

## 2020 Aetna Individual Medicare (MA/MAPD) producer certification kicks off July 10

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### What's required to sell 2020 MA/MAPD plans?

You must successfully complete the [Aetna Individual Medicare annual certification process](#) and meet all contracting requirements prior to marketing or selling Aetna Individual Medicare products (MA/MAPD) during the Annual Election Period for January 1 effective dates and throughout the year.

Uplines and principals must be fully licensed, appointed and certified in all states and markets where their downline agents or employees intend to sell.

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### What's required to receive renewal commission?

To receive renewal commission next January for business sold in prior years, you must complete the annual certification process by December 31. You must also be licensed and appointed with us.

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### How to access the certification site

Just login to our certification site at [AetnaMedicareProducerCertification.com](https://AetnaMedicareProducerCertification.com).

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### MA/MAPD certification components

- 1. AHIP Medicare training and exam:** This course has five modules. The final exam requires a passing score of 90% or better within three attempts and includes Fraud, Waste and Abuse (FWA) training and a test.
  - The AHIP final exam costs \$125. (Except for 2019 Front Runners. For Front Runners, the cost is FREE.)
  - If you're recertifying and you completed last year's AHIP training requirements, you

can follow a recertification track of modules 4-5 only, plus the Fraud, Waste, and Abuse training/exam. You should still reacquaint yourself with modules 1-3, since the final exam covers all five modules.

**2. Core training and exam:** Provides a high-level view of Aetna's Code of Conduct and Medicare Compliance Program to satisfy annual CMS certification requirements.

**3. Broker attestations:**

- FDR attestation: An attestation for First Tier, Downstream and Related Entities.
- Market-specific training attestation: An attestation acknowledging that you'll need to complete market-specific training for every state and market where you plan to sell. To find and register for a market-specific training, visit [AetnaMedicareAgentTraining.com](http://AetnaMedicareAgentTraining.com) and search for events by state.
- Third-party website attestation: An attestation for contracted agent/brokers and entities who use a website to reference or promote MA/MAPD plans, or to obtain beneficiary information for the purposes of marketing or enrollment into an Individual Medicare plan.

**4. MA/MAPD overview training and exam:** Offers a high-level look at Aetna and Coventry Individual MA/MAPD and Medicare Supplement products to satisfy annual CMS certification requirements. Also includes the Dual-Eligible Special Needs Plan (D-SNP) training.

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## Certification FAQs

### Can my AHIP certification be transferred to Aetna?

Yes, as long as you earn a score of 90% or better on the final exam within three attempts. You may transfer your existing AHIP certification to us through our certification site. You must still complete the other Aetna-specific requirements to finish the Aetna Individual Medicare annual certification process

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### We look forward to working with you to prepare for the 2020 selling season!

If you have any questions, please contact your local Aetna Medicare Broker Manager. Or contact the [Aetna Medicare Broker Services Department](#) at 1-866-714-9301, 8 am to 8 pm ET.

**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 and its affiliates (Aetna).**

Prior to engaging in the sale of Aetna or Coventry Medicare products, producers must be ready to sell, which means 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 brokers 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.

**Help/Contact us:**

If you have any questions, please [Contact Us](#).

We are located at 151 Farmington Ave, Hartford, Connecticut 06156.

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