

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 panels. The left panel is titled 'Sign In' and contains a 'Username (NPN or Email)' field, a 'Password' field, and a 'Login' button. Below the password field are links for 'Forgot your username?' and 'Forgot your password?'. A green arrow points from the text 'Returning Users' to the 'Login' button. The right panel is titled 'Registration' and contains the text 'New users, click here to register.' and a '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 you password?** hyperlink, and then provide the email address that is on file within our certification portal.

The image shows a section titled 'Search by email address'. It contains a text input field labeled 'Email address'. Below the input field are two buttons: 'Search' and 'Cancel'. A green arrow points to the 'Search' button.

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

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**
- **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.

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**.

▼ Confidential Information

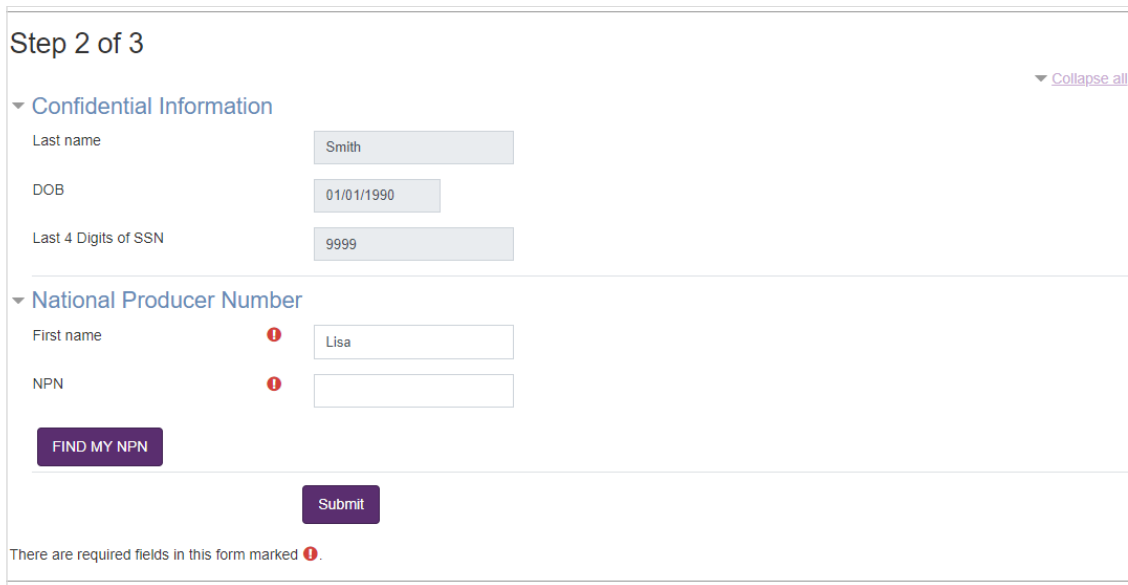
Please fill out the following required fields:

Last name   
Enter last name on the account

DOB   
Enter date of birth (mm/dd/yyyy)

Last 4 Digits of SSN   
Enter last 4 digits of social security number

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 a web form titled "Step 2 of 3" with a "Collapse all" link in the top right. The form is divided into two main sections: "Confidential Information" and "National Producer Number".

**Confidential Information**

- Last name: Input field containing "Smith".
- DOB: Input field containing "01/01/1990".
- Last 4 Digits of SSN: Input field containing "9999".

**National Producer Number**

- First name: Input field containing "Lisa", marked with a red required field icon (i).
- NPN: Empty input field, marked with a red required field icon (i).

Below the input fields are two buttons: "FIND MY NPN" and "Submit".

At the bottom of the form, a message 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



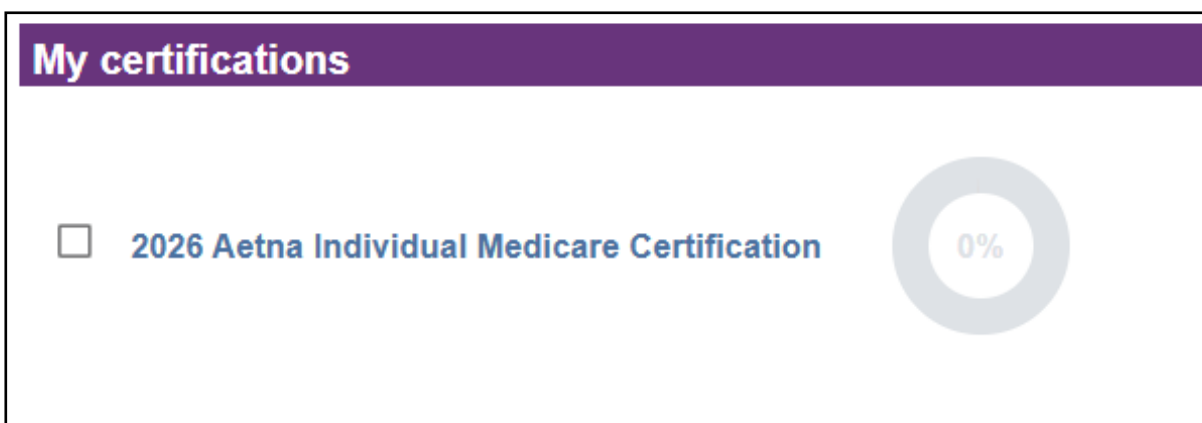
Your registration is now complete. You only have to fill out this information once.

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 **2026 Aetna Individual Medicare Certification** and a progress wheel that displays the percentage of the training courses completed. **To get started, click on the blue course title.** If a course is listed as restricted, it cannot be accessed until all prerequisites are complete.



Aetna certification requires that you complete one of two Medicare Marketing and Compliance courses: **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 is automatically transmitted to us. Note that you are required to complete only of these two trainings to continue to the Aetna Core Medicare certification.

The Individual Core Medicare Requirements course is followed by a Mastery Test. You must obtain a score of 90% or better within three attempts to pass.

#### 2026 Individual Core Medicare Requirements

**Restricted** Not available unless any of:

- All of:
  - The activity **AHIP Medicare Training** is complete and passed
  - You achieve higher than a certain score in **AHIP Medicare Training**
- The activity **2026 Aetna Medicare Training (AHIP alternative)** is complete and passed

#### 2026 Individual Core Certification - Mastery Test

**Restricted** Not available unless: The activity **2026 Individual Core Medicare Requirements** is marked complete

Once you've passed the Individual Core Medicare Requirements course, complete the Aetna Individual Medicare Attestations. These short forms provide additional information about FDR training compliance for employers and Aetna local market training.

#### 2026 Aetna Individual Medicare Attestations

**Restricted** Not available unless: The activity **2026 Individual Core Certification - Mastery Test** is complete and passed



After reviewing the Aetna Individual Medicare Attestations, you will need to complete the Aetna product training courses: Aetna Individual Prescription Drug Plans (PDP) and Aetna Individual Medicare MA/MAPD.

#### 2026 Aetna Individual Prescription Drug Plans (PDP)

**Restricted** Not available unless:

- The activity **2026 Individual Core Certification - Mastery Test** is complete and passed
- The activity **2026 Aetna Individual Medicare Attestations** is marked complete
- Any of:
  - The activity **AHIP Medicare Training** is complete and passed
  - The activity **2026 Aetna Medicare Training (AHIP alternative)** is complete and passed

#### 2026 Aetna Individual MA/MAPD

**Restricted** Not available unless:

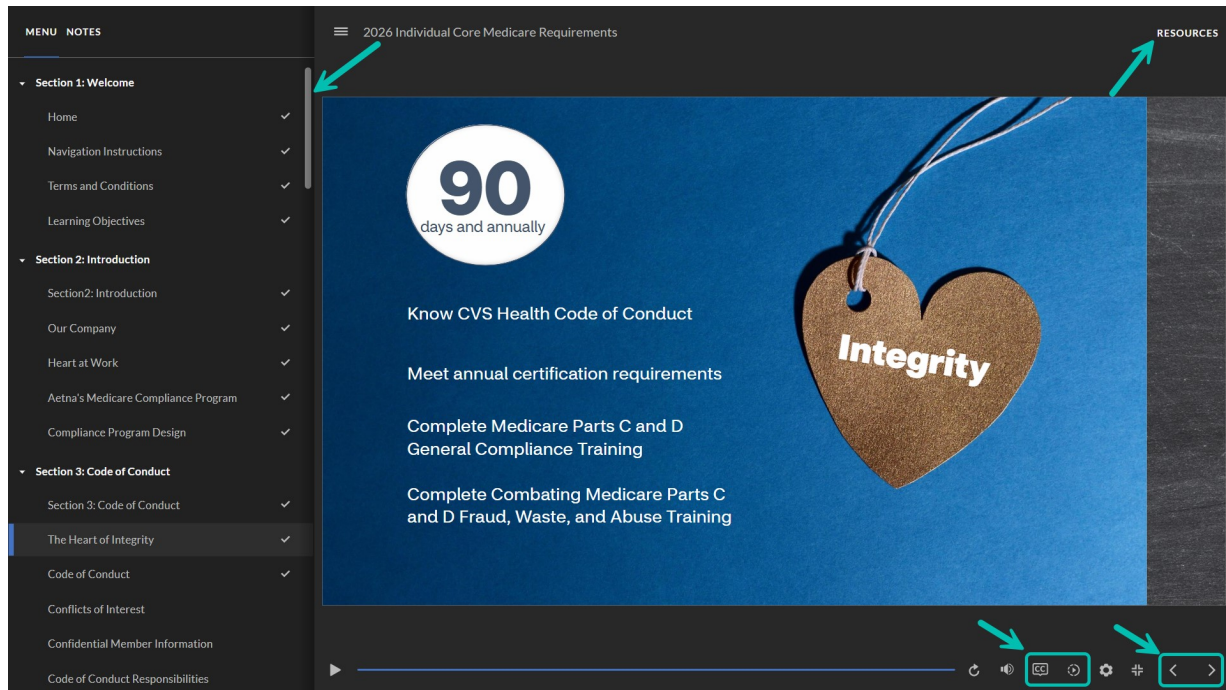
- The activity **2026 Aetna Individual Prescription Drug Plans (PDP)** is complete and passed
- Any of:
  - The activity **AHIP Medicare Training** is complete and passed
  - The activity **2026 Aetna Medicare Training (AHIP alternative)** is complete and passed

Both of these courses include a mastery test which requires a 90% score within three attempts to pass. Once you have finished these courses, your Aetna Individual Medicare certification is complete!

Once you've certified, you'll have the option of completing 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.

## 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, playback speed controls, and supplemental material. You can access closed captioning and playback speed by clicking on the icons at the bottom. Supplemental material is 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.



## 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.**

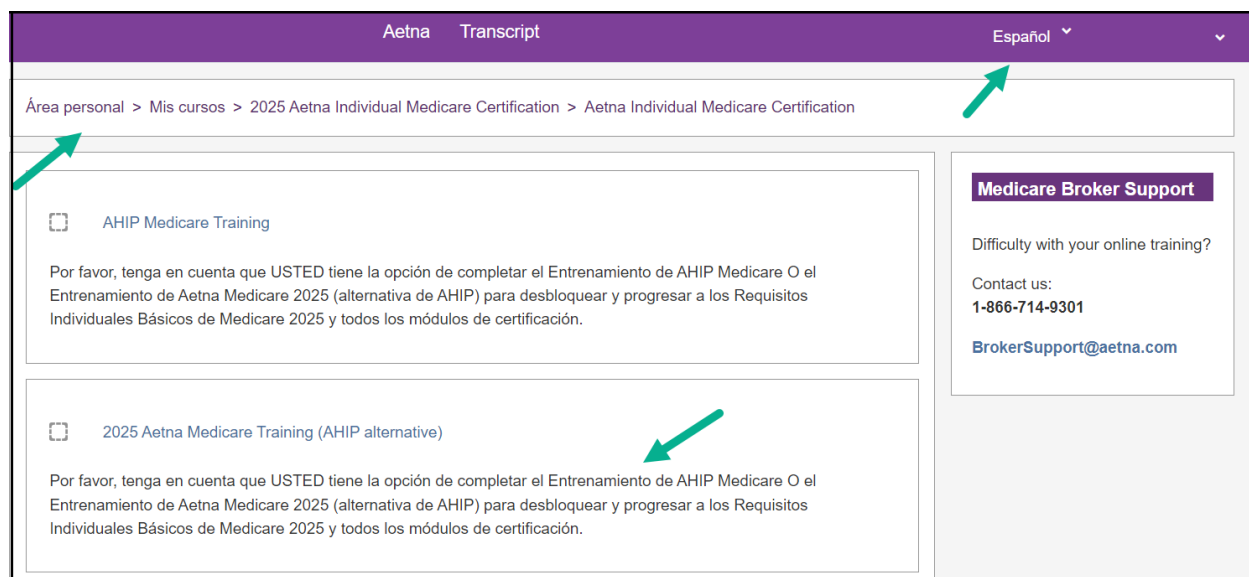
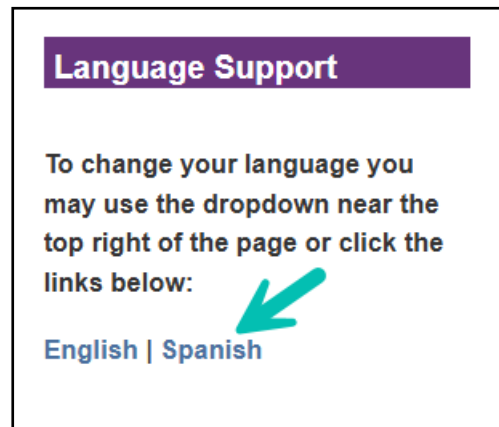
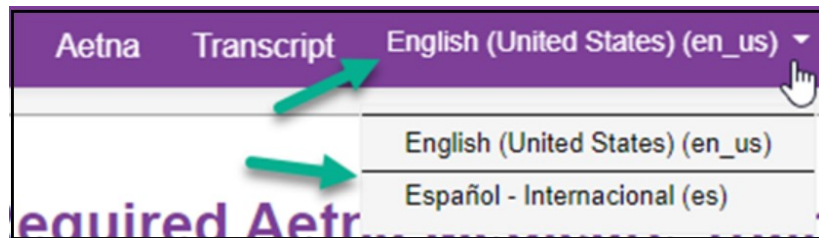
# Changing your language preference

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 top menu bar and select your language. You can also select your language preference on the right hand side of the page.

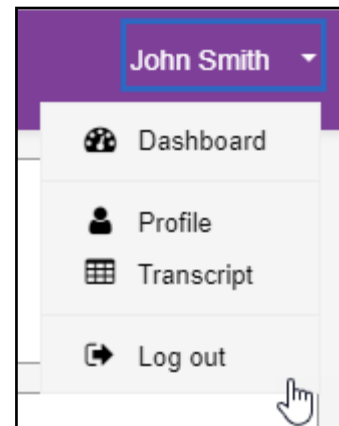
After you select your preferred language, the training modules and exams will update.



# 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.



User details

[Edit profile](#)

**Email address**  
brokersupport@aetna.com

**Country**  
United States

**City/town**  
Hartford

**Job Title**  
Insurance Broker

**Zip code**  
06101

**NPN**  
99999

**Access Code**  
PURL

**Date of Birth**  
01/01/1970

**State**  
CT

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.

The screenshot displays a web form titled 'Edit Profile' with a purple header bar. The form is organized into sections: 'Confidential Information' (collapsed), 'Personal Information' (expanded), 'National Producer Number' (collapsed), 'Access Code' (collapsed), 'Email address' (collapsed), and 'Mailing Address' (collapsed). The 'Personal Information' section contains fields for Name (Prefix, First name, Middle name, Last name), New password, Suffix, Designation, Additional Information (Company name, Job title, Phone number), and a 'New password' field with a strength indicator. Red error icons are visible next to the 'First name' and 'Last name' fields. At the bottom, there are 'Update profile' and 'Cancel' buttons. A footer message states: 'There are required fields in this form marked [red error icon]'.

Expand all

Confidential Information

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

Update profile Cancel

There are required fields in this form marked [red error icon].

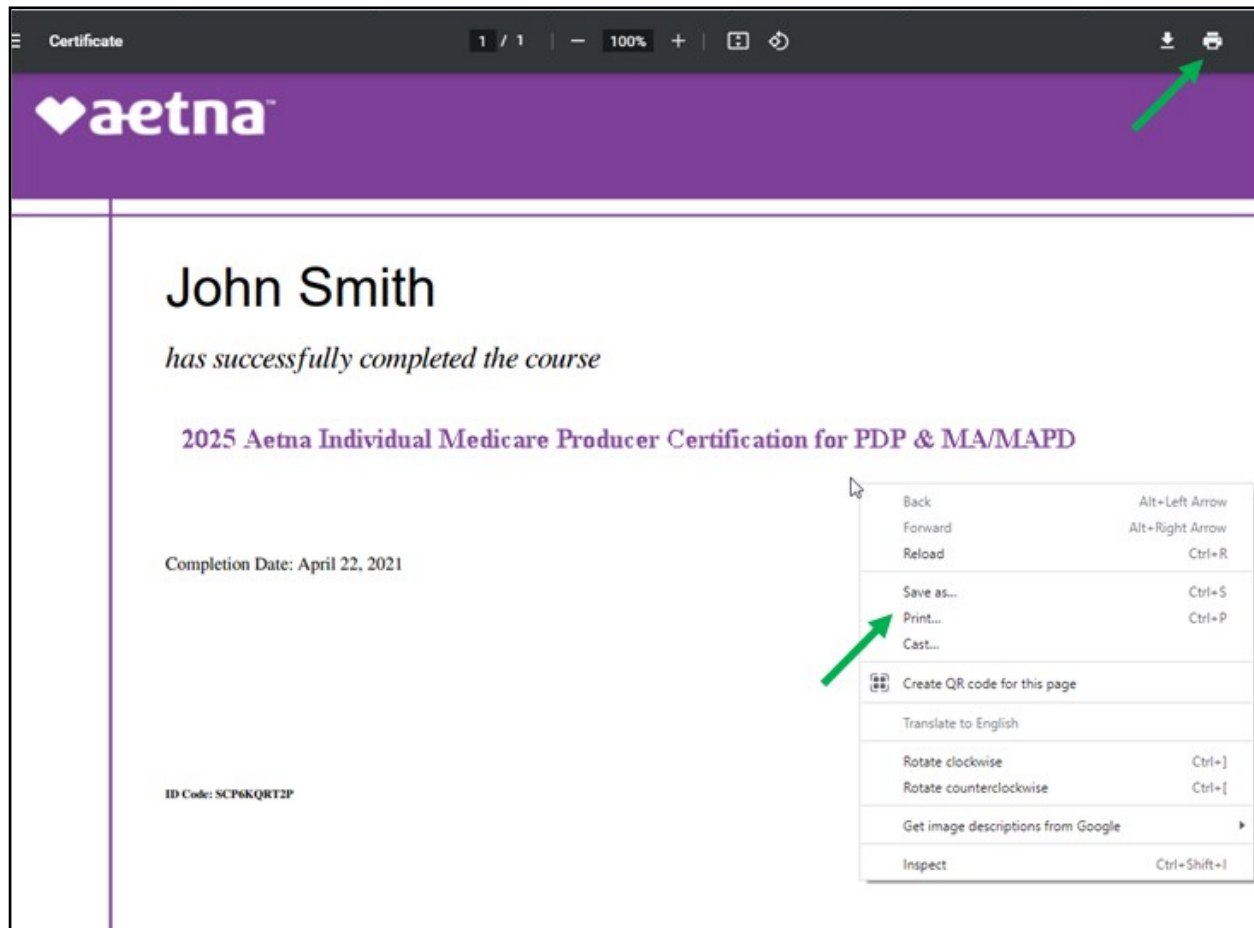
## Seeing what you've completed

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.






# 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 on the link 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.

### General Compliance

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

### ☐ 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.

### Module 2 - Medicare Health plans

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

### Module 3 - Medicare Part D

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

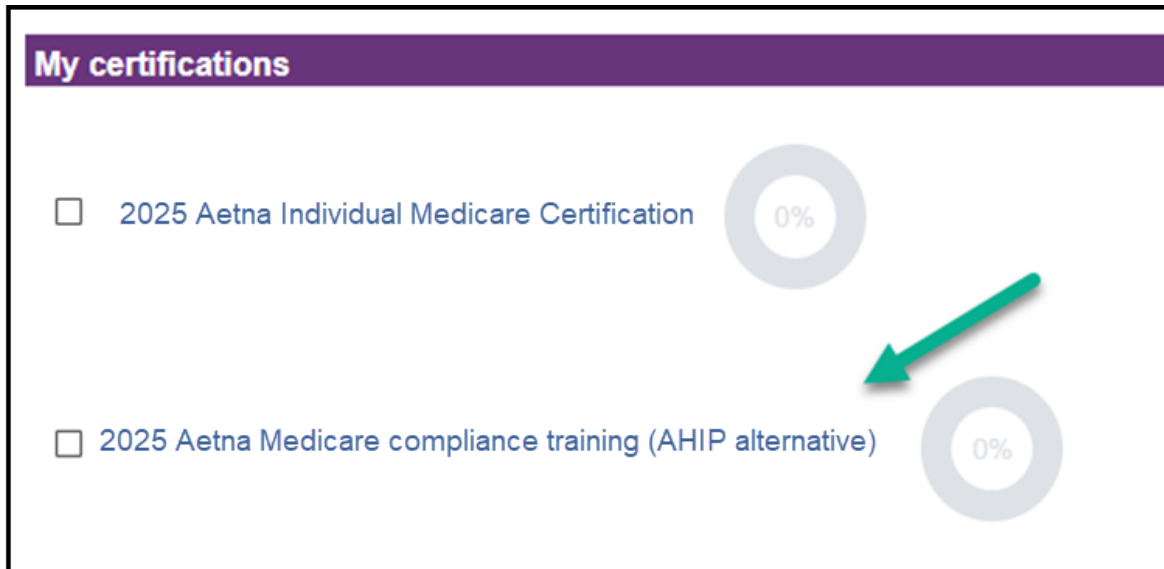
### Module 4 - Communication and Marketing Requirements

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

### Module 5 - Enrollment Guidance

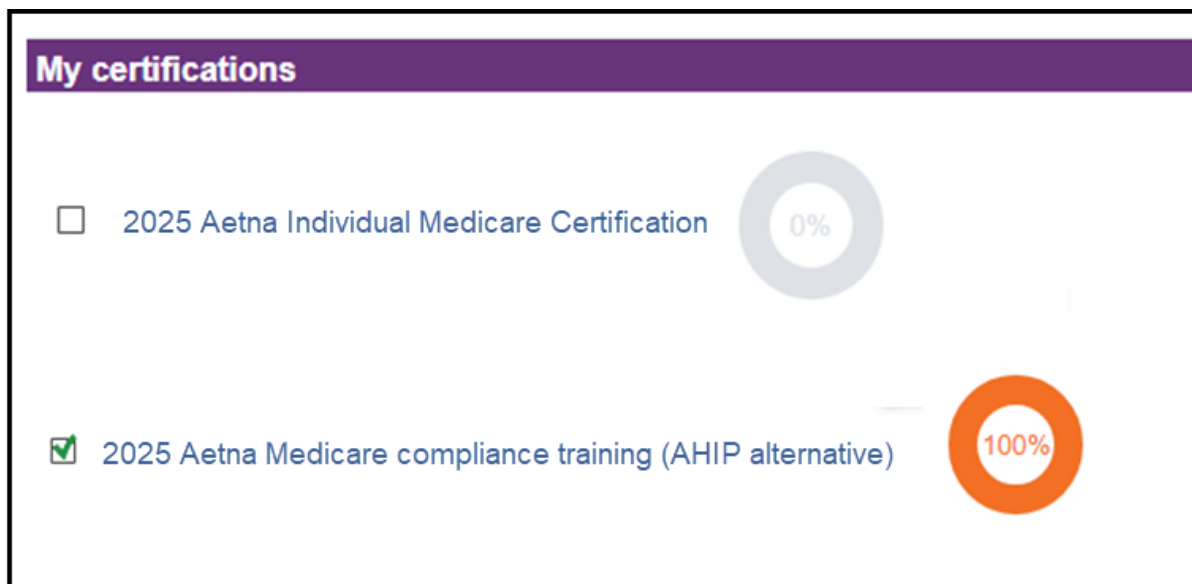
**Restricted** Not available unless: The activity **Module 4 - Communication and Marketing Requirements** is complete and passed

After enrolling you will find the 2026 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 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.

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 SilverScript PDP and Aetna Medicare Advantage and product courses to become fully certified.**



☒ 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.