

HOW TO DO BUSINESS GUIDE AETNA MEDICARE ADVANTAGE AND PDP



SENIOR MARKETING
SPECIALISTS

Website: <https://www.aetna.com/insurance-producer/index.html>

Broker Services number: 866-714-9301

Broker Services email: brokersupport@aetna.com

How to Submit MA/MAPD Business:

- By mail:
 - P.O. Box 7405
London, KY 40742
- By fax:
 - 1-866-756-5514
- Think Agent App
 - Available in your device's app store.
 - On desktop devices you can access Think Agent through this link:
<https://app.thinkagent.com>.
- Upload an image on Producer World.

For more details on how to submit MA/MAPD business, click [here](#).

How to Submit SilverScript PDP Business: *if you are submitting an application via fax/mail, it needs to be entered online first*

- By fax:
 - 1-866-552-6205
- By mail:
 - SilverScript Insurance Company
Attn: Agent Processing
PO Box 30002
Pittsburgh, PA 15222-0330
- By image upload:
 - After entering the data into the SilverScript agent portal, upload a scanned copy of the documents via the portal's Silver Mail secure messaging system.

To Check Business:

1. Go online to: <https://www.aetna.com/insurance-producer/index.html>.
2. Click the purple "Log In" button on the right side of the page and log into Producer World.
3. In the grey menu on the left-hand side, click the "Book of Business" section.

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4. Click on “Individual Medicare book of business reports”, toward the bottom of the page. You will have the option of viewing your own or your firm’s book of business.

To Check Compensation Statements:

1. In the grey menu on the left-hand side, click “Compensation”
2. Click the purple “Compensation Statement” button.
3. Here you can access statements for the past 12 months by selecting a statement date.

To Order Aetna Medicare Advantage Marketing Materials:

1. Go to the Aetna marketing Studio website: <https://www.aetnahub.com/mms/> and log in.
2. Select the type of material you would like from the left-hand “Materials Menu” column.
3. Apply the filters or continue to scroll through all the options for that category.

For questions please call Senior Marketing Specialists at 800-689-2800