

The image features the Aetna logo on a green background. To the right, a woman with her arms crossed is shown with large, white, feathered wings drawn behind her on a dark background.

aetnaSM

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

Enrollment guidelines for a successful, compliant AEP

As you know, the 2013 Annual Enrollment Period kicks off Monday, October 15. Starting October 15, you have several options for submitting Aetna Individual Medicare (MA, PDP, MAPD) enrollment applications.

- **By Mail:** Aetna Medicare
PO Box 14088
Lexington, KY 40512-4088
- **By Fax:** 866-441-2341
- **Through a new iPad app:** Contact your Aetna Broker Representative or the Aetna Medicare Broker Support Unit for downloading instructions. If you work with an FMO, GA or Affinity Partner, contact them for instructions.
- **Through Aetna's Producer Online Enrollment Tool (POET).** *Please note: AetnaMedicare.com is no longer an enrollment option for producers. POET is the online enrollment alternative for the 2013 AEP.*

To request access to POET, please contact your Regional Broker Liaison Unit, or the Aetna Medicare Broker Support Unit at 1-888-247-1050 (option 3) or BrokerService-MedicareTeam@aetna.com. Email requests must include your First and Last Name, National Producer Number (NPN), SSN and email address. Usernames and passwords will be sent via email within 5-7 business days, accompanied by a link to the POET website.

You must obtain a signed Online Enrollment Authorization Form when using POET. A signed hard copy must be

[Request access to Aetna's Producer Online Enrollment Tool \(POET\)](#)

[AetnaMedicare.com may no longer be used to submit enrollments](#)

[You may now submit applications using your NPN](#)

[Scope of Appointment must now be submitted with all enrollments](#)

provided to the beneficiary, and submitted to Aetna within 48 hours along with the Scope of Appointment (SOA). The 2013 form is attached and may be used starting October 15.

As noted above, AetnaMedicare.com is no longer an enrollment option for producers. The Agent Information section of the AetnaMedicare.com application will be removed October 26.

Important Enrollment Reminders and Instructions

- **You may now submit enrollment applications using your National Producer Number (NPN).** Don't know your NPN? No problem. [Look up your NPN](#) on the National Insurance Producer Registry website. You may also continue to submit enrollment applications using your SSN/TIN if you choose.
- **48-Hour Rule:** Remember, all Aetna Medicare Individual enrollment applications must be received by Aetna within 48 hours of receipt by the producer. This policy applies to all Aetna producers, GAs, FMOs and Affinity Partners.

If you work with an FMO, GA or Affinity Partner, the FMO, GA or Affinity Partner must submit enrollment applications so they are received by Aetna within 48 hours.

- **New - Scope of Appointment** must be submitted to Aetna with all Individual Medicare enrollments. See details below. Download [Aetna's Scope of Appointment form](#) from Producer World. English and Spanish versions are available.

Scope of Appointment now required with all enrollments submitted

Starting October 15, a Scope of Appointment (SOA) is required with all Individual Medicare enrollments submitted to Aetna. In addition, producers are encouraged to maintain copies of all SOAs for 10 years. You can find Aetna's SOA on [Producer World](#).

When submitting paper applications by mail or fax:

- **Include a copy of the SOA.** Write the Medicare Health Insurance Claim Number (HICN) in the "Plan Use Only" field of the SOA, prior to submitting the enrollment and SOA to Aetna. Beneficiaries are not permitted to fill in the HICN on their own.

- Voice Vault users: Obtain the Voice Vault Transaction ID (9-digit number) from the SOA Confirmation e-mail and write that Transaction ID number next to the Broker/Agent Use Name on the paper enrollment application.

When submitting enrollments via the iPad app:

- **Obtain a paper SOA.** Write the HICN in the “Plan Use Only” field of the SOA before submitting the SOA to Aetna. Beneficiaries are not permitted to fill in the HICN on their own. Fax the SOA directly to Aetna at 866-441-2341.
- Voice Vault users: Obtain the Voice Vault Transaction ID and enter it in the Voice Vault ID field in the iPad app. This will automatically tie the telephonic SOA captured in Voice Vault with the enrollment.

When submitting enrollments through the POET:

- **Obtain a paper SOA.** Write the HICN in the “Plan Use Only” field of the SOA before submitting the SOA to Aetna. Beneficiaries are not to fill in the HICN on their own. Fax the SOA directly to Aetna at 866-441-2341.
- Voice Vault users: Obtain the Voice Vault Transaction ID and enter it in the Voice Vault ID field in POET. This will automatically tie the Voice Vault SOA with the enrollment submitted through POET.
- In addition, producers using POET must obtain a signed **Online Enrollment Authorization Form**. Provide a signed hard copy to the beneficiary, and within 48 hours, submit a signed copy to Aetna via mail, email or fax. See form attached for details. It may be used starting October 15.

Make sure you're ready to sell

Producers must be licensed in the applicable state, [appointed](#) by Aetna, and certified under the [Producer Certification Program](#) prior to engaging in the sale of Aetna products.

If you have any questions, please contact your Aetna Medicare Broker Representative or the Aetna Medicare Broker Support Unit at BrokerSupport-MedicareTeam@aetna.com or 1-888-247-1050.

If you are affiliated with a General Agent (GA) or Field Marketing Organization (FMO) and are interested in selling Aetna Medicare products, please contact them directly.

Not for distribution to Medicare beneficiaries. Producers must be licensed in the applicable state, appointed by Aetna, and certified under the Producer Certification Program prior to engaging in the sale of Aetna products. Health insurance plans are offered by Aetna Health Inc., Aetna Health of California Inc., and/or Aetna Life Insurance Company (Aetna). For more information on Aetna products, refer to www.Aetna.com.

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[Read](#) the Aetna Web Privacy Policy.

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