must comply with this regulation. Additionally, we have attached a spreadsheet associated with this CMS compliance regulation.

There are a number of options in the Medicare Part D marketplace today. Thank you for choosing to represent SilverScript.

**Once you've received your Silverscript writing number, you must complete the online certification.**

**Complete:**

**1. Beginning your training and certification**

- Go to the Training & Certification section of the Agent Portal and click on the "click here" to access online training link. This will register your profile in the curriculum system.

**2. Already completed AHIP or Gorman course?**

- Submit your scores to Producer Sales Resource with the subject line "AHIP/Gorman Training Certificates" in the email or cover sheet with your login ID
- Receive e-mail confirmation when your scores are credited

**3. Completing training**

- Go to the Training & Certification section of the Agent Portal
- Detailed instructions are listed on the landing page of the Training & Certification section

**4. Agent Portal enhances your training**

- Download printable versions of training courses via the Agent Portal's Reference Material's tab for reference while taking tests

**Silverscript Producer Support Contact**

AFTER YOU HAVE A WRITING NUMBER, If you have any questions, you may contact Silverscript Producer Sales Resource team at: 1-888-277-4174  
or email: [ProducerSalesResource@CVScaremark.com](mailto:ProducerSalesResource@CVScaremark.com)