



Coventry is constantly working on improving the quality of services and care our customers receive. In an effort to increase the efficiency and quality of our enrollment processes, we will begin returning applications that are missing information. Effective **June 1, 2011**, applications missing required information will be returned to the employer group by mail. A letter will explain what information is needed to complete the processing of the applications, allowing the group to resubmit the application with all the required information. It is very important that employers return the form with the missing information to Coventry within 15 days.

Enrollments, changes, and terminations can also be submitted electronically. **At Coventry Health Care, we give groups a convenient way to manage their health benefits online through Online Account ManagementSM**. Through a single, password-protected website, employers can perform a variety of functions and access a wealth of account information at no additional cost. Online Account Management is available 24 hours a day, and it allows users to:

- Perform online enrollment functions (add employees, dependents, terminate coverage, make updates, etc.)
- Create a multitude of reports
- View current and prior group statements
- Complete member requests (request ID cards, update address and phone information, etc.)

Please contact the group's account manager for additional information about electronic enrollment opportunities.

How will this benefit employer groups?

- **Increased efficiency.** Applications missing required information will be returned to the group within 24 hours of receipt. This will enable employer groups to provide the complete information and return the application to Coventry in a timely manner, thereby decreasing the time it takes to process enrollment additions and changes.
- **Improved Quality.** Complete applications ensure that the information Coventry receives is accurately entered into our systems. This data is critical for customer service and claims administration, and results in a positive member experience.
- **More Accurate Billing.** Complete information will result in even more accurate billing statements.

If you have questions about this process, please contact our CARE Team at 866-667-3062.