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2022 Individual Medicare Broker Certification Updates

Check out the new, improved Aetna producer certification site

The Aetna producer certification has a new look with improved performance and navigation. Plus, it's now 100% compatible with your mobile devices.

What you need to know

- As a best practice, you'll want to access the new site using a Chrome, Firefox or Microsoft Edge browser.
- The first time you log in to the new site, you'll need to reset your password.

How to reset your password

- Visit the Aetna Certification Portal at <https://aetna.cmssystem.com/>.
- Click on the *Forgot Your Password?* link.
- Enter either your NPN/username or your email address to request a password reset email
 - If you don't receive your password reset email, be sure to check your spam or junk mail folder before calling the Broker Services Department. It may have been sent there by accident.
- After you log in, make sure your profile information is up-to-date. We validate your NPN and profile information with NIPR. So, you'll want to make sure you keep your information up-to-date with NIPR, too.

Questions?

If you have any questions, just contact your local [Aetna Medicare broker manager](#). Or, you can contact the Broker Services Department at **1-866-714-9301** or brokersupport@aetna.com. Normal business hours are 8 AM to 8 PM ET, Monday - Friday.

Medicare Certification

What is Certification?

- Brokers marketing or receiving renewal payments for Individual Medicare products must complete annual compliance and product training as outlined by CMS

AHIP Medicare Training

- Medicare General Compliance Training
- Fraud, Waste, and Abuse Training

CVS SilverScript PDP Training

- Product training detailing SilverScript PDP offerings

Aetna MA/MAPD/DSNP Training

- Product training detailing Aetna Medicare Advantage, Medicare Advantage Part D, and Dual Eligible Special Needs Plan offerings

2021 Overview

Largest Number Of Certification User Completions And “Ready to Sell” Brokers On Record For Individual Medicare

- We have over 80k certified users for 2021 and counting with over 70k fully Ready to Sell.

Positive User Feedback

- Aetna broker portal survey responses to 2021 certification were overwhelmingly positive.

“I found the Aetna study tools to be quite helpful; Aetna has done what I think is outstanding job with them. Most user-friendly.”

Improved AHIP Experience

- Streamlined content across an easy-to-navigate training platform
- Effective knowledge retention quizzes to help agents and brokers prepare for the final exam

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2022 Vendor Platform Improvements

AHIP Hub Performance Improvements

- Technology improvements on the AHIP platform will result in better response time and less latency for users taking Aetna certification.

Mobile Device Compatibility

- The new AHIP platform will offer complete compatibility to users accessing the AHIP and Aetna certifications on smart phones, mini-tablets, and other mobile computers.

Full "WCAG" Digital Accessibility Compliance

- For the first time, Aetna's certification portal will be fully compliant with the most current version of the Web Content Accessibility Guidelines, which determine standards for users with disabilities.

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Important 2022 Notables

2022 **AHIP** training goes live on Monday 6/21/2021. Brokers marketing Aetna Individual Medicare products are encouraged to wait until Aetna Certification goes live to certify.

Aetna's Individual Medicare Certification planned "Go Live" is scheduled for **Tuesday June 29th, 2021.**

AHIP Certification cost for Aetna brokers will remain at \$125 this year. Reminder - If agents/brokers complete their AHIP training outside of the Aetna certification portal, they will pay \$175.

"Dual-Year" certification will be available for 2021-2022 crossover selling through November.

For 2022, **all returning users** will be required to reset their passwords upon their first-time logging into the certification portal in order to ensure their accounts meet updated password security standards. Users may do this by clicking the "Forgot Your Password?" link on the login page.

2022 Certification Plans and Portal Updates

Updated “Look and Feel” for the 2022 season

- Modern design provides a sleek and attractive user interface
- New front page is simple and easy to navigate
- Site design follows CVS Aetna brand guidelines

Maintain The Successful 2021 Approach To Training

- We will continue to provide quality, fully voiced training modules produced by our Learning and Performance team.
- The Aetna Portal will remain a one-stop-shop for brokers seeking both Aetna MA/MAPD/DSNP training and SilverScript PDP training.

Aetna Certification Reminders for 2022

SilverScript PDP Certification – For 2022, brokers and agents marketing Aetna MA/MAPD/DSNP products will also certify to sell SilverScript PDP products **on the Aetna Certification Portal**.

- All brokers certifying to sell 2022 Aetna MA/MAPD/DSNP will be required to certify for SilverScript PDP as well.
- Brokers marketing **PDP only** may continue to use the CVS Portal to certify for SilverScript PDP. If they later decide to certify to sell MA/MAPD/DSNP, they will be required to complete the full Aetna certification, including AHIP and PDP training.

2021 Front Runners – 2021 Front Runners do not receive free AHIP enrollment or reimbursement from Aetna if they complete AHIP prior to Aetna's Go Live of June 29th, or if they access AHIP training from a website other than Aetna's certification portal.

Questions



**Here's To A
Successful Season !!**

