

How to Order Medicare Materials on CustomPoint

(July 16, 2021)

After you have completed the Medicare Advantage and Part D certification, along with the specific Product Training, you are eligible to order applicable Medicare Advantage and Part D supplies on-line through CustomPoint. In addition, you can view and track your orders with a direct link to UPS.

To access the CustomPoint Portal, please visit the following website:

<https://custompoint.rrd.com>



- Step 1** Login to CustomPoint with your User ID, Password, and Account: wps
- Step 2** To order plan materials like Enrollment Kits, Directories, Formularies and OTC Catalogs, follow the brief steps through “Quick Find”. The “Quick Find” steps will identify all materials available for you to order.



Step 3 Select “State” from the drop down arrow.

Quick Find

What materials are you searching for? MAPD SALES MATERIALS Select Plan Year 2021

Select Plan State AZ_2021 Select Brand AMERIGROUP_2021

Select County Please make a selection

In most cases, the State and Brand will pre-populate based on your User ID log in credentials.

Quick Find

What materials are you searching for? MAPD SALES MATERIALS Select Plan Year 2021

Select Plan State AZ_2021 Select Brand AMERIGROUP_2021

Select County Please make a selection

Step 4 Select “County” from the drop down arrow. The Select County list will always be led with an ALL option that allows you to view all kits within the state.

Quick Find

What materials are you searching for? MAPD SALES MATERIALS Select Plan Year 2021

Select Plan State AZ_2021 Select Brand AMERIGROUP_2021

Select County Please make a selection

Step 5 Select “FIND

Quick Find

What materials are you searching for? MAPD SALES MATERIALS Select Plan Year 2021

Select Plan State CA_2021 Select Brand ANTHEM BLUE CROSS_2021

Select County ALL

FIND

Step 6
can order.

The “Quick Find” search function displays all materials in that category you

Refine Search

Material Type Filter

- ENROLLMENT KIT
- OTC & OTHER CATALOGS

Language

- ENGLISH
- SPANISH

Plan Type

- CSNP

RESTART YOUR SEARCH (58 items found)

Order Wizard Search

Selections: MAPD SALES MATERIALS 2021 AZ_2021 AMERIGROUP_2021 ALL

ENROLLMENT KIT OTC & OTHER CATALOGS

View: Icons | Table | Text Sort By: Your Item Show: 24 Page: 1 2 3

Item Description	Your Item	Order
2021 MAPD BR-Amerivantage Diabetes Care Plus (HMO C-SNP)-AZ Max 50 - Service Area: Pima	21AZH1423002BR	
2021 MAPD BR-Amerivantage Diabetes Care Plus (HMO C-SNP)-AZ Max 200 - Service Area: Pima	21AZH1423002BR	
2021 MAPD BR-Amerivantage Diabetes Care Plus (HMO C-SNP)-AZ Max 125 - Service Area: Pima	21AZH1423002BR	

To narrow your search results, Use the Material Type or Language Filters.

You can select one or more boxes to narrow your results

Refine Search

Material Type Filter

- ENROLLMENT KIT
- OTC & OTHER CATALOGS

Language

- ENGLISH
- SPANISH

Plan Type

- CSNP
- DSNP
- ISNP
- HMO
- PPO

RESTART YOUR SEARCH (28 items found)

Order Wizard Search

Selections: MAPD SALES MATERIALS 2021 AZ_2021 AMERIGROUP_2021 ALL

ENROLLMENT KIT ENGLISH

View: Icons | Table | Text Sort By: Your Item Show: 24 Page: 1 2

Item Description	Your Item	Order
2021 MAPD BR-Amerivantage Diabetes Care Plus (HMO C-SNP)-AZ Max 50 - Service Area: Pima	21AZH1423002BR	
2021 MAPD BR-Amerivantage Diabetes Care Plus (HMO C-SNP)-AZ Max 200 - Service Area: Pima	21AZH1423002BR	
2021 MAPD BR-Amerivantage Diabetes Care Plus (HMO C-SNP)-AZ Max 125 - Service Area: Pima	21AZH1423002BR	
2021 MAPD BR-Amerivantage Diabetes Care Plus (HMO C-SNP)-AZ Max 100 - Service Area: Pima	21AZH1423002BR	
2021 MAPD DR-Amerivantage Diabetes Care Plus (HMO C-SNP)-AZ Max 50 - Service Area: Pima	21AZH1423002DR	
2021 MAPD DR-Amerivantage Diabetes Care Plus (HMO C-SNP)-AZ Max 100 - Service Area: Pima	21AZH1423002DR	

To order material from another category or for another plan type, select “Order Wizard Search.”

RESTART YOUR SEARCH (28 items found)

Order Wizard Search

Selections: MAPD SALES MATERIALS 2021 AZ_2021 AMERIGROUP_2021 ALL

ENROLLMENT KIT ENGLISH

You can change your search criteria for a category of materials and/or for a county, select the drop down box, then FIND

Quick Find

What materials are you searching for?
MAPD SALES MATERIALS

Select Plan Year
2021

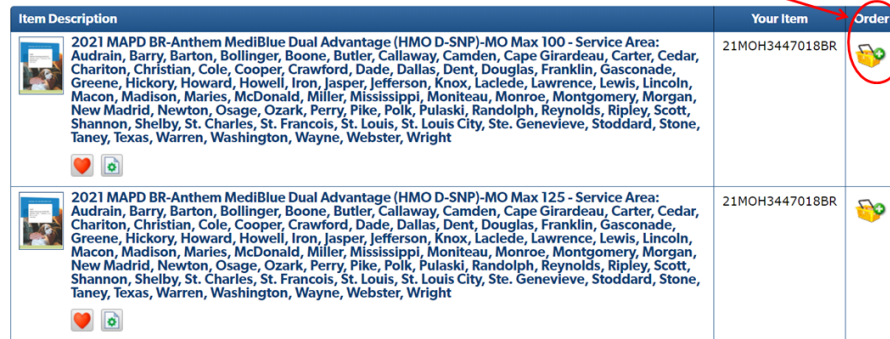
Select Plan State
AZ_2021









Select Brand
AMERIGROUP_2021

Select County
ALL

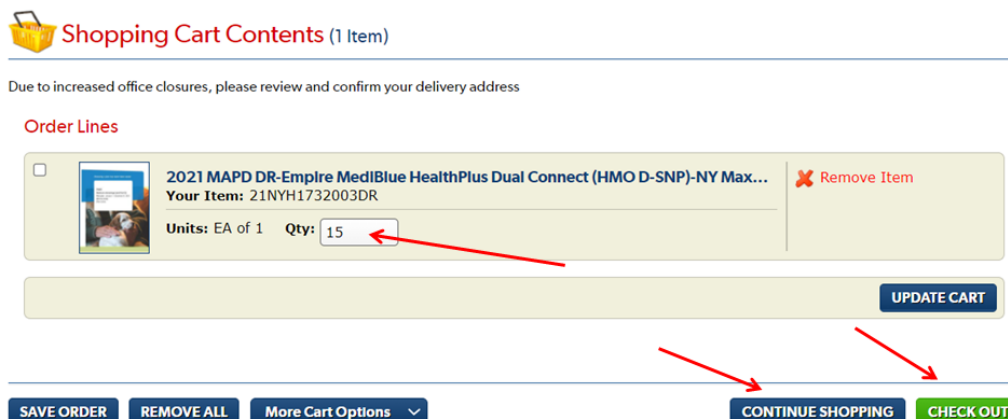
FIND


Step 7 To order a material, click the icon (add to cart) in the “Order” column for the “Item Description” you want to order.



Item Description	Your Item	Order
 2021 MAPD BR-Anthem MediBlue Dual Advantage (HMO D-SNP)-MO Max 100 - Service Area: Audrain, Barry, Barton, Bollinger, Boone, Butler, Callaway, Camden, Cape Girardeau, Carter, Cedar, Chariton, Christian, Cole, Cooper, Crawford, Dade, Dallas, Dent, Douglas, Franklin, Gasconade, Greene, Hickory, Howard, Howell, Iron, Jasper, Jefferson, Knox, Laclede, Lawrence, Lewis, Lincoln, Macon, Madison, Maries, McDonald, Miller, Mississippi, Moniteau, Monroe, Montgomery, Morgan, New Madrid, Newton, Osage, Ozark, Perry, Pike, Polk, Pulaski, Randolph, Reynolds, Ripley, Scott, Shannon, Shelby, St. Charles, St. Francois, St. Louis, St. Louis City, Ste. Genevieve, Stoddard, Stone, Taney, Texas, Warren, Washington, Wayne, Webster, Wright  	21MOH3447018BR	
 2021 MAPD BR-Anthem MediBlue Dual Advantage (HMO D-SNP)-MO Max 125 - Service Area: Audrain, Barry, Barton, Bollinger, Boone, Butler, Callaway, Camden, Cape Girardeau, Carter, Cedar, Chariton, Christian, Cole, Cooper, Crawford, Dade, Dallas, Dent, Douglas, Franklin, Gasconade, Greene, Hickory, Howard, Howell, Iron, Jasper, Jefferson, Knox, Laclede, Lawrence, Lewis, Lincoln, Macon, Madison, Maries, McDonald, Miller, Mississippi, Moniteau, Monroe, Montgomery, Morgan, New Madrid, Newton, Osage, Ozark, Perry, Pike, Polk, Pulaski, Randolph, Reynolds, Ripley, Scott, Shannon, Shelby, St. Charles, St. Francois, St. Louis, St. Louis City, Ste. Genevieve, Stoddard, Stone, Taney, Texas, Warren, Washington, Wayne, Webster, Wright  	21MOH3447018BR	



Step 8 **VIEW CART:** You will be prompted to enter the quantity desired for each item or kit. Once completed, click “Check Out.” This will prompt you to enter in a shipping address and delivery options. Once the information is filled-in, click “Next.”



 Shopping Cart Contents (1 Item)

Due to increased office closures, please review and confirm your delivery address

Order Lines

 2021 MAPD DR-Empire MediBlue HealthPlus Dual Connect (HMO D-SNP)-NY Max...
Your Item: 21NYH1732003DR  Remove Item

Units: EA of 1 Qty:

Step 9 Fill in all required fields in the Delivery Options screen, click “Next.”

Step 10 Fill in all required fields in the Order Details screen, click “Next.”

Step 11 Review your order, select “Submit.” You will see a confirmation screen and an email notification will be sent to you.

If you need assistance with the website, contact Medicare Programs Sales Support.
California: (888) 209-7839 - All other States: (800) 633-4368