

Quality health plans &  
benefits  
Healthier living  
Financial well-being



# Individual Medicare Producers Certification User Guide

## Easy Steps To Get Certified



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# Registration

Your first step in becoming certified to sell Aetna's Medicare products is to **register** on the site. Just follow these few steps and you'll be ready to get started:

- 1) New Users, click **Create a New Account**. Returning users, enter your Username and Password and click **Login**.

The image shows two side-by-side screenshots of the website's user interface. The left screenshot is titled "Sign In" and contains two input fields: "Username (NPN or Email)" and "Password". Below these fields is a purple "Login" button. To the left of the "Login" button are two hyperlinks: "Forgot your username?" and "Forgot your password?". A green arrow points from the "Forgot your password?" link to the "Login" button, and another green arrow points from the "Forgot your password?" link to the "Forgot your password?" text. Below the "Sign In" section is the label "Returning Users". The right screenshot is titled "Registration" and contains the text "New users, click here to register." and a purple "Create a New Account" button. A green arrow points from the "Create a New Account" button to the "New Users" label below it.

Please note, all returning users will need to request a password reset upon first access to our training portal after 5/10/2021 due to updated password requirements. You can request this password reset using the **Forgot you password?** hyperlink, and then provide the email address that is on file within our certification portal.

The image shows a screenshot of a password reset search form. At the top, there is a small line of text: "Your details must first be found in the user database. Please enter your email address in your user profile in the section below. To ensure you receive emails from the site, please add aetna@ompsystem.com to your contacts or email approved senders list". Below this text is the heading "Search by email address" and a sub-label "Email address". There is an input field for the email address, a purple "Search" button, and a purple "Cancel" button. A green arrow points from the "Search" button to the "Email address" input field.

If you require assistance, the Broker Services may be reached at 1-866-714-9301 Monday-Friday 8am to 8pm Eastern or by email at [brokersupport@aetna.com](mailto:brokersupport@aetna.com).

## 2) Alert the system if you are an Aetna employee or Front Runner:

- **Aetna employees:** add your Aetna ID number into the text box and click **Submit**
- **2023 Individual Medicare Front Runners:** add your NPN into the text box and click **Submit**
- **Access Code Users:** add your upline provided Aetna certification access code (if applicable) and click **Submit**
- **All other users:** leave the text box empty and click **Continue Producer Registration**

User ID Number

**Aetna Employees:** Please provide your A-Number or N-Number, then click Submit.

**2023 Individual Medicare Front Runners:** Please provide your NPN, then click Submit.

**Access Code Users:** Please provide your Aetna certification access code, then click Submit.

Employee ID

**All other users,** please leave the above field empty and click "Continue Producer Registration"

3) Fill out the Confidential Information section of the registration form and click **Submit**.

The screenshot shows a form section titled "Confidential Information" with a dropdown arrow. Below the title, it says "Please fill out the following required fields:". There are three input fields, each with a red exclamation mark icon to its left. The first field is labeled "Last name" with the placeholder text "Enter last name on the account". The second field is labeled "DOB" with the placeholder text "Enter date of birth (mm/dd/yyyy)". The third field is labeled "Last 4 Digits of SSN" with the placeholder text "Enter last 4 digits of social security number". At the bottom of the section is a purple "Submit" button, which is pointed to by a green arrow.

4) Enter your first name into the indicated field and click **Find my NPN**. This will automatically populate your National Producer Number in the NPN field. Click **Submit** to proceed.

The screenshot shows "Step 2 of 3" of the registration process. It features a "Confidential Information" section with three filled-in fields: "Last name" (Smith), "DOB" (01/01/1990), and "Last 4 Digits of SSN" (9999). Below this is a "National Producer Number" section with two fields: "First name" (Lisa) and "NPN" (empty). A purple "FIND MY NPN" button is located below the "First name" field, and a "Submit" button is at the bottom of the section. A "Collapse all" link is visible in the top right corner. At the bottom of the form, a message reads: "There are required fields in this form marked [red exclamation mark icon]."

5) Complete the rest of the personal information fields and click **Register**

- You will create a password as part of creating your profile. **Be sure to make a note of your password for future reference.**

6) Make a note of your **Username**, which you'll use when logging into the site the next time, and then click **Continue to Home**

### Step 3 of 3: Create Account

Your account has been created.

Please note your username below. You will need this information for future logins to the site.

Username:

Continue to Home



Your registration is now complete. You only have to fill out this information once.


The next time you visit the site, you can use your **Username** and **password** to log on and return to your certifications.

**A Note to Aetna A and N number users:** If you have not certified as an Aetna employee in the past, you may need to contact Aetna Brokers Services to add your A/N Number to the site before it will be recognized. Broker Services may be reached at 1-866-714-9301 Monday-Friday 8am to 8pm Eastern or by email at [brokersupport@aetna.com](mailto:brokersupport@aetna.com).

# Start your certification

Your certifications can be accessed from the main page under the **My Certifications** section. You will find the **2024 Aetna Individual Medicare Certification** and a progress wheel that will display the percentage of the training courses that have been completed.

### My certifications

- 2024 Aetna Individual Medicare Certification 

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AHIP Medicare Training

Please note that **YOU** have the option of completing **EITHER** AHIP Medicare Training **OR** the 2024 Aetna Medicare Compliance Training (AHIP alternative) in order to unlock and progress to the 2024 Individual Core Medicare Requirements and all certification modules.

**A**

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2024 Aetna Medicare Compliance Training (AHIP alternative)

Please note that **YOU** have the option of completing **EITHER** AHIP Medicare Training **OR** the 2024 Aetna Medicare Compliance Training (AHIP alternative) in order to unlock and progress to the 2024 Individual Core Medicare Requirements and all certification modules.

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2024 Individual Core Medicare Requirements

**Required** Not available unless any of:

- All of:
  - You achieve a required score in **AHIP Medicare Training**
  - The activity **AHIP Medicare Training** is complete and passed
  - The activity **2024 Aetna Medicare Compliance Training (AHIP alternative)** is complete and passed
  - The activity **Check box to unlock training (AHIP UAT Replacement...** is marked complete

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2024 Individual Core Certification - Mastery Test

**Required** Not available unless:

- The activity **2024 Individual Core Medicare Requirements** is marked complete
- Any of:
  - The activity **AHIP Medicare Training** is complete and passed
  - The activity **2024 Aetna Medicare Compliance Training (AHIP alternative)** is complete and passed
  - The activity **Check box to unlock training (AHIP UAT Replacement...** is marked complete

**B**

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2024 Aetna Individual Medicare Attestations

**Required** Not available unless: The activity **2024 Individual Core Certification - Mastery Test** is complete and passed

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2024 Aetna Individual Prescription Drug Plans (PDP)

**Required** Not available unless:

- The activity **2024 Individual Core Certification - Mastery Test** is complete and passed
- The activity **2024 Aetna Individual Medicare Attestations** is marked complete
- Any of:
  - The activity **AHIP Medicare Training** is complete and passed
  - The activity **2024 Aetna Medicare Compliance Training (AHIP alternative)** is complete and passed
  - The activity **Check box to unlock training (AHIP UAT Replacement...** is marked complete

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2024 Aetna Individual MA/MAFD

**Required** Not available unless:

- The activity **2024 Aetna Individual Prescription Drug Plans (PDP)** is complete and passed
- Any of:
  - The activity **AHIP Medicare Training** is complete and passed
  - The activity **2024 Aetna Medicare Compliance Training (AHIP alternative)** is complete and passed
  - The activity **Check box to unlock training (AHIP UAT Replacement...** is marked complete

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2024 Individual Medicare Producer Certification Survey

**Required** Not available unless: The activity **2024 Aetna Individual MA/MAFD** is complete and passed

**C**

- A. Aetna certification requires that you complete either AHIP Medicare training or Aetna Medicare Compliance training (AHIP alternative) before taking the Aetna Individual Medicare training. If you have already completed AHIP Medicare training as part of another certification, this will be marked as complete here as well.
- B. You'll walk through the certification process one step at a time. Once you complete a step, the next section becomes available to you.
- C. You're asked to fill out a short survey about your certification experience. The survey is locked until all sections are complete, but is **not** part of the certification requirements. You can obtain your certification without filling out the survey.

So now that you're familiar with the layout of the certification, how do you get started?

Simply click on a blue course title to access the training materials for that section. If a course is showing as restricted, it cannot be accessed until all prerequisites are complete.

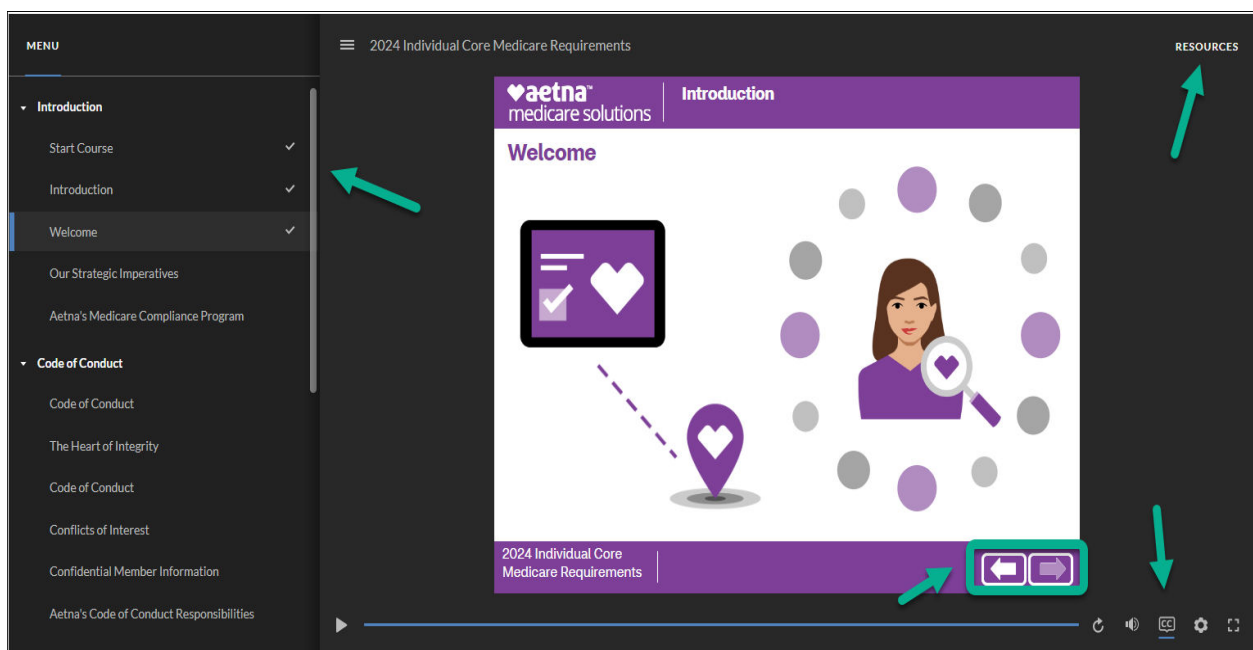


## Course tips

Your certification has two types of sections: training courses and mastery tests. When you click on the section title, the training course or mastery test begins. Here are some tips to help you get the most out of your training time.

### Training courses

Use the forward and back buttons to move through the training courses. You can also use the menu on the left to go back to any of the pages that you've already seen.



Courses include recorded audio, closed captioning, and viewable transcripts. You can access closed captioning by clicking on the CC in the bottom right corner. Transcripts are available by clicking Resources in the top right corner.

When you get to the end of a training course, you can review the course, or you can navigate using the Return to main training button, or Next step button located above the training screen.



## Mastery tests

You'll want to be sure that you understand each training course. This is done by taking the mastery test.

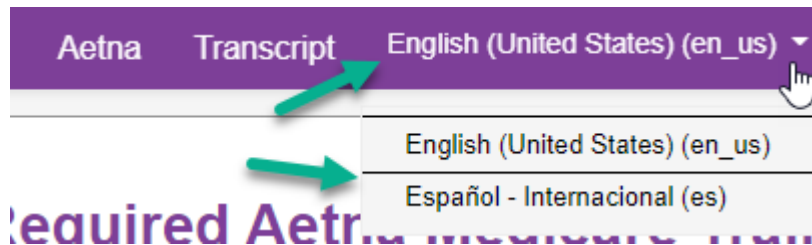
It's so important that you understand this information that you'll need to get a score of **90%** or better on the Core mastery test while a score of **100%** is needed on the PDP and MA/MAPD/SNP mastery test. Once you get a passing score, the test is marked complete on your certification.

You have **three** attempts to pass each mastery test.

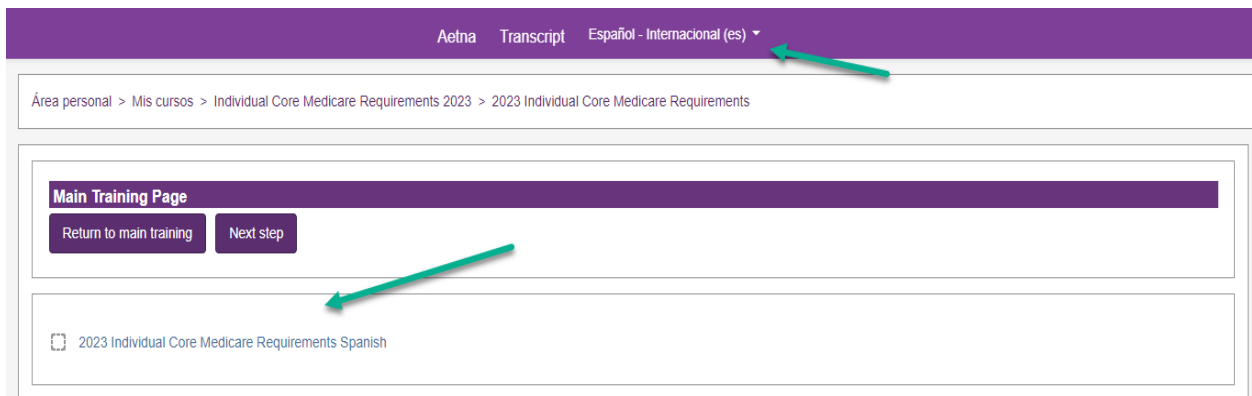
**If you leave the test before you finish, your answers will not be saved and you will have to start the test over from the beginning. However, you will not be charged an attempt.**

# Changing your language preference

We have two language options, English (default) and Spanish for both the 2024 Aetna Medicare Compliance Training (AHIP alternative) and the 2024 Aetna Individual Medicare Certification. To change your language preference click the language on the menu and select your language.



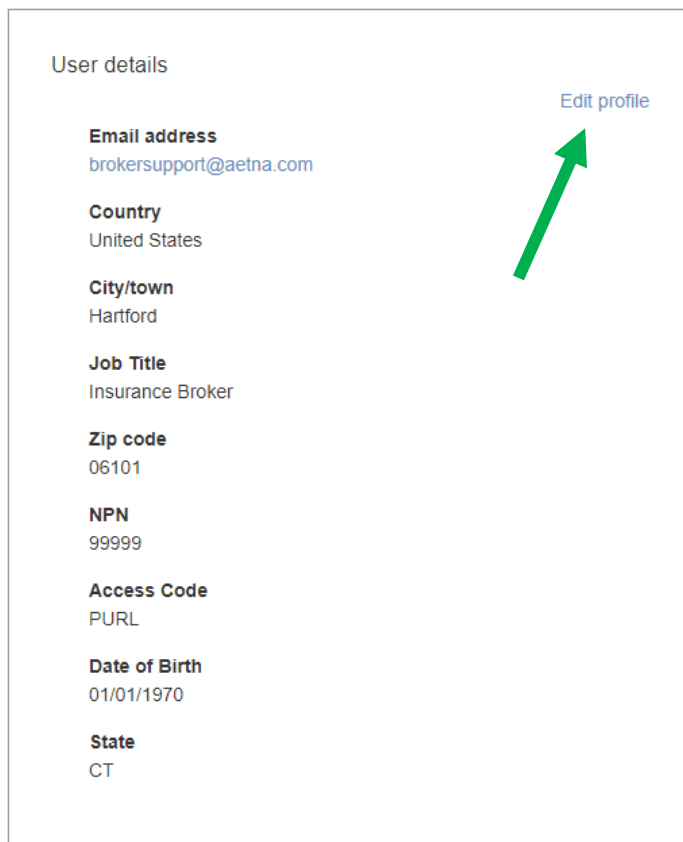
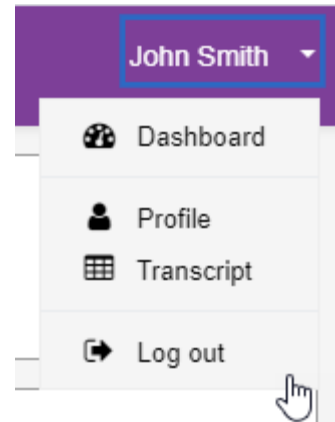
After you select the preferred language your training modules and exams will update.



# Profile updates

When you register on the site, you record details about yourself and the certification you want to complete.

You can change any of those details by selecting your name in the top right corner, and then selecting **Profile** from the dropdown box.



You can look at and change your information stored on the site in your profile. This includes **changing your password**. To make any changes, you will need to select the edit profile button.

# Changing your password

To change your password, simply click on your name in the top right of your screen, and selecting **Profile** from the drop down list.

- 1) On the profile page, click **Edit Profile**.
- 2) You can now type in your new password information, and then select Update profile at the bottom to confirm the changes.

[▶ Expand all](#)

▶ **Confidential Information**

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▼ **Personal Information**


Name

Prefix

First name !

Middle name

Last name !

New password ?  

Suffix

Designation

Additional information

Company name

Job title

Phone number

---

▶ **National Producer Number**

---

▶ **Access Code**

---

▶ **Email address**

---

▶ **Mailing Address**

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There are required fields in this form marked !.

# Seeing what you've completed

You can see what you've completed by clicking on **Transcript** on the bar at the top of the screen, as well as within your profile.

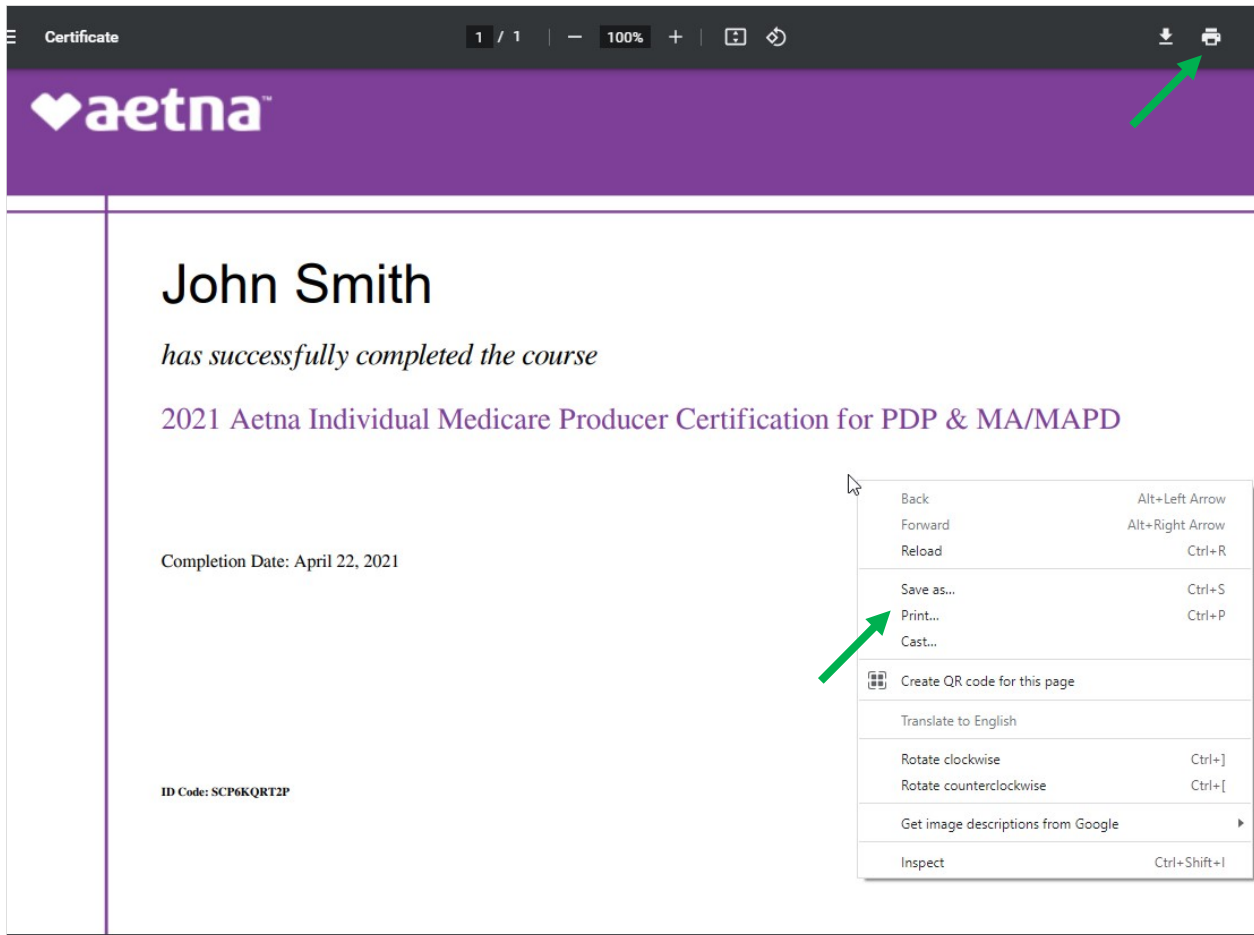
Once you have completed a certification, you can view your **certificate** from your transcript at any time.

The screenshot shows the 'Aetna Transcript' page. At the top, there is a purple navigation bar with 'Aetna' and 'Transcript' tabs. Below this is a 'Broker Support' header with a menu icon. The main content is a table with the following columns: Name, Attempt, Start, Complete, Duration, Status, Score, and Certificate. The table lists 11 records, with the first four having a certificate icon in the 'Certificate' column. A green box highlights the 'Certificate' column, and a green arrow points to the 'Transcript' tab.

Name	Attempt	Start	Complete	Duration	Status	Score	Certificate
Aetna Individual MA/MAPD	1	July 14, 2020	July 14, 2020	--	✓	95.00	
Aetna Individual Medicare Attestations	1	July 13, 2020	July 13, 2020	--	✓	100.00	
Aetna Individual Medicare Certification	1	June 25, 2020	July 14, 2020	--	✓	98.33	--
Aetna Individual Prescription Drug Plans (PDP)	1	July 14, 2020	July 14, 2020	--	✓	100.00	
AHIP Medicare Training	1	June 25, 2020	June 25, 2020	--	✓	100.00	--
Individual Core Certification - Mastery Test	1	July 13, 2020	July 13, 2020	--	✓	100.00	--
Individual Core Medicare Requirements	1	July 13, 2020	July 13, 2020	--	✓	100.00	--
Individual MA/MAPD/DSNP - Mastery Test	1	July 14, 2020	July 14, 2020	--	✓	95.00	--
Individual Medicare Producer Certification Survey	1	July 14, 2020	July 14, 2020	--	✓	100.00	--
Individual Prescription Drug Plans	1	July 14, 2020	July 14, 2020	--	✓	100.00	--
Individual Prescription Drug Plans – Mastery Test	1	July 14, 2020	July 14, 2020	--	✓	100.00	--
Total				00s			

Showing 11 of 11 total records.  
Last updated Friday, June 18, 2021, 3:10 PM CDT.



To print your certificate, click on the printer icon next to the download option in the upper right corner. You can also print by right click with your mouse to see the print option.




The screenshot shows a web browser window displaying a certificate from Aetna. The browser's address bar shows "Certificate" and navigation controls. The page header features the Aetna logo. The main content area contains the name "John Smith" and the text "has successfully completed the course". Below this is the title "2021 Aetna Individual Medicare Producer Certification for PDP & MA/MAPD". The completion date is listed as "April 22, 2021", and the ID code is "SCP6KQRT2P". In the top right corner of the browser, there are icons for download and print, with a green arrow pointing to the print icon. A right-click context menu is open over the page, with a green arrow pointing to the "Print..." option. The context menu includes options such as Back, Forward, Reload, Save as..., Print..., Cast..., Create QR code for this page, Translate to English, Rotate clockwise, Rotate counterclockwise, Get image descriptions from Google, and Inspect.

Certificate

1 / 1 | - 100% + | [Icons]



# John Smith

*has successfully completed the course*

## 2021 Aetna Individual Medicare Producer Certification for PDP & MA/MAPD

Completion Date: April 22, 2021

ID Code: SCP6KQRT2P

- Back Alt+Left Arrow
- Forward Alt+Right Arrow
- Reload Ctrl+R
- Save as... Ctrl+S
- Print... Ctrl+P
- Cast...
- Create QR code for this page
- Translate to English
- Rotate clockwise Ctrl+]
- Rotate counterclockwise Ctrl+[
- Get image descriptions from Google
- Inspect Ctrl+Shift+I

## Starting the Aetna Medicare Compliance Training (AHIP alternative)

The Aetna Medicare Compliance Training (AHIP alternative) can be accessed from the main page under the **Aetna Medicare Compliance Training (AHIP alternative)** section. In this section you will click [here](#) to be enrolled in the training.

### Aetna Medicare Compliance Training (AHIP alternative)

For brokers and agents who only wish to sell Aetna and SilverScript Individual Medicare products, we offer an alternative to AHIP Medicare training for certification.

- This course contains eight modules that cover CMS required training and may be taken as an alternative to the AHIP Medicare training.
- The Aetna Medicare compliance training (AHIP alternative) is free to all brokers and agents certifying for Aetna and SilverScript Individual Medicare.
- This course is not CE credit eligible. To earn CE credits for certification, you must complete the AHIP Medicare training.
- This course is valid for Aetna/SilverScript Individual Medicare certification only. It is not transferrable to other carriers.

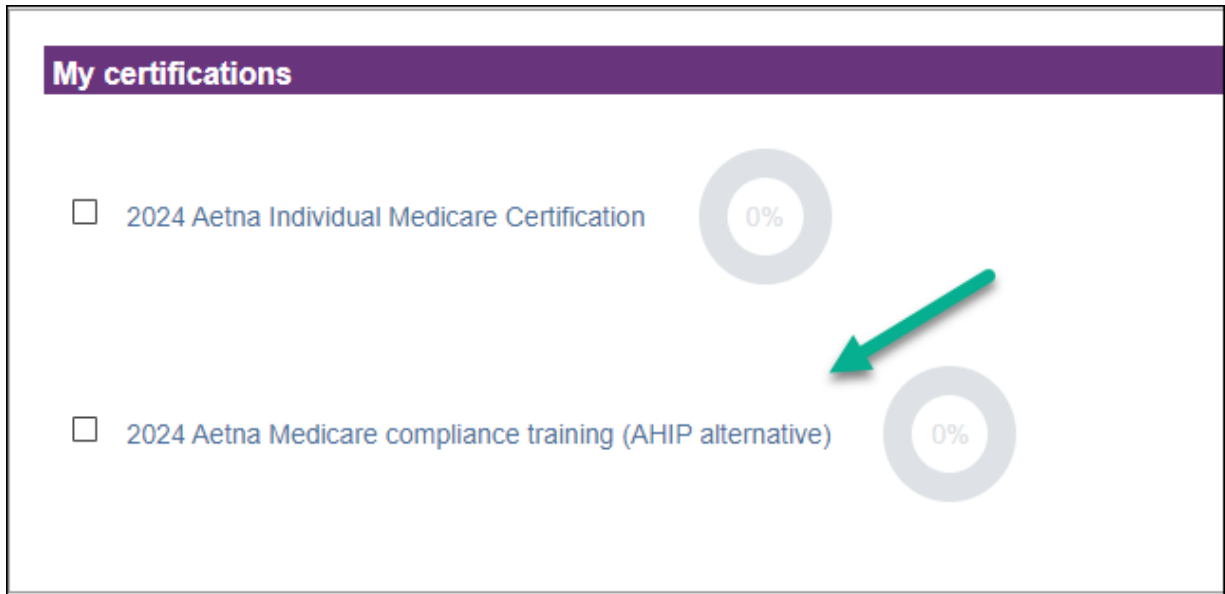
Please click [here](#) to proceed to Aetna Medicare compliance training (AHIP alternative) or continue to the 2024 Aetna Individual Medicare certification below if you have already completed or wish to take AHIP Medicare training.

You are enrolled in the course

2024 FWA
This course covers how to identify, avoid, and report fraud, waste, and abuse within the Medicare program.
General Compliance
<b>Prerequisite</b> Not available unless: The activity 2024 FWA is complete and passed
Section 1557 CMS
<b>Prerequisite</b> Not available unless: The activity General Compliance is complete and passed
Module 1 - Medicare Basics
<b>Prerequisite</b> Not available unless: The activity Section 1557 CMS is marked complete
Module 2 - Medicare Health plans
<b>Prerequisite</b> Not available unless: The activity Module 1 - Medicare Basics is complete and passed
Module 3 - Medicare Part D
<b>Prerequisite</b> Not available unless: The activity Module 2 - Medicare Health plans is complete and passed
Module 4 - Communication and Marketing Requirements
<b>Prerequisite</b> Not available unless: The activity Module 3 - Medicare Part D is complete and passed
Module 5 - Enrollment Guidance
<b>Prerequisite</b> Not available unless: The activity Module 4 - Communication and Marketing Requirements is complete and passed



After enrolling you will find the 2024 Aetna Medicare Compliance Training (AHIP alternative) and a progress wheel that will display the percentage of the training courses that have been completed under the **My Certifications** section.



- This course contains eight modules that cover CMS required training and may be taken as an alternative to the AHIP Medicare training.
- The Aetna Medicare Compliance Training (AHIP alternative) is free to all brokers and agents certifying for Aetna and Silverscript Individual Medicare.
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Once you complete the Aetna Medicare Compliance Training (AHIP alternative) return to your dashboard. You will now see the progress wheel showing 100% completed. **Now you must complete the Aetna Core training as well as the Aetna Medicare Advantage and/or SilverScript PDP product courses to become fully certified.**

The screenshot shows a section titled "My certifications" with a purple header. Below the header, there are two certification items. The first item is "2024 Aetna Individual Medicare Certification" with a checkbox icon and a grey progress wheel showing 0%. The second item is "2024 Aetna Medicare compliance training (AHIP alternative)" with a checked checkbox icon and an orange progress wheel showing 100%.

Return to your training home page by clicking Aetna in the top navigation bar. Then click 2024 Aetna Medicare Training under My certifications and you will now see the 2024 Core Medicare Requirements unlocked.

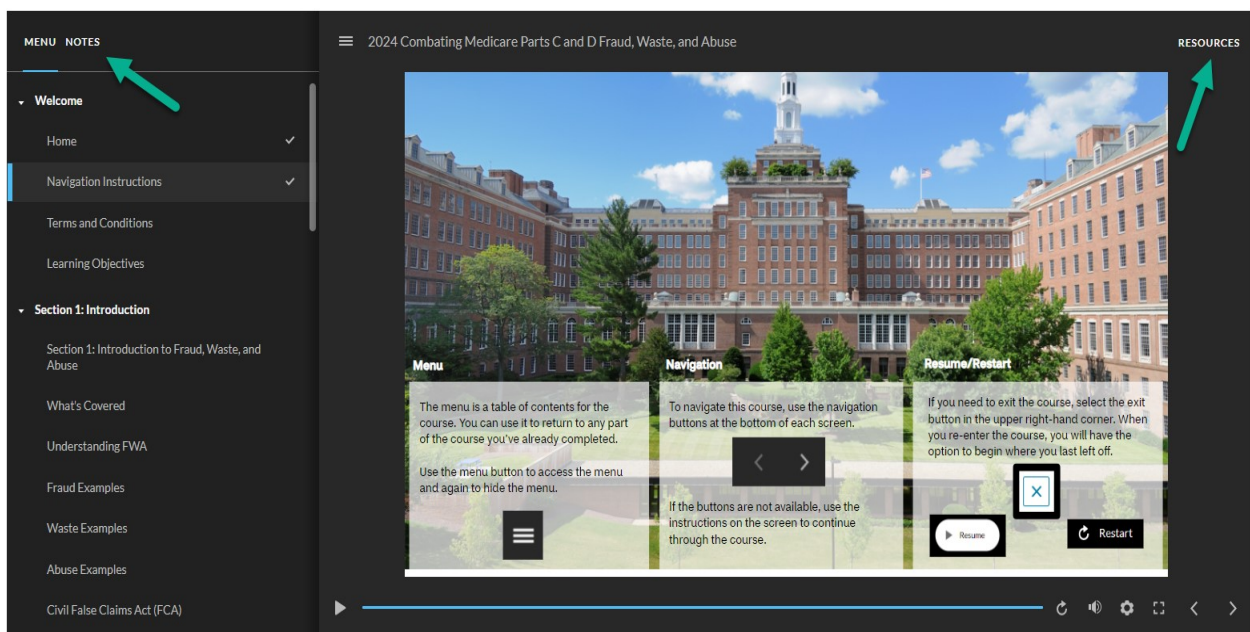
The screenshot shows a training page with a note and a link. The note says: "Please note that YOU have the option of completing EITHER AHIP Medicare Training OR the 2024 Aetna Medicare Compliance Training (AHIP alternative) in order to unlock and progress to the 2024 Individual Core Medicare Requirements and all certification modules." Below the note is a link for "2024 Individual Core Medicare Requirements" with a green arrow pointing to it. The link text says: "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."

## Course tips

Your certification has two types of sections: training courses and mastery tests. When you click on the section title, the training course or mastery test begins. Here are some tips to help you get the most out of your training time.

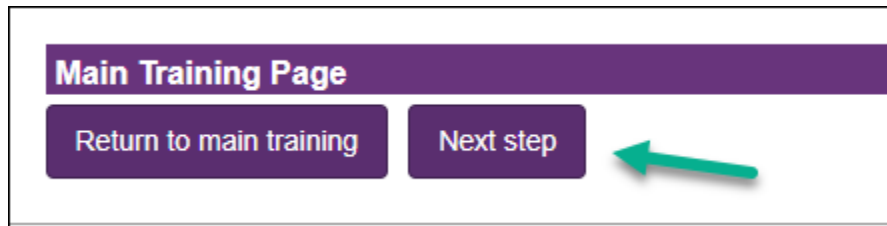
### Training courses

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When you get to the end of a training course, you can review the course, or you can navigate using the Return to main training button, or Next step button located above the training screen.



## Mastery tests

You'll want to be sure that you understand each training course. This is done by taking the mastery test.

It's so important that you understand this information that you'll need to get a score of **90%** or better on the mastery test. Once you get a passing score, the test is marked complete on your certification.

You have **three** attempts to pass each mastery test.

**If you leave the test before you finish, your answers will not be saved and you will have to start the test over from the beginning. However, you will not be charged an attempt.**