

Quality health plans &  
benefits  
Healthier living  
Financial well-being



# 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

# 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 **Login**.

**Sign In**

Username (NPN or Email)

Password

[Forgot your username?](#)

[Forgot your password?](#)

**Login**

**Returning Users**

**Register**

New users, click here to register.

**Create a New Account**

**New Users**

- 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**
- **2019 Individual Medicare Front Runners:** add your NPN into the second text box and click **Submit**
- **Access Code Users:** add your upline provided Aetna certification access code (if applicable)
- **All other users:** leave the text boxes empty and click **Continue Producer Registration**

**Aetna Employees:** Please provide your A-Number or N-Number, then click Submit.

**2018 Individual Medicare Front Runners:** Please provide your NPN, then click Submit.

**Access Code Users:** Please provide your Aetna certification access code, then click Submit.

**All other users,** please leave the above fields empty and click "Continue Producer Registration"

**Submit** **Continue Producer Registration**

**Aetna Employees**

**Front Runners**

**Access Code**

**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) 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\*

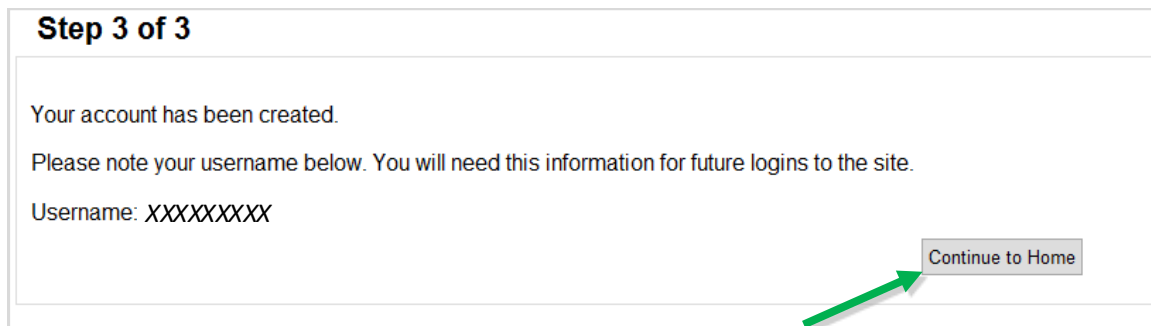
NPN

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**

A screenshot of a web page titled "Step 3 of 3". The page contains the following text: "Your account has been created.", "Please note your username below. You will need this information for future logins to the site.", and "Username: XXXXXXXXX". At the bottom right, there is a button labeled "Continue to Home". A green arrow points from the bottom center of the page towards the "Continue to Home" button.

**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.

**A Note to Aetna A and N number users:** If you have not certified as an Aetna employee in the past, you may need to contact Aetna Brokers Services to add your A/N Number to the site before it will be recognized. Broker Services may be reached at 1-888-714-9201 Monday-Friday 8am to 8pm Eastern or by email at [brokersupport@aetna.com](mailto:brokersupport@aetna.com).

# Start your certification


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


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.


☐ 2019 Aetna Individual Medicare Certification A


**Courses**


☐ AHIP Medicare Training B


 2019 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.

C  2019 Individual Core Certification - Mastery Test  
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 25 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.

 2019 Aetna Individual Medicare Attestations

 2019 Aetna Individual Prescription Drug Plans (PDP)

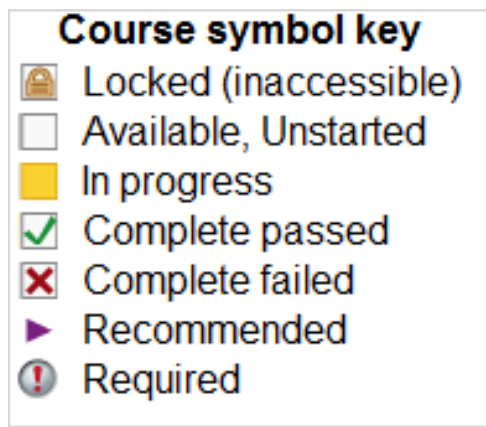
 2019 Aetna Individual MA/MAPD

D  2019 Individual Medicare Producer Certification Survey  
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.

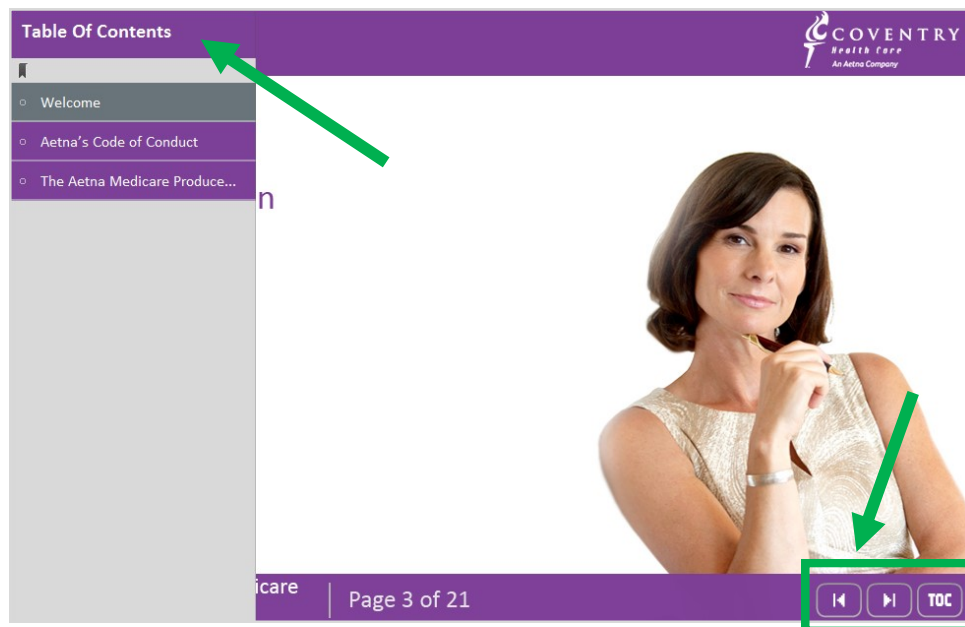


## Course tips

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.

**aetna** Producer Resources **COVENTRY** Health Care  
An Aetna Company

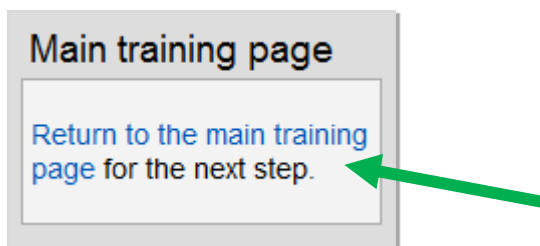
**What resources are available for producers?**

**A** [Aetna/Coventry Broker Services Department](#)  
Medicare Sales Executive/Broker Manager  
[Aetna's Producer World/Individual Medicare](#)  
[Coventry's Medicare Broker Portal](#) **B**

**Member Services**  
For help with plan-related questions, members should contact our Member Services team at the phone number on their member ID card. The Member Services phone number and hours of operation differ by plan.  
[Aetna Member Services](#)  
[Coventry Member Services](#)

2016 Individual Medicare Advantage | Page 37 of 41

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.

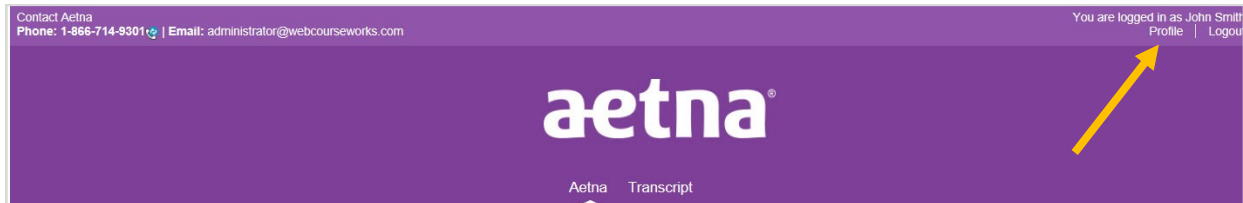
It's so important that you understand this information that you'll need to get a score of **90%** or better on the mastery test. Once you get a passing score, the test is marked complete on your certification.

You have **three** attempts to pass each mastery test.

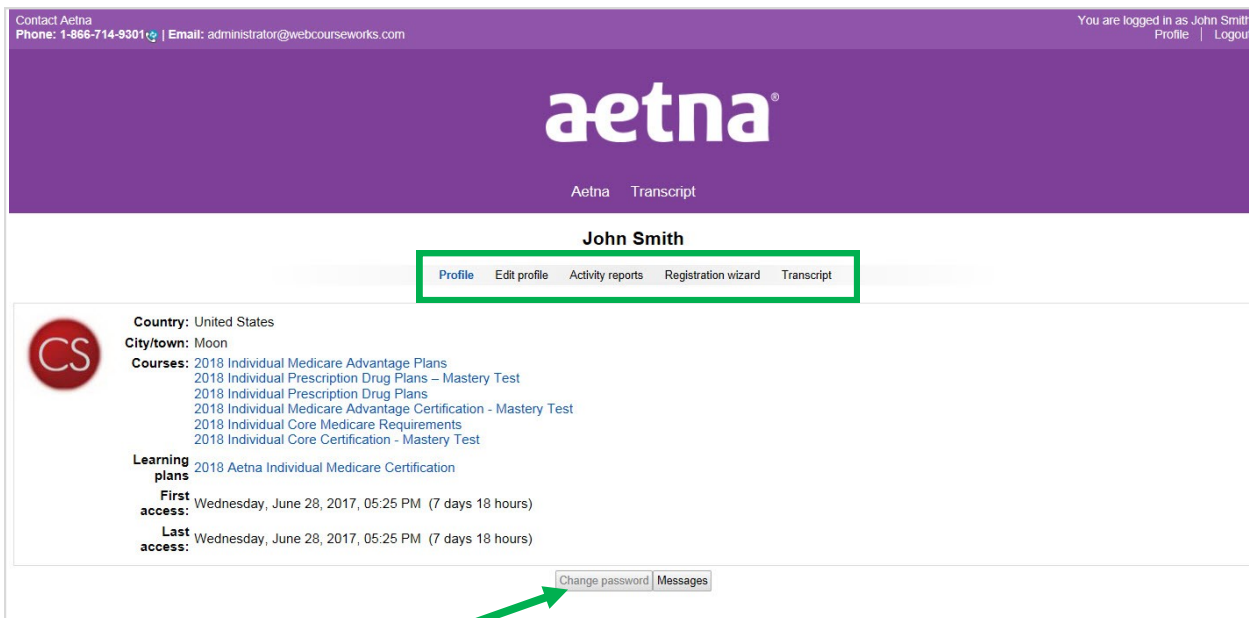
**If you leave the test before you finish, your answers will not be saved and you will have to start the test over from the beginning. However, you will not be charged an attempt.**

## 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**.
- 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, 12:36 PM (46 secs)  
**Last access:** Thursday, July 6, 2017, 12:37 PM (7 secs)

[Change password](#) [Messages](#)

**Change password**

Username (NPN or Email) 9990009952

The password must have at least 6 characters

New password\*

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: 1-866-714-3301 | Email: administrator@webcourseworks.com

You are logged in as John Smith  
Profile | Logout

# aetna®

Aetna Transcript

**John Smith**

Profile Edit profile Activity reports Registration wizard **Transcript**

Training period: 2018

Name	Attempt	Start	Complete	Duration	Status	Score	Credits	Roles	Delivery method	Certificate	Additional
2018 Aetna Individual Medicare Certification	1	June 28, 2017	June 29, 2017	24m 46s	✓	--	--	--	--		--
2018 Aetna Individual MAMAPD	1	June 29, 2017	June 29, 2017	03m 32s	✓	--	--	--	--		--
2018 Prescription Drug Plan	1	June 28, 2017	June 28, 2017	08m 49s	✓	--	--	--	--		--
Total				00s							

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 displays a certificate completion page. At the top, the Aetna logo is on the left and the Coventry Health Care logo is on the right. The main content area features the name "John Smith" and the text "has successfully completed the course". Below this, the title "2018 Aetna Individual Medicare Producer Certification for PDP & MA/MAPD" is shown. The completion date is "06/29/2017" and the date generated is "07/06/2017". The ID code "LC63DT44DV4" is at the bottom left. A toolbar at the bottom contains icons for save, print, and navigation. A context menu is open over the print icon, listing options: "Select Tool", "Hand Tool", "Marquee Zoom", "Previous View" (Alt+Left Arrow), "Rotate Clockwise" (Shift+Ctrl+Plus), "Print..." (Ctrl+P), "Find" (Ctrl+F), "Document Properties...", and "Show Navigation Pane Buttons". A green arrow points to the print icon in the toolbar, and another green arrow points to the "Print..." option in the context menu.

**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: LC63DT44DV4

✓ 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