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benefits

Healthier living

Financial well-being

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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.

Sign In **Register**

Username (NPN or Email)

Password

[I forgot your username?](#) [I forgot your password?](#)

Returning Users **New Users**

[New Users, click here to register.](#)

- 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
- 2018 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

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

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

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

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

Aetna Employees **Front Runners** **Access Code**

All Others

3) Fill out the Confidential Information section of the registration form and click Submit.

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*

A green arrow points to the Submit button.

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.

Confidential Information

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

Last name

DOB

Last 4 Digits of SSN

National Producer Number

First name*

NPN

To avoid delays in compensation, please be sure your NPN is accurate.

There are required fields in this form marked*

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


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: XXXXXXXXX

[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.

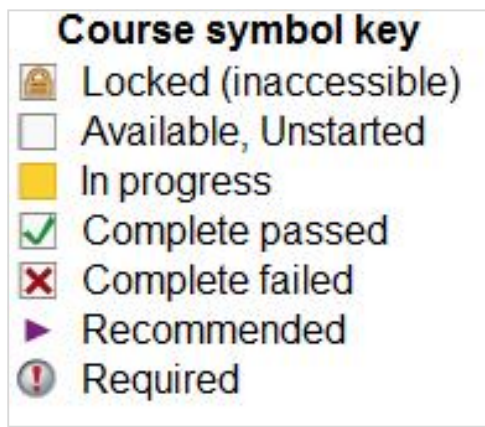
Start your certification

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

The screenshot shows a web interface for '2019 Aetna Individual Medicare Certification'. At the top, a message states: '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 is a title bar for '2019 Aetna Individual Medicare Certification' with a plus sign on the right, labeled 'A'. Underneath is a 'Courses' section. The first course is 'AHIP Medicare Training', which has a checkmark to its left, labeled 'B'. Below it are several other courses, each with a plus sign icon: '2019 Individual Core Medicare Requirements', '2019 Individual Core Certification - Mastery Test', '2019 Aetna Individual Medicare Attestations', '2019 Aetna Individual Prescription Drug Plans (PDP)', and '2019 Aetna Individual MA/MAPD'. The last course, '2019 Individual Medicare Producer Certification Survey', has a checkmark to its left, labeled 'D'. At the bottom right of the screenshot, there is a legend for 'Course symbol key' with a plus sign icon, labeled 'E'.

- 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?

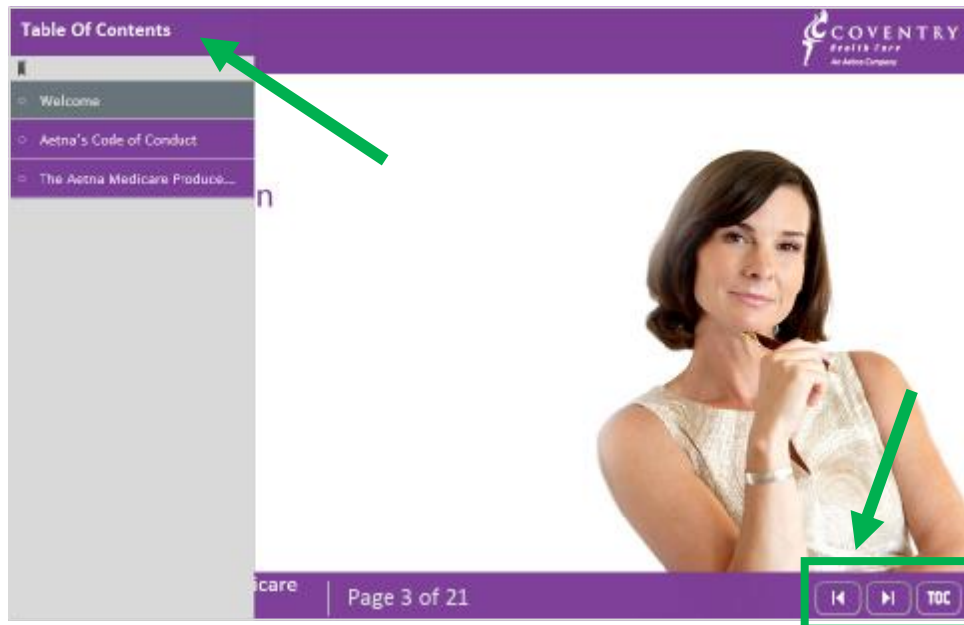
Simply click on a blue course title to access the training materials for that section. If a course name is shown in black, it cannot be accessed until all prerequisites are complete.

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.

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Health Care
An Aetna Company

What resources are available for producers?

A [Aetna/Coventry Broker Services Department](#)
Medicare Sales Executive/Broker Manager
[Aetna's Producer World/Individual Medicare](#)
[Coventry's Medicare Broker Portal](#) **B**

Aetna/Coventry Broker Services Department
1-866-714-9301
8 a.m. - 5 p.m. Eastern time (ET)
Monday - Friday
Fax: 1-724-741-7285
Email: Brokersupport@aetna.com

Member Services
For help with plan-related questions, members should contact our Member Services team at the phone number on their member ID card. The Member Services phone number and hours of operation differ by plan.

[Aetna Member Services](#)
[Coventry Member Services](#)

2016 Individual Medicare Advantage | Page 37 of 41

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.

Main training page

[Return to the main training page for the next step.](#)

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.

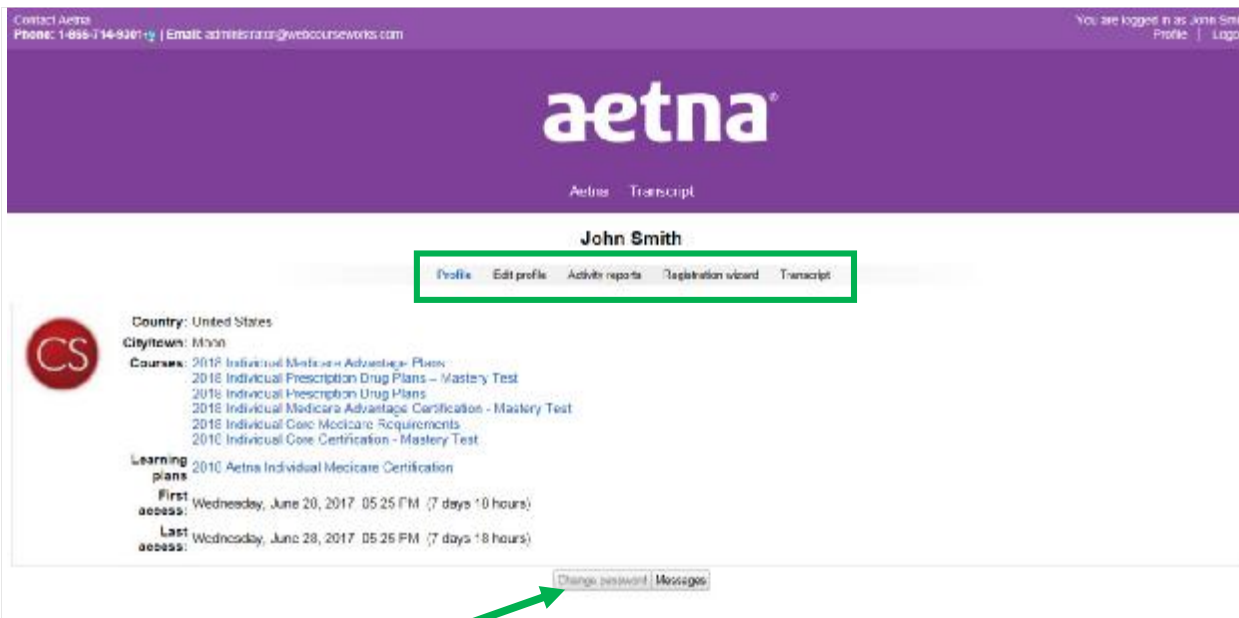
If you leave the test before you **finish**, your answers will not be saved and you will have to start the test over from the beginning. However, you will not be charged an attempt.

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**.

John Smith

[Profile](#) [Edit profile](#) [Activity reports](#) [Registration wizard](#) [Transcript](#)

Country: United States
City/town: Smalltown

License fields	Site License	Field	User entry
Aetna (Group)	Region		National
Aetna (Group)	User Level		Group Retiree Sales
Aetna (Group)	Group Retiree Sales Segment		Middle Market
Aetna (Group)	Cell Phone		
Aetna (Group)	Fax		
Aetna (Group)	User is a Writing Agent		Yes

Learning plans
2018 Aetna Individual Medicare Certification

First access: Thursday, July 6, 2017, 12:38 PM (46 secs)
Last access: Thursday, July 6, 2017, 12:37 PM (7 secs)

[Change password](#) [Messages](#)



Change password

Username (NPN or Email): 9990009952

New password* XXXXXXXXXXXX 16 characters

New password (again)*

[Save changes](#) [Cancel](#)

There are required fields in this form marked*



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.

Contact Aetna
Phone: 1-855-714-9361 | Email: admin@etna.com

You are logged in as John Smith
Profile Logout

aetna

Aetna Transcript

John Smith

Profile Edit profile Activity reports Registration record **Transcript**

Training period: 2018

Name	Attempts	Start	Complete	Duration	Status	Score	Credits	Roles	Delivery method	Certificate	Additional
2018 Aetna Individual Medicare Certification	1	June 28, 2017	June 29, 2017	24m 10s	Pass	100%	0	0	0	0	0
2018 Aetna Individual MA/MA-PD	1	June 29, 2017	June 29, 2017	12m 10s	Pass	100%	0	0	0	0	0
2018 Prescription Drug Plan	1	June 28, 2017	June 28, 2017	69m 10s	Pass	100%	0	0	0	0	0
Total				00s							

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.

The screenshot shows a certificate completion page for John Smith. The page header includes the Aetna logo on the left and the Coventry Health Care logo on the right. The main content area displays the name "John Smith" and the message "has successfully completed the course". Below this, the certification title "2018 Aetna Individual Medicare Producer Certification for PDP & MA/MAPD" is shown in purple. The completion date is 06/29/2017 and the date generated is 07/06/2017. An ID code "LO63DT44DV4" is located at the bottom left. A context menu is open on the right side, listing options such as "Select Tool", "Hand Tool", "Marquee Zoom", "Previous View", "Rotate Clockwise", "Print...", "Find", "Document Properties...", and "Show Navigation Pane Buttons". A green arrow points from the "Print..." option in the menu to the printer icon in the toolbar at the bottom. The toolbar also contains icons for save, zoom, and other navigation functions.

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COVENTRY
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John Smith

has successfully completed the course

2018 Aetna Individual Medicare Producer Certification for PDP & MA/MAPD

Completion Date: 06/29/2017
Date Generated: 07/06/2017

ID Code: LO63DT44DV4

- ✓ Select Tool
- Hand Tool
- Marquee Zoom
- Previous View Alt+Left Arrow
- Rotate Clockwise Shift+Ctrl+Plus
- Print... Ctrl+P
- Find Ctrl+F
- Document Properties...
- Show Navigation Pane Buttons

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Signing up for another Aetna certification

Do you sell Group Medicare plans in addition to Individual Medicare? You can add the Group Medicare certification to your training by following the below steps.

- 1) Click **Profile** at the top right of the site screen
- 2) Click Registration wizard



- 3) Check off additional certification options and click **Save selections**



- 4) Click **Aetna** below the banner image to return to your training home page