

## 10. Enrollment Process: What You Need to Know

Election periods overview  
Enrollment application  
turnaround time (TAT)

### [Aetna enrollment options](#)

- [Ascend Virtual Sales Office](#)

New for 2018: [e-kit](#)

Coventry enrollment options

CMS “Trumping” rule

The enrollment process:  
what you need to know

Referral-only sales

Telesales requirements

# Aetna enrollment options

***(This applies to Aetna enrollments. Separately see the details for Coventry enrollment options.)***

## Electronically — through our Ascend Virtual Sales Office app

Available for use on any device — including your laptop or tablet — that runs with an iPad platform (iPad 2 or newer model running iOS7 or newer version) or a Windows platform (Windows 7 or newer and x86 processor).

Once you’re ready to sell, you can request access to the Ascend app on the **Ascend Virtual Sales Office app section on Producer World**. It will take 2–7 days to process your request.

The Ascend app allows you to submit your enrollments electronically, which reduces errors and accelerates the enrollment process for your clients.

Aetna markets offer Ascend training events throughout the year. You’ll learn how to:

- Navigate the Ascend app
- Search for providers using the Provider Lookup Tool.
- Use the e-kit function

Within Ascend, you can send an enrollment form and provide access to a compliant sales kit using the convenient email function and still receive credit for the sale.

### Paper applications

<b>Mail</b>	Aetna Medicare Broker Enrollment Team P.O. Box 14088 Lexington, KY 40512-4088
<b>Fax</b>	<b>1-866-441-2341 or 1-888-665-6296</b>  Aetna Florida HMO Paper applications should be sent to the Coventry MAPD address and fax number. Aetna Florida PPO Paper applications should be sent to the Aetna address and fax number.  Our <a href="#">e-kit option</a> is a useful tool to help you enroll your clients in MA/MAPD and PDP plans. The <a href="#">e-kit option</a> is available through the Ascend Virtual Sales Office app.

[Table of contents »](#)

*Continued*  
→

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<b>Email</b>	<p><a href="mailto:MedicareEnrollmentTransactions@aetna.com">MedicareEnrollmentTransactions@aetna.com</a></p> <p>Scan and save the paper application, Scope of Appointment, and any required paperwork as a single document in an approved file format. The preferred format is PDF. Other acceptable formats include .bmp, .csv, .doc, .docm, docx, .htm, .html, .jpg, .mdi, .msg, .ppt, .pptm, .pptx, .rtf, .tif, .xls, .xslm, .xlsx, .xps and .zip. Attach the file to an email message and then send it to <a href="mailto:MedicareEnrollmentTransactions@aetna.com">MedicareEnrollmentTransactions@aetna.com</a>.</p> <p>We recommended one applicant (and one attachment) per email. However, for greater efficiency, up to five applicants/attachments per email are allowed. Email attachments cannot exceed seven pages each. Write the name of each applicant in the subject line so that the names appear on your email confirmation. Note: The subject line cannot contain numbers and the email body cannot contain embedded images, graphics or logos.</p>
<b>Phone</b>	<p>You can assist a beneficiary with contacting us by phone, but telephonic enrollment requests must be initiated entirely by the beneficiary or his or her authorized representative. You <b>cannot</b> be physically present with the beneficiary at the time of the telephonic enrollment process. This is a CMS rule.</p>

If all requirements are met, you'll receive an automatic email confirmation. Confirmations will include a date and time stamp from your original email, the names of the applicants you place in the subject line, and the total number of attachments sent. If all requirements are not met, you'll receive an automatic email rejection. The email will indicate why the transaction was rejected so that you can make corrections and resubmit.

### Enrollment email application requirements:

- Subject line with Enrollee name only  
a confirmation or rejection automated email response with the enrollee name in the subject line will be sent back to the broker/sender.
- Save documents with the Enrollee name only  
Confirmation or rejection automated email response with the Enrollee name that was saved on the document will be sent back to the broker/sender.
- DO NOT use Social Security number OR HICN or any type of number in subject line; automated email response will remove and default to xxxxx.
- DO NOT use Social Security number OR HICN or any type of number when saving documents; automated email response will remove and default to xxxxx.

[Table of contents »](#)

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Sales Office

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## NEW e-kit

Our **e-kit option** is a useful tool to help you enroll your clients in MA/MAPD and PDP plans. The **e-kit option** is available through the Ascend Virtual Sales Office app.

### **Email through the e-kit function found within Ascend**

Within Ascend, you can send an enrollment form and provide access to a compliant sales kit through the e-kit (email) function and still receive credit for the sale.

[Table of contents »](#)