

Quality health plans &  
benefits

Healthier living

Financial well-being

aetna®

# Individual Medicare producers Certification user guide

Easy steps to get certified



# Table of contents

Registration	3
Start your certification	6
Course tips	8
Profile updates	11
Changing your password	12
Seeing what you've completed	13
Signing up for another Aetna certification	15

# 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.

The screenshot shows a web interface with two main sections: "Sign In" and "Register". Under "Sign In", there are input fields for "Username (NPN or Email)" and "Password", a "Login" button, and links for "I forgot your username?" and "I forgot your password?". A green arrow points from the text "Returning Users" to the "Login" button. Under "Register", there is a "Create a New Account" button and a text prompt "New users, click here to register.". A green arrow points from the text "New Users" to the "Create a New Account" 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
- 2017 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 a registration form with two text input boxes. The first box is labeled "Aetna Employees" with a green arrow pointing to it. The second box is labeled "Front Runners" with a green arrow pointing to it. Below the boxes, there are two buttons: "Submit" and "Continue Producer Registration". A green arrow points from the text "All Others" to the "Continue Producer Registration" button. The form text includes: "Aetna Employees: Please provide your A-Number or N-Number, then click Submit.", "2017 Individual Medicare Front Runners: Please provide your NPN below, then click Submit.", and "All other users, please leave the above fields empty and click 'Continue Producer Registration'".

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 of 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.

# Start your certification

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

**Annual Certification & Other Required Individual Medicare Training**

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.

**2018 Aetna Individual Medicare Certification** **A**

**Learning groups**  
2018 Individual Medicare

**Courses**

AHIP Medicare Training (WCW 2018) **B**

**2018 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.

**2018 Individual Core Certification - Mastery Test** **C**  
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. You'll use the Producer Guide to answer the 26 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.

**2018 Prescription Drug Plan**

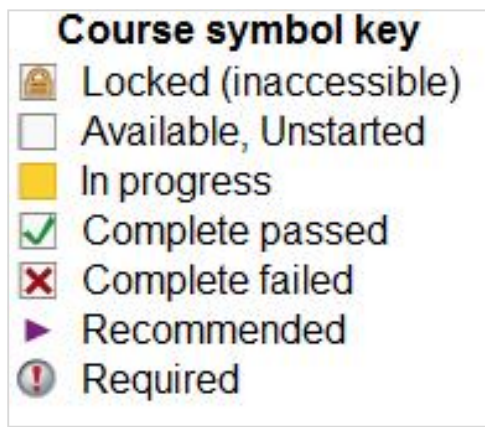
**2018 Aetna Individual MA/MAPD**

**2018 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

- 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?

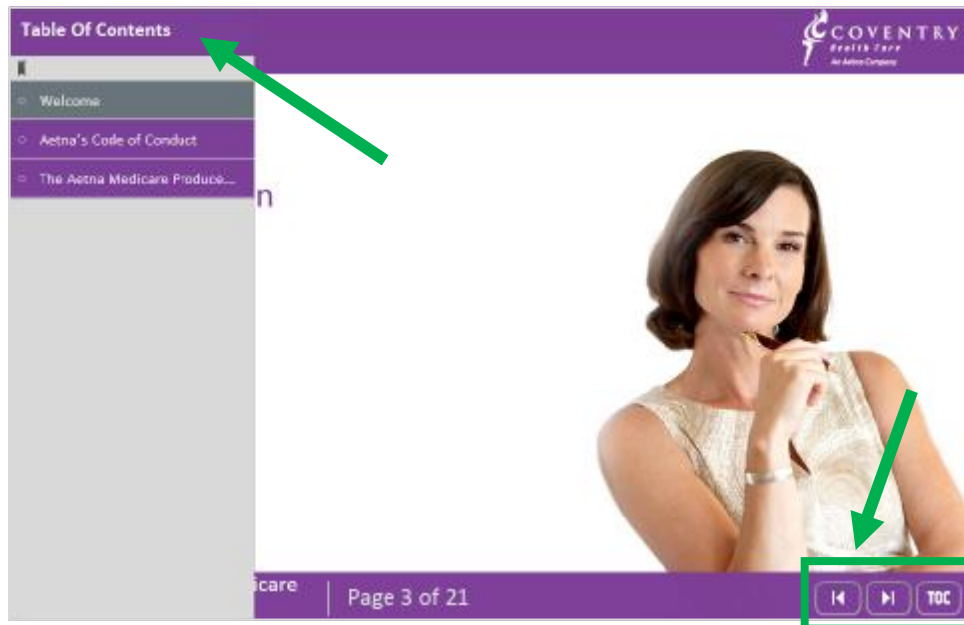
Simply click on a blue course title to access the training materials for that section. If a course name is shown in black, it cannot be accessed until all prerequisites are complete.

# 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 logo. The main heading is "What resources are available for producers?". There are three main sections: "Aetna/Coventry Broker Services Department" (with callout A), "Aetna's Producer World/Individual Medicare" (with callout B), and "Coventry's Medicare Broker Portal". A pop-up window for the Broker Services Department provides contact information: 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 this is a "Member Services" section with links for "Aetna Member Services" and "Coventry Member Services". The footer includes "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.

A callout box with a grey border and title "Main training page" contains the text "Return to the main training page for the next step." in blue. A green arrow points from the right side of the box to the underlined link text.

## 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.

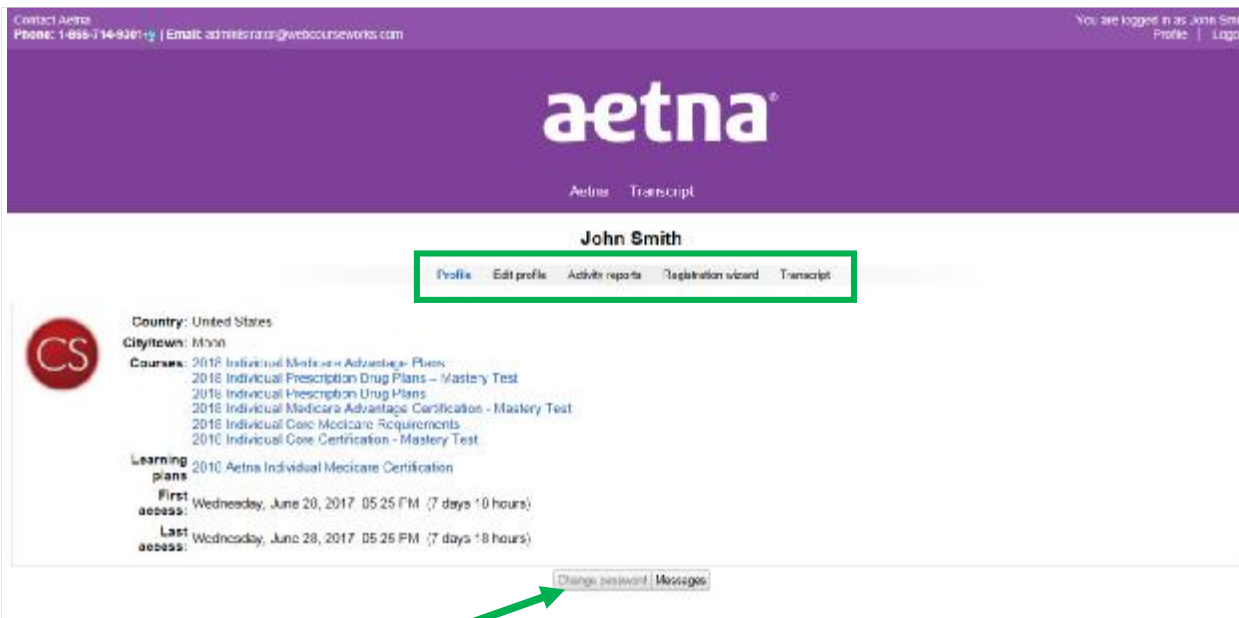
If you leave the test before you **finish**, your answers will not be saved and you will have to start the test over from the beginning. However, you will not be charged an attempt.

# 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: 2017

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
<b>Total</b>				<b>00s</b>							

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 of the page, 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 context menu to the printer icon in the toolbar at the bottom. Another green arrow points from the printer icon in the toolbar to the certificate icon in the toolbar.

**aetna®**

**COVENTRY**  
Health Care  
An Aetna Company

# 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

1 / 1

# 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