How to Complete 2015 Aetna Individual Medicare Producer Certification

The Medicare Broker Services Department
There is one consolidated producer certification program to sell Aetna and Coventry Individual Medicare products in 2015. The components are:

1. AHIP Medicare training & test
   - Includes Fraud, Waste & Abuse (FWA)
2. Core training & test
3. Part D training & test
4. MA/MAPD Product-Specific (For MA/MAPD products only)
   a) Local market product training
   b) Online MAPD overview training & test
Important

Upline marketing organizations, principals and payees are required to be fully certified as well as licensed and appointed in ALL states and markets for which they and/or their downlines intend to sell.

- Uplines, principals, and payees intending to personally market MAPD plans must complete the Individual Medicare Market (MAPD) training for each market in which they will be personally selling MAPD plans.
Transferring AHIP Certification

- As long as you earned a score of 90% or better on the final exam within three attempts, your AHIP certification may be transferred to Aetna.
- You may transfer your existing AHIP certification to Aetna through our certification site.
- You must still complete the other Aetna-specific requirements to finish your annual Aetna Individual Medicare producer certification.
- If you already paid your AHIP registration fee and transferred your AHIP certification to Aetna, you will not have to pay the AHIP registration fee again.
There are five (5) AHIP training modules for 2015, plus the new FWA (Fraud, Waste & Abuse) training.

The final exam requires a passing score of 90% or better within three attempts.

The final exam attempt/submission must be completed within one 2-hour sitting.
- Beginning the final exam and allowing the timer to expire will result in an automatic submission.
- Clicking the 'Submit' button to submit your answers will result in an attempt/submission.
- Simply closing the final 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.
• If you’re re-certifying and you completed last year’s AHIP requirements, you can follow a recertification track of modules 4-5 only. You should still reacquaint yourself with modules 1-3, since the final exam covers all five modules.
Reminders

- **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 get three attempts**
  - As a reminder, you must complete all required Aetna certification in order to sell Aetna Individual Medicare products (MA, MAPD, PDP) for 2015. If you don’t pass an exam within three attempts, you’ll be locked out and unable to progress along the required certification track.
To market 2014 Aetna or Coventry Individual Medicare products to age-in and SEP-eligible beneficiaries for the rest of 2014, you must complete our 2014 certification program requirements. These are independent of the 2015 requirements.

Certification for 2014 Aetna products will continue to be offered on the Aetna certification site until the end of November. Contact your upline to get their PURL to access the certification site.

Certification for 2014 Coventry products will continue to be offered on the 2014 Coventry certification site until the end of November. Contact your upline to get your access code. To access the 2014 Coventry certification site, logon to the Coventry Broker Portal at http://broker.cvty.com. You’ll find the link on the Training and Compliance page in the 2014 certification section.
More Certification Information is Available

• If you plan to sell Aetna Medicare products, visit Producer World at http://www.aetna.com/insurance-producer.html.

• If you plan to sell Coventry Medicare products, visit the Broker Portal at http://www.broker.cvty.com.
How to Begin 2015 Certification

• Your first step is to contact your upline marketing organization for their PURL, or personalized URL (web site address), which is used to access the 2015 Aetna-AHIP certification site.

• Then, register on the certification site and select the **Individual Medicare** certification track within the Registration Wizard.

• The next slides illustrate each step.
All agents entering the AHIP-Aetna certification website for 2015 are required to complete registration.
AHIP Registration

Make appropriate selection to begin:

<table>
<thead>
<tr>
<th>User ID Number</th>
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**Aetna Employees:** Please provide your A-Number, then click Submit.

**2014 Front Runners:** Please provide your NPN, then click Submit.

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

Step 1: Complete required fields:

- Input your last name, date of birth, and the last 4 digits of your Social Security Number. Then, click ‘Submit.’

Confidential Information

Please fill out the following required fields:

- Last name
- DOB
- Last 4 Digits of SSN

There are required fields in this form marked*. 
AHIP Registration - continued

Step 2: Additional Information:

- Complete the required fields which are identified in red with an asterisk. At the bottom of the form, click “Register.”

<table>
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<tr>
<th>Confidential Information</th>
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<tbody>
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<td>Provide some information to uniquely identify yourself for the AHIP Medicare Training System</td>
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<tr>
<td>Last name: Example</td>
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<td>DOB: 01/01/1955</td>
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<td>Last 4 Digits of SSN: 7892</td>
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<th>National Producer Number</th>
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<td>Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.</td>
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<td>NPN*: Click here to look up NPN on NIPR website</td>
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<td>Confirm NPN*</td>
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<td>Verify NPN</td>
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<td>To avoid delays in compensation, please be sure your NPN is accurate.</td>
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Step 3: Your account has been created.

- Note your username. You will need it to login in the future!
- Click ‘Continue to Home.’
When you create your account, the system will automatically match you with your historical AHIP data so that when you are finished creating an account you will see your previous AHIP training on the Aetna-AHIP certification site.
Choose from the available learning

1. Select 1 or more tracks

The choices you make in the boxes on the left will result in a list on the right.

2. Once you’ve completed your selections, click here
Your selections are reflected under “My Certifications” and the required courses will be listed in the order they must be taken. Click the first course to begin!
AHIP Training

Courses

- As you complete training courses, you will receive green check marks.
- To return to the Home page, use the “Return to the main training page” link on the left or click the Aetna logo.
If you sell MA/MAPD plans, you’re required to:

1. Complete local market product training for the markets where you intend to sell.

2. Successfully complete the online MAPD overview training and test.

If you sell in multiple markets, you must complete local market product training for each one. But, you only need to take and pass the online MAPD overview test once.

Selecting the Local Market Training course will take you to the Live Training Calendar.
Live Training Calendar

- You may use the filtering options to narrow your search or select "Infinite" to view all available sessions

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Select Training Session

- Select the training session by clicking the color-coded session.
Enroll into Course – Step 1

- First, click “Enroll into Course.”
Enroll into Course – Steps 2 & 3

• Next, select “Yes.”

• Then click “I agree.”
Review and/or Print Confirmation

Aetna Transcript
Course (2015 Show Me MKT August 20 CT)

Sessions

2015 Show Me Market Training
Aug 20th, 1:00 PM - 3:00 PM EDT
Sheraton Hotel
Upcoming

2015 Show Me Market Training
Type: Live Training Event
When: Aug 20th 1:00 PM - 3:00 PM EDT
Location: Sheraton Hotel
400 South 14th Street. St. Louis, MO 63103
Summary: Show Me market product review for Individual Medicare producers.
Status: Upcoming

Print
MAPD Overview

After completing local market training, log back into the certification site to take the online MAPD overview training and exam.
You may view your transcript from the Home page.
Certificate

- You may view your certificate from the Transcript page.
Assistance and Support

- If you have any questions, contact your upline marketing organization.
- If you are contracted locally to sell MA/MAPD plans, contact your local market.
- If you require further assistance, call the Medicare Broker Services Department:

  **Phone:** 1-866-714-9301

  **Hours of Operation:**
  8 a.m. - 6 p.m. ET  Monday - Friday

  **Email:** brokersupport@aetna.com