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2019 Internal Group Broker Medicare Producer Certification Instructions

**Aetna and Coventry Group
Medicare Producers**



Internal Group Medicare Certification

The following pages provide step-by-step instructions for accessing the correct certification learning plan for those that sell Aetna and Coventry Group Medicare business.



Internal Group Medicare Certification

You will access the certification portal by clicking on a personal URL (PURL). The PURL is a specific hyperlink to the certification portal.

This ensures you get the training you need for certification.

This also validates profile information and ensures accurate reporting.

Internal Group Medicare Certification

Select the PURL

Access the annual Group Medicare certification training for the 2019 Group Medicare products you sell.

Aetna/Coventry Group Medicare Producer:

<http://aetna.cmpsyste.com/clients/aetna/group>

The default learning plan for new users in 2019 will be the Individual Medicare learning plan. Follow the instructions titled **Attention Group Medicare brokers** on the Aetna home page if you do not see the 2019 Aetna and Coventry Group Medicare Certification listed.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

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Login

Welcome to Aetna Medicare Product Certification Training for Aetna and Coventry Group Medicare.
Please continue by logging in or creating new account.
For Individual Medicare certification training, please [click here](#).

Sign In

Username (NPN or Email)
Password

[Forgot your username?](#)
[Forgot your password?](#)

Register

New users, click here to register.

Contact us
Difficulty with your online training?
Contact us: 1-866-714-9301
Resources

COVENTRY®
Health Care
Medicare Advantage Plans
An Aetna Company

2019 Group Medicare Certification Registration Instructions

Once you click on the PURL, you will see the registration page.

Existing users will sign-In using their username/NPN and password. Click the **Login** button.

New users will need to register and create a new account. Click the **Create a New Account** button.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: BrokerSupport@aetna.com

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Login

User ID Number

Aetna Employees: Please provide your A-Number or N-Number, then click Submit.

2018 Individual Medicare Front Runners: Please provide your NPN, then click Submit.

Access Code Users: Please provide your Aetna certification access code, then click Submit.

All other users, please leave the above fields empty and click "Continue Producer Registration"



Internal Group producers need to provide your A or N-number in the field above and then click **Submit**.

Your A or N-number alerts the portal that you work for Aetna as an internal producer. This gets you to the right course. If you took the 2018 certification, the portal should recognize your A or N-number. If your A or N-number is *not* recognized and accepted, contact the Broker Services Department at 1-866-714-9301, choose option 4 and then option 1, to have your Aetna ID added to the portal.

Do not add an NPN. Do not select the Continue Producer Registration button. The system will see you as an **external producer** and you will take the wrong courses for certification.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

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Login

Step 1 of 3

Confidential Information

Please fill out the following required fields:

Last name*

Enter last name on the account

DOB*

Enter date of birth (mm/dd/yyyy)

Last 4 Digits of SSN*

Enter last 4 digits of social security number



Submit

There are required fields in this form marked*.

New users will complete the **Confidential Information** and click the **Submit** button to start the registration process.

Existing users will be immediately sent to the profile page to validate their information is still current.

Producers that took the 2018 Aetna Internal Group Producer Certification are considered to be existing producers.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

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Login

Step 2 of 3

Confidential Information

Provide some information to uniquely identify yourself for the AHIP Medicare Training System

Last name
DOB
Last 4 Digits of SSN

Personal Information

Name

Prefix
First name*
Middle name
Last name*
Suffix
Designation

Additional information

Company name
Job title
Phone number*

New and existing users will create or be prompted to update their profile.

Internal Group Medicare Certification

<h3>National Producer Number</h3> <p>Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.</p> <p>NPN <input type="text"/></p> <p>Edit</p>
<h3>Password</h3> <p>Provide a password to access the system. The password must have at least 6 characters</p> <p>Password* <input type="password"/></p> <p><i>Enter Password</i></p> <p>Confirm password* <input type="password"/></p> <p><i>Verify Password</i></p>
<h3>Email address</h3> <p>Please provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number.</p> <p>Email address* <input type="text"/></p> <p><i>Enter email address</i></p> <p>Confirm email address* <input type="text"/></p> <p><i>Verify email address</i></p>
<h3>Mailing Address</h3> <p>Provide the mailing address you can be reached at.</p> <p>Address 1* <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>City* <input type="text"/></p> <p>State / Territory* <input type="text"/></p> <p>Zip code* <input type="text"/></p> <p><i>Enter your five digit zip code</i></p> <p>Country <input type="text" value="United States"/></p>

You should not enter an NPN on this page - it is not applicable for Aetna internal producers.

Internal Group Medicare Certification

Provide the mailing address you can be reached at.

Address 1*

Address 2

City*

State / Territory*

Zip code*
Enter your five digit zip code

Country

Language

Indicate your preferred language for taking courses.

Language
Select your preferred language

Aetna (Group)

Region*
Please select your Region


User Level*
How are you affiliated with Aetna?

Group Retiree Sales Segment*
For Group Retiree Sales, Please Select a Segment

Cell Phone

Fax

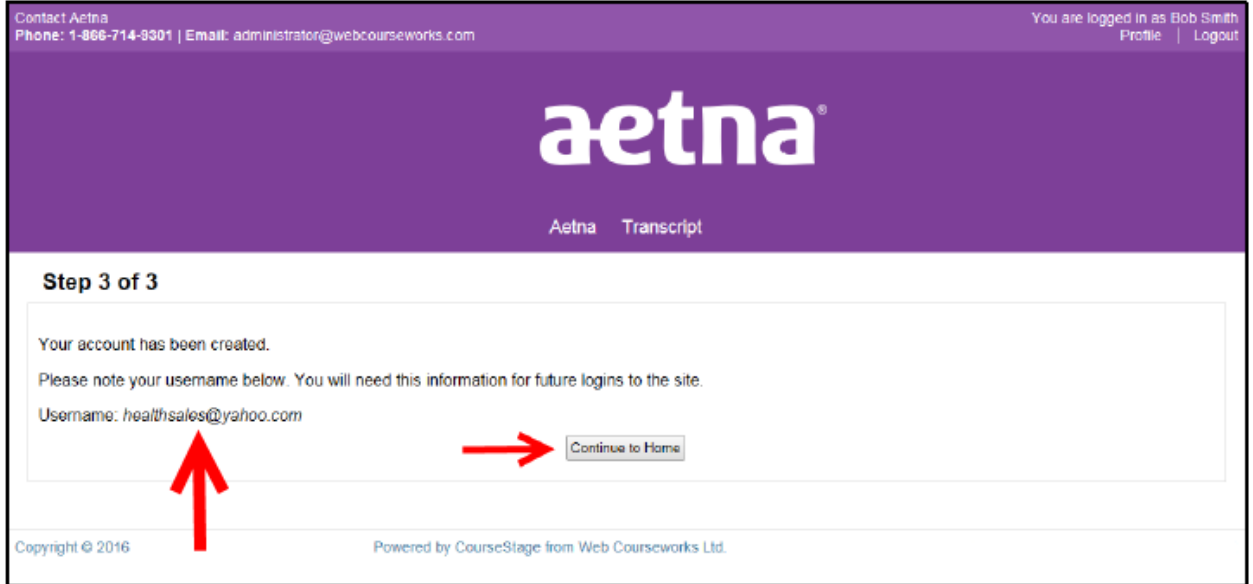
User is a Writing Agent*



There are required fields in this form marked.*

Complete or update the remainder of the profile information. The last section in the profile will be specific to your line of business. Make sure the information is correct and then click the **Register** button.

Internal Group Medicare Certification



The screenshot shows the Aetna website interface. At the top left, it says "Contact Aetna Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com". At the top right, it says "You are logged in as Bob Smith Profile | Logout". The Aetna logo is centered in the purple header. Below the header, it says "Aetna Transcript". The main content area is titled "Step 3 of 3" and contains the following text: "Your account has been created. Please note your username below. You will need this information for future logins to the site. Username: healthsales@yahoo.com". A red arrow points to the username, and another red arrow points to the "Continue to Home" button. At the bottom left, it says "Copyright © 2016" and at the bottom right, it says "Powered by CourseStage from Web Courseworks Ltd."

New users will be assigned a username that can be used the next time you come to the portal. Make a note of it and then click the **Continue to Home** button.

You are now registered.

Internal Group Medicare Certification

The screenshot shows the Aetna user interface. At the top left, it says "Contact Aetna Phone: 1-866-714-9301 | Email: BrokerSupport@aetna.com". At the top right, it says "You are logged in as Phung Shreckengast Profile | Logout". The Aetna logo is prominently displayed in the center. Below the logo are navigation links: "Aetna", "Transcript", "Reporting", and "Administration". The user's name "Phung Shreckengast" is centered below the navigation. A secondary navigation bar includes "Profile", "Edit profile", "Forum posts", "Notes", "Activity reports", "Roles", "Hierarchy", "Registration wizard" (highlighted in blue), "Site licenses", and "Transcript". Below this, a message reads: "Please use the selectors on the left to begin searching for available trainings." On the left side, there are two selection boxes. The first is "Certification Year" with a radio button next to "2019". The second is "Product Type" with radio buttons for "Individual Medicare" and "Group Medicare". A "Save selections" button is located on the right side of the selection area.

Once you login or register, you are automatically routed to this screen. This is the Registration Wizard, which filters the certification courses that are available.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: BrokerSupport@aetna.com

You are logged in as Phung Shreckengast
Profile | Logout

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Aetna Transcript Reporting Administration

Phung Shreckengast

Profile Edit profile Forum posts Notes Activity reports Roles Hierarchy **Registration wizard** Site licenses Transcript

Select all Unselect all

Certification Year	2019	2019	2019	Product Type
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Group Medicare

Product Type

Individual Medicare
 Group Medicare

Save selections

- 1 - Check "2019" from the Certification Year.
- 2 - Check "Group Medicare" from the Product Type section.
- 3 - Check to confirm your selection.
- 4 - Click on "Save selections".

The 2019 Group Medicare learning plan will appear under **My Certifications** on the homepage.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: BrokerSupport@aetna.com

You are logged in as Phung Shreckengast
Profile | Logout

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Aetna Transcript Reporting Administration

Site Administration

- Notifications
- > Users
- > Hierarchy
- > Courses
- > Grades
- > Location
- > Language
- > Modules
- > Security
- > Appearance

Annual Certification & Other Required Individual Medicare Training

Turn editing on

You will see a checkmark to the left of any section you have completed. If you don't see a checkmark next to a section you have already completed, please refresh the page.

- 2019 Aetna and Coventry Group Medicare Certification

Learning groups

- 2019 Group Medicare

Courses

- AHIP Fraud, Waste & Abuse Training 2019
- 2019 Group Medicare Overview

This is the Aetna home page. You can get here anytime by clicking on **Aetna** at the top of the page.

Based on the selections you've made, the courses you'll need to complete will be listed under **Courses**. To get started, click on the title of the first course.








Internal Group Medicare Certification

2019 Aetna and Coventry Group Medicare Certification

2019 Aetna and Coventry Group Medicare Certification

Learning groups
2019 Group Medicare

Courses

- AHIP Fraud, Waste & Abuse Training 2019
-  **2019 Group Medicare Overview**
We believe that Medicare helps keep people healthy. In this course, you'll get a basic understanding of Group Medicare and what it covers. You'll learn about Medicare Parts A, B, C and D and finally, how your Medicare certification relates to The Aetna Way.
-  **2019 Group - Experience Excellence: Medicare Advantage**
In this section, you'll see how our Medicare Advantage products and services offer choice and high quality. Our PPO and HMO plans can help people live healthy and fulfilling lives.
-  **2019 Group Medicare Advantage - Mastery Test**
Are you ready to sell our Medicare Advantage products?
On this 10-question test, you have to get a score of 90% or better to pass. You have three attempts to pass the test.
-  **2019 Group - Experience Excellence: Prescription Drug Plans**
Our PDP plans support our value of excellence. In this section, you'll learn about our integrated and stand-alone prescription drug plans. You'll learn the differences and find out how the plans work.
-  **2019 Group Prescription Drug Plans - Mastery Test**
Are you ready to sell our prescription drug coverage?
On this 10-question test, you have to get a score of 90% or better to pass. You have three attempts to pass the test.
-  **2019 Group - Experience Caring, Inspiration and Integrity**
We care about helping people live healthy and fulfilling lives. In this section, you'll see how our values of caring, inspiration and integrity are reflected in our health and wellness programs.
-  **2019 Group Integrity - Mastery Test**
Are you ready to sell our Medicare Advantage products?
On this 10-question test, you have to get a score of 90% or better to pass. You have three attempts to pass the test.

[Course symbol key](#)

This page shows the courses you will need to complete if you select the 2019 Aetna and Coventry Group Medicare Certification.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: BrokerSupport@aetna.com

You are logged in as Phung Shreckengast
Profile | Logout

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Aetna Transcript Reporting Administration

Site Administration

- Notifications
- > Users
- > Hierarchy
- > Courses
- > Grades
- > Location
- > Language
- > Modules
- > Security
- > Appearance
- > Front Page
- > Server

Annual Certification & Other Required Individual Medicare Training

Turn editing on

You will see a checkmark to the left of any section you have completed. If you don't see a checkmark next to a section you have already completed, please refresh the page.

- 2019 Aetna and Coventry Group Medicare Certification
- 2019 Aetna Individual Medicare Certification

Getting ready to sell

Attention Individual MA/MAPD and PDP brokers

Completing Aetna's annual certification process is the first of [several requirements](#) you'll need to complete before marketing or selling 2018 and 2019 Aetna and Coventry Individual MA/MAPD and PDP products and receiving commissions.

To complete Individual MA/MAPD and PDP certification
Above in the section "Annual Certification & Other Required Individual Medicare Training", you'll see the "2019 Aetna Individual Medicare Certification" learning plan. Click the plus sign for a list of the included

If you need to complete certification for more than one line of business, you can go to **Profile** – at the top right corner of the Aetna Home page to get back to the Registration wizard.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: BrokerSupport@aetna.com

You are logged in as Phung Shreckengast
Profile | Logout




Aetna Transcript Reporting Administration

Phung Shreckengast

[Profile](#) [Edit profile](#) [Forum posts](#) [Notes](#) [Activity reports](#) [Roles](#) [Hierarchy](#) [Registration wizard](#) [Site licenses](#) [Transcript](#)



Country: United States
City/town: West Hartford
Address: 77 Barksdale Road
Phone: 860-273-9677
Email address: shreckengastp@aetna.com 
Courses: [2019 Group Medicare Overview \(Unenroll me\)](#)



Within the **Registration wizard**, select the year and training for the second certification you want to take. You will repeat the process you just learned. If you have questions you can contact the Broker Services Department at 1-866-714-9301, option 4.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: BrokerSupport@aetna.com

You are logged in as Phung Shreckengast
Profile | Logout

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Aetna Transcript Reporting Administration

Site Administration

- Notifications
- > Users
- > Hierarchy
- > Courses
- > Grades
- > Location
- > Language
- > Modules
- > Security
- > Approvals

Annual Certification & Other Required Individual Medicare Training

Turn editing on

You will see a checkmark to the left of any section you have completed. If you don't see a checkmark next to a section you have already completed, please refresh the page.

- 2019 Aetna and Coventry Group Medicare Certification
- 2019 Aetna Individual Medicare Certification

Getting ready to sell

Attention Individual MA/MAPD and PDP brokers

Completing Aetna's annual certification process is the first of [several requirements](#) you'll need to complete before marketing or selling 2018 and 2019 Aetna and Coventry Individual MA/MAPD and PDP products and receiving commissions.

When you complete your certification you will receive a confirmation email. To see your completed certification(s), go to **Transcript** at the top of the page.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

You are logged in as Bruce Smith
Profile | Logout



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Aetna Transcript

Bruce Smith

Profile Edit profile Activity reports Registration wizard Transcript

Training period 2018

Name	Attempt	Start	Complete	Duration	Status	Score	Credits	Roles	Delivery method	Certificate	Additional
2018 Aetna and Coventry Group Medicare Certification 2018 Group Medicare	1	June 22, 2017	--	--	<input type="checkbox"/>	--	--	--			--
2018 Aetna Individual Medicare	1	June 22, 2017	--	--	<input type="checkbox"/>	--	--	--	--	--	--
Total				00s							

Showing 2 of 2 total records.
Last updated Thursday, June 22, 2017, 01:10 PM

You will be able to print your certificates of completion here. If you completed more than one certification, you will have more than one certificate to print.

Thank you

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