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benefits
Healthier living
Financial well-being



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 **Login**.

Sign In

Username (NPN or Email)

Password

[Forgot your username?](#)

[Forgot your password?](#)

Login

Returning Users

Register

New users, click here to register.

Create a New Account

New Users

- 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**
- **2020 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 Submit.

2020 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"

Submit **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*.

- 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* x

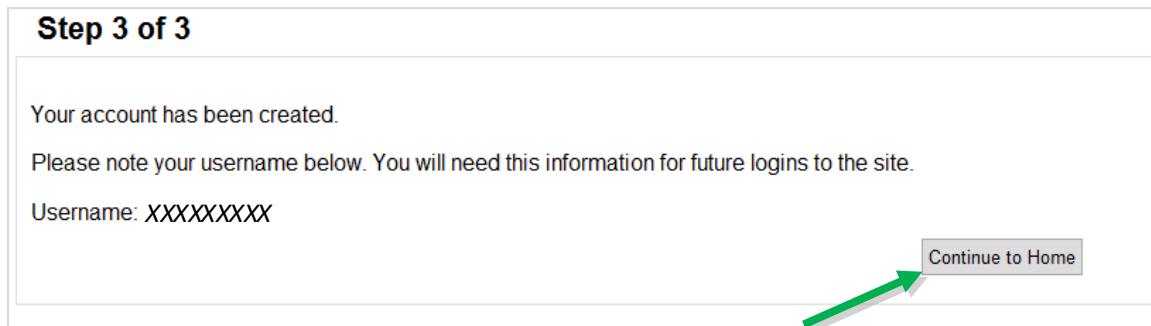
NPN

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**



The screenshot shows a web interface for account creation. At the top, it says "Step 3 of 3". Below that, a message states "Your account has been created." followed by "Please note your username below. You will need this information for future logins to the site." The username is displayed as "Username: XXXXXXXXX". On the right side, there is a button labeled "Continue to Home". A green arrow points from the bottom left towards the "Continue to Home" button.

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.

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.

2021 Aetna Individual Medicare Certification **A**

Courses

☐ AHIP Medicare Training **B**

2021 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 Producer Guide. And, you'll see how important the guide is – it has everything you'll need to do business with us.

2021 Individual Core Certification - Mastery Test

The information you've read prepares you to comply with our Code of Conduct and follow the processes outlined in the Aetna Producer Guide. Now you can test your knowledge.

C You'll use the Producer Guide to answer the 25 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.

2021 Aetna Individual Medicare Attestations

2021 Aetna Individual Prescription Drug Plans (PDP)

2021 Aetna Individual MA/MAPD

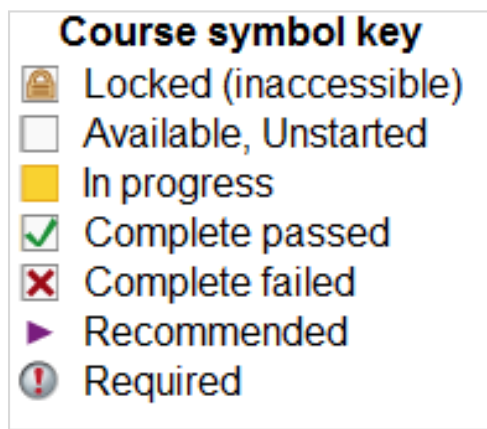
D 2021 Individual Medicare Producer Certification Survey

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.

E Course symbol key

- 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. Aetna certification requires 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?

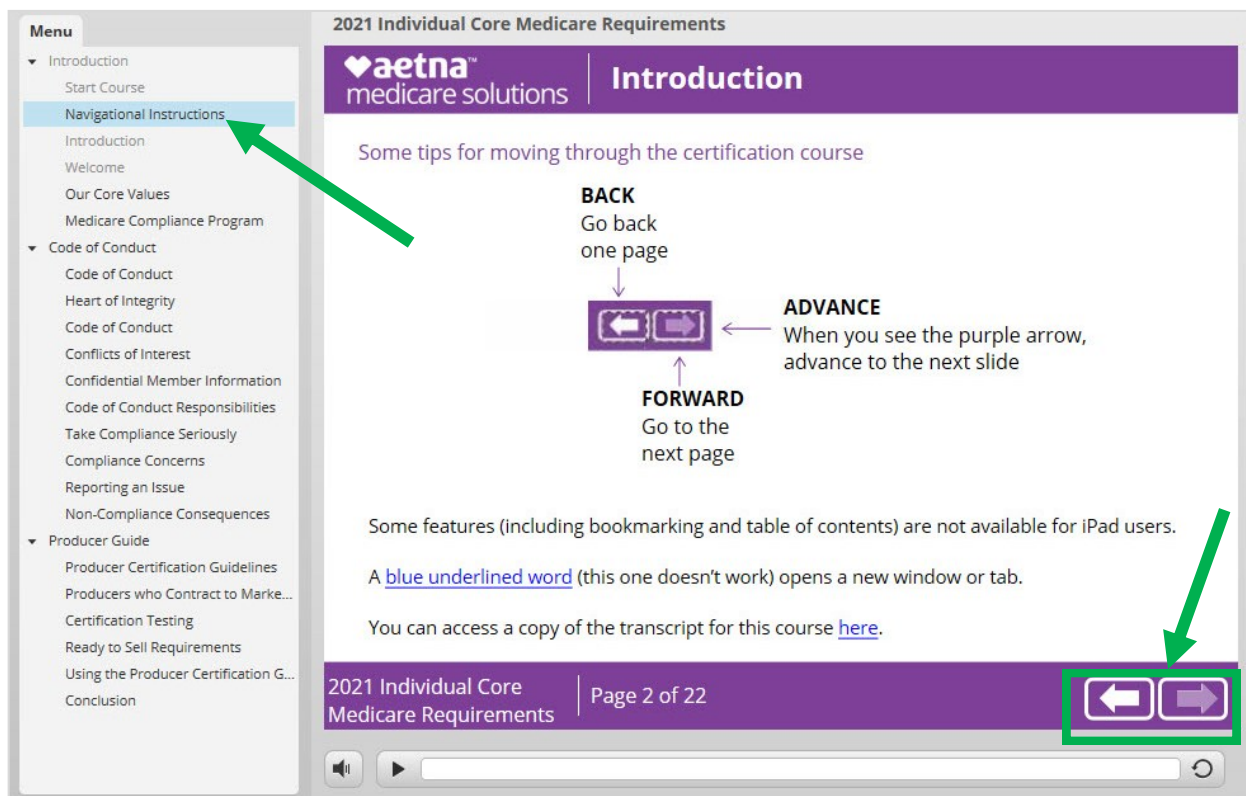
Simply click on a blue course title to access the training materials for that section. If a course name is shown in black, it cannot be accessed until all prerequisites are complete.

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 menu on the left to go back to any of the pages that you've already seen.



You will only be able to advance to the next slide once all required conditions on the current slide are met. Courses include recorded audio. Please view with sound turned on or follow along with the transcript

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.

aetna Producer Resources **COVENTRY** Health Care An Aetna Company

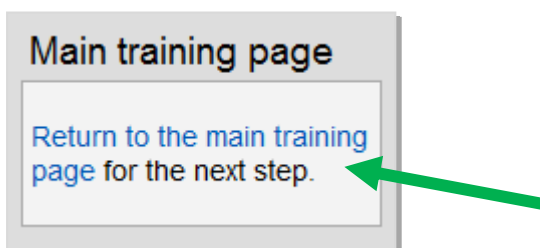
What resources are available for producers?

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

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.



Mastery tests

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

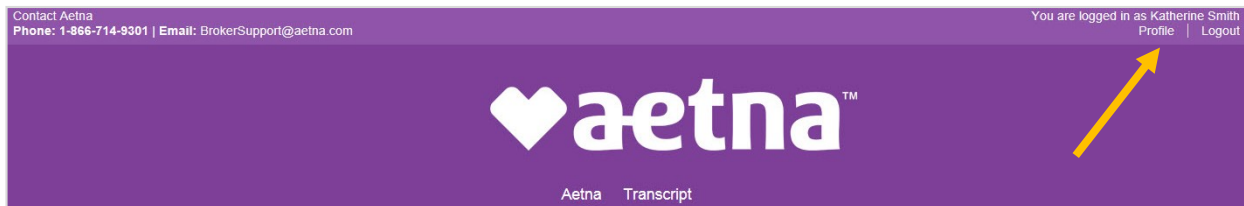
It's so important that you understand this information that you'll need to get a score of **90%** or better on the mastery test. Once you get a passing score, the test is marked complete on your certification.

You have **three** attempts to pass each mastery test.

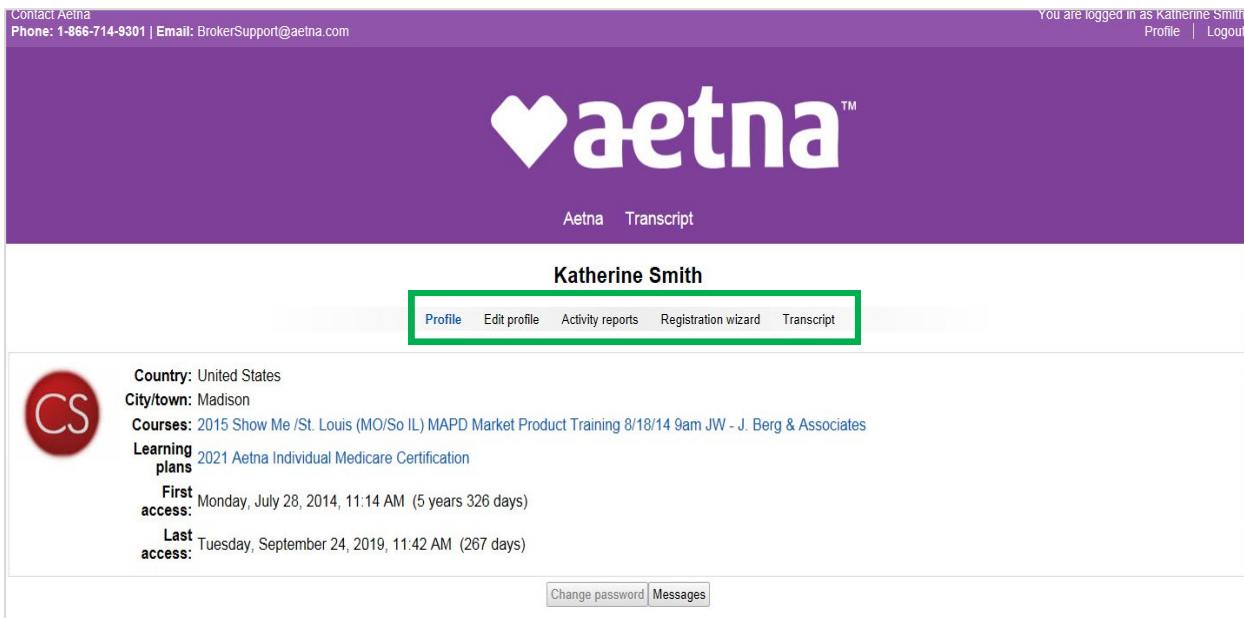
If you leave the test before you finish, your answers will not be saved and you will have to start the test over from the beginning. However, you will not be charged an attempt.

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.

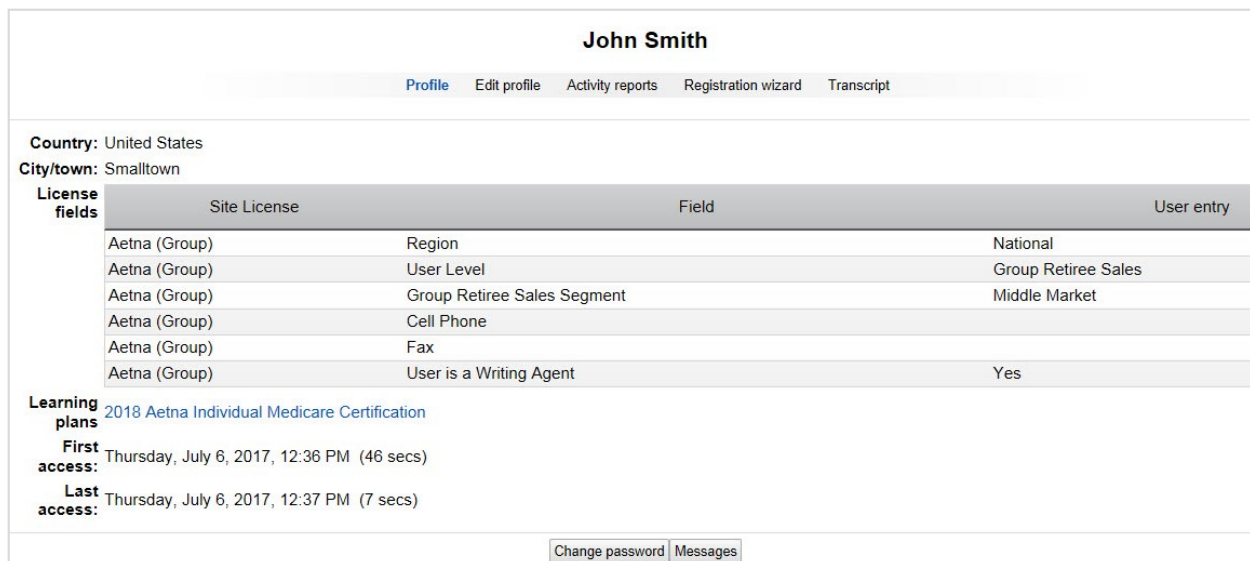


You can look at and change your information stored on the site in your profile. This includes **changing your password**.

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](#)

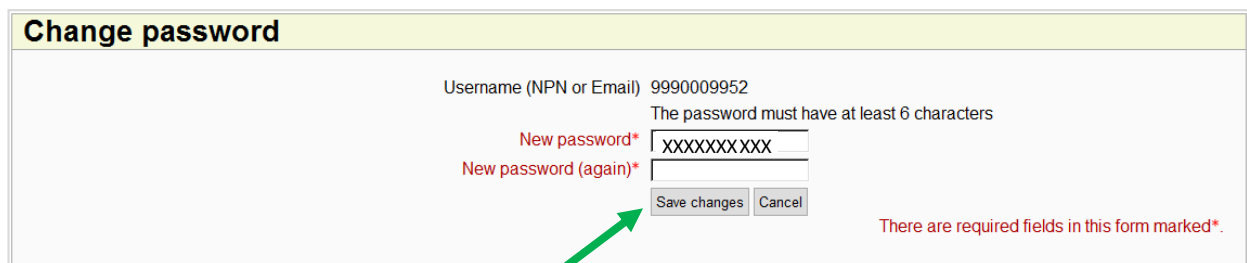
Country: United States
City/town: Smalltown

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, 12:36 PM (46 secs)
Last access: Thursday, July 6, 2017, 12:37 PM (7 secs)

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



Change password

Username (NPN or Email) 9990009952

The password must have at least 6 characters

New password*

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: 1-866-714-3301 | Email: administrator@webcourseworks.com

You are logged in as John Smith
Profile | Logout

aetna™

Aetna Transcript

John 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 Individual Medicare Certification	1	June 28, 2017	June 29, 2017	24m 46s	✓	--	--	--	--		--
2018 Aetna Individual MAMAPD	1	June 29, 2017	June 29, 2017	03m 32s	✓	--	--	--	--	--	--
2018 Prescription Drug Plan	1	June 28, 2017	June 28, 2017	08m 49s	✓	--	--	--	--		--
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 web interface for an Aetna certificate. At the top is a purple header with the Aetna logo. Below it, the name "John Smith" is displayed in large black font, followed by the text "has successfully completed the course" in a smaller, italicized font. The certificate title, "2021 Aetna Individual Medicare Producer Certification - PDP Only", is shown in purple. To the left, the completion date is "06/24/2020" and the date generated is "06/26/2020". An ID code "LO63OT44DV4" is at the bottom left. A context menu is open on the right, listing options like "Select Tool", "Hand Tool", "Marquee Zoom", "Previous View", "Rotate Clockwise", "Print...", "Find", "Document Properties...", and "Show Navigation Pane Buttons". A green arrow points to the "Print..." option. At the bottom, a toolbar contains icons for saving, printing, and navigation, with another green arrow pointing to the printer icon.

aetna™

John Smith
has successfully completed the course

2021 Aetna Individual Medicare Producer Certification - PDP Only

Completion Date: 06/24/2020
Date Generated: 06/26/2020

ID Code: LO63OT44DV4

- ✓ 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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