♥aetna™

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 **Create a New Account**. Returning users, enter your Username and Password and click **Login**.
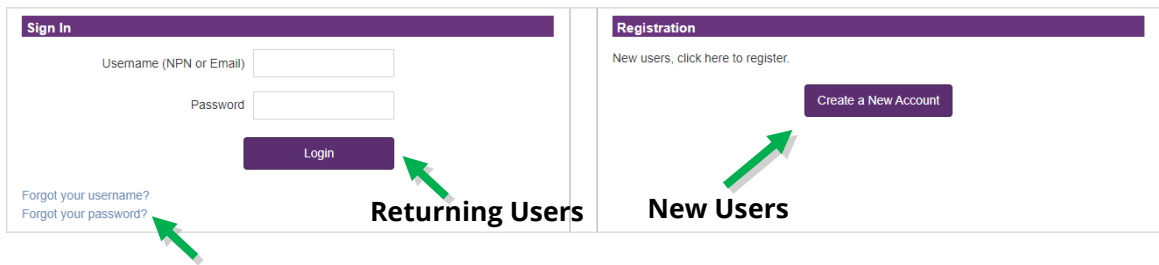
Please note, all returning users will need to request a password reset upon first access to our training portal after 5/10/2021 due to updated password requirements. You can request this password reset using the **Forgot you password?** hyperlink, and then providing either your username (usually your NPN) or the email address that is on file within our certification portal.

If you require assistance, the Broker Services may be reached at 1-866-714-9301 Monday-Friday 8am to 8pm Eastern or by email at brokersupport@aetna.com.

2) Alert the system if you are an Aetna employee or Front Runner:

- **Aetna employees:** add your Aetna ID number into the text box and click **Submit**

- **2021 Individual Medicare Front Runners:** add your NPN into the text box and click **Submit**

- **Access Code Users:** add your upline provided Aetna certification access code (if applicable) and click **Submit**

- **All other users:** leave the text box empty and click **Continue Producer Registration**

User ID Number

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

2021 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   ← **All Other Users**

3) Fill out the Confidential Information section of the registration form and click **Submit.**

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 **Submit** to proceed.

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**

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 1-866-714-9301 Monday-Friday 8am to 8pm Eastern or by email at brokersupport@aetna.com.
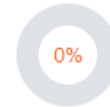
Start your certification

Your certifications can be accessed from the main page under the **My Certifications** section. You will find the **Aetna Individual Medicare Certification** and a progress wheel that will display the percentage of the training courses that have been completed.

My Certifications

Aetna Individual Medicare Certification   0%

AHIP Medicare Training   (A)

2022 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 Producer Guide. And, you'll see how important the guide is – it has everything you'll need to do business with us.

2022 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.

Restricted Not available unless: The activity **2022 Individual Core Medicare Requirements** is marked complete

(B)

2022 Aetna Individual Medicare Attestations

Restricted Not available unless: The activity **2022 Individual Core Certification - Mastery Test** is complete and passed

2022 Aetna Individual Prescription Drug Plans (PDP)

Restricted Not available unless: The activity **2022 Aetna Individual Medicare Attestations** is marked complete

2022 Aetna Individual MA/MAPD

Restricted Not available unless: The activity **2022 Aetna Individual Prescription Drug Plans (PDP)** is complete and passed

2022 Individual Medicare Producer Certification Survey   (C)

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.

Restricted Not available unless: The activity **2022 Aetna Individual MA/MAPD** is complete and passed

A. Aetna certification requires 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.

B. You'll walk through the certification process one step at a time. Once you complete a step, the next section becomes available to you.

C. 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.

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 is showing as restricted, 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.
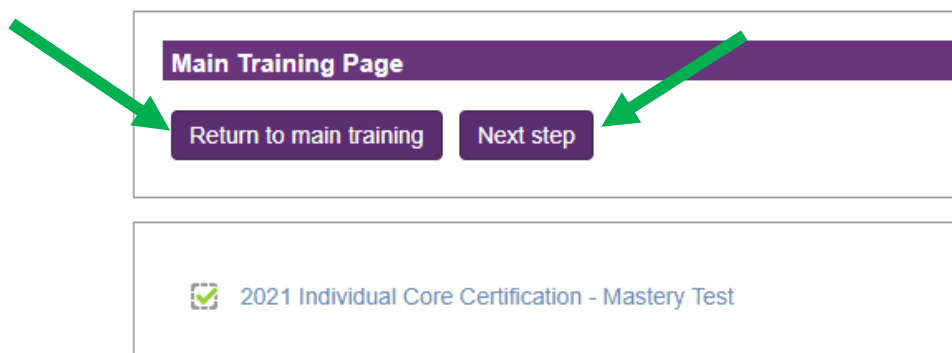
Training courses

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

You will only be able to advance to the next slide once all required conditions on the current slide are met. Courses include recorded audio. Please view with sound turned on or follow along with the closed captioning or downloadable transcript available for each course.

When you get to the end of a training course, you can review the course, or you can navigate using the Return to main training button, or Next step button located above the training screen.

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 selecting your name in the top right corner, and then selecting **Profile** from the dropdown box.
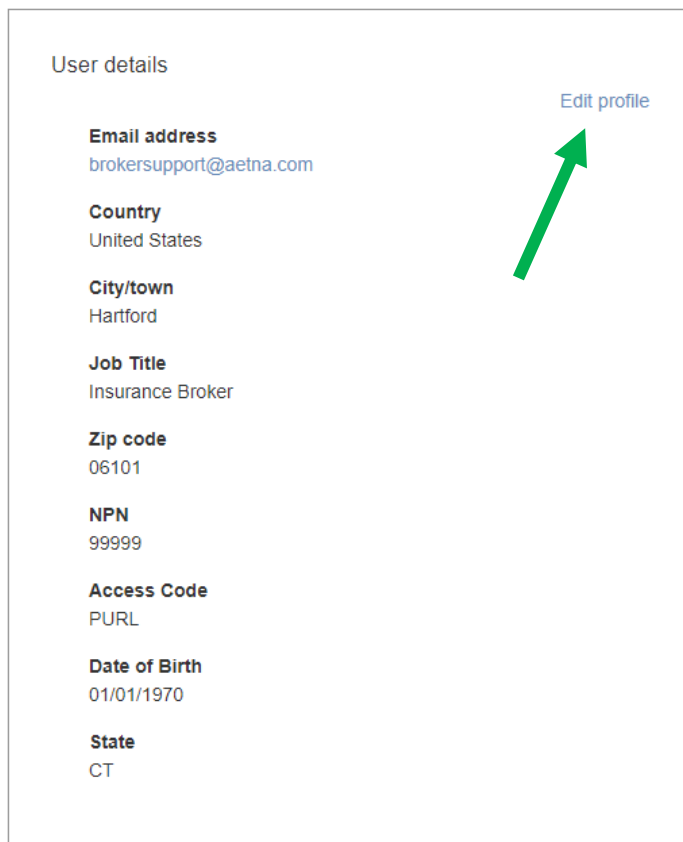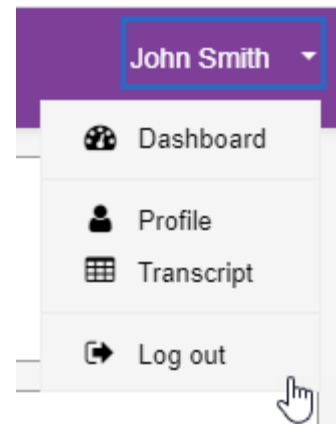
You can look at and change your information stored on the site in your profile. This includes **changing your password.** To make any changes, you will need to select the edit profile button.

Changing your password

To change your password, simply click on your name in the top right of your screen, and selecting **Profile** from the drop down list.

1) On the profile page, click **Edit Profile.**

2) You can now type in your new password information, and then select Update profile at the bottom to confirm the changes.

▶ Expand all

▶ Confidential Information

▼ Personal Information

Name

Prefix		
First name	❗	Broker
Middle name		
Last name	❗	Support
New password	❓	●●●●●●●●●●● ✏ 👁
Suffix		
Designation		

Additional information

Company name	Aetna
Job title	
Phone number	866-714-9301

▶ National Producer Number

▶ Access Code

▶ Email address

▶ Mailing Address

Update profile **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 at the top of the screen, as well as within your profile.

Once you have completed a certification, you can view your **certificate** from your transcript at any time.

	Name	Attempt	Start	Complete	Duration	Status	Score	Certificate
⊞	Aetna Individual MA/MAPD	1	July 14, 2020	July 14, 2020	--	☑	95.00	🖼
⊞	Aetna Individual Medicare Attestations	1	July 13, 2020	July 13, 2020	--	☑	100.00	🖼
⊞	Aetna Individual Medicare Certification	1	June 25, 2020	July 14, 2020	--	☑	98.33	--
⊞	Aetna Individual Prescription Drug Plans (PDP)	1	July 14, 2020	July 14, 2020	--	☑	100.00	🖼
⊞	AHIP Medicare Training	1	June 25, 2020	June 25, 2020	--	☑	100.00	--
	Individual Core Certification - Mastery Test	1	July 13, 2020	July 13, 2020	--	☑	100.00	--
⊞	Individual Core Medicare Requirements	1	July 13, 2020	July 13, 2020	--	☑	100.00	--
	Individual MA/MAPD/DSNP - Mastery Test	1	July 14, 2020	July 14, 2020	--	☑	95.00	--
⊞	Individual Medicare Producer Certification Survey	1	July 14, 2020	July 14, 2020	--	☑	100.00	--
⊞	Individual Prescription Drug Plans	1	July 14, 2020	July 14, 2020	--	☑	100.00	--
	Individual Prescription Drug Plans – Mastery Test	1	July 14, 2020	July 14, 2020	--	☑	100.00	--
	Total				00s			

Showing 11 of 11 total records.
Last updated Friday, June 18, 2021, 3:10 PM CDT.

To print your certificate, click on the printer icon next to the download option in the upper right corner. You can also print by right click with your mouse to see the print option.