

Quality health plans &
benefits

Healthier living

Financial well-being



Individual Medicare Producers Certification User Guide

Easy Steps To Get Certified



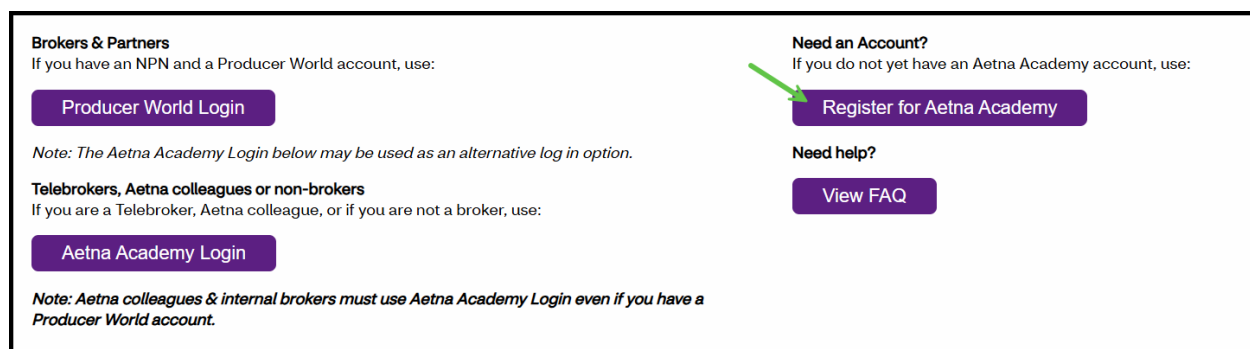
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Registration

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 **Register for Aetna Academy**. Returning users, enter your Username and Password and click **Producer World Login or Aetna Academy Login**.



Brokers & Partners
If you have an NPN and a Producer World account, use:

[Producer World Login](#)

Note: The Aetna Academy Login below may be used as an alternative log in option.

Telebrokers, Aetna colleagues or non-brokers
If you are a Telebroker, Aetna colleague, or if you are not a broker, use:

[Aetna Academy Login](#)

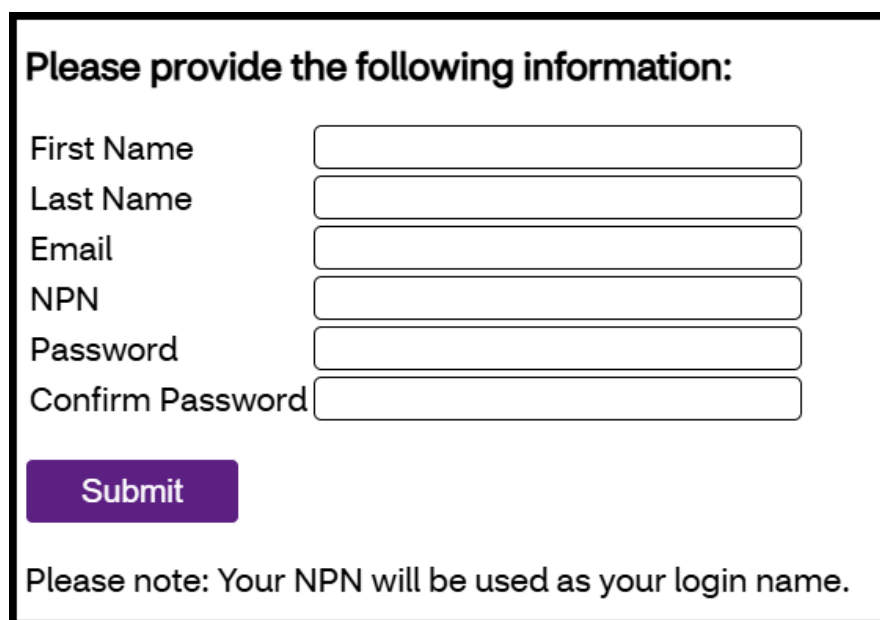
Note: Aetna colleagues & internal brokers must use Aetna Academy Login even if you have a Producer World account.

Need an Account?
If you do not yet have an Aetna Academy account, use:

[Register for Aetna Academy](#)

Need help?
[View FAQ](#)

- 2) To create an Aetna Academy account, you will need to enter the following information and hit **Submit**:



Please provide the following information:

First Name

Last Name

Email

NPN

Password

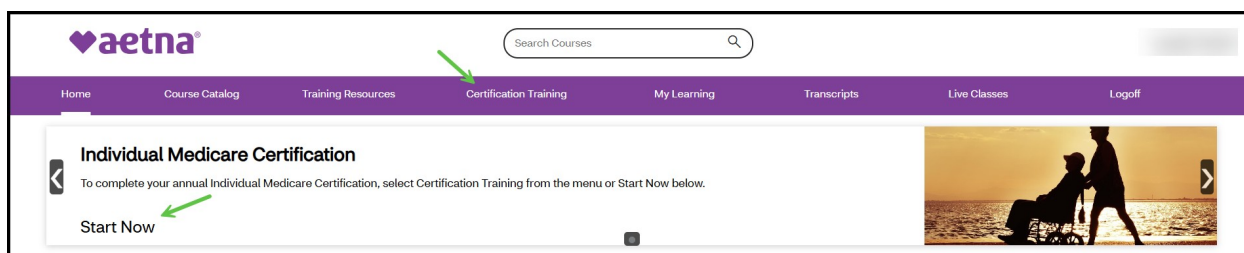
Confirm Password

[Submit](#)

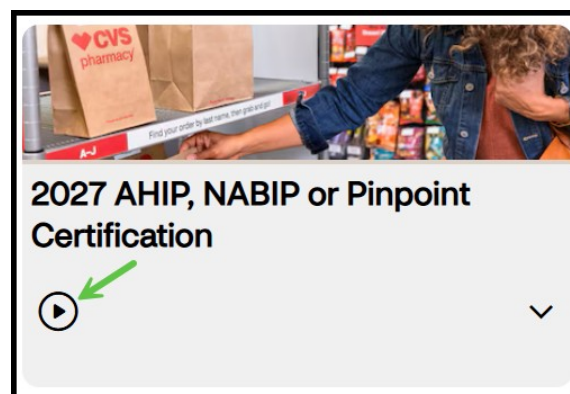
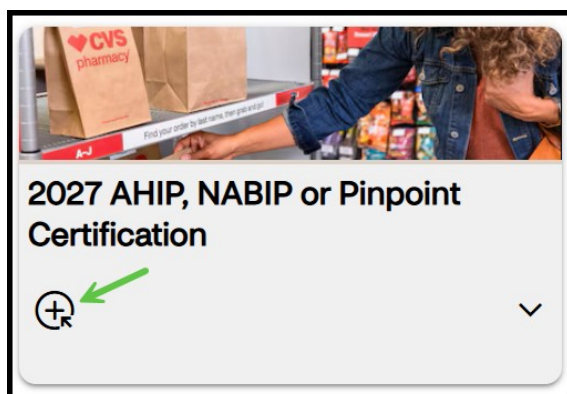
Please note: Your NPN will be used as your login name.

Start your certification

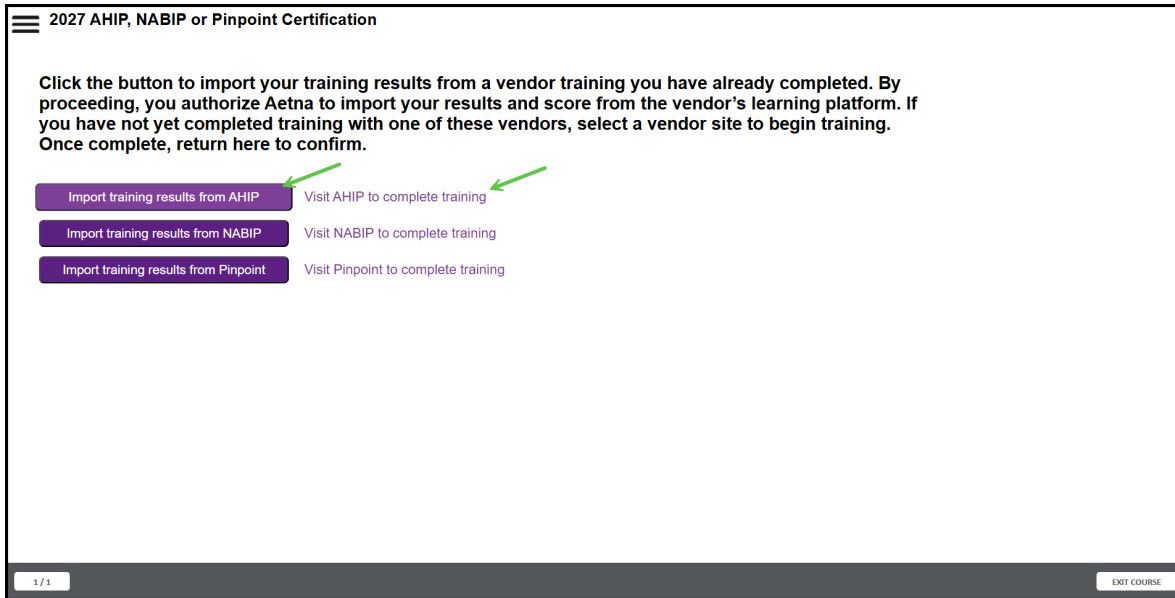
Your certifications can be accessed by selecting the **Certification Training** tab on the menu or selecting start now on the Individual Medicare Certification announcement. You will find the **2027 Aetna Individual Medicare Certification** course cards.



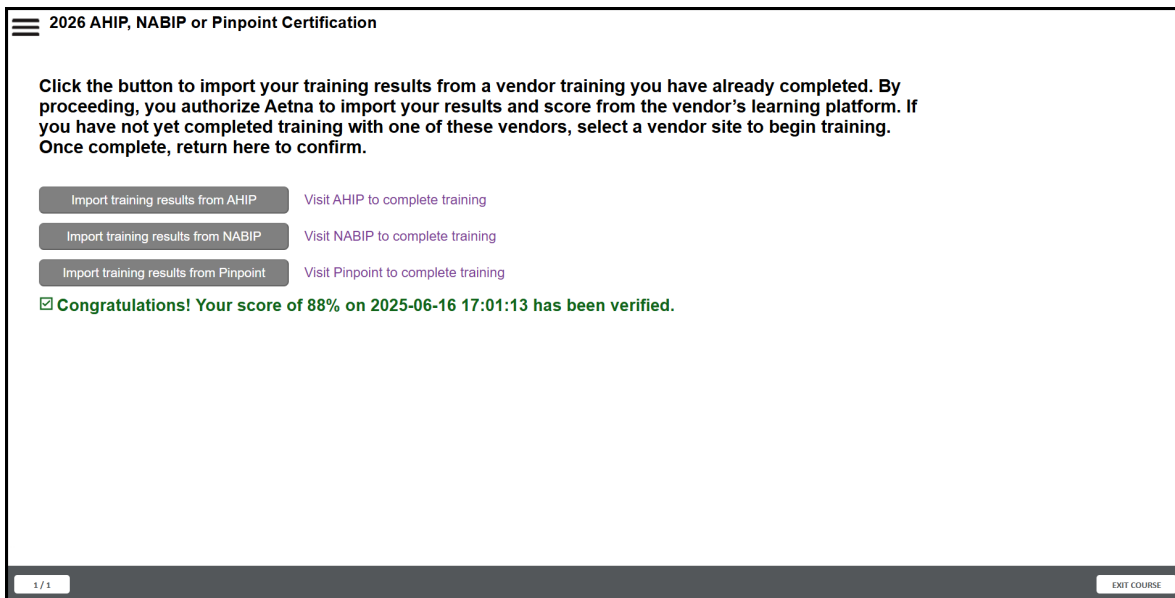
1) To get started, **click on plus sign to enroll in the 2027 AHIP, NABIP or Pinpoint course. Then click the play button to launch the course.**



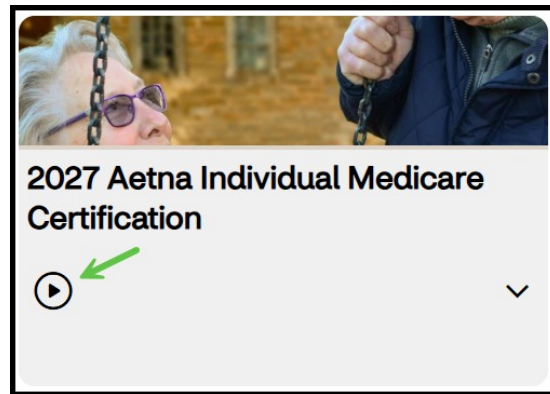
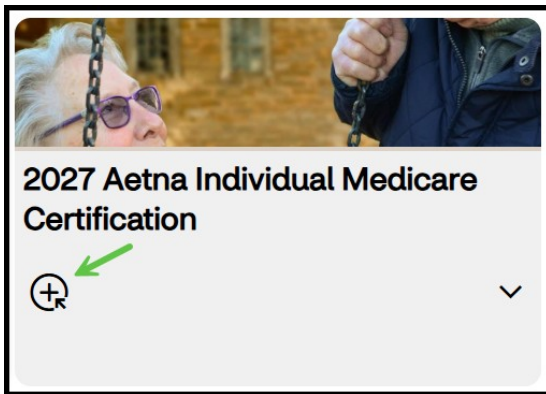
2) Once the course is launched select the import training results button to obtain your results from the vendor training you have already completed or if you have not completed training select the vendor site to begin training.



3) Once your results are successfully imported you will see a congratulations message and can now exit the course to enroll in the 2027 Individual Medicare Certifications.



4) Click on plus sign to enroll in the 2027 Aetna Individual Medicare Certification course. Then click the play button to



5) After launching the course, you will see the learning plan. Complete all prerequisite courses in the order listed.

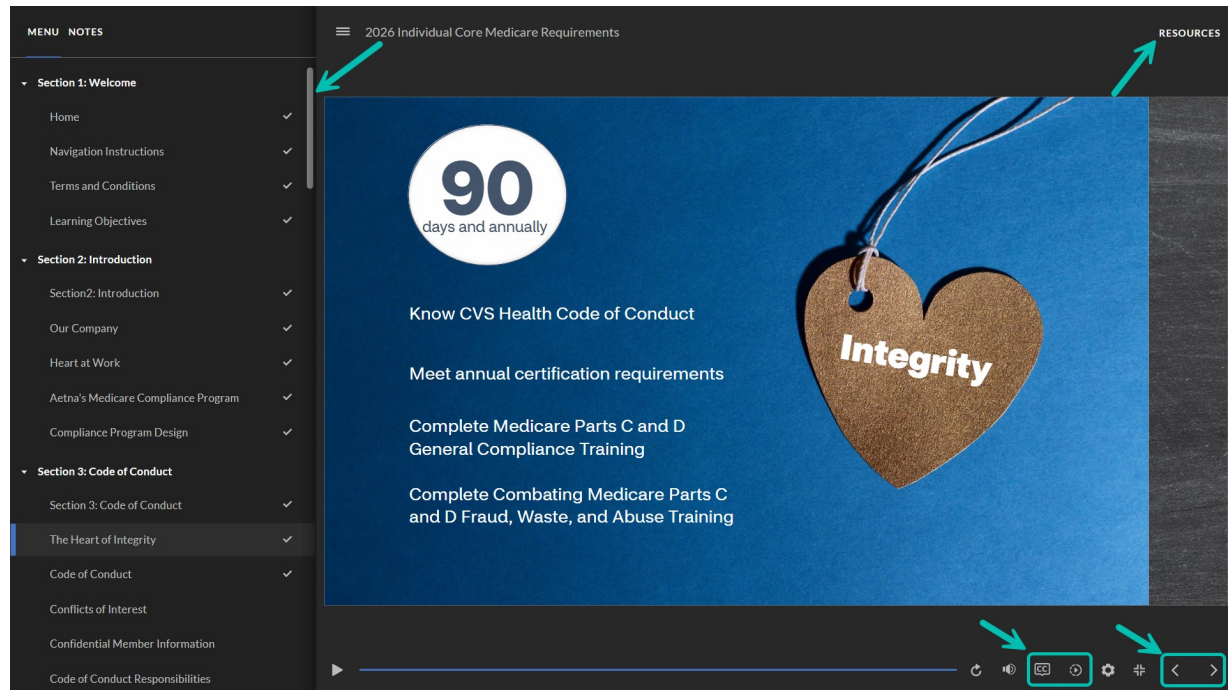
The learning plan includes the following sections:

- Aetna Medicare Core Requirements
- Aetna Medicare Attestations
- Aetna Medicare Required Product Training
- Optional: Individual Medicare Producer Certification Survey

2027 Aetna Individual Medicare Certification		
Outline		Review Mode
		Not Enrolled
Title	Overview	Downloads
		Status
Aetna Medicare Core Requirements		
Click here to begin		○
Score N/A		
2026 Individual Core Medicare Requirements		○
Score N/A		
Course Agreement		○
Score N/A		
2026 Individual Core Certification - Exam		○
Score N/A		
Aetna Medicare Attestations		
Annual Medicare FDR Attestation		○
Score N/A		
Market Specific Attestation		○
Score N/A		
Aetna Individual Medicare Required Product Training		
2026 Aetna Individual Prescription Drug Plans		○
Score N/A		
2026 Individual Prescription Drug Plans - Exam		○
Score N/A		
2026 Individual Medicare Advantage/SNP		○
Score N/A		
2026 Individual Medicare Advantage/SNP - Exam		○
Score N/A Weight: 100 %		
Conclusion		○
Score N/A		
Individual Medicare Producer Certification Survey		
Certification Survey		○
Score N/A		

Course tips

Your certification has two types of sections: training courses and exams. When you click on the section title, the training course or exam begins. Here are some tips to help you get the most out of your training time.

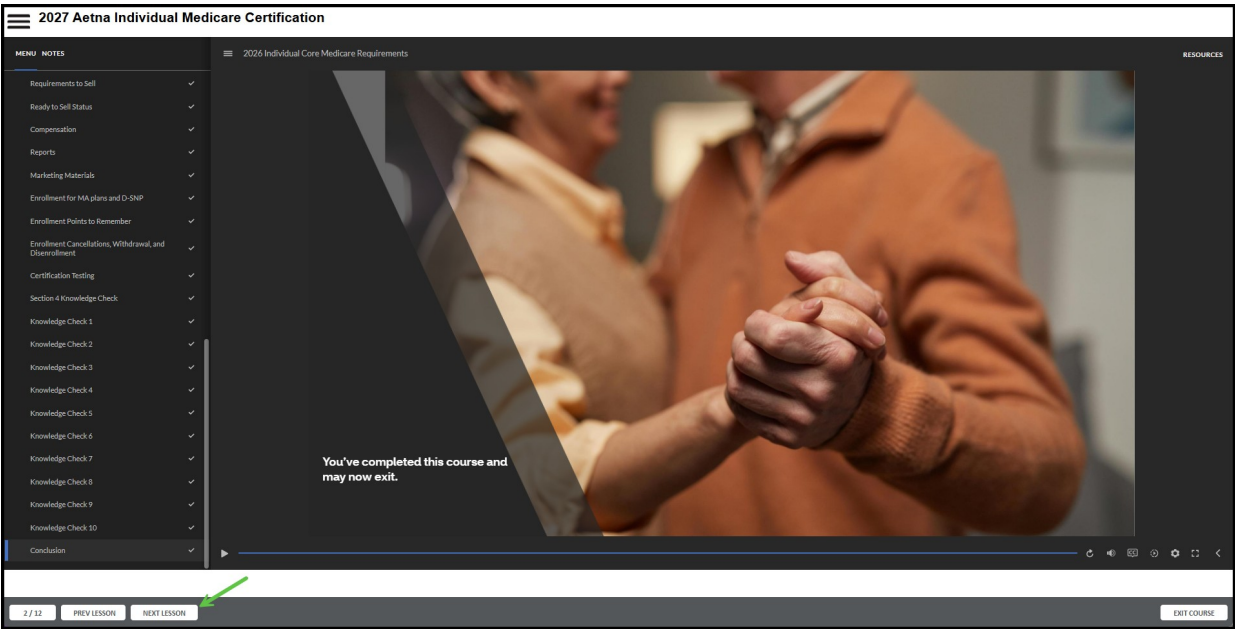


Training courses

Use the forward and back buttons to move through the training courses. You can also use the menu on the left to go back to any of the pages that you've already seen.

Courses include recorded audio, closed captioning, playback speed controls, and supplemental material. You can access closed captioning and playback speed by clicking on the icons at the bottom. Supplemental material is available by clicking Resources in the top right corner.

When you get to the end of a training course, you can review the course, or you can navigate using the next lesson button.



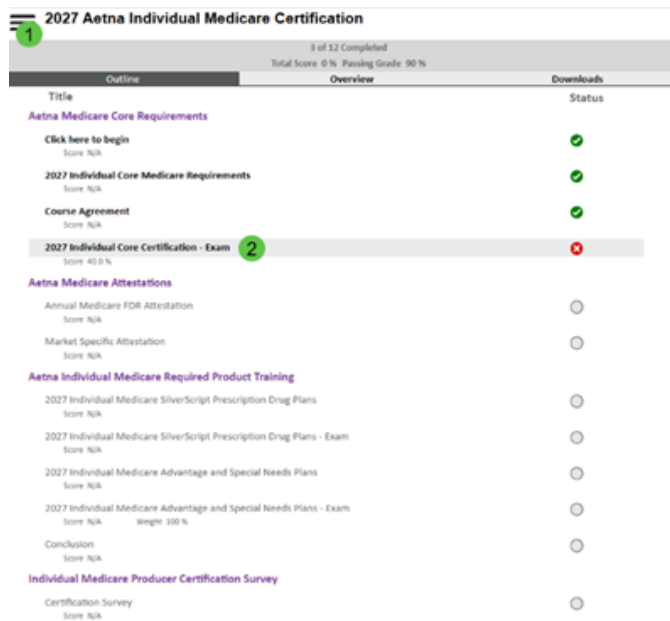
Exams

Complete the exam for each course to demonstrate understanding. A score of 90% or higher is required to pass. You are allowed three attempts per exam. After passing, the exam is marked complete within your certification.

2027 Aetna Individual Medicare Certification		
6 of 12 Completed		
Total Score: 0 % Passing Grade: 90 %		
Outline	Overview	Downloads
Title		Status
Aetna Medicare Core Requirements		
Click here to begin		✓
Score: N/A		
2027 Individual Core Medicare Requirements		✓
Score: N/A		
Course Agreement		✓
Score: N/A		
2027 Individual Core Certification - Exam		✓
Score: 90.0 %		
Aetna Medicare Attestations		
Annual Medicare FDR Attestation		○
Score: N/A		
Market Specific Attestation		○
Score: N/A		
Aetna Individual Medicare Required Product Training		
2027 Individual Medicare SilverScript Prescription Drug Plans		○
Score: N/A		
2027 Individual Medicare SilverScript Prescription Drug Plans - Exam		○
Score: N/A		
2027 Individual Medicare Advantage and Special Needs Plans		○
Score: N/A		
2027 Individual Medicare Advantage and Special Needs Plans - Exam		○
Score: N/A Weight: 100 %		
Conclusion		○
Score: N/A		
Individual Medicare Producer Certification Survey		
Certification Survey		○
Score: N/A		

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

If you fail an exam you may retake the test by expanding the course menu and selecting the exam.



2027 Aetna Individual Medicare Certification		
3 of 12 Completed Total Score: 0 % Passing Grade: 90 %		
Outline	Overview	Downloads
Title		Status
Aetna Medicare Core Requirements		
Click here to begin	Score: N/A	✓
2027 Individual Core Medicare Requirements	Score: N/A	✓
Course Agreement	Score: N/A	✓
2027 Individual Core Certification - Exam	Score: 40.0 %	✗
Aetna Medicare Attestations		
Annual Medicare FDR Attestation	Score: N/A	○
Market Specific Attestation	Score: N/A	○
Aetna Individual Medicare Required Product Training		
2027 Individual Medicare SilverScript Prescription Drug Plans	Score: N/A	○
2027 Individual Medicare SilverScript Prescription Drug Plans - Exam	Score: N/A	○
2027 Individual Medicare Advantage and Special Needs Plans	Score: N/A	○
2027 Individual Medicare Advantage and Special Needs Plans - Exam	Score: N/A Weight: 100 %	○
Conclusion	Score: N/A	○
Individual Medicare Producer Certification Survey		
Certification Survey	Score: N/A	○

Changing your language preference

We have two language options, English (default) and Spanish for the 2027 Aetna Individual Medicare Certification. After you select your preferred language, the training modules and exams will update.

To change your language preference click your name in the top left and then select your language.



The screenshot shows a 'Member Information' form with a purple header. The form contains the following fields and options:

Member Information	
Email :	JohnSmith@test.com
Update Email Address:	Click Here
Reset My Password:	Click Here
Select Your Language:	English ▼ English #30: CVS/English #31: CVS/Español
Submit	

Updating your email

To change your email click your name in the in the top left and then click here to update your email.



This screenshot is identical to the one above, but the 'Click Here' link next to 'Update Email Address:' is highlighted with a green background.

Member Information	
Email :	JohnSmith@test.com
Update Email Address:	Click Here
Reset My Password:	Click Here
Select Your Language:	English ▼ English #30: CVS/English #31: CVS/Español
Submit	

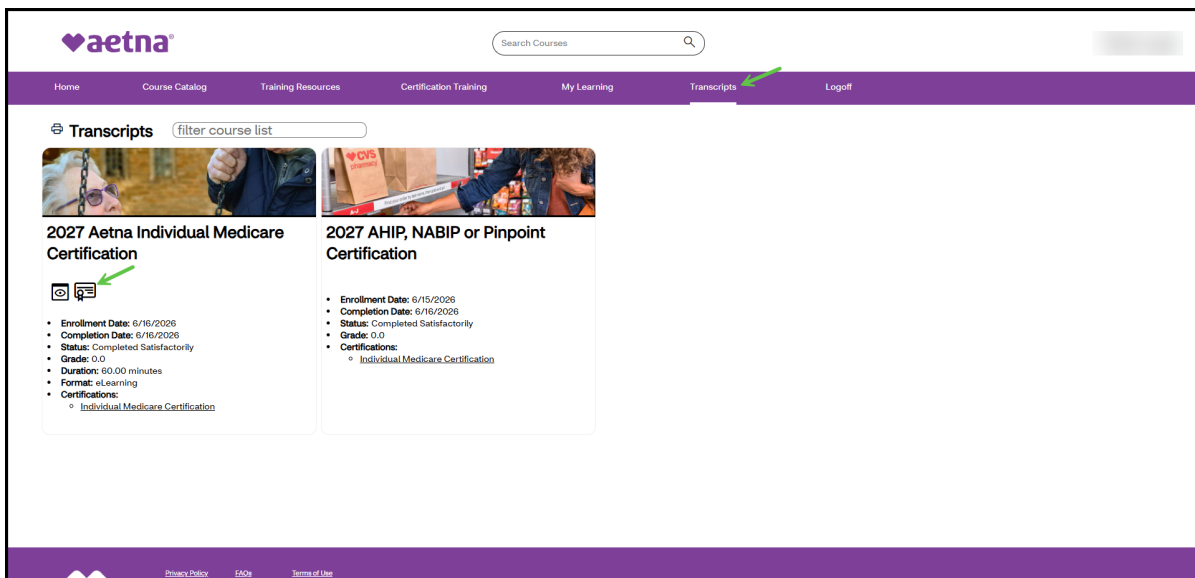
Changing your password

To change your password, simply click on your name in the top right of your screen, and then click here to update your password.

Member Information	
Email :	JohnSmith@test.com
Update Email Address:	Click Here
Reset My Password:	Click Here
Select Your Language:	English ▼
Submit	

Seeing what you've completed

You can see what you've completed by clicking on **Transcript** on the bar at the top of the screen. Once you have completed a certification, you can view your **certificate** from your transcript at any time.



To print your certificate, click on the printer icon next to the download option in the upper right corner.

