

## Key contacts and resources for Individual Medicare agents

Thanks for your interest in selling Aetna and Coventry Individual Medicare products (MA/MAPD, PDP). We look forward to working with you and supporting your selling success! Please don't hesitate to contact us if you have any questions.

### Your Medicare Broker Manager

### Aetna Medicare Broker Services Department

**1-866-714-9301**  
**[brokersupport@aetna.com](mailto:brokersupport@aetna.com)**

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

	Aetna-specific	Coventry-specific
<b>Agent identifier on applications</b>	National Producer Number (NPN) (except in Florida; on Florida applications, your NPN and AWN are required)	Coventry Agent Writing Number (AWN)
<b>Agent website</b>	Producer World: <a href="https://www.aetna.com/producer/Medicare/index.html">https://www.aetna.com/producer/Medicare/index.html</a>	
<b>Enrollment kits</b>	Access the kit ordering site on Producer World	
<b>Marketing materials</b>	Aetna Medicare Marketing Studio: <a href="http://www.aetnahub.com/mms">www.aetnahub.com/mms</a>	
<b>Online enrollment tool</b>	The Ascend Virtual Sales Office app. Once you're "ready to sell," you can request access through the Broker Portal. Just login, click "Ascend App Request Form," answer one question and then submit your request. Please allow 2-7 days for processing.	
<b>Reporting</b>	Access on Producer World	Access on App Tracker: <a href="https://apptrackerprod.cvtv.com/ACom3Coventry/">https://apptrackerprod.cvtv.com/ACom3Coventry/</a> <b>First-time users:</b> Use your AWN as the user ID. For the password, enter "Coventry" and the last 4 digits of your Social Security Number.
<b>Find in-network doctors, specialists and hospitals</b>	DocFind: <a href="http://www.aetnamedicaredocfind.com">www.aetnamedicaredocfind.com</a>	Provider Lookup: <a href="http://www.coventry-medicare.com/findprovider">www.coventry-medicare.com/findprovider</a>
<b>Find in-network pharmacies</b>	<a href="http://www.aetnamedicare.com/pharmacyhelp">www.aetnamedicare.com/pharmacyhelp</a>	<a href="http://www.coventry-medicare.com/pharmacyhelp">www.coventry-medicare.com/pharmacyhelp</a>
<b>Consumer website:</b>	<a href="http://www.aetnamedicare.com">www.aetnamedicare.com</a>	<a href="http://www.coventry-medicare.com">www.coventry-medicare.com</a>
<b>BenefitsCheckUp® site</b>	<a href="http://www.benefitscheckup.org/aetna">www.benefitscheckup.org/aetna</a>	<a href="http://www.benefitscheckup.org/coventry">www.benefitscheckup.org/coventry</a>
<b>Errors and Omissions (E&amp;O) insurance program</b>	<a href="http://www.aetna-eo.com">www.aetna-eo.com</a>	

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