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aetna[®]

Medicare Producer Certification Site User Guide

Easy steps to get ready to sell



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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) Click Create a New Account

The screenshot shows two main sections: 'Sign In' and 'Register'. The 'Sign In' section contains fields for 'Username (NPN or Email)' and 'Password', a 'Login' button, and links for 'Forgot your username?' and 'Forgot your password?'. The 'Register' section contains the text 'New users, click here to register.' and a 'Create a New Account' button. A green arrow points to the 'Create a New Account' button.

2) Alert the system if you are an Aetna employee, Front Runner, or telesales agent:

- Aetna employees: add your Aetna ID number into the first text box and click Submit
- 2015 Individual Medicare Front Runners: add your NPN into the second text box and click Submit
- Individual Medicare call center agents: add your employer's Aetna telesales access code into the second text box and click Submit
- All other users: leave the text boxes empty and click **Continue Producer Registration**

The screenshot shows the 'User ID Number' section of the registration form. It contains three rows of instructions, each with a corresponding text input field. The first row is for 'Aetna Employees' with the instruction 'Please provide your A-Number, then click Submit.' The second row is for '2015 Individual Medicare Front Runners' and 'Call Center Marketing Agents' with the instruction 'Please provide your NPN below, then click Submit.' The third row is for 'All other users' with the instruction 'please leave the above fields empty and click "Continue Producer Registration"'. At the bottom, there are two buttons: 'Submit' and 'Continue Producer Registration'. A green arrow points to the 'Continue Producer Registration' button.

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

Step 1 of 3

Confidential Information

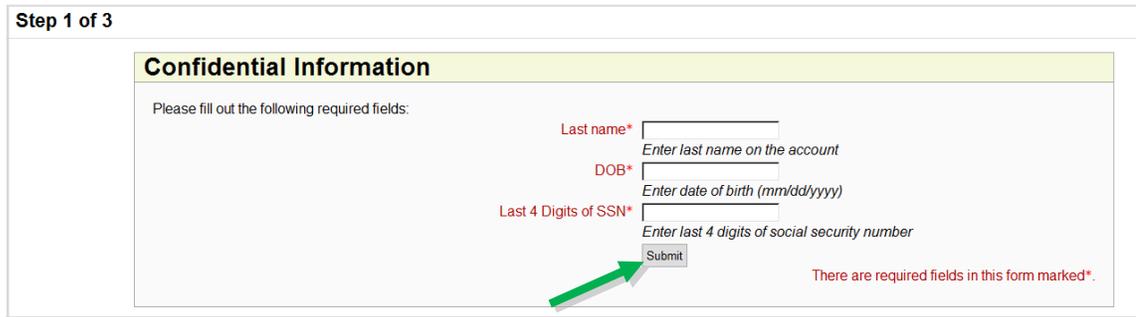
Please fill out the following required fields:

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*.



- 4) Complete the rest of the personal information fields and click Register

Confidential Information

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

Last name

DOB

Last 4 Digits of SSN

ber

one. Your NPN will se

Region*
Please select your Region

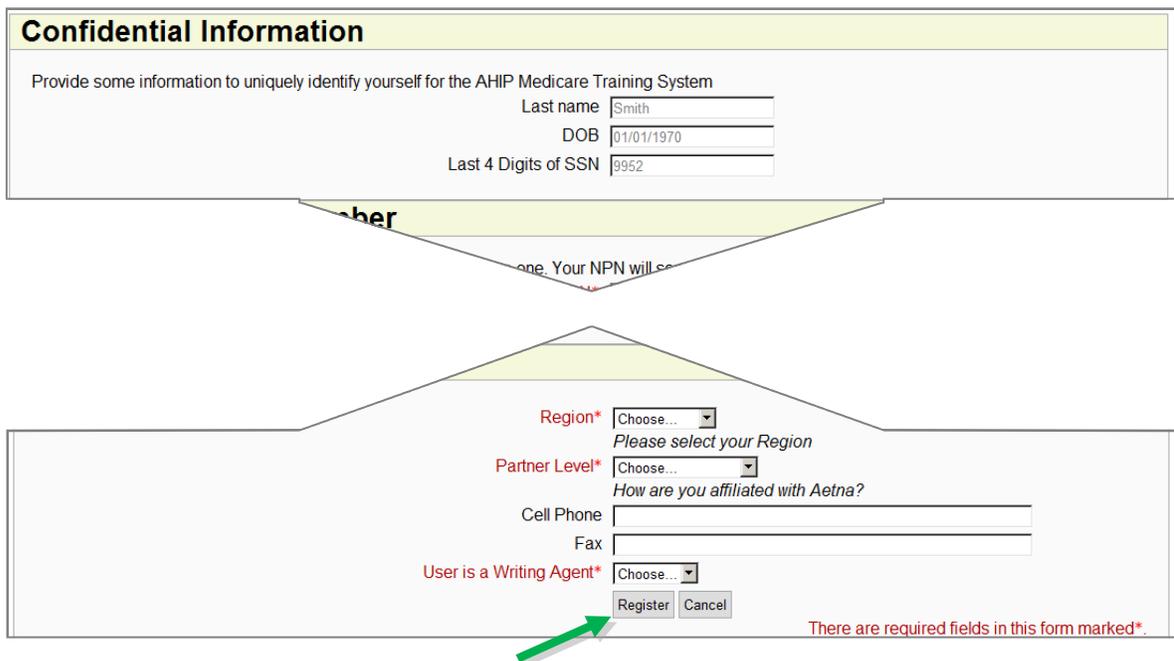
Partner Level*
How are you affiliated with Aetna?

Cell Phone

Fax

User is a Writing Agent*

There are required fields in this form marked*.



- You will create a password as part of creating your profile. Be sure to make a note of your password for future reference.

5) 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.

Now you're ready for your next step: selecting a certification.

- ◆ Please note: users who registered using a telesales agent access code will skip the following step.

Select your certification

As soon as you register on the site, you can sign up for your Aetna Medicare certification.

Just select the Medicare plan year and the line of business that you want to sell.

Be sure the certification is checked and then click Place me in the selected learning.

The screenshot shows a web interface titled "Available learning". On the left, there is a tree view with two main categories: "Certification Year" and "Training". Under "Certification Year", "2016" is selected with a checkmark. Under "Training", "2016 Individual Medicare: Internal/External Producers" and "2016 Individual Medicare: Uplines & Payees" are listed, with the first one checked. A green arrow points from the "2016" checkbox to the "2016 Individual Medicare: Internal/External Producers" row. Another green arrow points from the "Place me in the selected learning" button to the right of the checked row. At the top of the table, there are "Select all" and "Unselect all" buttons.

| Certification Year | Training |
|--|---|
| <input checked="" type="checkbox"/> 2016 | 2016 Individual Medicare: Internal/External Producers |
| <input type="checkbox"/> 2016 | 2016 Individual Medicare: Uplines & Payees |

You'll move to the main training page and can start working on the steps to complete your certificate.

Note: Field agents should select 2016 Individual Medicare: Internal/ External Producers. Uplines and other non-producers should select 2016 Individual Medicare: Uplines & Payees. If you are both an Upline and a Producing Agent, you will need to complete only the training for Uplines & Payees.

A summary table with two rows. The first row is for "Field Agents" and the second for "Uplines". Green arrows point from the agent type to the corresponding training option.

| Certification Year | Training |
|--|---|
| <input checked="" type="checkbox"/> 2016 Field Agents | 2016 Individual Medicare: Internal/External Producers |
| <input type="checkbox"/> 2016 Uplines | 2016 Individual Medicare: Uplines & Payees |

Start your certification

Your certifications are listed on the main training page under the My Certifications section.

My Certifications

If you don't see a checkmark next to the section you just completed, refresh this page.

- 2016 Internal/External Producers: Aetna Individual Medicare **A**

Learning groups

- 2016 2016 Individual Medicare: Internal/External Producers

Courses

- AHIP Medicare Training_WCW_2016 **B**
- 2016 Individual Core Medicare Requirements

C In this section we'll explore Aetna's Code of Conduct. You'll find out what compliance means to us and how to report non-compliance. You'll learn to use the Aetna/Coventry Producer Guide. And, you'll see how important the guide is – it has everything you'll need to do business with us.

- 2016 Individual Core Certification - Mastery

The information you've read prepares you to comply with our Code of Conduct and follow the processes outlined in the Aetna/Coventry Producer Guide. Now you can test your knowledge. You'll use the Producer Guide to answer the 28 questions on the test. You have to score 90% or better to pass.

Note: Simply closing the exam window does not count as an attempt/submission. If you close the window, your answers will not be saved and you will need to re-start the exam.

- 2016 Prescription Drug Plan
- 2016 Medicare Advantage Prescription Drug
- 2016 Individual Medicare Market Training
- 2016 Individual Medicare Producer Certification Survey **D**

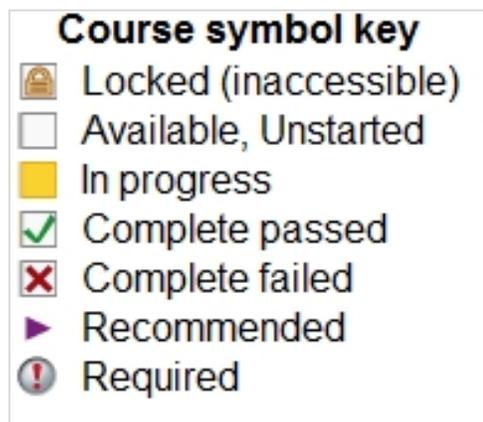
Your certification experience has a direct link to your ability to sell Aetna/Coventry Medicare products. We want to be sure that you are getting what you need through the certification. Please take a few minutes to complete this short survey. **E**

Course symbol key

Your certification is based on the requirements for the line of business you selected. Your certification requirements might have more or less steps than shown above. Here are some highlights to consider:

- 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.
- 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?

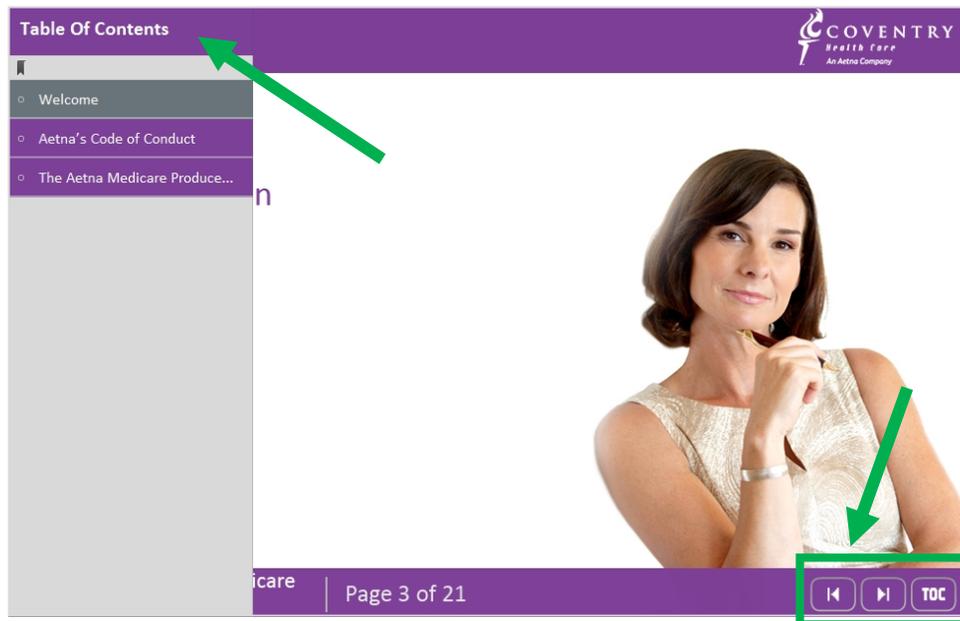
Simply click on a blue course title to access the training materials for that section. If a course name is shown in black, it cannot be accessed until all prerequisites are complete.

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.

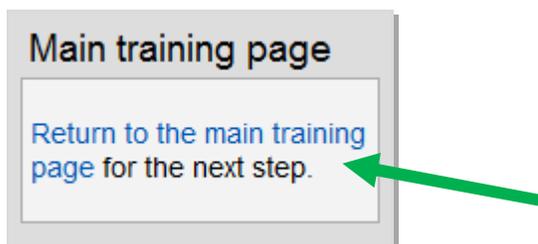


Some pages in the course allow you to explore the content even more.

- 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.

The screenshot shows a web page titled "aetna Producer Resources" with the Coventry Health Care logo. The main heading is "What resources are available for producers?". There are two callouts: Callout A points to the link "Aetna/Coventry Broker Services Department", and Callout B points to the link "Coventry's Medicare Broker Portal". A pop-up window displays contact information for the Broker Services Department: 1-866-714-9301, 8 a.m. - 5 p.m. Eastern time (ET), Monday - Friday, Fax: 1-724-741-7285, and Email: Brokersupport@aetna.com. Below the callouts is a "Member Services" section with links for "Aetna Member Services" and "Coventry Member Services". The footer contains "2016 Individual Medicare Advantage | Page 37 of 41" and navigation buttons for back, forward, and TOC.

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**.

Individual Medicare Market Training

If you are a field agents completing 2016 Aetna certification, you are required to complete the local market training for each Aetna Individual Medicare Market in which you wish to sell.

For 2016, all Individual Medicare Market training modules are available online through the Aetna Certification website. You must complete the 2016 Medicare Advantage Prescription Drug training, then click on 2016 Individual Medicare Market Training.

If you don't see a checkmark next to the section you just completed, refresh this page.

2016 Internal/External Producers: Aetna Individual Medicare

Learning groups
2016 2016 Individual Medicare: Internal/External Producers

Courses

- AHIP Testing Placeholder
- 2016 Individual Core Medicare Requirements
In this section we'll explore Aetna's Code of Conduct. You'll find out what compliance means to us and how to report non-compliance. You'll learn to use the Aetna/Coventry Producer Guide. And, you'll see how important the guide is – it has everything you'll need to do business with us.
- 2016 Individual Core Certification - Mastery
The information you've read prepares you to comply with our Code of Conduct and follow the processes outlined in the Aetna/Coventry Producer Guide. Now you can test your knowledge.
You'll use the Producer Guide to answer the 28 questions on the test. You have to score 90% or better to pass.
Note: Simply closing the exam window does not count as an attempt/submission. If you close the window, your answers will not be saved and you will need to re-start the exam.
- 2016 Prescription Drug Plan
- 2016 Medicare Advantage Prescription Drug
- 2016 Individual Medicare Market Training
- 2016 Individual Medicare Producer Certification Survey
Your certification experience has a direct link to your ability to sell Aetna/Coventry Medicare products. We want to be sure that you are getting what you need through the certification. Please take a few minutes to complete this short survey.

Course symbol key

You will be presented with a list of available Individual Medicare Market training modules. Click on the name of the module you would like to complete.

2016 Individual Medicare Market Training

Courses

- [2016 Big Sky Market \(NV, UT, WY\) MAPD Training](#)
- [2016 California Market \(CA\) MAPD Training](#)
- [2016 Capitol Market \(MD, VA, DC\) MAPD Training](#)
- [2016 Deep South Market \(LA, GA, AL\) MAPD Training](#)
- [2016 Heartland Market \(AR, KS, Western MO, OK\) MAPD Training](#)
- [2016 Keystone Market \(PA, WV, DE\) MAPD Training](#)
- [2016 Florida Market \(FL\) MAPD Training](#)
- [2016 Great Lakes Market \(Central & Northern IL\) MAPD Training](#)
- [2016 Mid South Market \(NC, TN\) MAPD Training](#)
- [2016 Midlands Market \(IA, SD, NE\) MAPD Training](#)
- [2016 Mountain States Market \(AZ, CO\) MAPD Training](#)
- [2016 New England Market \(CT, ME\) MAPD Training](#)
- [2016 New Jersey Market \(NJ\) MAPD Training](#)
- [2016 New York Market \(NY\) MAPD Training](#)
- [2016 OH/KY Market \(OH, KY\) MAPD Training](#)
- [2016 Show Me Market \(Southern IL, Central & Eastern MO\) MAPD Training](#)
- [2016 Texas Market \(TX\) MAPD Training](#)



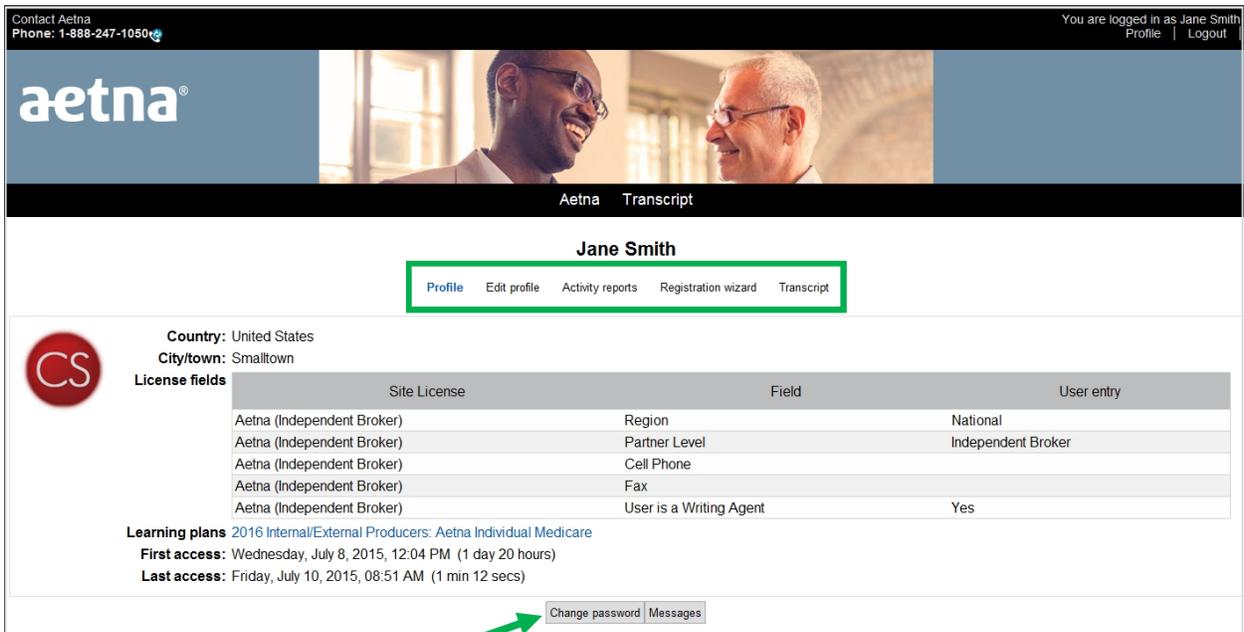
Once complete, you can access your transcript to print a certificate or return to the main training page to access additional market training modules. To access additional training modules, click on 2016 Individual Medicare Market Training and simply click on the name of the next module you'd like to complete.

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.

Contact Aetna
Phone: 1-888-247-1050

You are logged in as Jane Smith
Profile | Logout

aetna

Aetna Transcript

Jane Smith

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

CS **Country:** United States
City/town: Smalltown

| License fields | Site License | Field | User entry |
|----------------------------|--------------|-------------------------|--------------------|
| Aetna (Independent Broker) | | Region | National |
| Aetna (Independent Broker) | | Partner Level | Independent Broker |
| Aetna (Independent Broker) | | Cell Phone | |
| Aetna (Independent Broker) | | Fax | |
| Aetna (Independent Broker) | | User is a Writing Agent | Yes |

Learning plans 2016 Internal/External Producers: [Aetna Individual Medicare](#)

First access: Wednesday, July 8, 2015, 12:04 PM (1 day 20 hours)
Last access: Friday, July 10, 2015, 08:51 AM (1 min 12 secs)

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

2) You can now type in your new password information, confirm, it, and click Save changes.

Change password

Username (NPN or Email) XXXXXXXXXX

The password must have at least 6 characters

New password*

New password (again)*

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: 1-888-247-1050

You are logged in as Jane Smith
Profile | Logout

aetna

Aetna Transcript

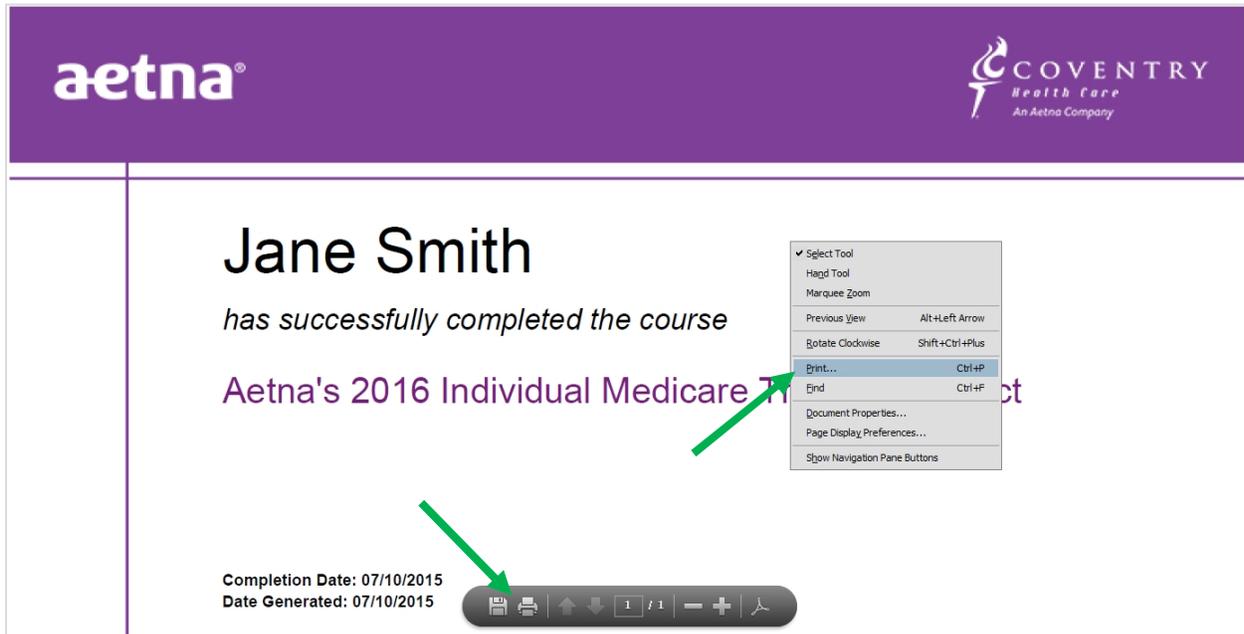
Jane Smith

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 Individual Medicare Market Training | 1 | July 10, 2015 | July 10, 2015 | 01m 52s | <input checked="" type="checkbox"/> | -- | -- | -- | -- | -- | -- |
| 2016 Internal/External Producers: Aetna Individual Medicare 2016 2016 Individual Medicare: Internal/External Producers | 1 | July 8, 2015 | -- | -- | <input type="checkbox"/> | -- | -- | -- | -- | -- | -- |
| 2016 Medicare Advantage Prescription Drug | 1 | July 10, 2015 | July 10, 2015 | 01m 46s | <input checked="" type="checkbox"/> | -- | -- | -- | -- | | -- |
| 2016 Prescription Drug Plan | 1 | July 10, 2015 | July 10, 2015 | 01m 12s | <input checked="" type="checkbox"/> | -- | -- | -- | -- | | -- |
| 2016 Internal/External Producers: Aetna Individual Medicare 2016 2016 Individual Medicare: Internal/External Producers | 2 | July 10, 2015 | July 10, 2015 | 10m 21s | <input checked="" type="checkbox"/> | -- | -- | -- | -- | | -- |

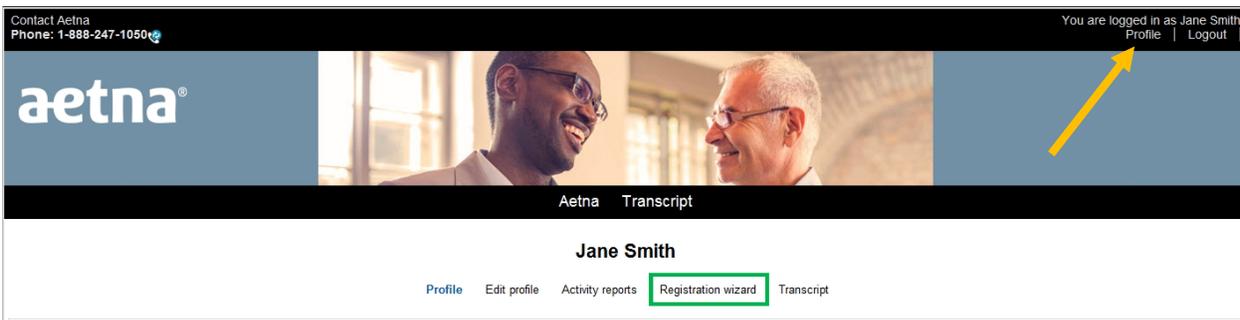
To print your certificate, click on the certificate icon to the right of the completed certification in your transcript. Once the document is opened, you can print by clicking the printer icon or opposite click (right click) with your mouse to see the print option.



Signing up for another Aetna certification

Do you sell more than one line of Medicare business? You can add additional certification plans to your profile.

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



- 3) Check off additional certification options and click Place me in the selected learning

Available learning

Select all Unselect all

| Certification Year | Training |
|--|----------|
| <input type="checkbox"/> 2015 | |
| <input checked="" type="checkbox"/> 2016 | |

Training

- 2015 Individual Medicare
- 2015 Small Group
- 2015 Non-Small Group
- 2015 Coventry Only Group - External
- 2016 Individual Medicare: Internal/External Producers
- 2016 Individual Medicare: Uplines & Payees

Place me in the selected learning