

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 a web portal. 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. At the bottom left, there are two blue links: 'Forgot your username?' and 'Forgot your password?'. A green arrow points from the text 'Returning Users' to the 'Login' button. 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 text 'New Users' to the 'Create a New Account' button.

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 your password?** hyperlink, and then provide the email address that is

The image shows a search form with the following elements: a line of small text at the top stating '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@cmppsystem.com to your contacts or email approved senders list.' Below this is the text 'Search by email address' followed by 'Email address' and an empty text input field. Underneath the input field are two buttons: a purple 'Search' button and a purple 'Cancel' button. A green arrow points to the 'Search' button.

on file within our certification portal.

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:

- **Aetna employees:** add your Aetna ID number into the text box and click **Continue With Code**
- **Access Code Users:** add your upline provided Aetna certification access code (if applicable) and click **Continue With Code**
- **All other users:** leave the text box empty and click **Continue Without Code**

### User ID Number

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

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

Employee ID

**All other users,** please leave the above field empty and click "Continue Without Code"

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 information 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 purple "Submit" button is at the bottom of the section. A note at the bottom states "There are required fields in this form marked ⓘ".

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 **2025 Aetna Individual Medicare Certification** and a progress wheel that will display the percentage of the training courses that have been completed.

**My certifications**

2025 Aetna Individual Medicare Certification 

AHIP Medicare Training

Please note that **YOU** have the option of completing **EITHER** AHIP Medicare Training **OR** the 2025 Aetna Medicare Training (AHIP alternative) in order to unlock and progress to the 2025 Individual Core Medicare Requirements and all certification modules.

**A**

Complete either the AHIP Medicare Training OR the Aetna Medicare Training (AHIP Alternative)

2025 Aetna Medicare Training (AHIP alternative)

Please note that **YOU** have the option of completing **EITHER** AHIP Medicare Training **OR** the 2025 Aetna Medicare Training (AHIP alternative) in order to unlock and progress to the 2025 Individual Core Medicare Requirements and all certification modules.

2025 Individual Core Medicare Requirements

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.

**B**

Complete the 2025 Individual Core Medicare Requirements and the next section will open

2025 Individual Core Certification - Mastery Test

**Restricted** Not available unless: The activity 2025 Individual Core Medicare Requirements is marked complete

2025 Aetna Individual Medicare Attestations

**Restricted** Not available unless: The activity 2025 Individual Core Certification - Mastery Test is complete and passed

2025 Aetna Individual Prescription Drug Plans (PDP)

**Restricted** Not available unless:

- The activity 2025 Individual Core Certification - Mastery Test is complete and passed
- The activity 2025 Aetna Individual Medicare Attestations is marked complete

2025 Aetna Individual MA/MAPD

**Restricted** Not available unless: The activity 2025 Aetna Individual Prescription Drug Plans (PDP) is complete and passed

**C**

Complete the survey

2025 Individual Medicare Producer Certification Survey

**Restricted** Not available unless: The activity 2025 Aetna Individual MA/MAPD is complete and passed

- A. Aetna certification requires that you complete either AHIP Medicare training or Aetna Medicare training (AHIP alternative) before taking the Aetna Individual Medicare training. If you have already completed AHIP Medicare training your score will be automatically transmitted to us.
- B. You'll walk through the certification process one step at a time. As one section is completed, the next will unlock.
- 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.

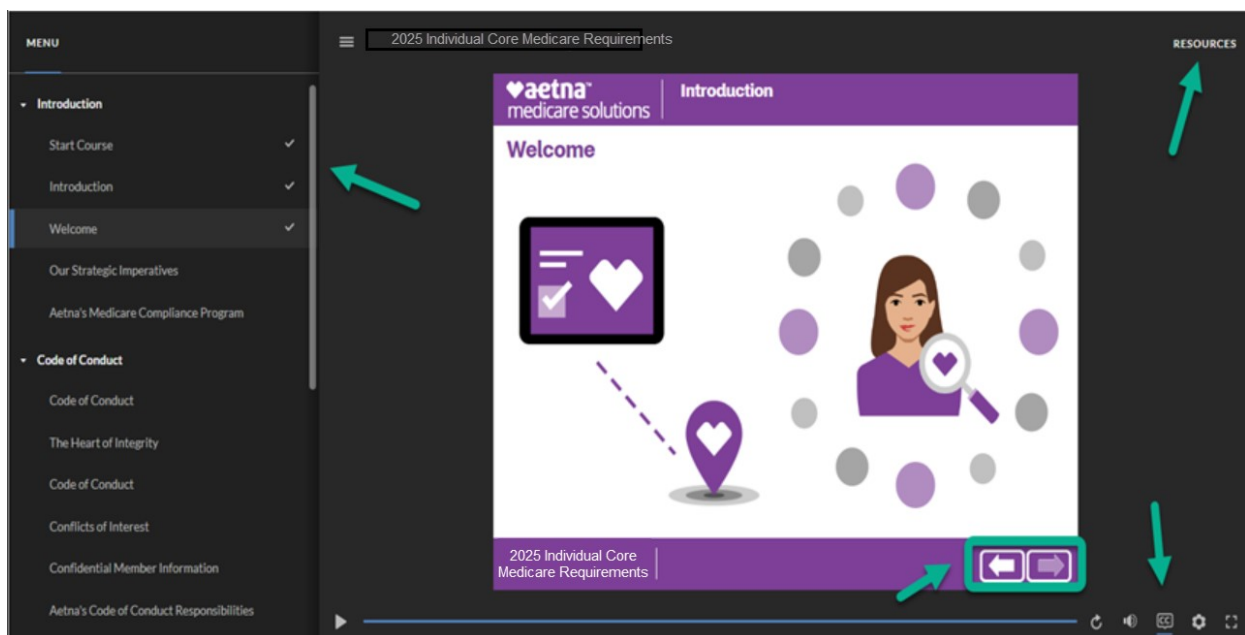


## Course tips

Your certification has two types of sections: training courses and mastery tests. In addition, you will be required to complete two mandatory attestations. 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.

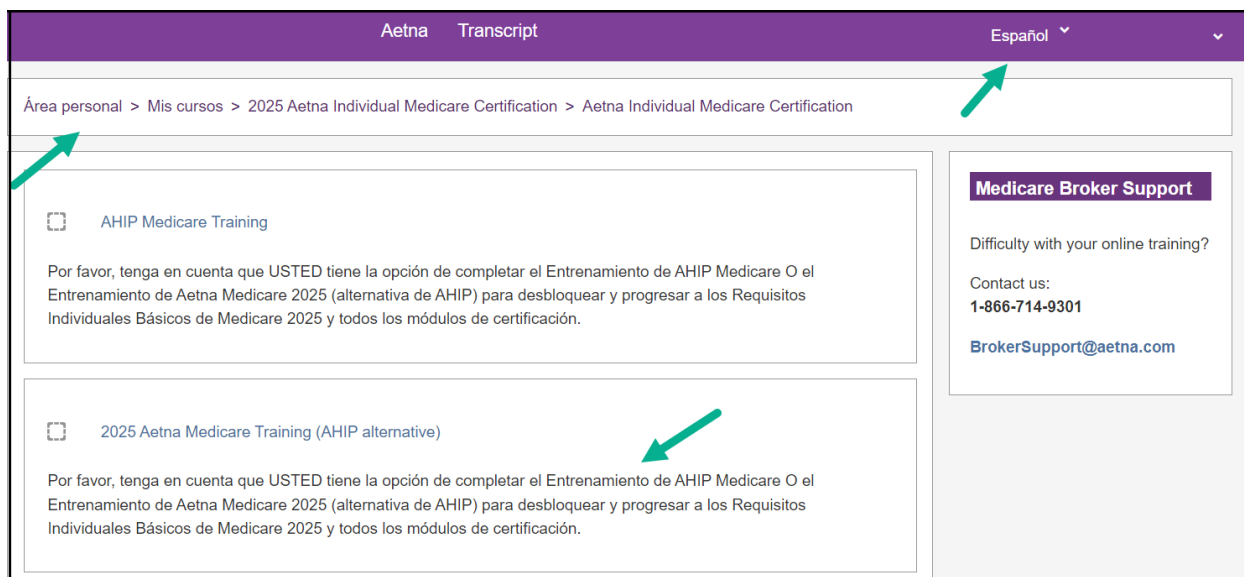
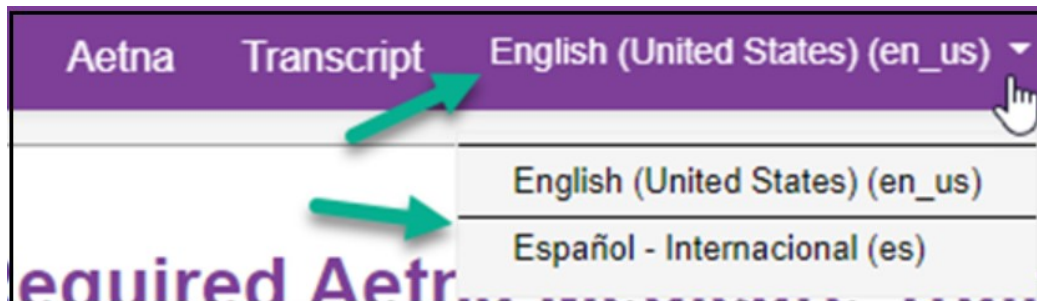
It's so important that you understand this information that you'll need to get a score of **90%** or better on each exam. Once you get a passing score, the test is marked complete on your certification.

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 2025 Aetna Medicare Training (AHIP alternative) and the 2025 Aetna Individual Medicare Certification. To change your language preference click the language on the menu and select your language.

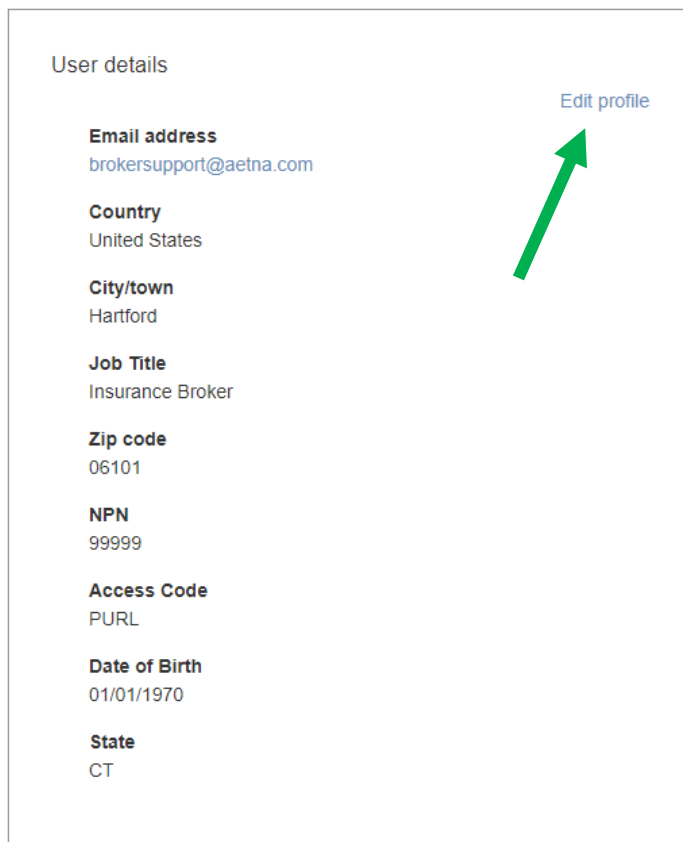
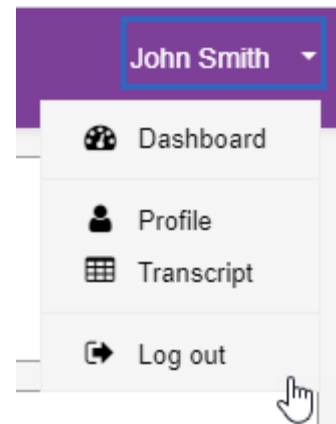


After you select your preferred language, the training modules and exams will update.

# 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

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▶ **National Producer Number**

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▶ **Access Code**

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▶ **Email address**

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▶ **Mailing Address**




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There are required fields in this form marked !.

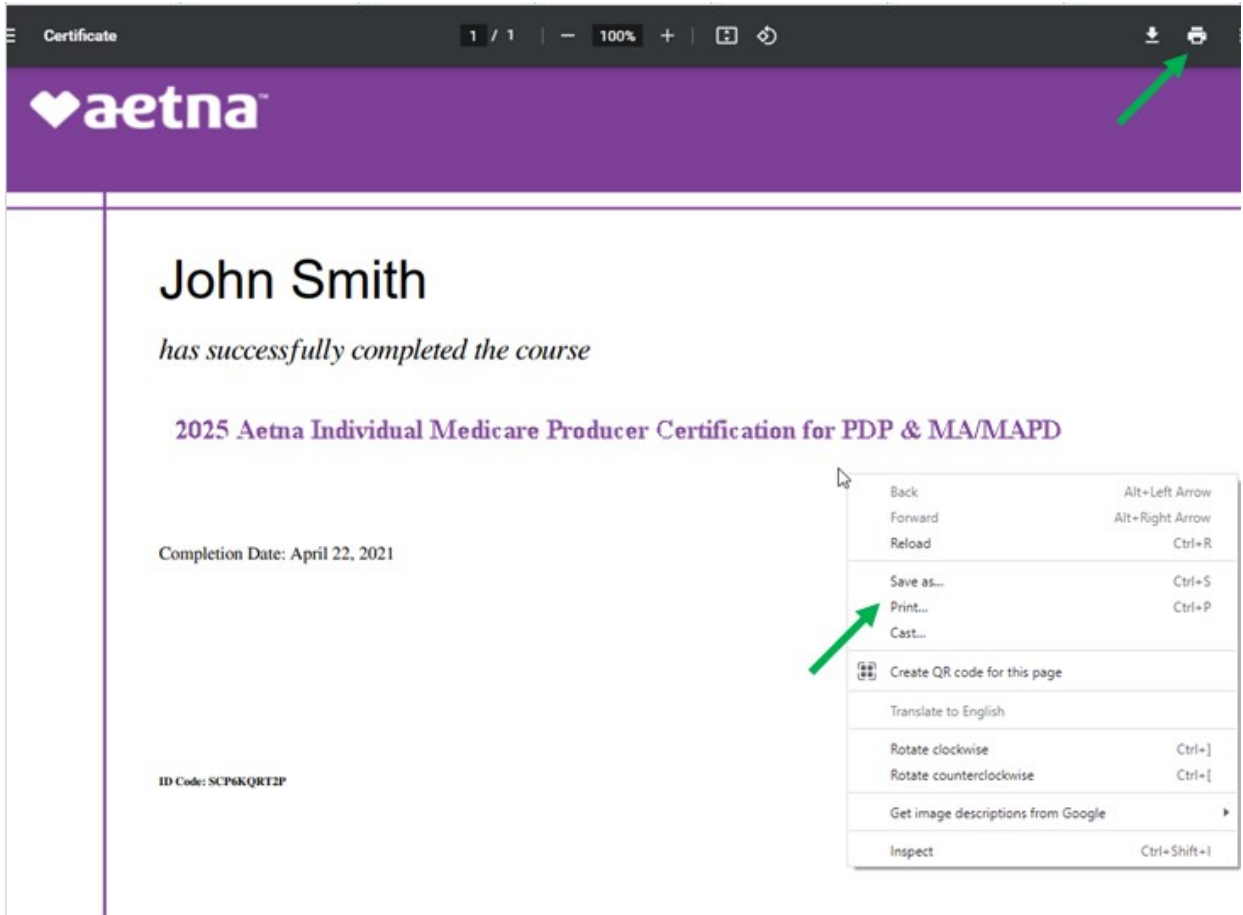
## Seeing what you've completed

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.

Aetna Transcript								
Show Details	Name	Attempt	Start	Complete	Duration	Status	Score	Certificate
+	2025 Aetna Individual Medicare Certification	1	June 10, 2024	June 10, 2024	10m 10s	✓	95.00	--
+	2025 Aetna Medicare Training (AHIP alternative)	1	June 10, 2024	--	15m 54s	🟡	95.00	--
+	2025 FWA	1	June 10, 2024	June 10, 2024	08m 53s	✓	90.00	--
+	2025 General Compliance	1	June 10, 2024	June 10, 2024	05m 21s	✓	100.00	--
+	2025 Individual Medicare Advantage SNP	1	June 10, 2024	June 11, 2024	03m 12s	✓	0.00	--
+	Aetna Individual MA/MAPD 2025	1	June 10, 2024	June 10, 2024	03m 12s	✓	95.00	
+	Aetna Individual Medicare Attestations 2025	1	June 10, 2024	June 10, 2024	18m 32s	✓	100.00	
+	Aetna Individual Prescription Drug Plans (PDP) 2025	1	June 10, 2024	June 10, 2024	27s	✓	90.00	

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 includes the name "John Smith", the text "has successfully completed the course", and the title "2025 Aetna Individual Medicare Producer Certification for PDP & MA/MAPD". Below this, it states "Completion Date: April 22, 2021" and "ID Code: SCP6KQRT2P". In the top right corner of the browser, there are icons for download and print. A green arrow points 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 like 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.

## Starting the Aetna Medicare Training (AHIP alternative)

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

**Aetna Medicare 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 seven modules that cover CMS required training and may be taken as an alternative to the AHIP Medicare training.
- The Aetna Medicare 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 Aetna Medicare training (AHIP alternative) or continue to the 2025 Aetna Individual Medicare certification below if you have already completed or wish to take AHIP Medicare training.

2025 FWA

This course covers how to identify, avoid, and report fraud, waste, and abuse within the Medicare program.

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General Compliance

This course covers basic information pertaining to identifying and reporting compliance violations.

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Module 1 - Medicare Basics

This course covers original Medicare parts A & B and how Medicare supplement plans and Medicare prescription drug plans work with original Medicare.

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Module 2 - Medicare Health plans

**Restricted** Not available unless: The activity **Module 1 - Medicare Basics** is complete and passed

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Module 3 - Medicare Part D

**Restricted** Not available unless: The activity **Module 2 - Medicare Health plans** is complete and passed

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Module 4 - Communication and Marketing Requirements

**Restricted** Not available unless: The activity **Module 3 - Medicare Part D** is complete and passed

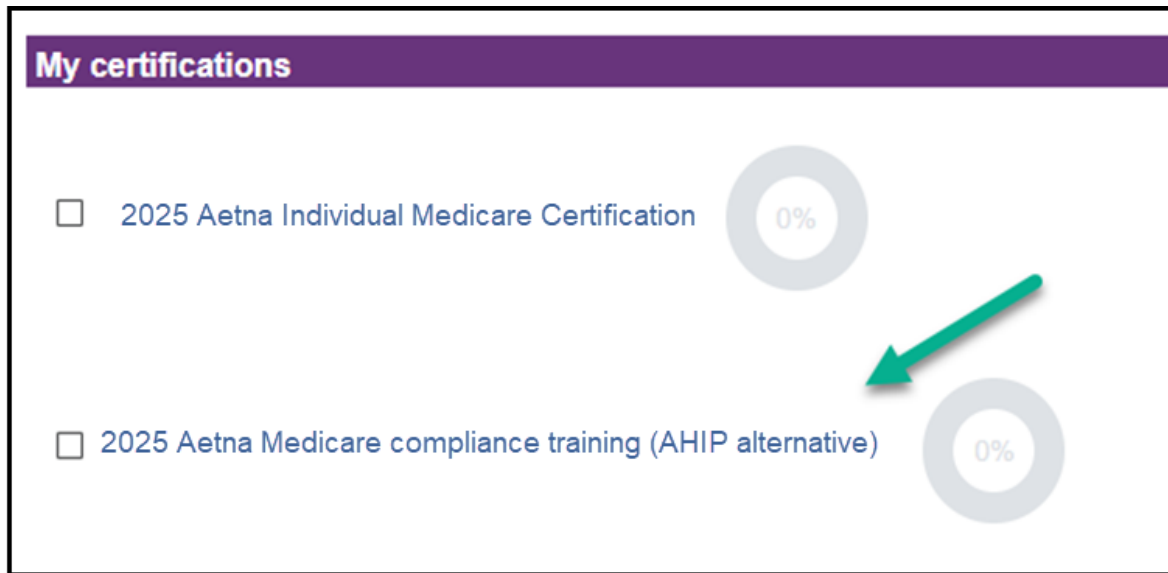
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Module 5 - Enrollment Guidance

**Restricted** Not available unless: The activity **Module 4 - Communication and Marketing Requirements** is complete and passed



After enrolling you will find the 2025 Aetna Medicare 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 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.

Once you complete the Aetna Medicare 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 "2025 Aetna Individual Medicare Certification" with a checkbox icon and a progress wheel showing 0%. The second item is "2025 Aetna Medicare compliance training (AHIP alternative)" with a checked checkbox icon and a progress wheel showing 100%.

Return to your training home page by clicking Aetna in the top navigation bar. Then click 2025 Aetna Medicare Training under My certifications and you will now see the 2025 Core Medicare Requirements unlocked.

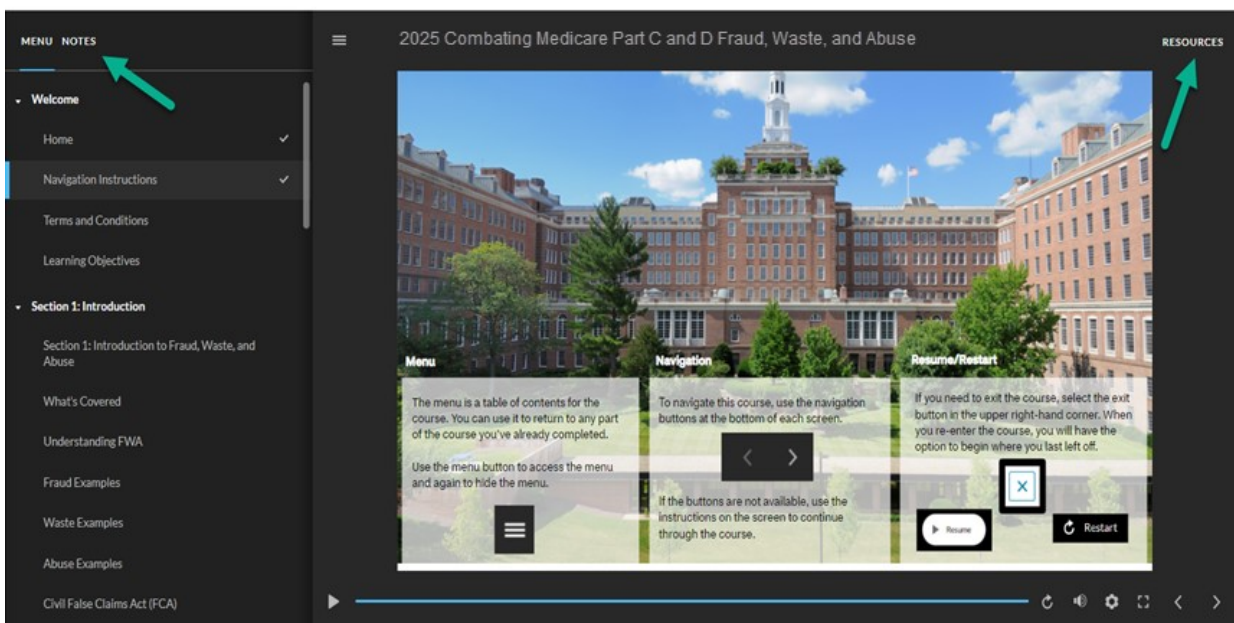
The screenshot shows the "2025 Aetna Medicare Training (AHIP alternative)" page. It features a checked checkbox icon and a note: "Please note that **YOU** have the option of completing **EITHER** AHIP Medicare Training **OR** the 2025 Aetna Medicare Training (AHIP alternative) in order to unlock and progress to the 2025 Individual Core Medicare Requirements and all certification modules." Below this, there is a link for "2025 Individual Core Medicare Requirements" with a checkbox icon. A green arrow points to this link. Below the link, there is a short paragraph: "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."

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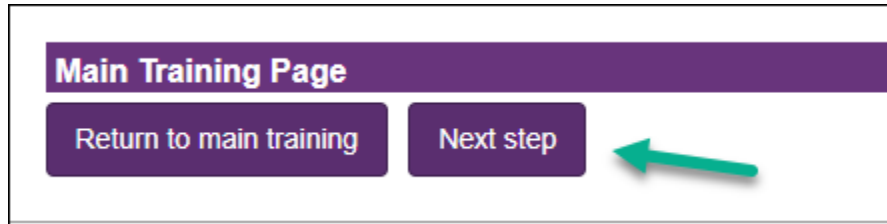
### Training courses

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## 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.**