



**aetna**  
Senior Supplemental Insurance

E-App

Home office  
directory

Product training

Med Supp  
rate changes

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### Understanding the new Medicare ID card numbers

The Centers for Medicare & Medicaid Services (CMS) recently began removing the Social Security Number (SSN)-based Health Insurance Claim Number (HICN) from Medicare ID cards to help prevent fraud and fight identity theft.

The new Medicare Beneficiary Identifier (MBI) is a combination of uppercase letters and numbers. **If you have a client who has received the new MBI**, be aware of these characteristics when entering it in the E-App tool:

- The MBI has 11 characters
- The characters in the positions 2, 5, 8, and 9 will always be alphabetic
  - Example: 2A22A22AA22
- All letters are UPPERCASE
- In an effort to reduce confusion, the MBI will **never** include the following letters: S, L, O, I, B, Z (as these letters are frequently mistaken for certain numbers)

Medicare beneficiaries will be receiving their new Medicare ID cards between April 2018 and April 2019 with their new MBI. It will take some time for CMS to mail everyone a new card. A member's card might arrive at a different time than their friend's or neighbor's card.

Aetna's member ID numbers and member ID cards are not impacted by this change. Existing policyholders do not need to notify us of their new Medicare number. There's no impact to enrollment or claims processes.

### Resources to help educate your clients

You can use the following items to educate your clients about this change: 1) [new Medicare card flyer](#) 2) [10 Things to Know About Your New Medicare Card](#) 3) [tips to avoid scammers](#).

Beneficiaries can also learn more by visiting the [Your Medicare Card](#) page at Medicare.gov.

### Online contracting

Want to bring on new agents without the hassle of faxing in paperwork? We now offer an online contracting tool and it's easy to get started.

Once you've signed in to the agent side of [aetnaseniorproducts.com](#), just go to the **Tools** section of the compass and select **Agent Onboarding**. You'll answer a few questions, which will generate an email to the prospective agent. After the prospective agent completes all of the required information and submits it for approval, you'll be able to review the documents on your dashboard, then approve and submit to the home office.

We are offering a quick, 30-minute [training session this week](#) to help you get started. You can also watch a video user guide on-demand.

### Earn extra cash and more

Are you on track to earn extra cash this month? Submit qualifying applications of individual Medicare Supplement between January 1 - December 31, 2018 and receive a bonus payout of **\$100 per underwritten policy** and **\$25 per open enrollment policy** issued. To receive a payout, you must submit a **minimum of 4 signed applications** within the same month and policies must be issued. Each month, January through December, is counted separately; and you may participate in any or all of those months.



[View complete qualification details](#)

And don't forget, you can also [qualify for a trip for two to Palm Springs](#)! All of our Protection Series<sup>SM</sup> products (including the NEW Dental, Vision and Hearing product) count three for one

on production, so [start selling today](#).

## Webinars

Topic	Date and time	Sign up
Online contracting	<b>Wednesday, April 25</b> at 10 a.m. CT	<a href="#">Register</a>
New business made easy	<b>Thursday, April 26</b> at 2 p.m. CT	<a href="#">Register</a>



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