

# Get ready to sell Aetna MA/MAPD and SilverScript PDP.

## Resources and information to assist you.

### Ready-to-sell requirements

Before selling Aetna MA/MAPD and SilverScript PDP products, all agents, principals and payees must be “ready to sell.” To become ready to sell, you must be:

1. Certified
2. Contracted
3. If you're a writing agent, you must also receive confirmation from us that you are ready to sell

In addition, you must have and maintain the appropriate state license and appointment for the Medicare product being sold.

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

### How to complete annual certification

**New agents:** We encourage you to complete your certification first, before submitting your contract.  
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.

#### The Aetna Individual Medicare producer certification process includes:

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

**The AHIP Medicare training** has five modules. If you completed last year's AHIP training, you're only required to retake modules 4 and 5. But you will need to complete the knowledge check for modules 1 – 3 to allow you to complete your final exam.

Keep in mind, you only get three attempts to pass the Aetna Individual Medicare certification process.

### How to contract

1. First, a recruiter will 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 an update, refer to the “Guide to managing your Individual Medicare contract” on Producer World. If you need further assistance, contact the Broker Services Department.

### Complete market-specific training

If you plan to sell Aetna MA/MAPD products, you also need to complete market-specific product training for all states and markets where you plan to sell. 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 Medicare and SilverScript PDP product information, materials and reports. To register, go to [www.Aetna.com/Insurance-Producer.html](http://www.Aetna.com/Insurance-Producer.html). Under “Explore Aetna sites,” click on “For Agents/Brokers.” Scroll down and click on “Log In to Producer World®.” Then, you can enter your information and log in, or you can select “Register for Producer World” to register. Once you log in, click “Individual Medicare” at the top to see what’s available.

## How to get enrollment kits

**Aetna MA/MAPD:** Please wait 24 – 48 hours after receiving confirmation that you are ready to sell before ordering MA/MAPD enrollment kits. This allows us to complete your profile setup in the kit-ordering system.

1. To order enrollment kits, go to the [Producer World](#) homepage, click “Individual Medicare” at the top and then select the “Enroll” tab. Then, click the second box, “Enrollment Kits.”
2. Log in to the kit-ordering site with your National Producer Number (NPN).
3. Then follow the prompts to order.

**SilverScript PDP:** If you’re ready-to-sell SilverScript PDP plans, we’ll automatically send you 5 enrollment kits starting October 1. If you need more, you can order them through the [SilverScript agent portal](#). Or, you can call and order them through the Broker Services Department.

## How to order marketing materials

The [Aetna Medicare Marketing Studio](#) (the Studio) is your one-stop online tool for Individual Medicare marketing materials. With the Studio, you can download engaging, CMS compliant marketing materials free of charge. You can also order print/ship or direct mail materials.

## AetnaMedicare.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).**

Prior to engaging in the sale of Aetna 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.

Once you become ready to sell, you can go to [www.AetnaHub.com/MMS](http://www.AetnaHub.com/MMS) to self-register and log in.

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 the “Share” tab.

## Download the Ascend Virtual Sales Office app

The Ascend Virtual Sales Office app allows you to submit enrollments electronically. It has many helpful sales and marketing features. It gives you access to e-kits, our telephonic enrollment tool called RATE, and value-based enrollment (VBE).

Now, all agents\* are granted access to the Ascend app when they become ready to sell Aetna MA/MAPD or SilverScript PDP products. After that, watch for an email within 2 – 3 business days with instructions on how to download and navigate the app.

\*Call center agents are ineligible.

## How to contact the Aetna Medicare Broker Services Department

**Hours:** Monday through Friday from 8 AM to 8 PM ET

**Phone:** 1-866-714-9301

**Email:** [brokersupport@aetna.com](mailto:brokersupport@aetna.com)

