

Ready-to-Sell Requirements: Certification

Section 4.2

aetna[®]

4.2 Certification

Certify to be ready to sell

Key reminders

Transferring AHIP
certification

- Certification support

Certify to be ready to sell

Aetna MA/MAPD agents and brokers must also complete market-specific training

- Full training and certification information is available on [Aetna Producer World](#)
- You can access the Aetna Medicare [certification site](#) directly

In addition to being ready to sell, you also need to attend market-specific training (online or in person) for all states and markets where you plan to sell MA/MAPD products. To sign up for market-specific training, go to www.AetnaMedicareAgentTraining.com.

Ready-to-sell reminder

You must successfully complete Aetna Individual Medicare annual certification and meet all requirements prior to marketing or selling Aetna or Coventry Individual Medicare products.

To receive renewal commissions in January for business sold in prior years, you must complete the annual certification process by December 31, in addition to being properly licensed and appointed.

Payees must be fully contracted, licensed, appointed and certified in ALL states where they sell in order to be eligible to receive commissions.

Be sure to bookmark
Aetna Medicare
certification site
[www.AetnaMedicare
ProducerCertification.
com](http://www.AetnaMedicareProducerCertification.com)

Certified:

A status achieved by completing the annual certification process and successfully passing the related tests.

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Certify to be ready to sell (continued)

Annual certification process requirements to sell Aetna and Coventry Individual MA/MAPD and Part D products:

AHIP Medicare training and exam	<ul style="list-style-type: none">• This course has five modules<ul style="list-style-type: none">- If you're recertifying and you completed last year's AHIP training requirements, you can follow recertification track of modules 4-5 only. You should still reacquaint yourself with modules 1-3 since the final exam covers all five modules• The AHIP final exam requires a passing score of 90% or better within three attempts• The AHIP Medicare Training costs \$125 through the Aetna certification portal. CMS FWA, General Compliance and Non-Discrimination trainings and exams follow the AHIP final exam• Additional trainings required by CMS are included in the purchase of the AHIP Medicare Training
Core training and exam	<ul style="list-style-type: none">• Provides a high-level view of Aetna's Code of Conduct and Medicare Compliance program
Part D training and exam	<ul style="list-style-type: none">• Offers a high-level look at Aetna and Coventry Individual Medicare Part D products
MA/MAPD overview training and exam	<ul style="list-style-type: none">• Offers a high-level look at Aetna and Coventry Individual MA/MAPD products

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Certify to be ready to sell (continued)

Please note that starting in January 2018 new and returning agents/brokers who certify to sell will need to complete an attestation for TCPA compliance requirements.

In addition to becoming ready to sell, you also need to attend market-specific training (online or in person) for all states and markets where you plan to sell MA/MAPD products. To sign up for market-specific training, go to www.AetnaMedicareAgentTraining.com.

It's easy to sign up for training. Just go to www.AetnaMedicareAgentTraining.com. After entering your states and contact info, you can view upcoming trainings and register online. At these trainings, we'll cover 2018 plan benefits for the local service area, our provider and pharmacy networks, competitive advantages, agent tools and more.

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Key reminders

Dual-year certification (2017-2018)

- **Beginning 7/11/17**, completion of the 2018 Aetna Individual Medicare certification also fulfills the 2017 certification requirement
- Agents who sell Aetna MA/MAPD and/or PDP products must complete the market-specific training for every market they sell
- **You must successfully complete** the Aetna Individual Medicare annual certification process and meet all ready-to-sell requirements prior to marketing or selling Aetna or Coventry Individual Medicare products
 - **Passing test score.** A minimum passing score of 90% is required for all exams within three attempts
 - **You get three attempts**
 - Aetna's initial AHIP certification registration fee is \$125; you have three attempts. You can review your attempt history on the transcript page
 - You also get three attempts each to pass the Aetna Core exam, Aetna Part D exam and Aetna MA/MAPD overview exam. If you don't pass an exam within three attempts, you'll be locked out and will be ineligible to sell (or retest to sell) any 2018 Aetna or Coventry Individual Medicare products
 - **Take the courses in order.** The tracking system requires you to finish each part of the certification before moving to the next requirement in the sequence
 - **You must take and pass modules on your own.** You cannot use any outside aid or assistance on modules or exams. This includes sharing or comparing answers, taking the exam as a group and using answer keys. If you use outside aid, you will be subject to disciplinary action, which could include termination of your Aetna appointment and contract
 - **Tracking and reporting.** On the certification site, you can see your certification history and print a certificate from the transcript page. You can also view your progress in each course

In addition, market-specific product training for the MA/MAPD plans you sell is a requirement.

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Transferring AHIP certification

Your existing AHIP certification will transfer to Aetna automatically upon registering for 2018 Aetna certification. To transfer AHIP certification to Aetna, you must have earned a score of 90% or better on the final exam and completed the mandatory Fraud, Waste and Abuse training. You must still complete the other Aetna-specific requirements to finish the Aetna Individual Medicare annual certification process. If you already paid your AHIP registration fee and transferred your AHIP certification to Aetna, you will not have to pay the \$125 AHIP registration fee again.

Certification support

Broker Services Department

- **Hours of operation:** 8 a.m. - 8 p.m. ET (5 p.m. PT), Monday through Friday
- **Toll-free number:** 1-866-714-9301
- **Fax number:** 1-724-741-7285
- **Email:** brokersupport@aetna.com

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