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Healthier living
Financial well-being
Intelligent solutions

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2018 External Group Broker Medicare Producer Certification Instructions

**Aetna and Coventry Group
Medicare Producers**



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.



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.

Group Medicare Certification

Select the Personal URL (PURL)

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

Aetna/Coventry Group Medicare Producer:

<http://aetna.cmpsystem.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.

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](#).

Sign In

Username (NPN or Email)
Password

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

Existing users

Register

New users, click here to register.

New users

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

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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. This will take you directly to the Aetna Certification home page and you will be able to access your learning plan. The learning plan will be listed under **Courses**.

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

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"

Submit

Continue Producer Registration



As a Group Medicare producer external to Aetna, click on **Continue Producer Registration** and leave the fields blank.

Group Medicare Certification

Contact Aetna
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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



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 External Group Producer Certification are considered to be existing producers.

Group Medicare Certification

Contact Aetna
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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.

Group Medicare Certification

National Producer Number

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN

[Click here to look up NPN on NIPR website.](#)

Confirm NPN

[Verify NPN](#)

Password

Provide a password to access the system. The password must have at least 6 characters

Password*

[Enter Password](#)

Confirm password*

[Verify Password](#)

Email address

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.

Email address*

[Enter email address](#)

Confirm email address*

[Verify email address](#)

New and existing users will create or be prompted to update their profile. You'll be asked to enter your NPN on this page.

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

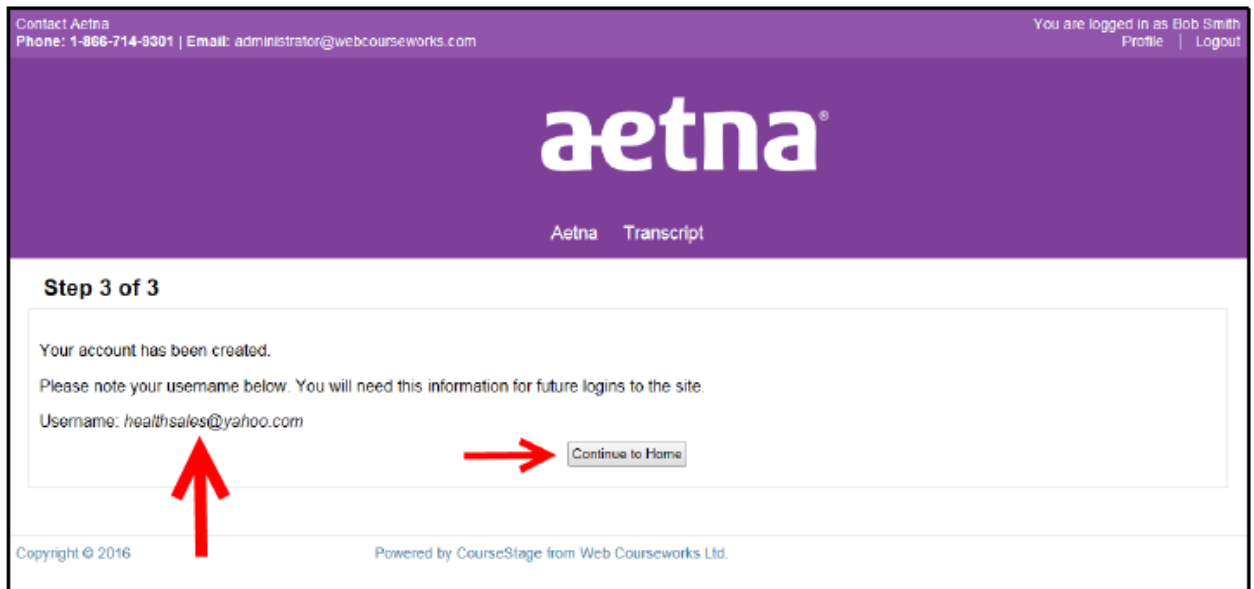
User is a Writing Agent*



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.

Group Medicare Certification



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

You are logged in as Bob Smith
Profile | Logout

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Aetna Transcript

Step 3 of 3

Your account has been created.

Please note your username below. You will need this information for future logins to the site.

Username: healthsales@yahoo.com

[Continue to Home](#)

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The screenshot shows the Aetna website interface. At the top, there is a purple header with contact information on the left and user login information on the right. The Aetna logo is prominently displayed in the center. Below the header, the page indicates 'Step 3 of 3' in a white box. The main content area is white and contains a confirmation message: 'Your account has been created.' followed by instructions to note the username 'healthsales@yahoo.com'. A red arrow points to the username text, and another red arrow points to a 'Continue to Home' button. The footer contains copyright information and mentions 'Powered by CourseStage from Web Courseworks Ltd.'

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

You are now registered.

Group Medicare Certification

New users will see their Profile page. This page will display the Learning Plans that have been assigned to you.

If you do not see the 2018 Aetna and Coventry Group Medicare Certification listed, you will need to register for your learning plan.

Click the **Registration wizard** link to access the registration wizard.

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](#)

CS

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](#)

Group Medicare Certification

Contact Aetna
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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

Save selections

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- 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.

Group Medicare Certification

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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.

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Medicare Broker Support

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BrokerSupport@aetna.com

Resources

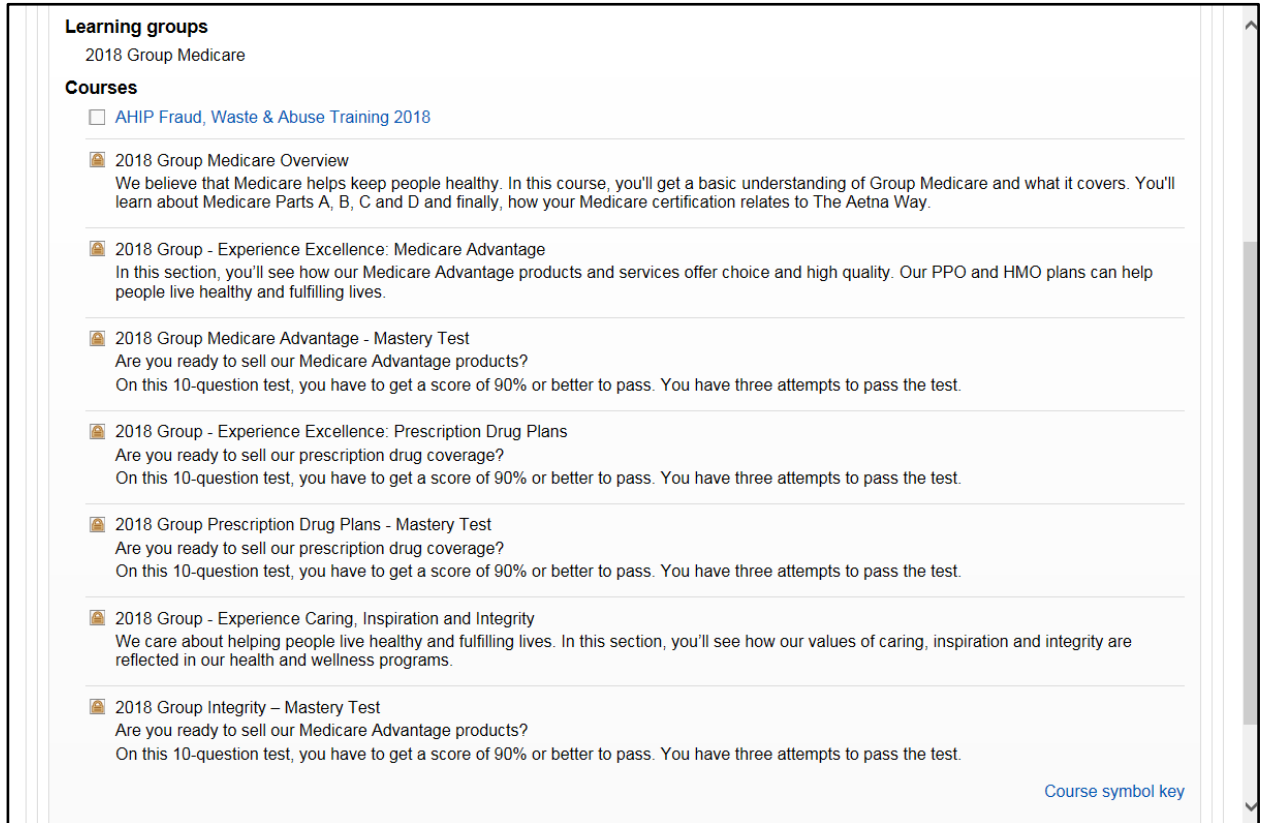
- Certification instructions
 - Individual Medicare
 - Group Internal Producers
 - Group External Producers
- [CMS](#)

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.








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.
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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.

Group Medicare Certification

Contact Aetna
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[Profile](#) | [Logout](#)

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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:
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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.

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.

Group Medicare Certification

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

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Profile | Logout

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Annual Certification & Other Required Individual Medicare Training

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Courses

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Medicare Broker Support

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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.

Group Medicare Certification

Contact Aetna
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Aetna Transcript

Bruce Smith

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

Training period 2016

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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