



Introducing the Ascend Virtual Sales Office (VSO) app

You'll use this app for much more than enrollment. It's truly a virtual sales office.

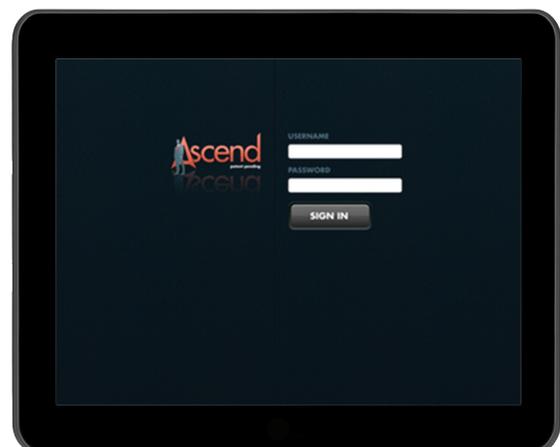
We encourage you to use the Ascend Virtual Sales Office (VSO) app to enroll clients into Aetna and Coventry Individual Medicare plans (MA/MAPD, PDP). The Ascend VSO app is the preferred enrollment method and the only online enrollment option for these plans.

Why use it?

- It allows for a completely paperless enrollment process. From sales presentation through enrollment application, everything you need is contained within the app.
- It shortens the sales cycle so you can see more clients.
- It increases accuracy of applications.
- Has an intuitive design and easy-to-navigate screens.
- It's secure and compliant, and has been shown to help reduce the number of complaints to Medicare.
- New members will receive their initial welcome materials faster.

Now compatible with more devices

You can use the Ascend app on most devices. It runs on any iPad-based device (requires iPad 2 or later model running iOS 7 or later) or Windows-based device (requires Windows 7 or later and x86 processor).



How to request access

Once you're "ready to sell," you can request access on the Broker Portal located at <http://broker.cvty.com>. After logging in, scroll down and click "Ascend App Request Form," and then follow the prompts. Please allow 2-7 days for processing.

Note: You must be ready to sell to use the app.

Getting started

1. Go to **<https://arm.ascendproject.com>**.
2. Sign-in with the assigned username and password provided in your "Welcome to Ascend" email.
3. Reset your password to a secure password. (If you do forget your password in the future, use the handy "Forgot Your Password" link.)
4. Next, select "Download" from the main menu at the top of the screen. Then select the appropriate version for your device.
5. The app will appear as "Ascend Aetna" on your iPad or Windows device and "Ascend" on your desktop. Tap or click on it to sign-in.
6. Last but not least, make sure you PRACTICE so you're prepared to smoothly and proficiently conduct your next in-home appointment. Remember, when practicing, always use the "Test Meeting" disposition.

IMPORTANT: When using the app to enroll a client, the client must be present. For compliance reasons, you may not use the app to enroll clients over the phone.

If you need additional training or assistance, just reach out to your Aetna or Coventry Broker Manager. For technical assistance with the Ascend Virtual Sales Office, please contact the Ascend Help Desk at **866-338-7772** or **help@ascendproject.com**, or connect to the website at **<http://help.ascendproject.com>**.

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