

# Resources and information for becoming ready to sell Aetna MA/MAPD and SilverScript PDP products

## Ready-to-sell requirements

Before selling Aetna MA/MAPD and SilverScript PDP products, all agents, principals and payees must be “ready to sell.” To become ready to sell (RTS), you must:

1. Have completed annual certification
2. Complete the onboarding process (new agents only)
3. Actively verify your RTS status prior to selling in each state where you conduct business. This can be done via [Producer World](#) or the [Think Agent app](#).

Selling when not RTS may result in forfeiture of your commissions for the life of the policy.

## How to complete annual certification

**New agents:** We encourage you to complete certification *before* submitting your onboarding case. This allows us to begin processing your case immediately.

To certify, go to **[AetnaMedicareProducerCertification.com](#)**, log in and complete the required training modules and exams. You can also reach the certification site from [Producer World](#).

### The Aetna Individual Medicare producer certification process includes:

- America’s Health Insurance Plans (AHIP) Medicare training or Aetna/Silverscript-only training
- Core training and exam
- Broker attestations
- SilverScript PDP overview and exam
- Aetna MA/MAPD/D-SNP overview and exam

### AHIP Medicare training and exam

- This course has five modules.
  - If you’re recertifying and you completed last year’s AHIP training requirements, you can follow the recertification track of modules 4 and 5 only. You should still reacquaint yourself with modules 1-3 since the final exam covers all five modules.

## Aetna/Silverscript-only training and exam

- This course contains eight modules that cover CMS-required training and may be taken as an alternative to the AHIP Medicare training.
- This training 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 transferable to other carriers.

Keep in mind, you only get three attempts to pass the Aetna Individual Medicare certification process.

## How to contract

1. Obtain an onboarding invitation from your recruiter.
2. Follow the instructions in the email to complete the required online forms and submit your onboarding case.
3. Once you receive your approval notice from Aetna Medicare, you can verify your RTS status on [Producer World](#) or via the [Think Agent app](#).

Once contracted, if you need to make an update, refer to the “Guide to managing your Individual Medicare contract” on [Producer World](#). If you need further assistance, contact Aetna Medicare Broker Services at **[brokersupport@aetna.com](mailto:brokersupport@aetna.com)** or by calling **1-866-714-9301**.

## Complete market-specific training

You must complete market-specific product training for all states and markets where you plan to sell. To sign up for an online or in-person training, go to **[AetnaMedicareAgentTraining.com](#)**.

A self-service training option is also available on [Producer World](#).

## Access the Producer World website

Producer World is your website for Aetna Medicare and SilverScript PDP product information, materials and reports. To register, go to **[Aetna.com/insurance-producer.html](https://www.aetna.com/insurance-producer.html)**. Scroll down and click on “Log in to Producer World®.” Then, you can enter your information and log in, or you can select “Register for Producer World®” to register. Once you log in, click “Individual Medicare” at the top to see what’s available.

## How to get enrollment kits

**Aetna MA/MAPD:** Please wait 24 – 48 hours after confirming that you are ready to sell before ordering MA/MAPD enrollment kits. This allows us to complete your profile setup in the kit-ordering system.

1. To order enrollment kits, go to the Producer World homepage, click “Individual Medicare” at the top and then select the “Enroll” tab. Then, click the second box, “Enrollment Kits.”
2. Log in to the kit-ordering site with your National Producer Number (NPN).
3. Follow the prompts to order.

**SilverScript PDP:** If you’re ready to sell SilverScript PDP plans, we’ll automatically send you three enrollment kits by the first week of October. If you need more, you can order them through the SilverScript agent portal. Or, you can call and order them through Aetna Medicare Broker Services.

## How to order marketing materials

The Aetna Medicare Marketing Studio (the Studio) is your one-stop online tool for Individual Medicare marketing materials. With the Studio, you can download engaging, CMS-compliant marketing materials free of charge. You can also order print/ship or direct mail materials.

Once you become ready to sell, you can go to **[AetnaHub.com/MMS](https://www.aetna.com/mms)** to self-register and log in.

## AetnaMedicare.com

**Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).**

Prior to engaging in the sale of Aetna Medicare products, producers must be ready to sell, which means they are certified, contracted, licensed in the applicable states, and appointed by Aetna in accordance with state law. As permitted in certain states, Aetna will order appointments after the first sale. This communication is intended for use by producers only and is not intended for distribution to Medicare beneficiaries. Any publication or distribution of this communication to unauthorized recipients without Aetna’s approval is prohibited.

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When you log in to the Studio for the first time, please carefully review your profile. All the customized materials on the site will automatically fill in your name and contact information directly from your profile, so be sure your information is up to date.

## Where to find sales presentations, Scope of Appointment forms, permission-to-contact forms and other required items

Log in to Producer World. Click “Individual Medicare,” and then click the “Share” tab.

## Download Think Agent — Aetna’s enrollment app

The Think Agent app allows you to submit enrollments electronically. It has many helpful sales and marketing features. It gives you access to e-kits, our telephonic enrollment tool called CARE and the Health Risk Assessment (HRA).

Now, all agents are granted access to the Think Agent app when they become ready to sell (RTS) Aetna MA/MAPD or SilverScript PDP products. Watch for emails from Think Agent within 1 – 3 business days with instructions to register your new account.

If you’ve confirmed your RTS status and haven’t received your Think Agent registration emails, send a resend request to **[support@thinkagent.com](mailto:support@thinkagent.com)**.

## How to contact Aetna Medicare Broker Services

**Hours:** Monday through Friday from 8 AM to 8 PM ET

**Phone:** 1-866-714-9301

**Email:** [brokersupport@aetna.com](mailto:brokersupport@aetna.com)

