

# Get ready to sell Aetna Medicare Advantage plans

## Resources and information to assist you

### Ready-to-sell requirements

Before selling Aetna MA/MAPD products, all agents, principals and payees must be “ready to sell.” To become ready to sell, they must be 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.)

*After completing these requirements, if you're a writing agent, you'll also receive a ready-to-sell email notification from us confirming your ready-to-sell status.*

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 completing contracting.  
Note: We will wait to process your contract until the certification requirement is complete.

To certify, go to [www.aetnamedicareproducercertification.com](http://www.aetnamedicareproducercertification.com), log in and complete the required training modules and exams. You can also reach the certification site from Producer World.

#### Certification includes:

- America's Health Insurance Plans (AHIP) Medicare training and exam
- Core training and exam
- Broker attestations
- 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

1. First, a recruiter will access [Producer World](#) and send you an onboarding invitation email.
2. Next, you'll need to follow the instructions in that email to complete your contracting documents online. Note: You will be prompted to register for Producer World if you do not already have an account.
3. You and your recruiter will receive a confirmation email when we finish processing your contract.

Once contracted, if you need to make a contract update, contact your upline. Your upline will then send you an email invite that will enable you to make updates.

For assistance, contact your upline, local market or the Aetna Medicare Broker Services Department.

### Complete MA/MAPD market-specific training

You also need to complete market-specific training for all states where you plan to sell MA/MAPD products. To sign up for an online or in-person training, go to [www.aetnamedicareagenttraining.com](http://www.aetnamedicareagenttraining.com). A self-service training option is also available on Producer World.

### Access the Producer World® website

**Producer World** is your website for Aetna product information, materials and reports. To register, go to [www.aetna.com](http://www.aetna.com), click “Agents/Brokers” and then “Producer World.” Click “Log In or Register” and then “Register Now.” Once you log in, click “Individual Medicare” at the top to see what's available.



[aetnamedicare.com](http://aetnamedicare.com)

## How to order MA/MAPD 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. To order MA/MAPD enrollment kits, go to the [Producer World](#) homepage, click “Individual Medicare” at the top and then select the option to order MA/MAPD enrollment kits.
2. Log in to the kit-ordering site with your National Producer Number (NPN).
3. 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](http://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.

## 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.”

## 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](#). From 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](mailto:brokersupport@aetna.com)

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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.

