

FAQs [Quotit & Aetna | FAQs](#)

Agent Appointments & Commissions

1. How and where do I go to begin selling Medicare Advantage and PDP Plans through Quotit?

- In order to begin selling Medicare Advantage brokers must be appointed, certified and designated as “ready to sell” with Aetna. To begin the contracting and appointment process click the link [How to Get Appointed](#) and complete form. Quotit broker services will notify the carrier and enable your broker account.
- Brokers who are already appointed with Aetna Medicare Advantage will need to have quoting feature enabled by contacting Quotit Broker support: (866)528-8154

**Additional fees may apply to enable Medicare quoting.*

2. Is the appointment process 100% online?

- Yes

3. Are there costs to be appointed to sell?

- If Appointment is done through Quotit Broker Services/AHCP the fees are covered.
- Additional Fees may apply for certification.

4. How long does it take to get appointed?

- Takes about 7-10 days for broker to become appointed.

5. What are the timelines and dates to look out for?

- As of Tuesday, June 29th at 12 PM EST, Aetna Certification and Recertification options are open.
- Recertification Deadline: 5:00 PM EST on November 30th

6. How soon can I begin selling plans?

- If broker is already appointed and has completed the required annual Medicare Advantage certification they may begin selling.
[Aetna Steps To Get Certified](#)
- Medicare Preview window for 2023 is open for viewing plans; enrollment begins October 15, 2022

7. Is there a deadline to pass AHIP?

- New and Recertification Deadline: 5:00 PM EST on November 30th
Whether you're Recertifying for the 1st time or for the 10th, you'll need to complete both Aetna-specific training and AHIP or NAHU. Choosing either AHIP or NAHU is required for both Certification and Recertification.

8. Is face to face training required?

- Some carriers may require face-to-face training. When certification information becomes available in the coming weeks, we'll work to keep you informed of each carrier's requirements.

9. What identification number do I use to receive credit for a sale?

- Broker will use NPN number to receive credit for the sale.

10. What is my commission percentage?

- Contact your upline

11. Are any plan Non-Commissionable?

- Contact your upline

12. When are Commissions paid?

- Contact your upline

13. How will commissions be paid?

- Varies by carrier and upline FMO

14. Do I have to reach a minimum prior to my commissions being paid?

- Varies by carrier

15. For additional information regarding Aetna Medicare Advantage products click below.

- [Aetna Medicare Advantage](#)

Eligibility for Coverage

1. Who is eligible for Medicare?

You're eligible for Medicare when you're age 65 or older if:

- You're a U.S. citizen, and
- You or your spouse worked and paid Medicare taxes for at least 10 year

You're eligible for Medicare when you're under 65 if:

- You have received Social Security disability benefits for at least 24 months, or
- You have a qualifying disability or special condition

2. When and how can applicant apply for Medicare?

You can enroll in a Medicare plan during one of the following four enrollment periods:

- **Initial Enrollment Period (IEP)**, which begins when you're first eligible for Medicare

- **Annual Enrollment Period (AEP)**, which occurs from October 15 through December 7
- **Open Enrollment Period (OEP)**, from January 1 through March 31
- **Special Enrollment Period (SEP)**, during specific personal circumstances

Read more about each of these enrollment periods in the questions below.
You can also visit our [Unpacking Medicare enrollment](#) page for more information.

3. What products does carrier offer?

- Click Aetna link below to review plans in your area.
[Aetna Plans by Zip code](#)

Enrollment & Contacts

1. How do I enroll my clients electronically?

- To enroll electronically agents must ensure their Quotit account has been enabled to sell Aetna Medicare Advantage. For assistance contact Quotit Broker support: **(844) 4-Quotit**.

2. How do I submit paper applications?

Aetna Enrollment FAX:
Most Plans: 1-866-756-5514
GA,MS,NJ DSNP: 1-844-984-0393

3. Is there an overnight address to mail in applications?

Aetna Inc,
MAPD: P.O. Box 7405 London, KY 40742
or
DSNP: P.O. Box 7083 London, KY 40742

4. What forms of payment are accepted?

- ACH or Coupon Book

5. Is there an enrollment fee?

- No

6. When do members become effective?

- 1st of the month

7. What is the deadline for coverage?

- Click on the link for information on enrollment periods and deadlines
[Unpacking Medicare enrollment](#)

8. What is the contact number for broker support and hours of operations?

- For questions contact Quotit Customer Service: (844)4-Quotit, Hours of Operation 6:00 am – 5 pm PST

9. How do I submit an Agent of Record form?

- Contact Aetna Medicare broker services department at brokersupport@aetna.com or **1-866-714-9301**.