



Aetna Certification Website

(Information also available in Producer Guide)

You must successfully complete the Aetna Individual Medicare annual certification process and meet all contracting requirements prior to marketing or selling Aetna or Coventry Individual Medicare products (MA/MAPD and PDP) during the Annual Election Period for January 1 effective dates and throughout the year. To receive renewal commission in January for business sold in prior years, you must complete the annual certification process by December 31. You must also be licensed in the states in which you sell and appointed to sell Aetna Medicare products in those states, in accordance with state law.

You can access the Aetna certification site directly at <https://aetna.cmpsystem.com>, or by visiting Aetna's Producer World or Coventry's Broker Portal.

1. Log in as a Returning/New User on the Aetna Certification login page.
 - If you are a participant in the Aetna Front Runner program, input your NPN into the field indicated and click "Submit"
 - If you are not an Aetna Front Runner, click "Continue Producer Registration"
2. Fill out the Confidential Information section of the registration form and click Submit. You will be asked to provide the following information.
 - Last Name
 - Date of Birth
 - Last 4 digits of your SSN
3. 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.**
4. Make a note of your Username, which you'll use when logging into the site the next time, and then click "Continue to Home."
 - The next time you visit the site, you can use your Username and password to log on and return to your certifications.

Certification process

Completing all required steps of certification is a critical step to becoming "ready to sell" for Aetna and Coventry Individual Medicare products.

Your certifications are listed on the main training page under the **My Certifications** section, and are based on the requirements for the line or lines of business you market. Here are some highlights to consider:

- A. You can look at the details of your certification by clicking on the title or the plus sign on the right side of the title bar.
- B. Certification requires that you complete AHIP Medicare training before taking the Aetna training. If you have already completed AHIP training as part of another certification, this will be marked as complete here as well.
- C. You'll walk through the certification process one step at a time. Once you complete a step, the next section becomes available to you.
- D. You'll be 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.
- E. The symbols next to the section titles change as you progress through the certification. You can easily find out what the symbols mean by clicking on the **Course symbol key** at the bottom of your certification.

To get started, simply click on a blue course title to access the training materials for that section. If a course name is shown in black, it cannot be accessed until all prerequisites are complete.

Mastery tests

You'll want to be sure that you understand each training course. This is done by taking the mastery test. It's important that you understand this information. You will 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.