



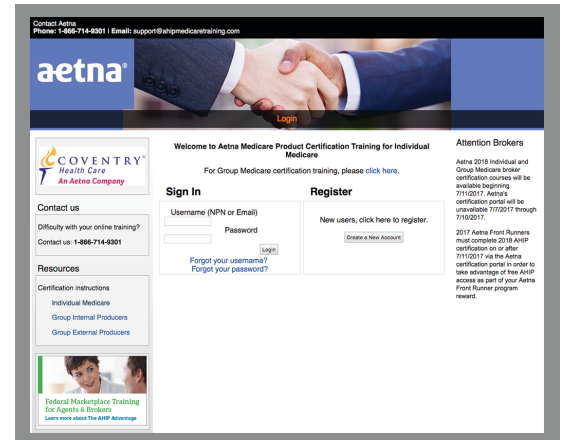
# Your Guide to Doing Business With **aetna**<sup>SM</sup>

## HOW TO GET CERTIFIED

Starting on June 11, you can begin certifying to sell 2018 Aetna products. To access Aetna's certification site, visit <http://AetnaMedicareProducerCertification.com>.

MA/MAPD/PDP certification components consists of AHIP Medicare training and exam, core training and exam, and Part D training and exam. The AHIP exam has five modules and requires a passing score of 90. It costs \$125 (except for 2017 Front Runners who can take the exam for free).

The core training and exam provides a high-level view of Aetna's Code of Conduct and Medicare Compliance Program to satisfy annual CMS certification requirements. The Part D training and exam offers a high-level look at Aetna and Coventry Part D products to satisfy annual CMS certification requirements.



**Order Supplies**

Your partnership is important to Tidewater. Let us help make the supply order process easier for you. Please fill out this form below and we will take care of the rest.

**Order Supplies**

First Name \*

Last Name \*

Phone \*

Email \*

Ship To Address \*

Order Address

Alt. Ship. Bldg. (optional)

City

State / Province / Region

## HOW TO ORDER SUPPLIES

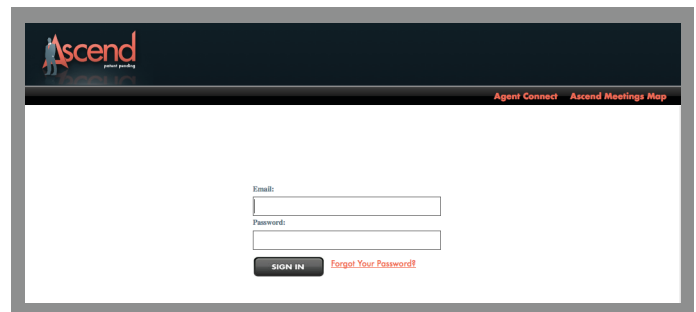
Quickly and easily order supplies through Tidewater Management Group by giving us a call at 888-622-9122 or by filling out this form: <https://www.tidewatermg.com/order-supplies-2/>.

You can also order your supplies from Aetna by filling out the supply request form at <https://www.aetna.com/insurance-producer/forms/individual-market/supply-request.html>.

## WHERE TO ACCESS ELECTRONIC APPLICATIONS

Ascend is Aetna's electronic application system. It is designed to reduce paperwork, speed the processing of enrollment applications, and get your commissions to you faster. It can be found at <https://arm.ascendproject.com/Login.aspx>.

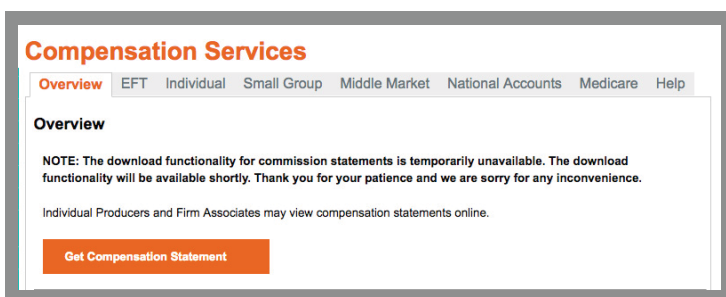
In order to gain access to Ascend, you must put in a request. It typically takes three to seven business days for your request to be approved.



## HOW TO CHECK YOUR COMMISSION STATUS

You can find your commission status by logging in to <http://www.aetna.com/insurance-producer.html> and selecting "compensation" on the teal menu on the left side of the screen.

Here you can get a compensation statement and check the broker compensation run schedule. Select the gray "Medicare" tab (just below the orange "Compensation Services" title) to view Medicare reports, commissions, and W-9 forms.



## AETNA'S FAX NUMBER

1-888-665-6296