



Get ready to sell Aetna and Coventry Individual Medicare products (MA/MAPD, PDP)

Resources and information to assist you

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aetna[®] Medicare
Solutions

aetnamedicare.com

Ready-to-sell requirements

Prior to engaging in the sale of Aetna Medicare products, all agents, principals and payees must be ready to sell, which means they are certified, contracted, licensed in the applicable states, and appointed by Aetna in accordance with state law. (As permitted in certain states, Aetna will order appointments after the first sale.) If you're a writing agent, you'll also receive a ready-to-sell notification from us confirming your ready-to-sell status.

1. To complete the annual certification process, go to:
www.aetnamedicareproducercertification.com

2. To contract, go to the nomoreforms™ system at:
www.aetnamedicareproducercontracting.com

- To request an appointment, use the Contract Information Sheet in nomoreforms.
- You must ensure that your state licenses are in good order so that Aetna can appoint you at the appropriate time. If you have an incorrect line of authority for a certain state, this will prevent appointment.

For details, see your contract and the [Aetna Medicare Producer Guide](#).

How to complete annual certification

New agents: We encourage you to complete your certification first, before submitting your contract to us through the nomoreforms™ system.

To certify, go to
www.aetnamedicareproducercertification.com, log in and complete the required training modules and exams.

Certification includes:

- America's Health Insurance Plans (AHIP) Medicare training and exam
- Core training and exam
- Broker attestations
- Part D training and exam
- MA/MAPD overview and DSNP training and exam

Keep in mind: You only get three attempts to pass the AHIP exam, so make sure you prepare before starting it.

How to contract

If you're new, that is, you weren't contracted with us before, you'll need to complete and submit a contracting package through our contracting system, [nomoreforms](#).

The contracting process is 100 percent electronic/online. Here's what you need to do:

1. Obtain your contracting package code by contacting your upline, local market or the Broker Services Department at **1-866-714-9301**. Note: The package code corresponds to the specific contracting forms you'll need to complete in nomoreforms, so it's important that you use the correct package code when you log in to prevent any revisions and resubmission.

2. Access nomoreforms:
www.aetnamedicareproducercontracting.com

3. On the log-in page, enter your first name, last name, Social Security number (SSN), password and package code ("client package code"). **Important:** The package code field is case-sensitive. Make sure you type it in all CAPS.

4. Once logged in, complete and submit all required contracting paperwork. Here are some tips:

- All red boxes on the forms are required fields
- When typing your birthdate, use mm/dd/yyyy format
- Do not use punctuation, including commas or apostrophes, on the forms. For example, if your last name is "O'Connor," enter "OConnor" instead

Contracting resources

For package code questions: Contact your upline, local market or the Aetna Medicare Broker Services Department at **1-866-714-9301**.

For assistance navigating the nomoreforms system or for technical issues: Contact the nomoreforms Help Desk at **1-800-686-8279** (Monday – Friday from 8 a.m. to 8 p.m. ET).

Complete market-specific training

You'll also need to complete market-specific training for all states and markets where you plan to sell MA/MAPD products. To sign up for market-specific training, go to **www.aetnamedicareagenttraining.com**.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).

Access the Producer World® website

Producer World is your website for Aetna and Coventry Medicare product information, materials and reports. To register, go to www.aetna.com, click “Agents/Brokers” and then “Producer World.” Then, click “Log In/Register.” Once you log in, click “Individual Medicare” at the top to see what’s available.

How to order enrollment kits

Please wait 24 – 48 hours after receiving your ready-to-sell notice before ordering enrollment kits. This allows us to complete your profile setup in the kit-ordering system.

1. You can order enrollment kits through [Producer World](#).
2. From the Producer World home page, click “Individual Medicare” at the top and then click the purple “Order Enrollment Kits” button.
3. Log in to the kit-ordering site with your National Producer Number (NPN).
4. Then follow the prompts to order.

How to order marketing materials

The Aetna Medicare Marketing Studio (the Studio) is your friendly one-stop online tool for Individual Medicare marketing materials. With the Studio, you can download professional and compliant marketing pieces free of charge. Or you can order printed/shipped materials at competitive rates.

Once you become ready to sell, you can go to www.aetnahub.com/mms to begin.

When you log in to the Studio for the first time, please carefully review your profile. All the customized materials on the site will automatically fill in your name and contact information directly from your profile, so be sure your information is up to date.

Prior to engaging in the sale of Aetna or Coventry Medicare products, producers must be ready to sell, which means they are certified, contracted, licensed in the applicable states, and appointed by Aetna in accordance with state law. As permitted in certain states, Aetna will order appointments after the first sale. This communication is intended for use by producers only and is not intended for distribution to Medicare beneficiaries. Any publication or distribution of this communication to unauthorized recipients without Aetna’s approval is prohibited.

Where to find sales presentations, Scope of Appointment forms, permission-to-contact forms and other required items

Log in to Producer World. Click “Individual Medicare,” and then click “Marketing Materials.”

Download the Ascend Virtual Sales Office app

The Ascend Virtual Sales Office app allows you to submit enrollments electronically, which reduces errors and accelerates the enrollment process for your clients. It has many other helpful sales and marketing features too.

Once you’re ready to sell, you can request access on Producer World. After logging in, go to the “Individual Medicare” page, click the “Tools” tab, select “Ascend Virtual Sales Office App” and then select “request access.” Please allow seven to ten business days for us to process your request. Once your request is processed, you’ll get an email with instructions and training resources.

How to contact the Aetna Medicare Broker Services Department

Hours: Monday through Friday from 8 a.m. to 8 p.m. ET

Phone: 1-866-714-9301

Email: brokersupport@aetna.com

