

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions



Your tools and resources for Aetna & Coventry Individual Medicare products

.....

Thank you for appointing with Aetna! We're excited to partner with you in 2015. Below are links to online tools and resources that can help you market and sell Aetna and Coventry Individual Medicare products (MA/MAPD, PDP). If you have any questions about how to use these tools, please don't hesitate to contact the Aetna Medicare Broker Services Department.

Aetna Medicare Broker Services Department

Now servicing questions about Aetna and Coventry Individual Medicare products

Phone: (866) 714-9301

Email: brokersupport@aetna.com

Hours: 8 a.m. to 6 p.m. ET., Monday through Friday

Tools and resources for Aetna Medicare products

Producer World: [CLICK HERE](#)

How to order 2016 enrollment kits:

Upon receiving the ready-to-sell notification from us you must wait 24-48 hours to place your kit orders so that we can complete your profile setup in the kit ordering system.

- You can access the 2016 kit-ordering site from [Producer World](#).
- Once logged in, select “Individual Medicare” at the top-right, click the Enrollment drop-down menu and then choose “Order 2016 kits.”
- You’ll need to login to the 2016 kit-ordering site using your National Producer Number (NPN).
- Then follow prompts to order your materials.

Telephonic Scope of Appointment: [CLICK HERE](#)

- Obtain a required SOA over the phone!
- It’s a fast and easy way for you to satisfy SOA requirements — it’s also free to use!

Ascend Virtual Sales Office app:

Once you’re deemed ready-to-sell, you can request access to download the Ascend Virtual Sales Office app. The Ascend Virtual Sales Office app is the only online enrollment option for Aetna and Coventry Individual Medicare plans (MA/MAPD, PDP). To request access, login to the [Broker Portal](#). Click “Ascend App Request Form” in the left menu, answer one question and then submit your request. Please allow 2-7 days for processing. For any additional information, or training needs, please contact your local Aetna Medicare Broker Manager.

Don’t forget the additional Aetna marketing resources available to you on [Producer World](#)!

- Once logged in, select “Individual Medicare” at the top-right, click the Marketing Materials drop-down menu

Plan Documents

- ANOC / EOC
- Benefits & Formularies
- Other forms and documents
- Spanish materials

Marketing Materials

- Sales Presentations & Videos
- Scope of Appointment Form
- Permission-to-Contact Form

Plan Finder: [CLICK HERE](#)

- *Search for Aetna plans and plan benefits here!*
 - Directions:
 - » Click the above link
 - » Enter Zip code and first name
 - » Select “Explore Plans”
 - » Select a plan year, click “Go”
 - » Under Medicare Part C, click “See plans and costs”
 - » Select “Compare Plans” at the top of the page
 - » Select “View or print benefit details” for any plan

DocFind: [CLICK HERE](#)

- *Find in-network doctors, specialists, hospitals and pharmacies here!*

Formulary Finder: [CLICK HERE](#)

- *Search Aetna formularies here!*

Aetna Reporting: [CLICK HERE](#)

Track your Aetna applications and commission statements here!

- Login to [Producer World](#)
- Select “Individual Medicare” at the top-right
- Locate the “Aetna Individual Medicare products (MA, MAPD, PDP)” box
- Select the “Reporting” drop-down menu
- [CLICK HERE](#) or the Aetna Reporting User Guide, starting at page 20.

BenefitsCheckUp®: [CLICK HERE](#)

- *Help your Aetna clients find and enroll in public and private benefits programs that they may qualify for – they’ll thank you for it!*

Aetna Member website: [CLICK HERE](#)

- *Provide this website to your Aetna clients to take advantage of!*

Aetna Member Services:

- Phone number varies by plan. Shown on member ID cards.

Aetna Broker Experience (ABE): [CLICK HERE](#)

- *Create customizable marketing materials for Aetna products!*
- Within 24-48 hours of becoming Ready To Sell, you’ll automatically receive an ABE registration e-mail containing your username and password.
- If you don’t receive it, send an e-mail to aetna_commhubs@theYGSgroup.com to inquire.

Tools and resources for Coventry Medicare products

Broker Portal: [CLICK HERE](#)

How to order 2016 enrollment kits:

Upon receiving the ready-to-sell notification from us, you must wait 24-48 hours to place your kit orders so that we can complete your profile setup in the kit ordering system.

- You can access the 2016 kit-ordering site from the [Broker Portal](#).
- Once logged in, click “Order Sales Supplies” on the left, and then click the link to order 2016 kits.
- You’ll need to login to the 2016 kit-ordering site using your National Producer Number (NPN).
- Then follow prompts to order your materials.

Telephonic Scope of Appointment: [CLICK HERE](#)

- Obtain a required SOA over the phone!
- It’s a fast and easy way for you to satisfy SOA requirements – it’s also free to use!

Ascend Virtual Sales Office app:

Once you’re deemed ready-to-sell, you can request access to download the Ascend Virtual Sales Office app. The Ascend Virtual Sales Office app is the only online enrollment option for Aetna and Coventry Individual Medicare plans (MA/MAPD, PDP). To request access, login to the [Broker Portal](#). Click “Ascend App Request Form” in the left menu, answer one question and then submit your request. Please allow 2-7 days for processing. For any additional information, or training needs, please contact your local Aetna Medicare Broker Manager.

Don’t forget the additional Coventry marketing resources available to you on [Broker Portal](#).

- Sales Presentations and Videos
- ANOC / EOC
- Summary of Benefits
- Scope of Appointment Form
- Permission-to-Contact Form
- Formularies
- DO’s and DON’T’s Guidelines
- Spanish materials
- Other forms and documents

Plan Finder: [CLICK HERE](#)

- *Search for Coventry plans and plan benefits here!*
- Directions:
 - Click the above link
 - Select “Find 2016 Plans” on the right side of the page
 - Enter Zip code and first name
 - Click “Find Plans”
 - Click on “Compare Plans” at the top
 - Click “View or print benefit details” for any plan

Provider/Hospital/Pharmacy Finder: [CLICK HERE](#)

- *Find in-network doctors, specialists, hospitals and pharmacies here!*

Formulary Finder: [CLICK HERE](#)

- *Search Coventry formularies here!*

Coventry Reporting: [CLICK HERE](#)

- *Track your Coventry applications and commission statements here!*
- [CLICK HERE](#) for the Coventry Reporting User Guide, starting at page 4.

BenefitsCheckUp®: [CLICK HERE](#)

- *Help your Coventry clients find and enroll in public and private benefits programs that they may qualify for – they’ll thank you for it!*

Coventry Member website: [CLICK HERE](#)

- *Provide this website to your Coventry clients to take advantage of!*

Coventry Member Services:

- Phone number varies by plan. Shown on member ID cards.

Aetna Broker Experience (ABE): [CLICK HERE](#)

- *Create customizable marketing materials for Coventry products!*
- Within 24-48 hours of becoming Ready To Sell, you’ll automatically receive an ABE registration e-mail containing your username and password.
- If you don’t receive it, send an e-mail to aetna_commhub@theYGSgroup.com to inquire.

Thanks again for your partnership. We look forward to working with you and helping you grow your Medicare book of business.

Producers must be licensed in the applicable state, appointed by Aetna and/or Coventry, and certified prior to engaging in the sale of Aetna or Coventry products. This communication is intended for use by brokers 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.

