

Keeping you informed about COVID-19

As we continue monitoring the outbreak of the coronavirus, also known as COVID-19, we remain focused on the health and safety of our members and agents. As an agent, you play an important role in keeping members informed. [We encourage you to check our website](#) frequently for updated information about the virus and tips for staying healthy, and to learn about the ways we're supporting members.

Medicare Producer News

Individual MA/MAPD: March 16, 2020

- Use RATE to enroll your clients by phone
- Requirements to use RATE
- Learn more at a RATE webinar
- With e-Kits, your clients can enroll online
- Conducting a compliant presentation
- ExtraCare Health program
- Tools to assist members



Webinar: Enroll by phone with the RATE tool

The **Remote Agent Telephonic Enrollment (RATE) tool** is a powerful feature that lets you enroll your clients by phone, after completing a compliant sales presentation with them. This is a convenient tool that can help you continue enrolling your clients telephonically in the event you can't meet with them in-person due to concerns about COVID-19.

[Want to learn more? To register for an upcoming webinar, just click here and then search for trainings in your state.](#)

[Sign up for a webinar](#)

Requirements to use the RATE tool



- You must have access to the Ascend Virtual Sales Office app. To request access, [fill out a quick request form](#) on Producer World. Please note this can take up to 2-7 days to process your request.
- **You must have an iPad.** *This is required.* RATE is not compatible with other tablet brands.
- You must complete an [online, self-paced compliance training](#) and pass a quiz with a score of 90% in two tries or less.

After you successfully pass the quiz, we will initiate a RATE license for you. This can take 1-2 days to complete. Once completed your 1-800 telephone number will be communicated to you by email.



Stuck at home? E-kits are another great option

Do you have clients who want to move forward with enrollment, without risking COVID-19 infection? E-kits are another convenient enrollment tool available to you through the Ascend Virtual Sales Office app. With the e-kit option, you can enroll your clients via email and web.

- No special set up or extra training is required to use it.
- **Plus, it works on any laptop or iPad mobile device.**
- Before using an e-Kit to enroll your client, you just need to complete a compliant sales presentation.

You must have the Ascend app to use e-kits. [Click here to request access to the Ascend app](#) on Producer World. Please note, it may take 2-7 business days to process your request.

Tools to help you conduct a compliant sales presentation

Remember, all sales and marketing activities must be conducted in compliance with all state, CMS and Aetna requirements. Regardless if you are meeting a client in person or telephonically, you are required to:

- Obtain a Scope of Appointment (SOA) prior to the start of all personal/individual marketing appointments held in person or by phone when MA, MAPD and PDP products are discussed.
 - *Remember you can obtain an SOA by email or text through the Ascend app.*
- Provide Aetna's CMS-approved MA/MAPD sales presentation, available in [video](#) format (English, Spanish and Chinese versions), or in [PDF format](#) (English, Spanish, Chinese, Russian and Polish versions) from Producer World.
- Provide and review the Summary of Benefits and current star ratings sheet. These documents are available through the Ascend app. Or you can download PDF copies from [AetnaMedicare.com](#).

Members can access ExtraCare Health program



Did you know all Aetna MAPD and SilverScript PDP members are eligible for an ExtraCare Health program from CVS Pharmacy, one of our preferred pharmacy partners?

Members can get **20% off** on CVS brand health products, like vitamins, cold remedies and other over-the-counter supplies, in CVS stores or on CVS.com. The program does not offer discounts on prescription drugs.

The ExtraCare Health program is free, and members are under no obligation to use it.

[Learn more about this VAIS program, including changes to the program, and how members can sign up.](#)



Tools to help members get the most out of their 2020 Medicare Advantage plan

Encourage your members to register for their Aetna secure member portal, or search for a provider online using these valuable tools:

- [Aetna secure member portal](#)
- [Search for in-network doctors and providers](#)



Personalized video explains plan benefits

Encourage your Aetna MAPD members to watch their new personalized benefits video by going to [AetnaMedicare.com/YourVideo](https://www.aetna.com/YourVideo). The new video is personalized for each member and can help answer many FAQs about their plan.



Questions? We're here to help

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

Producer World

Aetna Medicare Marketing Studio

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 and its affiliates (Aetna).

Prior to engaging in the sale of Aetna Medicare products, producers must be ready to sell, which means 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 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.