



## Individual & Family plans broker bulletin



### Join us to learn more about our 2024 plan offerings

Training sessions are available on your schedule. Select the location, date, time, and language that best serves you.

**Register today** to reserve your spot, and remember, you can register for as many trainings as you like. Each training will focus on a single state so be sure to choose all the states you are appointed in.



### The broker portal is now even easier to access.

A single sign-on into Producer World® will give you direct access to the broker portal for all of your reporting needs – no additional password needed.

The broker portal gives you 24/7, real-time access to your Aetna CVS Health membership including, but not limited to, the following reports:

1. **Member Status**  
(Active/Pending/Inactive/Suspended/Verified)
2. **Member Financial Status**  
(Paid Through/\*\*Delinquent/Suspended/Terminated)
3. **Application Status**  
(In-Progress/Submitted/Completed)
4. **Member Aging Report**  
(Turning 26/Turning 65)

\*\*Aetna CVS Health members that are in their grace period (delinquent) are currently receiving monthly notifications of their status. Now, you as a broker can see those members to make outreach of your own.

[Access the broker portal](#)



**Aetna CVS Health is  
dedicated to teaming  
with brokers.**

We make getting appointed simple and easy. **Start the process** today! If you have any questions about your appointment, call **1-866-511-2863 (TTY: 711)** or email us at **LAAU@Aetna.com**.

Once appointed, log into **Producer World** and access the compensation payee form to finish getting ready to sell Aetna CVS Health Individual and Family plans.

Questions on our ready-to-sell requirements? Call our broker support team at **844-374-5221**.



## Important: Updated member profile information creates ease in renewal efforts

Renewal communications are beginning soon. With your help, we can collect updated member emails, mobile numbers, and communication permissions so we can send members important information in the way they want to receive it.

Please encourage your clients to **register for their member website** and update their profile information and **preferences**. They can make updates by clicking on their name in the upper right corner of the member website home page.

Please also ensure that your contact information in **Producer World** is up to date and accurate so that we can continue to communicate new updates and information with you.



## New member communications

Here's an overview of upcoming **Individual & Family plan member communications**. You can find samples as they're available under the **Quote|Enroll|Renew** tab on Producer World®.

- **Care management** campaign launched in early August, encouraging IFP members who qualify for

care management to schedule an appointment. Members were reached via direct mail and email.

- **Welcome Email #4** has been added to the welcome communication journey for IFP members. This is the final email in their journey and encourages registration to their Aetna Health member website.



## Producer World® can help you grow and manage your book of business

Be sure to explore all of the helpful features available to you, including easy access to compensation statements, the Membership Status report, and much more.

Visit the **Individual tab** in Producer World to learn more.