



Company Information

Aetna & Coventry Medicare Broker Services Department:

Servicing questions about Aetna and Coventry Individual Medicare products

Phone: 1-866-714-9301

- Option 1 — To check member application or enrollment status or request a Member ID card
- Option 2 — Plan benefit questions
- Option 3 — Innovation Health or Allina Health Aetna
- Option 4 — Contracting, licensing, certification, commissions, or Ascend
- Option 5 — Group Broker Inquiries
- Option 6 — Website assistance with AHIP or Producer World
- Option 7 — D-Plan Inquiries
- Option 8 — Other Inquiries

Email: brokersupport@aetna.com

Hours: Monday through Friday from 8^{AM} to 8^{PM} ET

How to Check Enrollment Status:

To check the status of an application, please call the BSU at 1-866-714-9301. Do not call Medicare directly.

Aetna's Provider Search Tool:

To search for doctors, dentists, hospitals, and other Aetna health care professions that accept your plan, please [click here](#).

Certification

Aetna & Coventry 2020 Certification

Certification Link:

You can access the Aetna Medicare [certification site](#) directly.

Portfolio of Products Available:

- **Medicare Advantage/Medicare Advantage Prescription Drug Plans** (HMO and PPO plans)
- **Part D Prescription Drug Plans** (3 stand-alone Prescription Drug Plans available in all 34 CMS regions in 2019)
 - Aetna Medicare Rx Saver (PDP)
 - Aetna Medicare Rx Select (PDP)
 - Aetna Medicare Rx Value Plus (PDP)

Certification Start Date:

Live (July 10, 2019)

Recertification: Agents who are re-certifying and want to receive renewals need to complete requirements by December 31, 2019.

What's Required to Sell Aetna 2019 MA/MAPD and PDP Plans?

Here's an overview of what you need to complete to be ready to sell:

To become "ready to sell" our 2020 Aetna and Aetna and Aetna Coventry Individual MA/MAPD and PDP products and receive commissions, you'll need to complete all of these requirements prior to marketing or selling:

- **Certification:** You'll need to successfully complete the annual Aetna Individual Medicare certification process for the product(s) you intend to sell.
- **Contracting:** You must have an active contract at the time of sale and be licensed and appointed. If you are an LOA, your upline must be contracted at the time of sale and be licensed and appointed.
 - **New Agents:** If you've never contracted with Aetna to sell our Individual Medicare products, please obtain a contracting package code and instructions on how to submit through the online contracting site, [nomoreforms](#).
 - **Licensing and Appointment:** You'll need to be properly licensed in states where you sell in accordance with state law. You'll also need to be properly appointed by Aetna for all products you intend to sell in accordance with state law. As permitted in certain states, Aetna will order appointments after the first sale.
 - **Background Investigation:** New agents will also need to pass a background investigation and credit check (credit check does not apply to LOA agents).
- **Receive a Ready to Sell Notice:** You'll receive a Ready to Sell notice confirming your Ready to Sell status. It will list out the specific states and products that you're ready to sell and for which you can receive commissions.

Is AHIP Required?

Yes.

Aetna Front Runners will need to take AHIP as part of the 2019 Aetna certification to receive the tuition credit they have been awarded.

What is the Cost of AHIP?

If an agent completes AHIP through Aetna's certification site, the cost is only \$125 (\$50 less than directly through AHIP).

Can AHIP Be Used for Compliance Credit?

Yes

Does Carrier Reimburse for AHIP?

If you are a 2018 Aetna Medicare Front Runner, your certification is free. If you are not a Front Runner but complete AHIP through [Aetna's certification site](#), your cost is only \$125 (\$50 less than directly through AHIP).

Certification Components/ Annual certification process requirements to sell Aetna and Aetna Coventry Individual MA/MAPD and Part D products:

AHIP Medicare Training & Exam

This course has five modules.

If you're recertifying and you completed last year's AHIP training requirements, you can follow the recertification track of modules 4–5 only. You should still acquaint yourself with modules 1–3 since the final exam covers all five modules.

- The AHIP final exam requires a passing score of 90 percent or better within three attempts.
- The AHIP Medicare Training costs \$125 through the Aetna certification portal. CMS FWA, General Compliance and Non-Discrimination trainings and exams follow the AHIP final exam.
- Additional trainings required by CMS are included in the purchase of the AHIP Medicare Training.
 - **Core Training & Exam:** Provides a high-level view of Aetna's Code of Conduct and Medicare Compliance program
 - **2018CY FDR Attestation**
 - **Local Market Training (MST) Attestation**
 - **3rd Party Website Attestation**
 - **Part D Training & Exam:** Offers a high-level look at Aetna and Aetna Coventry Individual Medicare Part D products
 - **MA/MAPD Overview Training:** Offers a high-level look at Aetna and Aetna Coventry Individual MA/MAPD products
 - **D-SNP Training:** Provides an in-depth look at Aetna's Dual Eligible Special Needs Plans (D-SNP)
 - **Receive Certification of Completion:** Completion of this exam with a 90 percent score or higher is mandatory for Agents and Brokers wishing to market Aetna MA/MAPD and/or D-SNP products.

Will Certifying for 2019 Allow Me to Sell 2018 Products?

Yes

How Do I Retrieve My Username and Password?

You can click on the "Forgot your username?" or "Forgot your Password?" links. If you need further assistance, you can contact Aetna's Broker Service Department at 1-866-714-9301 option 3.

Who Do I Contact at Aetna to Confirm Certification?

Agents can contact Aetna's Broker Services Department at 866-714-9301 option 3.

Submitting Business

Scope of Appointment Form:

Please remember that Aetna/Coventry must receive signed Medicare enrollment applications within two calendar days after you receive them. Also, keep in mind that you must complete a Scope of Appointment (SOA) form if you meet with a client for a one-on-one appointment (in person or by phone) to discuss Medicare Advantage (MA), Medicare Advantage Prescription Drug (MAPD), or prescription drug plan (PDP) products.

Aetna has released a new [Scope of Appointment \(SOA\) form](#). Please make sure to use the new SOA form when obtaining paper SOAs from your clients. Remember, Aetna also offers a [telephonic SOA option](#). All rules for paper SOAs apply to telephonic SOAs. CMS' SOA guidelines are outlined in [Aetna's SOA Requirements document](#).

IMPORTANT: You must maintain SOA forms for at least 10 years, and you must be able to produce them upon request.

Before Submitting Enrollment Applications:

- Verify that all producer information (e.g., all producer names and NPN numbers) appears correctly in the Broker section of the application. If this information is not provided, commission will not be paid, and applications cannot be changed or corrected once submitted.
- When assisting your clients with their application, you're responsible for answering their questions and ensuring all required information on the enrollment form is complete. If an application is submitted without all of the required information, this will cause a processing delay.
- Make sure the following items are included on all applications:
 - Beneficiary's name (as shown on their Medicare card)
 - Beneficiary's date of birth
 - Beneficiary's permanent residence address/physical street address (P.O. Box is NOT acceptable)
 - Beneficiary's Primary Care Physician (PCP)
 - Medicare Health Information Claim Number (HICN) – This is the number on the beneficiary's Medicare card
 - Proof of Medicare Part A and/or B entitlement
 - Requested effective date
 - Plan selection
 - Method of payment
 - Signature(s) and date
 - Your National Producer Number (Aetna and Coventry applications)
- Don't forget to make sure your beneficiary's PCP is on the enrollment application! Aetna encourages all applicants to select a PCP when enrolling for a plan. But for those enrolling in an HMO plan, this is especially important.
 - Members of HMO plans are required to select an in-network PCP. If HMO members visit their doctor before we have their PCP on file, their claim will be denied.

- To find providers for Aetna Medicare plans, go to www.AetnaMedicareDocFind.com. For Coventry Medicare plans, go to www.coventry-medicare.com/findprovider.

After Submitting Enrollment Applications:

- Make sure to inform your clients about what will happen next.
- New MA/MAPD and PDP members, as well as some members who make a plan change (for example, those who change from an MA plan to a PDP plan or from a PDP plan to an MA plan) will receive an enrollment verification letter within 10 business days after we receive their application.
- All MA/MAPD and PDP members will receive their member ID card and welcome kit.
- Some members will receive a welcome call from an Aetna or Coventry customer service representative. On the call, we'll help ensure members understand how to start using their plan benefits.
- Members may also be contacted by phone later in the year about free services that are part of their plan, such as an in-home health assessment.

How to Submit Aetna MA/MAPD/PDP Enrollment Applications:

All Aetna MA/MAPD/PDP enrollment applications must be submitted directly to Aetna. There are several ways that agents can submit business with Aetna. Please review [Aetna's 2019 Enrollment Instructions Flyer](#) or the details below.

Paper Applications

- Email: MedicareEnrollmentTransactions@aetna.com
 - Scan and save the paper application, and other required paperwork, as a single document in one of the following file formats: .doc, .docx, .jpg, .pdf or .tif.
 - Use the the enrollee's name in the attachment file's name. (Do NOT include the enrollee's SSN, HICN, or any other numbers in the file name.)
 - Attach the file to a new email message. One applicant and one attachment per email is recommended; however, up to five applicants/attachments per email are permitted. Attachments cannot exceed seven pages and the email body cannot contain embedded images, graphics, or logos.
 - Include the enrollee's name in the subject line of the email. (Do NOT include the enrollee's SSN, HICN, or any other numbers in the subject line.)
 - Send the email securely with encryption. Upon sending, you will receive an automated confirmation or rejection email with the enrollee's name in the subject line.
- Fax: 1-866-441-2341 or 1-888-665-6296
- Mail:
 - Aetna Medicare Broker Enrollment Team
P.O. Box 14088
Lexington, KY 40512-4088

Online Enrollments

- Enroll clients in Coventry plans online using Aetna's Ascend Virtual Sales Office app
 - After you're ready to sell with Aetna, you can request access to this app on the Broker Portal.

- App works for any iPad-based device (requires iPad 2 or later model running iOS7 or later) or Windows-based device (requires Windows 7 or later and x86 processor).
- Enroll clients in Aetna Medicare plans online using ABMs Connect4Medicare Platform
- Login to Connect4Medicare through our website www.agent-boost.com

How to Check the Status of an Enrollment Application for Aetna:

To check the status of Aetna MA/MAPD and PDP enrollment applications, please follow the instructions below.

1. Go to the "Individual Medicare" page of [Aetna's Producer World](#).
2. Click the "Reporting" drop-down menu.
3. The status of applications that are being processed or were denied will be shown on the application pipeline status report. After an application is approved, it will appear on the enrollment roster report.

Commissions

General Information:

- Commissions are paid directly by Aetna for business
- For commissions inquiries please call Aetna directly at 1-866-714-9301 or email brokersupport@aetna.com.

How to Access Commission Statements Online:

1. Log in to Aetna's [Producer World](#).
2. Click on the "Compensation & Book of Business" link in the toolbar on the left side of the page.
3. Click on the "Compensation Statements" link.

How to Receive Commissions via Direct Deposit:

If you are set up for EFT, your commission will be deposited directly into your bank account. However, if you are not set up for EFT and you would like to receive your commissions via EFT, please complete the following steps:

1. Log in to Aetna's [Producer World](#).
2. Click on the "Compensation & Book of Business" link in the toolbar on the left side of the page.
3. Click on the "Compensation Statements" link.
4. Click on the blue "Direct Deposit...click here" link located on the right side of the screen in the pale yellow box.

Supplies

How to Order Supplies for Aetna & Coventry:

To order kits, you'll need to:

1. Log in to [Aetna's Producer World](#).
2. Click "Forms" on the left side navigation menu or "Enrollment Kits" in the middle of the page.
3. Select the product you desire to order supplies for.
4. Enter your NPN.
5. Select the plan year and market you're ordering for, then select the state you're ordering for.
6. Click "Find."
7. Select what type of material you want (Kit, Formulary, etc.) in the middle of the page.
8. Select an item and click "ORDER."
9. A box will pop up in the middle of the screen. You can click "STAY HERE" to continue ordering or "VIEW CART" if you are finished ordering.
10. Once you click "VIEW CART." you can enter the quantity of each product you wish to order. Then, click "CHECK OUT."
11. Enter your address and click "Validate" or use the saved address in your address book.
12. Review your "Order" and walk through the sets by clicking "Next."
13. Submit your order to get your confirmation number.

Contact for Inquiries Regarding Ordering Supplies:

For questions regarding ordering supplies, please reach out to your Aetna or Coventry representative or contact the Medicare Broker Services Department Unit at brokersupport@aetna.com or 1-866-714-9301.

Pathways to download documents from Aetna's Portal

Once logged in, click "Individual Medicare" at the top of the page to access all Individual Medicare information and materials.

Use the "Quick Links" tab to jump to the most popular topics

- Login into Producer World > Toolbar: Individual Medicare > "Quick Links" Product > 2019 Products Overview
2019 First Looks, Lifestation, Onetouch, OTC benefit, Part B Giveback, Transportation PDF Documents
- Login into Producer World > Toolbar: Individual Medicare > "Quick Links" Product > 2019 Market Specific Training
Aetna Market Specific Training, Allina Health Market Training, Innovation Health Market Training PDF Documents
- Login into Producer World > Toolbar: Individual Medicare > "Quick Links" Product > Hot Sheets
Local market hot sheet PDF Documents
- Login into Producer World > Toolbar: Individual Medicare > "Quick Links" Marketing > 2019 Optimized Retail program, Benefit Check Up, Permission to Contact, SOA PDF Documents
- Login into Producer World > Toolbar: Individual Medicare > "Quick Links" Tools > 2019 OEP, Front Runners Program, Ascend Office App, Enrollment instructions, E&O, RATE overview, Value Based Enrollments, AOR change documents, Commission schedule PDF Documents
- Login into Producer World > Toolbar: Individual Medicare > "Quick Links" Contacts
>Local broker manager contact sheet