

2027 Aetna/SilverScript Certification Instructions

Agent Certification launches June 23rd

The 2027 certification is now available exclusively at AetnaAcademy.com, our new online learning platform. This year, you'll experience a simplified, more flexible process and expanded certification options—including **AHIP**, **Pinpoint** and **NABIP**, allowing you to choose the option that works best for you.

Step 1: Log in to Aetna Academy Portal

1. Log into AetnaAcademy.com
2. Select “**Aetna Academy Login**” button.



Aetna Academy is the go-to destination for professional development, on-demand trainings and ongoing education for Aetna Medicare brokers.

Ready to get started?

Brokers & Partners

If you have an NPN and a Producer World account, use:

[Producer World Login](#)

Note: The Aetna Academy Login below may be used as an alternative log in option.

Telebrokers, Aetna colleagues or non-brokers

If you are a Telebroker, Aetna colleague, or if you are not a broker, use:

[Aetna Academy Login](#)

Note: Aetna colleagues & internal brokers must use Aetna Academy Login even if you have a Producer World account.

Need an Account?

If you do not yet have an Aetna Academy account, use:

[Register for Aetna Academy](#)

Need help?

[View FAQ](#)

3. Enter your login Information. Your NPN will be the username and password.
4. You will be prompted to create a new password upon first login.

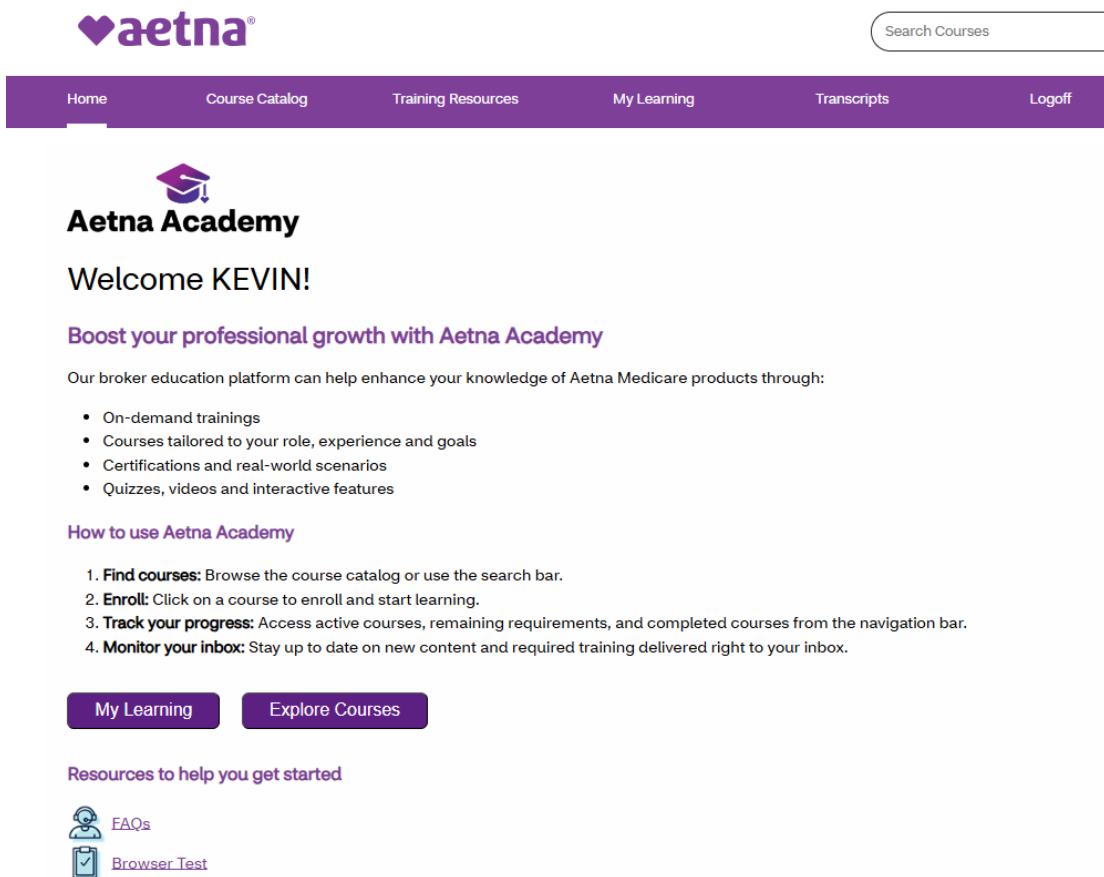
Enter Login Information

[Submit](#)

[Forgot Password?](#)

[View FAQ](#)

- Once logged in, you will be directed to the homepage where you can begin your Medicare Certifications.



The screenshot shows the Aetna Academy homepage. At the top is the Aetna logo and a search bar labeled "Search Courses". Below this is a purple navigation bar with links: Home, Course Catalog, Training Resources, My Learning, Transcripts, and Logoff. The main content area features the Aetna Academy logo and a welcome message "Welcome KEVIN!". Below this is a heading "Boost your professional growth with Aetna Academy" followed by a paragraph stating that the platform can help enhance knowledge of Aetna Medicare products through:

- On-demand trainings
- Courses tailored to your role, experience and goals
- Certifications and real-world scenarios
- Quizzes, videos and interactive features

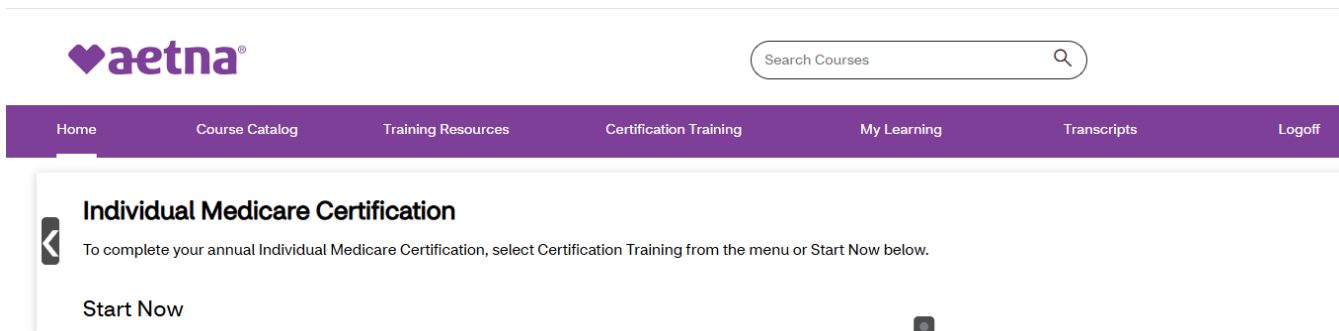
Below the list is a section titled "How to use Aetna Academy" with four numbered steps:

1. **Find courses:** Browse the course catalog or use the search bar.
2. **Enroll:** Click on a course to enroll and start learning.
3. **Track your progress:** Access active courses, remaining requirements, and completed courses from the navigation bar.
4. **Monitor your inbox:** Stay up to date on new content and required training delivered right to your inbox.

At the bottom of this section are two buttons: "My Learning" and "Explore Courses". Below these is a section titled "Resources to help you get started" with two links: "FAQs" (with a person icon) and "Browser Test" (with a checkmark icon).

Step 2: Start Your Certification

- From the homepage, select "**Certification Training.**"
- Click "**Start Now.**"



This screenshot shows the Aetna Academy homepage with the "Certification Training" menu item highlighted in the purple navigation bar. Below the navigation bar, a white box titled "Individual Medicare Certification" is displayed. It contains the text: "To complete your annual Individual Medicare Certification, select Certification Training from the menu or Start Now below." Below this text is a button labeled "Start Now".

3. Upload your 2027 certification from AHIP, NABIP, or Pinpoint.
 - Note: You only need to complete and upload one certification. AHIP is the most commonly used option because it is accepted by all carriers.
4. Select "**Individual Medicare Certification**" to begin the training.



Individual Medicare Certification

Welcome to Aetna Individual Medicare Certification! Completing Aetna's annual certification process is the first of [several requirements](#) you'll need to complete before marketing or selling 2027 Aetna Individual PDP and Aetna Individual MA/MAPD/SNP products and receiving commission.

If you have completed AHIP, NABIP, or Pinpoint please enroll in 2027 AHIP, NABIP or Pinpoint Certification to retrieve your results. Once completed, you may proceed to course 2027 Aetna Individual Medicare Certification.

For help, please review our [Help Guide](#) or contact Broker Services at 1-866-714-9301 or via email at brokersupport@aetna.com for additional assistance.



2027 AHIP, NABIP or Pinpoint Certification



If you completed training through AHIP, NABIP, or Pinpoint, please enroll in this course to import your results. Once your results are verified, you may proceed directly to the 2027 Individual Medicare certification.

- **Certifications:**
 - Individual Medicare Certification



2027 Aetna Individual Medicare Certification

Prerequisite not complete

You get three attempts to pass each course exam. When you pass the exam, you can continue with the remaining courses. Complete all the courses and exams in your learning plan to earn your annual certification.

- **Duration:** 60.00 minutes
- **Format:** eLearning
- **Certifications:**
 - Individual Medicare Certification
- **Prerequisite:**
 - 2027 AHIP, NABIP or Pinpoint Certification



2027 AHIP, NABIP or Pinpoint Certification

Click the button to import your training results from a vendor training you have already completed. By proceeding, you authorize Aetna to import your results and score from the vendor's learning platform. If you have not yet completed training with one of these vendors, select a vendor site to begin training. Once complete, return here to confirm.

Import training results from AHIP

Visit AHIP to complete training

Import training results from NABIP

Visit NABIP to complete training

Import training results from Pinpoint

Visit Pinpoint to complete training

✔ **Congratulations! Your score of 100% on 2026-06-22T14:22:28-05:00 has been verified.**

Step 3: Access Your Certificate

After completing all certification requirements:

1. Return to the homepage.
2. Select "**Transcripts.**"

3. Your certification certificate will be available for download and printing.

Please save a copy of your certificate for your records.

Transcripts



2027 Aetna Individual Medicare Certification



- **Enrollment Date:** 6/23/2026
- **Completion Date:** 6/23/2026
- **Status:** Completed Satisfactorily
- **Grade:** 100.0
- **Duration:** 60.00 minutes
- **Format:** eLearning
- **Certifications:**
 - [Individual Medicare Certification](#)



2027 AHIP, NABIP or Pinpoint Certification

- **Enrollment Date:** 6/23/2026
- **Completion Date:** 6/23/2026
- **Status:** Completed Satisfactorily
- **Grade:** 100.0
- **Certifications:**
 - [Individual Medicare Certification](#)

Step 4: Need certification support?

If you have questions or need assistance, contact **broker services** at **866-714-9301**, 8 AM to 8 PM (CST), Monday to Friday or email brokersupport@aetna.com. Or contact your Aetna Medicare Broker Manager.