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Healthier living  
Financial well-being  
Intelligent solutions

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# 2019 External Group Broker Medicare Producer Certification Instructions

**Aetna and Coventry Group  
Medicare Producers**



# 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.



# 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.

# Group Medicare Certification

## Select the Personal URL (PURL)

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

### **Aetna/Coventry Group Medicare Producer:**

<http://aetna.cmpsystem.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.

# Group Medicare Certification

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

# aetna®

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. This will take you directly to the Aetna Certification home page and you will be able to access your learning plan. The learning plan will be listed under **Courses**.

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

# Group Medicare Certification

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

# aetna®

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"



As a Group Medicare producer external to Aetna, click on **Continue Producer Registration** and leave the fields blank.

# Group Medicare Certification

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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*



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 External Group Producer Certification are considered to be existing producers.

# 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.



# Group Medicare Certification

**National Producer Number**

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN

[Click here to look up NPN on NIPR website.](#)

Confirm NPN

*Verify NPN*

**Password**

Provide a password to access the system. The password must have at least 6 characters

Password\*

*Enter Password*

Confirm password\*

*Verify Password*

**Email address**

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.

Email address\*

*Enter email address*

Confirm email address\*

*Verify email address*

New and existing users will create or be prompted to update their profile. You'll be asked to enter your NPN on this page.

# 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

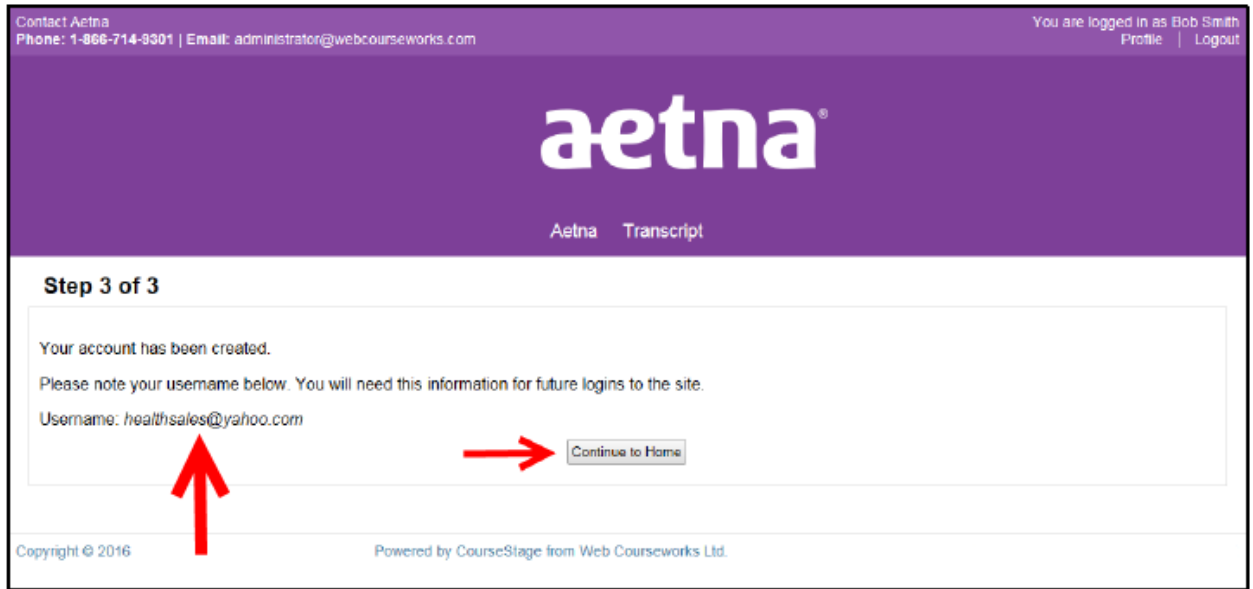
User is a Writing Agent\*



*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.

# Group Medicare Certification



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

You are logged in as Bob Smith  
Profile | Logout

# aetna®

Aetna Transcript

### Step 3 of 3

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

[Continue to Home](#)

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The screenshot shows a purple header with contact information and user status. Below the header is the Aetna logo and navigation links. The main content area is titled 'Step 3 of 3' and contains a confirmation message. A red arrow points to the username 'healthsales@yahoo.com', and another red arrow points to the 'Continue to Home' button.

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

You are now registered.

# Group Medicare Certification

**New users** will see their Profile page. This page will display the Learning Plans that have been assigned to you.

If you do not see the 2019 Aetna and Coventry Group Medicare Certification listed, you will need to register for your learning plan.

Click the **Registration wizard** link to access the registration wizard.

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


You are logged in as Phung Shreckengast  
Profile | Logout

# aetna®

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](mailto:shreckengastp@aetna.com)  
**Courses:** [2019 Group Medicare Overview \(Unenroll me\)](#)  
**License**

A red arrow points to the 'Registration wizard' link in the navigation menu.



# Group Medicare Certification

The screenshot shows the Aetna web application interface. At the top, there is a purple header with the Aetna logo and navigation links: Aetna, Transcript, Reporting, and Administration. A red arrow points to the 'Aetna' link. The user is logged in as Phung Shreckengast, with links for Profile and Logout. Below the header, the main content area is titled 'Annual Certification & Other Required Individual Medicare Training'. On the left, there is a 'Site Administration' sidebar with a tree view containing: Notifications, Users, Hierarchy, Courses, Grades, Location, Language, Modules, Security, and Appearance. A red arrow points to the 'Courses' link in this sidebar. The main content area contains a message: '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.' Below this message, there is a list of sections: '2019 Aetna and Coventry Group Medicare Certification', 'Learning groups' (with sub-item '2019 Group Medicare'), 'Courses' (with sub-item 'AHIP Fraud, Waste & Abuse Training 2019' which has a green checkmark), and '2019 Group Medicare Overview'. A 'Turn editing on' button is located in the top right corner of the main content area.

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.








# Group Medicare Certification

## 2019 Aetna and Coventry Group Medicare Certification

2019 Aetna and Coventry Group Medicare Certification

**Learning groups**  
2019 Group Medicare

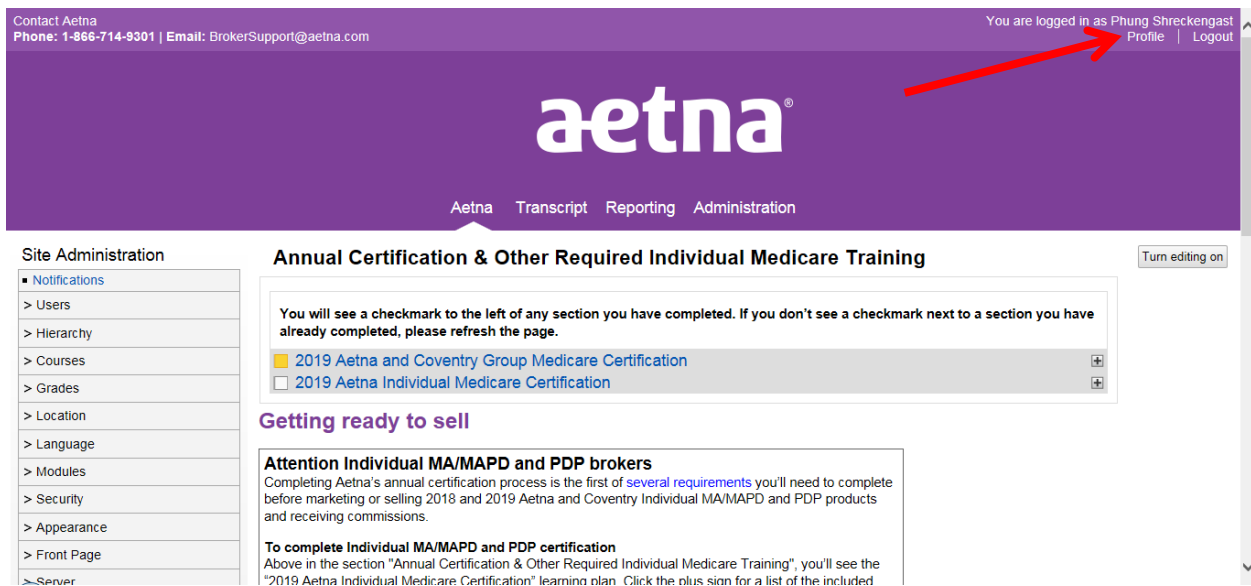
**Courses**

- 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.

# 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.



# Group Medicare Certification

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

You are logged in as Phung Shreckengast  
Profile | Logout



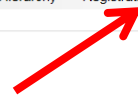
Aetna Transcript Reporting Administration

## 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](mailto:shreckengastp@aetna.com)  
**Courses:** [2019 Group Medicare Overview \(Unenroll me\)](#)  
**License**



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.

# Group Medicare Certification

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

You are logged in as Phung Shreckengast  
Profile | Logout

# aetna®

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.

# Group Medicare Certification

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

You are logged in as Bruce Smith  
Profile | Logout


## aetna®

Aetna Transcript

### Bruce Smith

Profile Edit profile Activity reports Registration wizard Transcript

Training period 2016

Name	Attempt	Start	Complete	Duration	Status	Score	Credits	Roles	Delivery method	Certificate	Additional
2016 Aetna and Coventry Group Medicare Certification 2016 Group Medicare	1	June 22, 2017	--	--	<input type="checkbox"/>	--	--	--	--		--
2016 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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