



How to Complete 2015 Aetna Individual Medicare Producer Certification

The Medicare Broker Services Department

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2015 Certification Requirements

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.

AHIP Medicare Training

- 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.

AHIP Re-certification Track for 2015

- 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.

2014 Certification

- 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.

Login

All agents entering the AHIP-Aetna certification website for 2015 are required to complete registration.



Contact Aetna
Phone: 888.247.1050



Contact us

Difficulty with your online training?

Contact us:
1-888-247-1050

Resources

[Certification instructions](#)

Welcome to Aetna's Medicare Producer Certification Training

All producers are required to be certified, licensed and appointed before engaging in any sales-related activities involving 2015 Aetna/Coventry Medicare Individual plans (MA, MAPD, PDP) and Aetna Medicare Group plans. In addition, producers must successfully complete these requirements to receive renewal commissions for Aetna/Coventry Medicare Individual and Aetna Medicare Group plans in 2015.

Sign In

Username (NPN or Email)
Password

[Forgot your username?](#)
[Forgot your password?](#)

Register

New users, click here to register.

Click Here

AHIP Registration

Make appropriate selection to begin:

User ID Number

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.'

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*.

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."

Step 2 of 3

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

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN*

[Click here to look up NPN on NIPR website.](#)

Confirm NPN*

Verify NPN

To avoid delays in compensation, please be sure your NPN is accurate.

Password

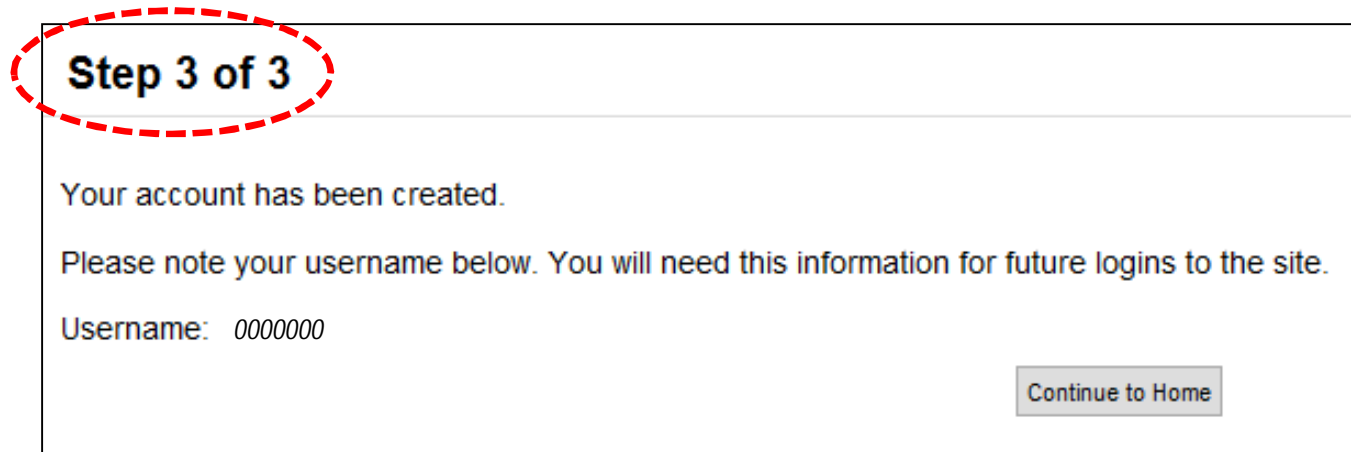
Provide a password to access the system. The password must have at least 6 characters

Password*

AHIP Registration - complete

Step 3: Your account has been created.

- Note your username. You will need it to login in the future!
- Click 'Continue to Home.'



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: 0000000

[Continue to Home](#)

AHIP Registration - continued

- 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.

Available Learning

Choose from the available learning

Contact Aetna
Phone: 888.247.1050

You are logged in as Test Agent
Profile | Logout

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Aetna Transcript

Available learning

Certification Year

- 2014
- 2015

Training

- 2014 Individual Medicare
- 2014 Group
- 2015 Individual Medicare
- 2015 Small Group
- 2015 Non-Small Group
- 2015 Coventry Only Group

Select all Unselect all

Certification Year	Training
<input checked="" type="checkbox"/> 2015	2015 Individual Medicare

Place me in the selected learning

1. Select 1 or more tracks

2. Once you've completed your selections, click here

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

Home Page – Begin Training

- 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!

Contact Aetna
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You are logged in as Test Agent
Profile | Logout

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Aetna Transcript

COVENTRY
Health Care
An Aetna Company

Regional Broker Support

Difficulty with your online training?

Contact us:
(888) 247-1050

Northeast
MedicareMidAtlanticBL@aetna.com

Southeast
CSSoutheastBL@aetna.com

Mid-America
MidAmericaBLUnit@aetna.com

West
BrokerLiaisonUnitWE@Aetna.com

But anything you want here -
1-800-999-1234

Call Amy for assistance

Resources

Certification Instructions
CMS
Producer World

Getting ready to sell

You'll find your learning plan under My certifications below. Click the plus sign to see all of the courses and exams within the plan. Click the first course in the plan to get started.

You're allowed three attempts to pass each course exam with a 90% score or better. When you pass the exam, you can continue with the remaining courses. When you complete all the courses and exams in your learning plan, you will earn your annual certification and you'll be ready to sell.

Technical notes

You'll find that the online courses work best with the latest browsers. If you have problems with the course, you can check for an updated browser at one of these websites: [Microsoft](#), [Firefox](#) or [Google Chrome](#).

If you're taking the training on Windows or an Android device, you may need to download [Adobe Flash](#) to view the courses.

These courses display well on most tablets and personal computers, but are not formatted for small mobile devices such as mini tablets or smart ;

My certifications

2015 Internal/External Producers: Aetna Individual Medicare Producer Certification

Learning groups

2015 2015 Individual Medicare

Courses

AHIP Medicare Training

Aetna Core Requirements: Individual Medicare Products

2015 Aetna Core Requirements: Individual Medicare Products description Placeholder

Mastery Test - Aetna Core Requirements: Individual Medicare Products
Test Your Core Knowledge: 2015 Aetna Medicare and Coventry Medicare Code of Conduct and Aetna/Coventry Producer Guide Mastery Test. The information you have read prepares you to abide by our Code of Conduct and follow the processes outlined in the Aetna/Coventry Producer Guide. This test will evaluate your core knowledge and determine if you are ready to do business with us.

Aetna Prescription Drug Plans Overview
Aetna Prescription Drug Plans Overview placeholder description

Mastery Test - Aetna Prescription Drug Plans Overview
Now that you have reviewed the PDP portfolio for 2015, let's take the PDP Mastery Test. Remember, you have to score at least a 90% on this test. You'll have three chances.

Local Market Training

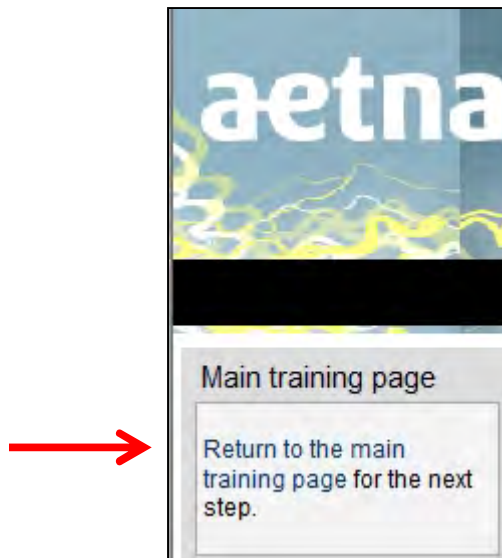
Aetna Medicare Advantage Product Overview
Aetna Medicare Advantage Product Overview description placeholder

Mastery Test - Aetna Medicare Advantage Product Overview
Ready to Sell? Now, let's pass this last Mastery Test with a score of at least 90%. You will have 3 chances. Complete the entire test for your results to be recorded for certification. If you exit before the end, you will need to retake the test. Test status and result may be

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.



The image shows a screenshot of a web page titled "My certifications". It lists various training courses with checkboxes. A red arrow points to the "Local Market Training" course, which is currently unchecked. Other courses are marked with green checkmarks, indicating they are completed.

Course Name	Status
2015 Internal/External Producers: Aetna In	Completed
Learning groups	2015 2015 Individual Medicare
Courses	
<input checked="" type="checkbox"/> AHIP Medicare Training	Completed
<input checked="" type="checkbox"/> Aetna Core Requirements: Individual Med	Completed
2015 Aetna Core Requirements: Individu	Completed
<input checked="" type="checkbox"/> Mastery Test - Aetna Core Requirements	Completed
Test Your Core Knowledge:2015 Aetna N	Completed
Aetna/Coventry Producer Guide. This tes	Completed
<input checked="" type="checkbox"/> Aetna Prescription Drug Plans Overview	Completed
Aetna Prescription Drug Plans Overview	Completed
<input checked="" type="checkbox"/> Mastery Test - Aetna Prescription Drug P	Completed
Now that you have reviewed the PDP por	Completed
<input type="checkbox"/> Local Market Training	Not Completed
<input type="checkbox"/> Aetna Medicare Advantage Product Over	Not Completed
Aetna Medicare Advantage Product Over	Not Completed
<input type="checkbox"/> Mastery Test - Aetna Medicare Advantag	Not Completed
Ready to Sell? Now, let's pass this last	Not Completed

MA/MAPD – Local Market Training

- 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**

My certifications

2015 Internal/External Producers: Aetna In

Learning groups
2015 2015 Individual Medicare

Courses

- AHIP Medicare Training
- Aetna Core Requirements: Individual Med
2015 Aetna Core Requirements: Individu
- Mastery Test - Aetna Core Requirements
Test Your Core Knowledge:2015 Aetna M
Aetna/Coventry Producer Guide. This tes
- Aetna Prescription Drug Plans Overview
Aetna Prescription Drug Plans Overview
- Mastery Test - Aetna Prescription Drug P
Now that you have reviewed the PDP por
- Local Market Training**
- Aetna Medicare Advantage Product Over
Aetna Medicare Advantage Product Over
- Mastery Test - Aetna Medicare Advantag
Ready to Sell? Now, let's pass this last

Live Training Calendar

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

Live Training Calendar

Show events within of ZIP code [View legend](#)

Month

◀ July 2014 August 2014 September 2014 ▶

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 2015 Keystone Mkt (PA, WV, DE)	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20 2015 Show Me (MO, S IL) Augu	21	22	23
24	25	26	27	28	29	30
31						

Select Training Session

- Select the training session by clicking the color-coded session.

Live training calendar for Individual Medicare Producer Certification

Show events within of ZIP code [View legend](#)

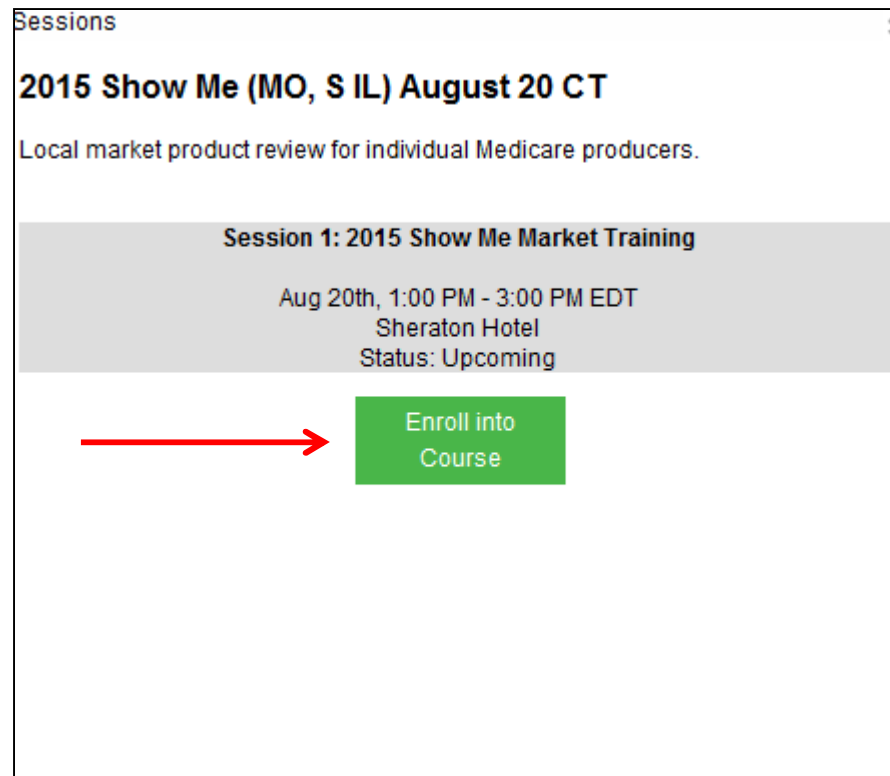
Month

◀ July 2014 August 2014 ▶ September 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 2015 Keystone Mkt (PA)	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20 2015 Snow Me (MO, S IL)	21	22	23
24	25	26	27	28	29	30
31						

Enroll into Course – Step 1

- First, click “Enroll into Course.”




The screenshot shows a window titled "Sessions" with a close button (X) in the top right corner. The main heading is "2015 Show Me (MO, S IL) August 20 CT". Below this is the text "Local market product review for individual Medicare producers." A grey shaded box contains the text "Session 1: 2015 Show Me Market Training", "Aug 20th, 1:00 PM - 3:00 PM EDT", "Sheraton Hotel", and "Status: Upcoming". At the bottom, a red arrow points to a green button labeled "Enroll into Course".

Enroll into Course – Steps 2 & 3


- Next, select “Yes.”

You are about to enroll yourself as a member of this course.
Are you sure you wish to do this?



- Then click “I agree.”


This is a course agreement. Do you agree?



Review and/or Print Confirmation

Contact Aetna
Phone: 888.247.1050

You are logged in as Test Agent
[Profile](#) | [Logout](#)



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

Administration

- Grades
- Profile

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:	<i>Show Me market product review for Individual Medicare producers.</i>
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.

[Aetna Medicare Advantage Product Overview](#)
You've reached the last section of this certification. We'll review the pri
are available across the nation. You'll find out what members can expe

[Mastery Test - Aetna Medicare Advantage Product Overview](#)

Transcript


- You may view your transcript from the Home page.

Contact Aetna
Phone: 888.247.1050

You are logged in as Test Agent
Profile | Logout |

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Aetna Transcript

 **Getting ready to sell** ↑


You'll find your learning plan under My certifications below. Click the plus sign to see all of the courses and exams within the plan. Click the first course in the plan to get started.

The screenshot shows the Aetna website interface. At the top left, there is contact information for Aetna. At the top right, it indicates the user is logged in as 'Test Agent' with links for 'Profile' and 'Logout'. The main banner features the Aetna logo and a woman in a business suit. Below the banner, the text 'Aetna Transcript' is visible. A red arrow points from the 'Getting ready to sell' link to the 'Transcript' text. Below this, there is a section for 'Getting ready to sell' with a red arrow pointing up to the 'Transcript' text. The text below this section explains that users can find their learning plan under 'My certifications' and provides instructions on how to view courses and exams.

Certificate

- You may view your **certificate** from the Transcript page.

Training period 2015

Name	Attempt	Start	Complete	Duration	Status	Score	Credits	Roles	Delivery method	Certificate	Additional
2015 Internal/External Producers: Aetna Individual Medicare Producer Certification 2015 2015 Individual Medicare	1	July 5, 2014	July 9, 2014	49m 38s	✓	--	--	--	--		--
AHIP Medicare Training	1	July 5, 2014	July 5, 2014	36s	✓	--	--	--	--	--	--
Total				00s							



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