



## Keeping you informed about COVID-19



### Steps we're taking to keep members safe

To help prevent the spread of the coronavirus, known as COVID-19, **we are cancelling all in-person group member meetings and sales events at all venues**, including those at retail locations.

- Sales events: If you have a filed a sales event with Aetna, we have canceled your event. CMS requirements for canceled events still apply. Please contact your Broker Manager if you have any questions about CMS requirements for cancellations.
- Member meetings: Please note that we will contact all members who RSVP'd for a meeting, by phone or email, to let them know about the cancellation.

**IMPORTANT: We highly recommend avoiding face-to-face contact with your clients.**

Instead of meeting with them in person, we encourage you to use our remote-selling tools (e-kits and RATE) to engage your clients electronically.

### Ways we're supporting our Medicare members

Because of the important role you plan as an agent, we want to keep you informed about ways we're supporting members during this time. Aetna Medicare members now have access to a variety of resources and enhanced benefits including:



#### **\$0 co-payment on all telehealth visits with your doctor**

Aetna Medicare is expanding coverage of telehealth and offering all telehealth visits at no out-of-pocket cost to members (copays are waived) until further notice.

This will help our Medicare plan members get the care they need while lowering their risk of exposure to COVID-19. [See latest press release.](#)



#### **No co-pays for diagnostic testing related to COVID-19**

This policy will cover the cost of *physician-ordered testing* for patients who meet CDC guidelines.



#### **Dedicated support you can count on**

For members that have underlying conditions putting them at greater risk for developing complications around the coronavirus, our care managers will reach out to them directly.



### **You won't have to pay a fee for home delivery of prescription medications from CVS Pharmacy**

Members can limit their exposure to the virus and avoid passing it around by having their medications (excluding over-the-counter medications) delivered. CVS Pharmacy has waived charges for home delivery of prescription medications.



### **You can get your refill early if you need it**

For Aetna Medicare plan's with Part D drug coverage, members can get refills early, and for many of the medications we cover, they can get a 90-day supply.

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## **Don't forget about these extra plan benefits**

### **Online video workouts**

All Aetna Medicare members can access an on-demand library of workouts, wellness videos and exercise programs, at no extra cost, with the SilverSneakers fitness benefit. Over 100+ on-demand workout videos are available through [SilverSneakers.com](https://www.silversneakers.com) or the SilverSneakers GO fitness app. This means members can take classes like yoga, cardio, strength training and circuit training, even while hunkered down at home. To get started, members just need to go to [SilverSneakers.com](https://www.silversneakers.com), create an online account, login, and then select a video.



### **Over-the-counter (OTC) benefit**

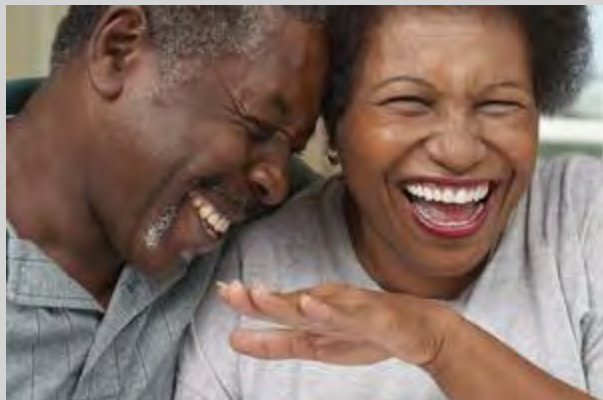
Some Aetna Medicare plans offer a monthly or quarterly OTC benefit that allows members to get select OTC items delivered to their home at no charge. Please note that this benefit is not available with all plans. Please check the plan's Summary of Benefits for details. You can find and download the applicable [2020 OTC catalog](#) from Producer World



### **Call a registered nurse anytime**

With the Medicare nurse hotline, members can talk to a registered nurse, day or night. They can help members decide if a doctor or urgent care visit is needed, understand their symptoms or learn about treatment. Members can call the hotline at **1-800-556-1555** (TTY: 711) anytime. Note: Staff on the nurse call line cannot diagnose, prescribe or give medical advice. Members should call their doctor with any questions or concerns about your health.





## Attend a webinar: Get up to speed on remote-selling tools

### Upcoming trainings:

Friday, March 20 from 10-10:45 A.M. ET  
Thursday, March 26 from 11-11:45 A.M. ET  
Friday, March 27 from 4-4:45 P.M. ET

Visit [AetnaMedicareAgentTraining.com](http://AetnaMedicareAgentTraining.com) to sign up. Just search for trainings in your state. (Be sure to review the requirements for using these tools below.)

Register today

## Try these remote-selling tools (e-kits and RATE)

Do you have clients who want to move forward with enrollment, without having an agent enter their home? For Aetna Medicare (MA/MAPD) and SilverScript PDP products, there are two tools you can use: **e-kits** and the **Remote Agent Telephonic Enrollment (RATE) tool**. To use either option, you must have access to the Ascend Virtual Sales Office app; to get access, fill out an [Ascend app request form](#) on Producer World. (Please note that it can take up to 2-7 days to process new user requests for Ascend.)

<u>Tool</u>	<u>Why use it?</u>	<u>Requirements</u>
e-kits	Allows your clients to enroll online and maintain you as their writing agent	<ul style="list-style-type: none"><li>You must have access to the <a href="#">Ascend app</a></li><li><b>Works on any laptop or iPad mobile device</b></li><li>(No special set up or extra training required)</li></ul>
Remote Agent Telephonic Enrollment (RATE) tool	Allows you to obtain a complete, compliant enrollment entirely by phone	<ul style="list-style-type: none"><li><b>You <u>must</u> have an iPad to use the RATE tool;</b> it is not compatible with other tablet brands</li><li>You must have access to the <a href="#">Ascend app</a></li><li>You must complete an <a href="#">online, self-paced compliance training</a> and pass a quiz with a score of 90% in two tries or less</li></ul>

## Tools to help you conduct a compliant sales presentation

Remember, all sales and marketing activities must be conducted in compliance with all state, CMS

required to:

- Obtain a Scope of Appointment (SOA) prior to the start of all personal/individual marketing appointments held in person or by phone when MA, MAPD and PDP products are discussed. *Remember you can obtain an SOA by email or text through the Ascend app.*
- Provide a CMS-approved sales presentation. Aetna's MA/MAPD sales presentation is available in [video](#) format (English, Spanish and Chinese versions), or in [PDF format](#) (English, Spanish, Chinese, Russian and Polish versions) from Producer World.
- Provide and review the Summary of Benefits and current star ratings sheet. These documents are available through the Ascend app. Or you can download PDF copies from [AetnaMedicare.com](https://www.aetna.com/medicare).



## Change to Broker Services Department business hours

Please note that we are temporarily changing the Aetna Medicare Broker Services Department business hours. Effective immediately, **we will be open from 8 A.M. to 6 P.M. ET** from Monday through Friday. This change will remain in effect until further notice, likely for the next 30-60 days.



## Questions? We're here to help

If you have any questions, you can [contact your local Aetna Medicare broker manager](#). Or you can reach the Broker Services Department at **1-866-714-9301** or [brokersupport@aetna.com](mailto:brokersupport@aetna.com).



## Helpful links

[AetnaMedicare.com: What you need to know about the coronavirus \(COVID-19\)](#)  
[\(March 17\) Medicare telemedicine update from Aetna President Karen S. Lynch](#)  
[Centers for Disease Control & Prevention](#)  
[World Health Organization](#)

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