

Quality health plans & benefits

Healthier living

Financial well-being

Intelligent solutions

**aetna**<sup>®</sup>

# Individual Medicare producers Certification user guide

Easy steps to get ready to sell



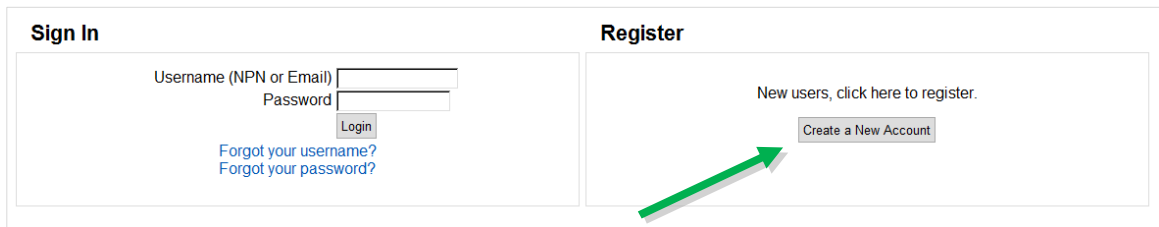
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# Registration

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:

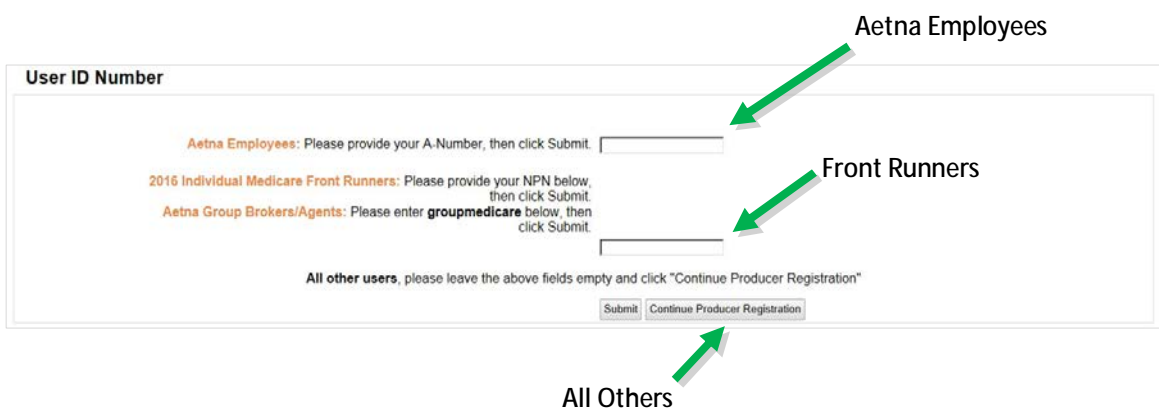
## 1) Click Create a New Account



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

## 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
- 2016 Individual Medicare Front Runners: add your NPN 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 with three text boxes and two buttons. The first text box is labeled 'Aetna Employees' with an arrow. The second text box is labeled 'Front Runners' with an arrow. The third text box is empty. Below the text boxes are two buttons: 'Submit' and 'Continue Producer Registration'. An arrow points to the 'Continue Producer Registration' button with the label 'All Others'.

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

Step 1 of 3

### Confidential Information

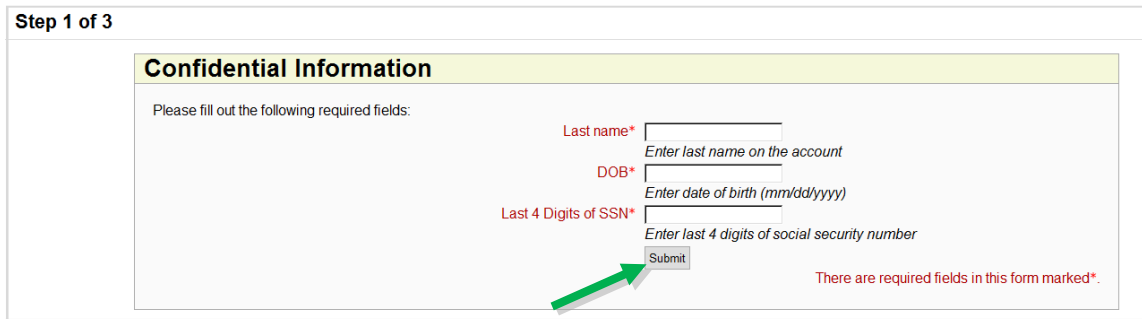
Please fill out the following required fields:

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) 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*

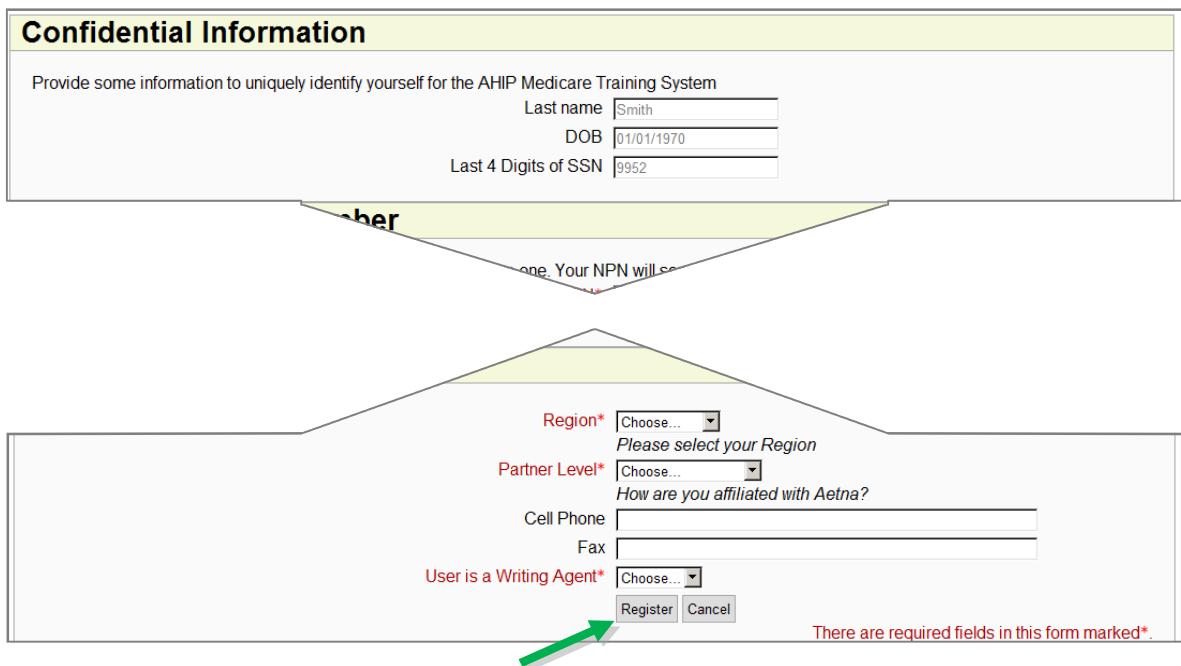
Partner Level\*   
*How are you affiliated with Aetna?*

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.

# Start your certification

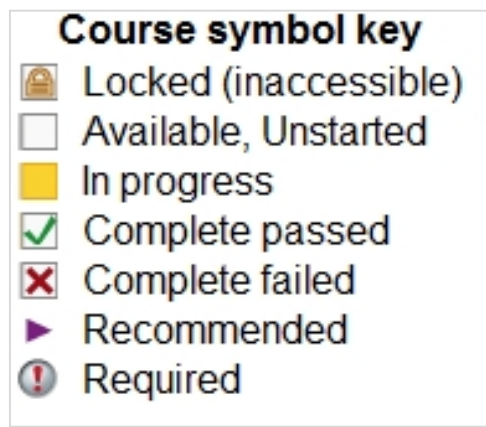
Your certifications are listed on the main training page under the My Certifications section.

The screenshot shows the 'My Certifications' section of a website. At the top, there is a header 'My Certifications' and a message: 'If you don't see a checkmark next to the section you just completed, refresh this page.' Below this is a list of certifications. The first item is '2017 Aetna Individual Medicare', which has a plus sign on the right side of its title bar, circled in red with the letter 'A'. Underneath is a 'Courses' section. The first course is 'AHIP Medicare Training (2017 WCW)', which has a plus sign on the right side of its title bar, circled in red with the letter 'B'. The second course is '2017 Individual Core Certification - Mastery', which has a plus sign on the left side of its title bar, circled in red with the letter 'C'. The third course is '2017 Individual Medicare Producer Certification Survey', which has a plus sign on the right side of its title bar, circled in red with the letter 'D'. At the bottom right of the list, there is a legend: a plus sign in a red circle followed by the text 'Course symbol key', circled in red with the letter '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.



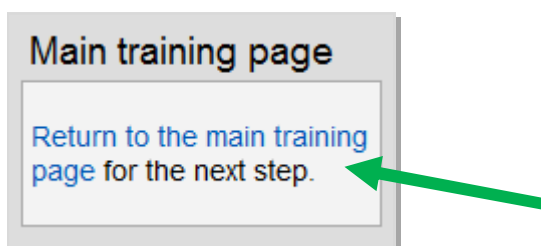


Some pages in the course allow you to explore the content even more.

- 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.

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.

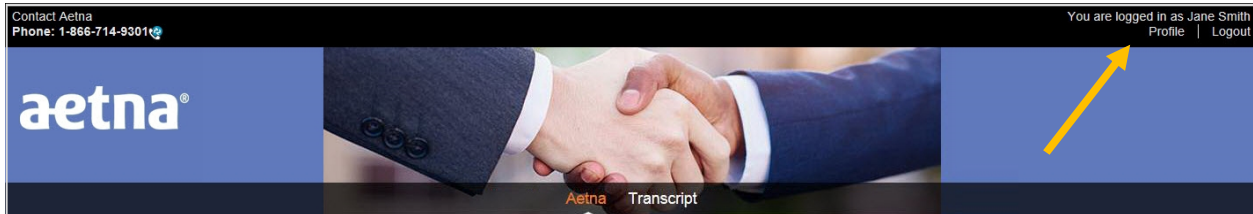
It's so important that you understand this information that you'll need to get a score of 90% or better on the mastery test. Once you get a passing score, the test is marked complete on your certification.

You have three attempts to pass each mastery test.

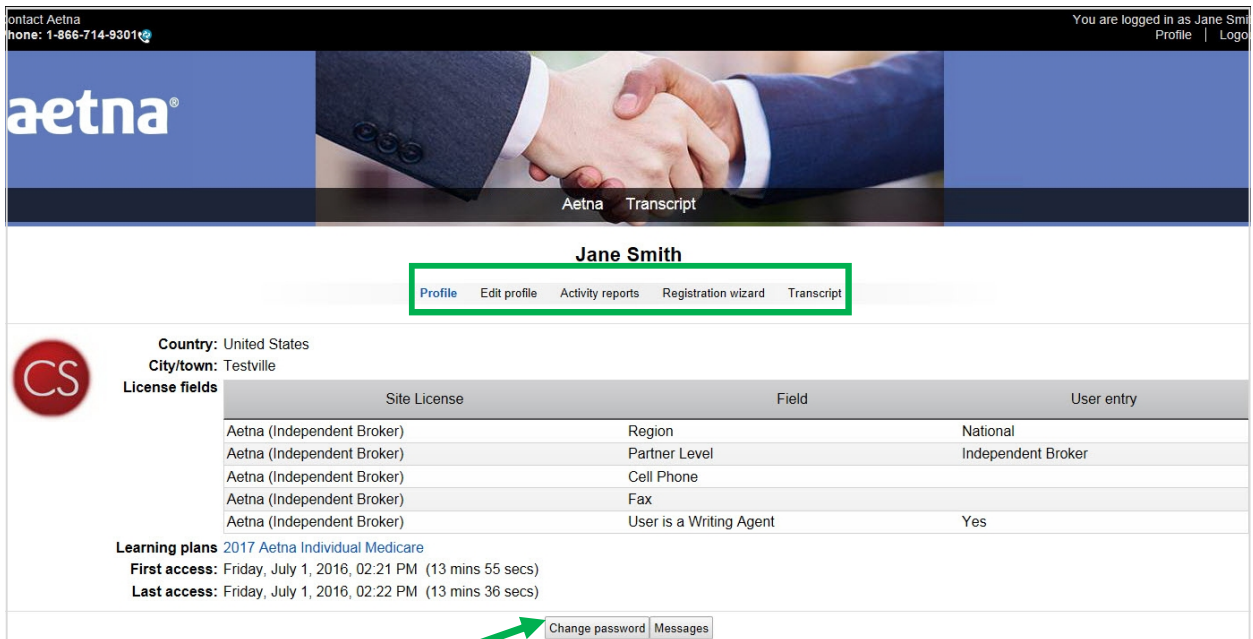
If you leave the test before you **finish**, your answers will not be saved and you will have to start the test over from the beginning. However, you will not be charged an **attempt**.

# 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: 1-866-714-9301

You are logged in as Jane Smith  
Profile | Logout

**aetna**

Aetna Transcript

**Jane Smith**

Profile Edit profile Activity reports Registration wizard Transcript

**Country:** United States  
**City/town:** Testville

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** 2017 Aetna Individual Medicare  
**First access:** Friday, July 1, 2016, 02:21 PM (13 mins 55 secs)  
**Last access:** Friday, July 1, 2016, 02:22 PM (13 mins 36 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.

**aetna**<sup>®</sup>

**COVENTRY**  
Health Care  
An Aetna Company

# Jane Smith

*has successfully completed the course*

## Aetna's 2017 Individual Medicare Training

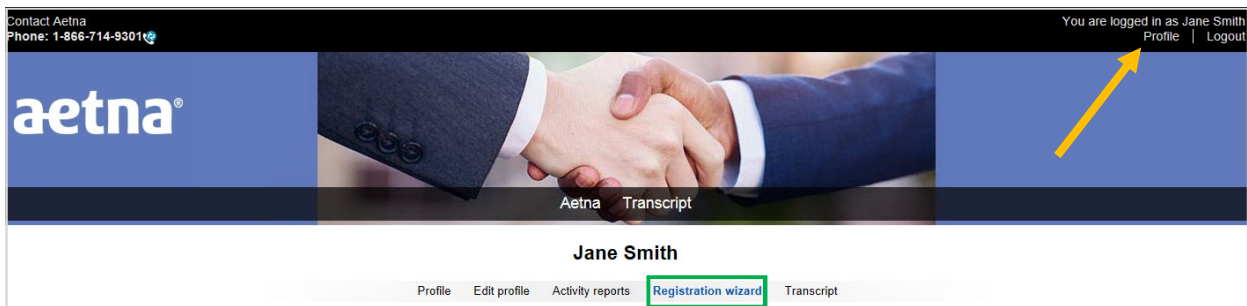
Completion Date: 06/24/2016  
Date Generated: 07/06/2016

- ✓ Select Tool
- Hand Tool
- Marquee Zoom
- Rotate Clockwise Shift+Ctrl+Plus
- Print... Ctrl+P
- Find Ctrl+F
- Document Properties...
- Page Display Preferences...
- Show Navigation Pane Buttons

# 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

Product Type	Certification Year	Training
<input type="checkbox"/> Individual Medicare	2017	2017 Individual
<input type="checkbox"/> Group Medicare	2017	2017 Group

Save selections

Product Type:  Individual Medicare,  Group Medicare

Certification Year:  2016,  2017

Training:  2016 Coventry Only Group - Internal,  2016 Coventry Only Group - External,  2016 Aetna Group Medicare - Internal,  2016 Aetna Group Medicare - External,  2017 Group,  2017 Individual

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