



# How To Do Business Guide

## Broker Services Department:

1-866-714-9301

**Compensation Questions:** 1-800-622-3435

**Customer Service:** 1-800-225-3375

## Please follow the following steps to check business on Aetna's Producer World:

1. Go online to: <https://www.aetna.com/insurance-producer/index.html>
2. Click the pink "Log In/Register" section on the right side of the page and log in.
3. In the green menu on the left-hand side, click the "Book of Business & Reporting" section
4. Below you will have the option to view Group Book of Business, Individual Pre-65 Book of Business, and Medicare Book of Business and Reports.
5. Click the orange "Get Book of Business" button and you will have the option of viewing your own or your firm's book of business.

## To order Aetna Medicare Advantage Marketing Materials:

Go to the Aetna marketing Studio website:  
<https://www.aetnahub.com/mms/>

Select the type of material you would like from the left-hand column

Apply the filters or continue to scroll through all the options for that category

## To view Compensation Statements on Aetna's Producer World:

1. Go online to: <https://www.aetna.com/insurance-producer/index.html>
2. Click the blue "Log In/Register" section on the right side of the page and log in.
3. In the green menu on the left-hand side, click the "Compensation" section
4. Click the orange "Get Compensation Statement" button
5. You can access statements for the past 12 months by selecting a statement date

## New Business Submission Information:

### Aetna Enrollment Options

**Mail:** Aetna Medicare Broker Enrollment Team P.O. Box 14088, Lexington, KY 40512-4088      **Fax:** 1-866-441-2341 or 1-888-665-6296

Note: **Aetna Florida HMO** Paper applications should be sent to the **Coventry MAPD** address and fax number

### Coventry Enrollment Options

**Mail:** Coventry Health Care, P.O. Box 7770, London, KY 40742-7770 (**MAPD**)      First Health Part D, P.O. Box 7763, London, KY, 40742-7763 (**PDP**)

**Fax:** 1-888-554-7668 (**MAPD**) | 1-866-415-2232 (**PDP**)



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