

HOW TO CERTIFY


AETNA

Directions

EXAMPLE OF AETNA CERTIFICATION

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Home
866-714-9301 | Email: BrokerSupport@aetna.com

 Login

Contact us
Difficulty with your online training?
Contact us: 1-866-714-9301

Resources
Certification Instructions
Individual Medicare
AHIP's FFM Training

Welcome to Aetna Medicare Product Certification Training for Individual Medicare

Sign In

Username (NPN or Email)
Password
Login
Forgot your username?
Forgot your password?


Registration
New users, click here to register.
Create a New Account

For Group Medicare Certification, click here.

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Home
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 Aetna Transcript

Medicare Broker Support

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BrokerSupport@aetna.com

Resources
Certification Instructions
Individual Medicare
CMS
Producer World
AHIP's FFM Training

Annual Certification & Other Required Aetna Medicare Training

Enrolled Learning Plans

You will see a checkmark to the left of any section you have completed. If you don't see a checkmark next to a section you have already completed, please refresh the page.

- 2020 Aetna Individual Medicare Certification
- Aetna Annual Medicare FDR Training and Attestation CY2017

Getting ready to sell

Attention Individual MA/MAPD brokers
Completing Aetna's annual certification process is the first of several requirements you'll need to complete before marketing or selling 2020 Aetna and Coventry Individual MA/MAPD products and receiving commissions.

To complete Individual MA/MAPD certification
Above in the section "Annual Certification & Other Required Individual Medicare Training", you'll see the "2020 Aetna Individual Medicare Certification" learning plan. Click the plus sign for a list of the included courses and exams. Click the first course to begin.

- You get three attempts to pass each course exam with a 90% or better.
- When you pass the exam, you can continue with the remaining courses.
- Complete all the courses and exams in your learning plan to earn your annual certification.


For Brokers Certifying To Sell CVS Silver Script PDP
Access the CVS SilverScript Agent Portal here and create a new Login ID and Password for Plan Year 2020 training and enrollments.
Alternatively, you may access the CVS SilverScript Agent Portal via Aetna's Producer World.

Attention Group Medicare brokers
If you sell Aetna Group Medicare plans, you are responsible each year for making sure you are certified, licensed and appointed to sell Group Medicare products. Your first step is to complete our ANNUAL Group Medicare producer certification.

To complete Group Medicare certification please visit the Aetna Group Medicare certification portal.

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Home
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 Aetna Transcript

2020 Aetna Individual Medicare Certification

Courses

- ☒ AHIP Medicare Training
- ☒ 2020 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.
- ☒ 2020 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.
- ☒ 2020 Aetna Individual Medicare Attestations
- ☒ 2020 Aetna Individual MA/MAPD
- ☐ 2020 Individual Medicare Producer Certification Survey
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 the survey.

Certification

- 2020 Aetna Individual Medicare Producer Certification for MA/MAPD

STEP 1:

- Log into the [Aetna Certification Training](#) website.
- If you do not have an account, click **Create New Account** and follow the instructions to register for Aetna's training portal.








STEP 2:

- On the Broker Training homepage, select **2020 Aetna Individual Medicare Certification**.

STEP 3:

- Under Courses, you will find all of your available training.
- The status of each course will be represented by the symbol to its left.

Course symbol key

-  Locked (inaccessible)
-  Available, Unstarted
-  In progress
-  Complete passed
-  Complete failed
-  Recommended
-  Required

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Medicare
Fraud, Waste and Abuse

AHIP

aetna

Medicare Course Home Transcript

Completion Transmission

Send results to

Transmit Not at this time

AHIP Medicare Training (Recertification)

- 2020 - Part 1 - Overview of Medicare Program Basics, Choices, Eligibility, and Benefits
- 2020 - Part 2 - Medicare Health Plans
- 2020 - Part 3 - Medicare Part D: Prescription Drug Coverage
- 2020 - Part 4 - Managing Medicare Advantage and Part D Plans
- 2020 - Part 5 - Enrollment, Disenrollment, Medicare Advantage and Part D Plans
- 2020 - Part 6 - Plan Exit

AHIP Fraud, Waste & Abuse Training

- 2020 - Need-to-Know Training
- 2020 - Medicare Fraud, Waste, & Abuse
- 2020 - General Compliance

Credits

Purchase additional credits

Certification

- AHIP Medicare Certification

Completion Transmissions

- 2020 Medicare Training (Recertification) (08/28/2019) (08/28/2019)
- SCSD - Tennessee (08/28/2019)
- Medicare (08/28/2019)
- Cigna HealthSpring (08/28/2019)
- Aetna (08/28/2019)
- Humana (08/28/2019)
- Aetna Independent Broker (08/28/2019)
- Gateway Health (08/28/2019)
- CNA Health (08/28/2019)

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Aetna Transcript Course (2020 Individual Core Medicare Requirements)

Review Mode

main training page

Return to the main training page for the next step.

Contact us

Difficulty with your online training?

Contact us: 1-866-714-9301

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2020 Individual Core Medicare Requirements

Welcome to the Aetna Individual Medicare Producer Certification.

Start

2020 Individual Core Medicare Requirements Page 1 of 20

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Aetna Transcript Course (2020 Individual Core Medicare Requirements)

Review Mode

main training page

Return to the main training page for the next step.

Contact us

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Topic 1
Introduction

2020 Individual Core Medicare Requirements Page 3 of 20

STEP 4:

- Select **AHIP Medicare Training**. You will be redirected to the AHIP website through Aetna's license. You will be asked to transmit your license to Aetna.
- Click **Transmit**.

STEP 5:

- Return to the main training page and begin working through the required courses and tests:
 - 2020 Individual Core Medicare Requirements**
 - Core Certification - Mastery Test**
 - 2020 Aetna Individual Medicare Attestations**
 - 2020 Aetna Individual MA/MAPD**
- Once a course is selected, click **Start** to begin the training.

STEP 6:

- Once the course begins, use the forward and backward arrows to move through the slides.
- You can also return to the Table of Contents using the "TOC" button.

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The screenshot shows the Aetna training interface. At the top, the Aetna logo is displayed. Below it, the breadcrumb trail reads: Aetna > Transcript > Course (2020 Individual Core Medicare Requirements). The main content area is titled '2020 Individual Core Medicare Requirements' and 'Page 20 of 20 Module Completed'. It includes a 'Main training page' link, a 'Contact us' section with a phone number (1-866-714-9201), and a 'Review Mode' section. The review mode contains a list of topics: Introduction, Aetna's Code of Conduct, and The Aetna Medicare Producer Guide. A note states: 'You'll have three chances to pass the test with a score of at least 90%.' Below this, a list of requirements is provided: 'Before marketing or selling Aetna Medicare products (MAMAPD or SilverScript PDP), and to be eligible to receive compensation, you must meet all "ready to sell" requirements.' and 'Producers must complete the annual certification process and meet all contracting requirements (which includes passing a background check and meeting training and appointment requirements).'.

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The screenshot shows the Aetna training interface for the '2020 Individual Core Certification - Mastery Test - Attempt 2'. The breadcrumb trail reads: Aetna > Transcript > Course (2020 Individual Core Certification - Mastery Test). The main content area is titled '2020 Individual Core Certification - Mastery Test - Attempt 2'. It includes a 'Main training page' link, a 'Contact us' section with a phone number (1-866-714-9201), and a 'Review Mode' section. The review mode contains a list of topics: Introduction, Aetna's Code of Conduct, and The Aetna Medicare Producer Guide. A note states: 'You'll have three chances to pass the test with a score of at least 90%.' Below this, a list of requirements is provided: 'Before marketing or selling Aetna Medicare products (MAMAPD or SilverScript PDP), and to be eligible to receive compensation, you must meet all "ready to sell" requirements.' and 'Producers must complete the annual certification process and meet all contracting requirements (which includes passing a background check and meeting training and appointment requirements).'.

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The screenshot shows the Aetna training interface for the '2020 Individual Core Certification - Mastery Test'. The breadcrumb trail reads: Aetna > Transcript > Course (2020 Individual Core Certification - Mastery Test). The main content area is titled '2020 Individual Core Certification - Mastery Test'. It includes a 'Main training page' link, a 'Contact us' section with a phone number (1-866-714-9201), and a 'Review Mode' section. The review mode contains a list of topics: Introduction, Aetna's Code of Conduct, and The Aetna Medicare Producer Guide. A note states: 'You'll have three chances to pass the test with a score of at least 90%.' Below this, a list of requirements is provided: 'Before marketing or selling Aetna Medicare products (MAMAPD or SilverScript PDP), and to be eligible to receive compensation, you must meet all "ready to sell" requirements.' and 'Producers must complete the annual certification process and meet all contracting requirements (which includes passing a background check and meeting training and appointment requirements).'.

STEP 7:

- Once the course has been completed, return to the main training page using the blue link in the upper left-hand corner.

STEP 8:

- From the main menu, select the certification you have completed the training course for. Then, select the corresponding mastery test.
- You need a score of 90% or higher to pass, and you have three attempts to pass each mastery test.
- Unlike training courses, these must be completed in one session and can not be continued if you leave the test. Incomplete tests will not be charged as one of your three attempts.

STEP 9:

- After you complete the test and submit your answers, you will see your score and how many attempts you have remaining.
- Return to the main training page to finish all your required certifications.