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2018 Internal Group Broker Medicare Producer Certification Instructions

**Aetna and Coventry Group
Medicare Producers**



Internal Group Medicare Certification

The following pages provide step-by-step instructions for accessing the correct certification learning plan for those that sell Aetna and Coventry Group Medicare business.



Internal Group Medicare Certification

You will access the certification portal by clicking on a personal URL (PURL). The PURL is a specific hyperlink to the certification portal.

This ensures you get the training you need for certification.

This also validates profile information and ensures accurate reporting.

Internal Group Medicare Certification

Select the PURL

Access the annual Group Medicare certification training for the 2018 Group Medicare products you sell.

Aetna/Coventry Group Medicare Producer:

<http://aetna.cmpsyste.com/clients/aetna/group>

The default learning plan for new users in 2018 will be the Individual Medicare learning plan. Follow the instructions titled **Attention Group Medicare brokers** on the Aetna home page if you do not see the 2018 Aetna and Coventry Group Medicare Certification listed.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

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Login

Welcome to Aetna Medicare Product Certification Training for Aetna and Coventry Group Medicare.
Please continue by logging in or creating new account.
For Individual Medicare certification training, please [click here](#).

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Contact us
Difficulty with your online training?
Contact us: 1-866-714-9301

Resources

Sign In

Username (NPN or Email)
Password

[Forgot your username?](#)
[Forgot your password?](#)

Existing users

Register

New users, click here to register.

New users

2018 Group Medicare Certification Registration Instructions

Once you click on the PURL, you will see the registration page.

Existing users will sign-In using their username/NPN and password. Click the **Login** button.

New users will need to register and create a new account. Click the **Create a New Account** button.

Internal Group Medicare Certification

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Login

User ID Number

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

2017 Individual Medicare Front Runners: Please provide your NPN below, then click Submit.

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



Internal Group producers need to provide your A or N-number in the field above and then click **Submit**.

Your A or N-number alerts the portal that you work for Aetna as an internal producer. This gets you to the right course. If you took the 2017 certification, the portal should recognize your A or N-number. If your A or N-number is *not* recognized and accepted, contact the Broker Services Department at 1-866-714-9301, and then option 4, to have your Aetna ID added to the portal.

Do not add an NPN. Do not select the Continue Producer Registration button. The system will see you as an **external producer** and you will take the wrong courses for certification.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

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Login

Step 1 of 3

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



Submit

There are required fields in this form marked*.

New users will complete the **Confidential Information** and click the **Submit** button to start the registration process.

Existing users will be immediately sent to the profile page to validate their information is still current.

Producers that took the 2017 Aetna Internal Group Producer Certification are considered to be existing producers.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

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Login

Step 2 of 3

Confidential Information

Provide some information to uniquely identify yourself for the AHIP Medicare Training System

Last name
DOB
Last 4 Digits of SSN

Personal Information

Name

Prefix
First name*
Middle name
Last name*
Suffix
Designation

Additional information

Company name
Job title
Phone number*

New and existing users will create or be prompted to update their profile.

Internal Group Medicare Certification

<h3>National Producer Number</h3> <p>Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.</p> <p>NPN <input type="text"/></p> <p>Edit</p>
<h3>Password</h3> <p>Provide a password to access the system. The password must have at least 6 characters</p> <p>Password* <input type="password"/></p> <p><i>Enter Password</i></p> <p>Confirm password* <input type="password"/></p> <p><i>Verify Password</i></p>
<h3>Email address</h3> <p>Please provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number.</p> <p>Email address* <input type="text"/></p> <p><i>Enter email address</i></p> <p>Confirm email address* <input type="text"/></p> <p><i>Verify email address</i></p>
<h3>Mailing Address</h3> <p>Provide the mailing address you can be reached at.</p> <p>Address 1* <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>City* <input type="text"/></p> <p>State / Territory* <input type="text"/></p> <p>Zip code* <input type="text"/></p> <p><i>Enter your five digit zip code</i></p> <p>Country <input type="text" value="United States"/></p>

You should not enter an NPN on this page - it is not applicable for Aetna internal producers.

Internal Group Medicare Certification

Provide the mailing address you can be reached at.

Address 1*

Address 2

City*

State / Territory*

Zip code*
Enter your five digit zip code

Country

Language

Indicate your preferred language for taking courses.

Language
Select your preferred language

Aetna (Group)

Region*
Please select your Region


User Level*
How are you affiliated with Aetna?

Group Retiree Sales Segment*
For Group Retiree Sales, Please Select a Segment

Cell Phone

Fax

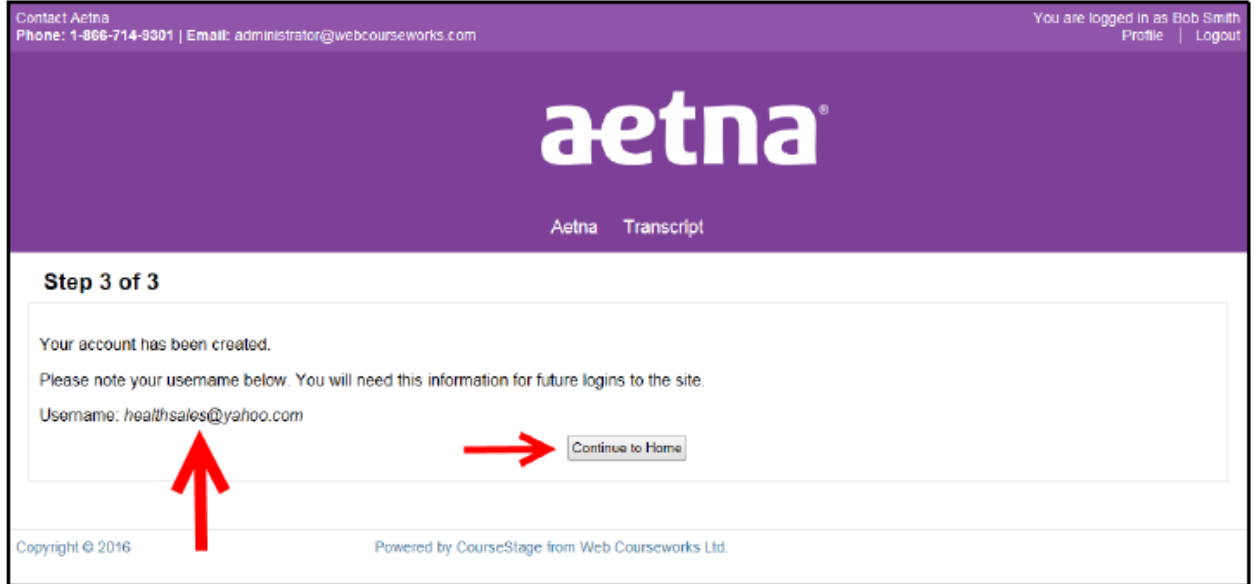
User is a Writing Agent*



There are required fields in this form marked.*

Complete or update the remainder of the profile information. The last section in the profile will be specific to your line of business. Make sure the information is correct and then click the **Register** button.

Internal Group Medicare Certification



New users will be assigned a username that can be used the next time you come to the portal. Make a note of it and then click the **Continue to Home** button.

You are now registered.

Internal Group Medicare Certification

The screenshot shows the Aetna website's Registration Wizard. At the top left, contact information for Aetna is provided: Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com. At the top right, the user is logged in as Bruce Smith, with links for Profile and Logout. The Aetna logo is prominently displayed in the center. Below the logo, the user's name 'Bruce Smith' is shown, along with navigation tabs for Profile, Edit profile, Activity reports, Registration wizard (which is highlighted), and Transcript. The main content area contains a message: 'Please use the selectors on the left to begin searching for available trainings.' To the left of this message are two selection boxes. The first, 'Certification Year', has radio buttons for 2017 and 2018. The second, 'Product Type', has radio buttons for Individual Medicare and Group Medicare. A 'Save selections' button is located to the right of the selection boxes. At the bottom of the page, there is a footer with 'Copyright © 2016', 'Powered by CourseStage from Web Courseworks Ltd.', and 'You are logged in as Bruce Smith (Logout)'.

Once you login or register, you are automatically routed to this screen. This is the Registration Wizard, which filters the certification courses that are available.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

You are logged in as Bruce Smith
Profile | Logout

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Aetna Transcript

Bruce Smith

Profile Edit profile Activity reports **Registration wizard** Transcript

Certification Year	Product Type
<input type="checkbox"/> 2017	
<input checked="" type="checkbox"/> 2018	
	<input checked="" type="checkbox"/> 2018
	Group Medicare

Individual Medicare
 Group Medicare

Copyright © 2016 Powered by CourseStage from Web Courseworks Ltd. You are logged in as Bruce Smith (Logout)

- 1 - Check **"2018"** from the Certification Year.
- 2 - Check **"Group Medicare"** from the Product Type section.
- 3 - Check to confirm your selection.
- 4 - Click on **"Save selections"**.

The 2018 Group Medicare learning plan will appear under **My Certifications** on the homepage.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

You are logged in as Bruce Smith
Profile | Logout

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[Aetna](#) [Transcript](#)

Annual Certification & Other Required Individual Medicare Training

If you don't see a checkmark next to the section you just completed, refresh this page.

- 2018 Aetna and Coventry Group Medicare Certification

Learning groups

- 2018 Group Medicare

Courses

- [AHIP Fraud, Waste & Abuse Training 2018](#)
- 2018 Group Medicare Overview
We believe that Medicare helps keep people healthy. In this course, you'll get a basic understanding of Group Medicare and what it covers. You'll learn about Medicare Parts A, B, C and D and finally, how your Medicare certification relates to The Aetna Way.
- 2018 Group - Experience Excellence: Medicare Advantage
In this section, you'll see how our Medicare Advantage products and services offer choice and high quality. Our PPO and HMO plans can help people live healthy and fulfilling lives.
- 2018 Group Medicare Advantage - Mastery Test
Are you ready to sell our Medicare Advantage products?
On this 10-question test, you have to get a score of 90% or better to pass. You have three attempts to pass the test.

Medicare Broker Support

Difficulty with your online training?

Contact us:
1-866-714-9301
BrokerSupport@aetna.com

Resources

- Certification instructions
 - Individual Medicare
 - Group Internal Producers
 - Group External Producers
- [CMS](#)

This is the Aetna home page. You can get here anytime by clicking on **Aetna** at the top of the page.








Based on the selections you've made, the courses you'll need to complete will be listed under **Courses**. To get started, click on the title of the first course.

Internal Group Medicare Certification

2018 Aetna and Coventry Group Medicare Certification

Learning groups
2018 Group Medicare

Courses

- [AHIP Fraud, Waste & Abuse Training 2018](#)
-  2018 Group Medicare Overview
We believe that Medicare helps keep people healthy. In this course, you'll get a basic understanding of Group Medicare and what it covers. You'll learn about Medicare Parts A, B, C and D and finally, how your Medicare certification relates to The Aetna Way.
-  2018 Group - Experience Excellence: Medicare Advantage
In this section, you'll see how our Medicare Advantage products and services offer choice and high quality. Our PPO and HMO plans can help people live healthy and fulfilling lives.
-  2018 Group Medicare Advantage - Mastery Test
Are you ready to sell our Medicare Advantage products?
On this 10-question test, you have to get a score of 90% or better to pass. You have three attempts to pass the test.
-  2018 Group - Experience Excellence: Prescription Drug Plans
Are you ready to sell our prescription drug coverage?
On this 10-question test, you have to get a score of 90% or better to pass. You have three attempts to pass the test.
-  2018 Group Prescription Drug Plans - Mastery Test
Are you ready to sell our prescription drug coverage?
On this 10-question test, you have to get a score of 90% or better to pass. You have three attempts to pass the test.
-  2018 Group - Experience Caring, Inspiration and Integrity
We care about helping people live healthy and fulfilling lives. In this section, you'll see how our values of caring, inspiration and integrity are reflected in our health and wellness programs.
-  2018 Group Integrity – Mastery Test
Are you ready to sell our Medicare Advantage products?
On this 10-question test, you have to get a score of 90% or better to pass. You have three attempts to pass the test.

[Course symbol key](#)

This page shows the courses you will need to complete if you select the 2018 Aetna and Coventry Group Medicare Certification.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

You are logged in as Bruce Smith
Profile | Logout

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Aetna Transcript

Annual Certification & Other Required Individual Medicare Training

If you don't see a checkmark next to the section you just completed, refresh this page.

- 2018 Aetna and Coventry Group Medicare Certification
- 2018 Aetna Individual Medicare

Courses

- AHIP Medicare Training (WCW 2018)
- 2018 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/Coventry 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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Medicare Broker Support

Difficulty with your online training?

Contact us:
1-866-714-9301
BrokerSupport@aetna.com

If you need to complete certification for more than one line of business, you can go to **Profile** – at the top right corner of the Aetna Home page to get back to the Registration wizard.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com


You are logged in as Bruce Smith
Profile | Logout

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Aetna Transcript

Bruce Smith

[Profile](#) [Edit profile](#) [Activity reports](#) [Registration wizard](#) [Transcript](#)

 **Country:** United States
City/town: west chester

License fields

Site License	Field	User entry
Aetna (Group)	Region	National
Aetna (Group)	User Level	Group Retiree Sales
Aetna (Group)	Group Retiree Sales Segment	National Account
Aetna (Group)	Cell Phone	
Aetna (Group)	Fax	
Aetna (Group)	User is a Writing Agent	Yes

Learning plans [2018 Aetna Individual Medicare](#)

First access: Thursday, June 22, 2017, 01:02 PM (4 mins 15 secs)
Last access: Thursday, June 22, 2017, 01:05 PM (1 min 36 secs)

[Change password](#) [Messages](#)

Within the **Registration wizard**, select the year and training for the second certification you want to take. You will repeat the process you just learned. If you have questions you can contact the Broker Services Department at 1-866-714-9301, option 4.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

You are logged in as Bruce Smith
Profile | Logout

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Aetna Transcript

Annual Certification & Other Required Individual Medicare Training

If you don't see a checkmark next to the section you just completed, refresh this page.

- 2018 Aetna and Coventry Group Medicare Certification
- 2018 Aetna Individual Medicare

Courses

- AHIP Medicare Training (WCW 2018)
- 2018 Individual Core Medicare Requirements
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Difficulty with your online training?

Contact us:
1-866-714-9301
BrokerSupport@aetna.com

When you complete your certification you will receive a confirmation email. To see your completed certification(s), go to **Transcript** at the top of the page.

Internal Group Medicare Certification

Contact Aetna
Phone: 1-866-714-9301 | Email: administrator@webcourseworks.com

You are logged in as Bruce Smith
Profile | Logout



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Aetna Transcript

Bruce Smith

Profile Edit profile Activity reports Registration wizard Transcript

Training period: 2018

Name	Attempt	Start	Complete	Duration	Status	Score	Credits	Roles	Delivery method	Certificate	Additional
2018 Aetna and Coventry Group Medicare Certification 2018 Group Medicare	1	June 22, 2017	--	--	<input type="checkbox"/>	--	--	--			--
2018 Aetna Individual Medicare	1	June 22, 2017	--	--	<input type="checkbox"/>	--	--	--	--	--	--
Total				00s							

Showing 2 of 2 total records.
Last updated Thursday, June 22, 2017, 01:10 PM.

You will be able to print your certificates of completion here. If you completed more than one certification, you will have more than one certificate to print.

Thank you

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