Quality health plans & benefits
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Intelligent solutions

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Introducing the Ascend Virtual Sales Office (VSO) app

You'll use this app for much more than enrollment. It's truly a virtual sales office.

We encourage you to use the Ascend Virtual Sales Office (VSO) app to enroll clients into a 2015 Aetna and Coventry Individual Medicare plan (MA, MAPD, PDP). The Ascend VSO app is the preferred enrollment method and the only online enrollment option for 2015 effective sales of Aetna and Coventry Individual Medicare plans.

You'll use this app for much more than enrollment. It's truly a virtual sales office.

- It allows for a completely paperless enrollment process. From sales presentation through enrollment application, everything you need is contained within the app.

- It shortens the sales cycle so you can see more clients.

- It increases accuracy of applications.

- Has an intuitive design and easy-to navigate screens.

- It's secure and compliant.

Now compatible with more devices

You can use the Ascend app on most devices. It runs on any iPad-based device (requires iPad 2 or later model running iOS7 or later) or Windows-based device (requires Windows 7 or later and x86 processor).

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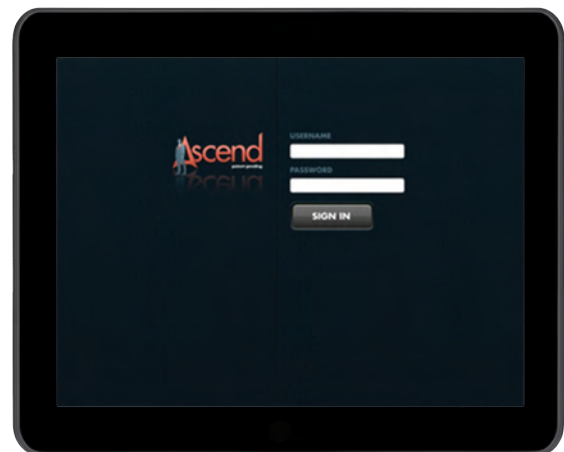
How to request access

Once you're "ready to sell" for 2015, just contact the Broker Services Department at **866-714-9301**. After they verify that you're ready to sell, they'll send you your user name and password and instructions for downloading the app.

Getting started

1. Go to **https://arm.ascendproject.com**.
2. Sign-in with your assigned username and password.
3. Reset your password to a secure password. (If you do forget your password in the future, use the handy "Forgot Your Password" link.)
4. Next, click the icon to download the app, and then follow prompts to install it.
5. The app will appear as 'Ascend Aetna' on your iPad or Windows tablet and 'Ascend' on your desktop. Tap or click on it to sign-in.
6. Last but not least, PRACTICE so you're prepared to smoothly and proficiently conduct your next in-home appointment. Remember, <u>when practicing, always use the "Test Meeting" disposition</u>.

IMPORTANT: When using the app to enroll a client, the client must be present. For compliance reasons, you may not use the app to enroll clients over the phone.

If you need additional training or assistance, just reach out to your Aetna or Coventry Broker Manager. For technical assistance with the Ascend Virtual Sales Office, please contact the Ascend Help Desk at **866-338-7772** or **help@ascendproject.com**, or connect to the website at **http://help.ascendproject.com**.

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