Individual Medicare Producers Certification User Guide

Easy Steps To Get Certified
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Registration

Your first step in becoming certified to sell Aetna’s Medicare products is to **register** on the site. Just follow these few steps and you’ll be ready to get started:

1) New Users, click **Create a New Account**. Returning users, enter your Username and Password and click **Log-in**.

2) Alert the system if you are an Aetna employee or Front Runner:
   - **Aetna employees**: add your Aetna ID number into the first text box and click **Submit**
   - **2019 Individual Medicare Front Runners**: add your NPN into the second text box and click **Submit**
   - **Access Code Users**: add your upline provided Aetna certification access code (if applicable)
   - **All other users**: leave the text boxes empty and click **Continue Producer Registration**
3) Fill out the Confidential Information section of the registration form and click **Submit**.

4) Enter your first name into the indicated field and click **Find my NPN**. This will automatically populate your National Producer Number in the NPN field. Click **Continue** to proceed.

5) Complete the rest of the personal information fields and click **Register**

- You will create a password as part of creating your profile. **Be sure to make a note of your password for future reference.**
6) Make a note of your **Username**, which you’ll use when logging into the site the next time, and then click **Continue to Home**

Your registration is now complete. You only have to fill out this information once.

The next time you visit the site, you can use your **Username** and **password** to log on and return to your certifications.

**A Note to Aetna A and N number users:** If you have not certified as an Aetna employee in the past, you may need to contact Aetna Brokers Services to add your A/N Number to the site before it will be recognized. Broker Services may be reached at 1-888-714-9201 Monday-Friday 8am to 8pm Eastern or by email at [brokersupport@aetna.com](mailto:brokersupport@aetna.com).
**Start your certification**

Your certifications are listed on the main training page under the **Annual Certification & Other Required Individual Medicare Training** section.

A. You can look at the details of your certification by clicking on the title or the plus sign on the right side of the title bar.

B. Some certifications require that you complete AHIP Medicare training before taking the Aetna training. If you have already completed that training as part of another certification, this will be marked as complete here as well.
C. You’ll walk through the certification process one step at a time. Once you complete a step, the next section becomes available to you.

D. You’re asked to fill out a short survey about your certification experience. The survey is locked until all sections are complete, but is not part of the certification requirements. You can obtain your certification without filling out the survey.

E. The symbols next to the section titles change as you progress through the certification. You can find out what the symbols mean by clicking on the Course symbol key at the bottom of your certification. Here’s what you’ll find:

So now that you’re familiar with the layout of the certification, how do you get started?

Simply click on a blue course title to access the training materials for that section. If a course name is shown in black, it cannot be accessed until all prerequisites are complete.
Course Tips
Your certification has two types of sections: training courses and mastery tests. When you click on the section title, the training course or mastery test begins. Here are some tips to help you get the most out of your training time.

Training courses
Use the forward and back buttons to move through the training courses. You can also use the table of contents (TOC) to go back to any of the pages that you’ve already seen.
Some pages in the course allow you to explore the content even more.

A. When you see a **blue colored word**, you can click on it to see more details.

B. When you see an **underlined word**, you can click on it to open content in another window or tab.

When you get to the end of a training course, you can review the course, or you can return to the main training page by clicking the link to the left of the training.
Mastery tests

You’ll want to be sure that you understand each training course. This is done by taking the mastery test.

It’s so important that you understand this information that you’ll need to get a score of 90% or better on the mastery test. Once you get a passing score, the test is marked complete on your certification.

You have three attempts to pass each mastery test.

If you leave the test before you finish, your answers will not be saved and you will have to start the test over from the beginning. However, you will not be charged an attempt.
Profile Updates
When you register on the site, you record details about yourself and the certification you want to complete.

You can change any of those details by clicking on Profile at the top of the screen.

You can look at and change your information stored on the site in your profile. This includes changing your password.
Changing Your Password
To change your password, simply click on **Profile** at the top of the screen.

1) Under the profile link, click **Change password**.
2) You can now type in your new password information, confirm it, and click **Save changes**.
Seeing What You’ve Completed
You can see what you’ve completed by clicking on Transcript on the bar below the Aetna banner and in your profile.

Select the training period you want to review.

Once you have completed a certification, you can view your certificate from your transcript at any time.
To print your certificate, click on the certificate icon to the right of the completed certification in your transcript. Once the document is opened, you can print by clicking the printer icon or right click with your mouse to see the print option.
CVS Silver Script PDP Certification

Are you contracted for Aetna MA/MAPD? If so, good news: Your current contract will enable you to sell both 2020 Aetna MA/MAPD and 2020 SilverScript PDP. This means there’s no additional contracting steps you need to become eligible to sell 2020 SilverScript plans. If you wish to sell 2020 SilverScript this AEP, all you need to do is complete 2020 SilverScript certification and receive a SilverScript ready-to-sell notice. Click here for an overview flyer on how to become ready to sell 2020 SilverScript PDP.

To access 2020 SilverScript certification, which is entirely separate from Aetna MA/MAPD certification, just go to the Individual Medicare page of Aetna Producer World and click “SilverScript Agent Portal.”

Complete 2020 SilverScript certification

- You can follow these steps to access 2020 SilverScript certification:
  - Login to Producer World.
  - Click "Individual Medicare."
  - Under Quick Links, click "SilverScript Agent Portal."
  - Choose a new username and password, and attest to the site attestation.
  - Click "Tools" and then "Training and Certification."
  - Select "Launch Training."

You'll need to complete each training module and pass the exams with a 100%.