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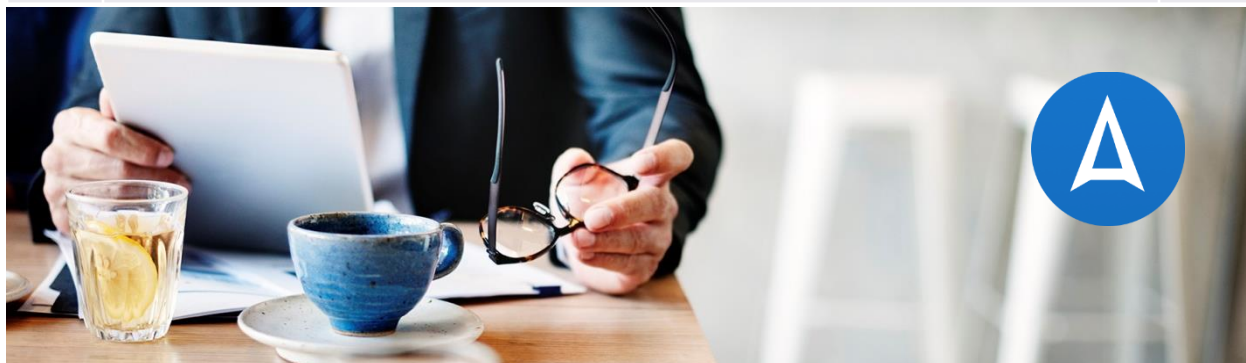


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Frequently Asked Questions (FAQs)

2019 – 2020

1 What is Ascend?

Ascend is a secure, encrypted, real-time cloud-enabled data platform that brings together all necessary tools for field sales agents to have meaningful engagements with prospective members. It is also a modular system with many functions designed to assist field sales teams with:

- Electronic scope appointment
- Electronic application completion and submission
- Audio recording capabilities
- Point of sales video capabilities
- Replacement for paper sales support and marketing documents
- Instant messaging from management to individual field agents and/or groups of agents

2 What is ARM (Ascend Real-Time Manager)?

The web-based platform where you can:

- Download the Ascend Mobile Application (AMA)
- Manage your book of business in one view (access on iPad or PC)
- Location where recordings get uploaded from AMA
- Long term data storage for leads and recordings
- Use as a resource for managers to extract reporting on their teams

3 What is AMA (Ascend Mobile Application)?

The sales and enrollment platform housed on your iPad or Windows device where you will:

- Conduct or record your sales meetings
- Manage your book of business and track your lead/prospect information
- Submit your electronic enrollments

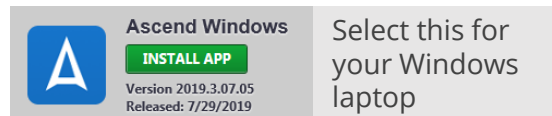
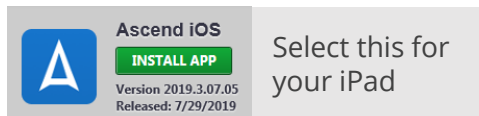
4 How do I request access to Ascend?

To access the Ascend VSO app, you must:

1. Request access on [Producer World](#)
2. Click on "Request access"
3. Follow the prompts and submit your request — It may take 2-7 days to process.
[Click here to view the Producer Guide.](#)



5 How do I download the Ascend App?

Once you receive your Ascend access. Go to this link: <https://arm.ascendproject.com> and use your credentials (email and password) to log-in. You can download by double clicking any of the applicable options for either your mobile device/iPad and/or Windows laptop/PC:

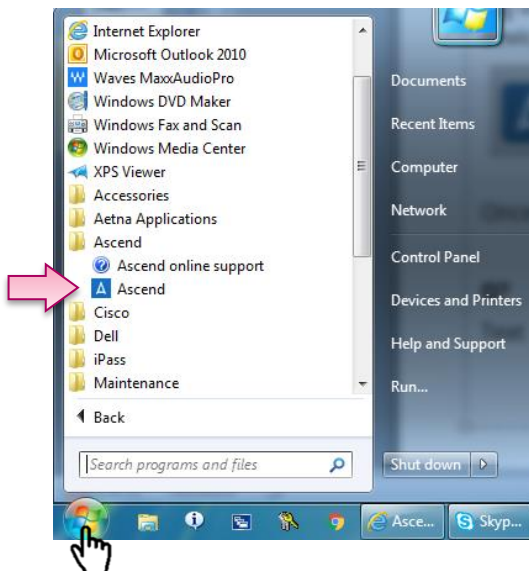


Once the installation is complete you are now ready to launch the Ascend app.

6 Where do I find the Ascend app on my laptop or iPad? How do I launch it?

Click the start  icon on your laptop/PC and look for the Ascend folder, then double click the Ascend icon  to launch the app. This will bring you to the Ascend log-in page.

For iPad, you can click the Ascend  icon that's on the apps screen.



7 How do I navigate around Ascend?

You will need to log-in first into the Ascend Real-Time Manager (ARM). You will then be brought to the home screen. The navigation bar on the left side will be visible from all sections of the Ascend Mobile Application (AMA). It consists of:

- Home page / Welcome page
- Leads – Your book of business
- Appointments – View seminars and home visits assigned to you
- Recordings – View and upload recordings
- Resources – Available during applications
- Help
- My Number – RATE Number
- Available – Toggles availability to receive agent connect calls
- Accepting Calls – Toggles availability to receive RATE calls
- Action Items/Leads Alerts – Navigates user to the notifications page
- Messages – View any messages past or present
- Change password
- Sign Out

8 How do I put Ascend on a new device?

Login into <https://arm.ascendproject.com>, select 'Aetna', and click 'Download App' at the top of the page.

9 How do I install Ascend on multiple devices?

Login into <https://arm.ascendproject.com>, select 'Aetna', and click 'Download App' at the top of the page.

10 How do I reinstall the Ascend app?

Login into <https://arm.ascendproject.com>, select 'Aetna', and click 'Download App' at the top of the page.

11 It's been more than 7 days and I have not received my access yet?

Contact ascendhelp@aetna.com for assistance

12 The video is not informative enough.

If you don't find the information you need from the video, there are other resources you can check, such as:

- The resource folder within the Ascend VSO
- Contact your local Broker Manager

13 Do I have access to Ascend or not? Is my profile status active or inactive?

Contact ascendhelp@aetna.com for assistance

14 Where can I find the status of my access request to the Ascend app?

It takes about 5 business days to process the request. Brokers will need to call the Broker Services Department (BSD) for the status of their access request at: 1-866-714-9301.

15 What is the website to log-in to Ascend?

Go to the Ascend website and download the appropriate app to your device:
<https://arm.ascendproject.com/Login.aspx>

Once you download and launch the app, it will take you to the Ascend log-in page.

16 How do I resolve log-in issues?

Contact the Ascend Help Desk at (833) 923-1431 or email <AscendHelp@AETNA.com>.

17 My Ascend account is deactivated? Why?

Account activation status is managed by Aetna based on standard operating procedures. Contact ascendhelp@aetna.com for more information.

18 How do I check for updated software? How do I update the software?

Ascend Mobile Application updates are automatically deployed to users in the field. If an update is available, the user will be prompted to begin the download when they open their Ascend application. There is no need to navigate to ARM to download the update.

19 I changed my email address, how do I update it?

Contact the Ascend Help Desk and request an email address update to your account.

20 Additional states are not showing up on my profile?

State Groups are assigned on a Ready To Sell basis by the Aetna BSD.

21 Can I use Ascend on both my desktop & iPad?

Yes, you may download and use both versions of the Ascend Mobile Application.

22 Will Ascend be available for any device's android devices?

No. The Ascend Mobile Application is only available for iPads and/or Windows laptops or desktop PC units.

23 How do I update my name in Ascend?

Login into <https://arm.ascendproject.com>, select 'Aetna', and click 'My Account' at the top of the page.

24 If I update my email on Ascend will I be able to access my old applications?

You will need to request an account merge from the Ascend Help Desk.

25 If I create a new account with a new email, will I be able to access my old applications under the old email?

No. You will need to request an account merge from the Ascend Help Desk.

26 Do I get a notification or confirmation email when I submit an enrollment application?

Ascend currently does not send automated emails confirming application submissions. Agents can use the 'Find An Enrollment' tile to navigate to your Agent Portal and view enrollments.

Note: VBE Ops team is exploring this enhancement with Bloom for AEP 2020 implementation.

27 Can I process an enrollment application offline?

Bloom is currently working through making this functionality available on Ascend in time for AEP. Brokers will then be able to enter details on the application form offline and submit when they have the ability to connect to a secure server/network.

28 Where can I find the enrollment application status on Ascend?

An application's status can be found in the Agent Portal. Use the 'Find an Enrollment' tile to access your Agent Portal, navigate and view enrollments.

29 Can I pull up an application after it's been submitted?

No, you cannot pull the actual application form after it's been submitted. However, you can pull a summarization of the application in the agent portal.

30 How do I send an application to an applicant?

You can send a copy of the enrollment confirmation to the applicant by email or text.

31 How do I resend the welcome email to the applicant?

The Welcome email can be resent by contacting the Broker Services Department.

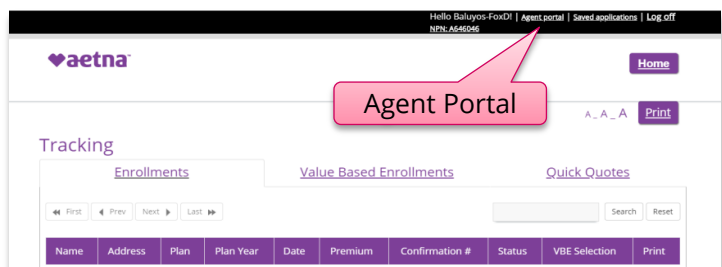
32 Can Ascend be used to enroll someone while they are in another state?

The Ascend tool is intended for use with face to face applications. The Remote Agent Telephonic Enrollment (RATE)* feature allows for secure telephonic enrollments. Contact ascendhelp@aetna.com for more information.

**available only for iPad Ascend Mobile Application*

33 I use Ascend to submit an application, but app doesn't go through or gets submitted?

Ensure that you are using a valid WiFi or Cellular network when using Ascend to submit applications. You can check the status of your applications in your Agent Portal.



34 Which should I check/select in the application when the SEP or certain life event is not listed in the online enrollment form?

All SEPs on Ascend's enrollment form are active. These are received directly from Aetna with the code, and are passed on the application data file when submitted to Aetna's enrollment department. If it's not on the form, it means that the SEP is not active (not applicable) for Aetna.

Election Period

Typically, you may enroll in a Medicare Advantage (MA) plan only during the annual election period (AEP) from October 15 through December 7 of each year. There are exceptions, called special election periods (SEPs) that may allow you to enroll in a Medicare Advantage plan outside of this period.

☐ **I am newly eligible for Medicare and this is my first entitlement to enrollment.**
Initial coverage election period (ICEP) – Your ICEP begins the first three months before your entitlement to both Part A and Part B and typically ends after the third month of eligibility. (Typically this relates to either your 65th birthday or your 25th month of disability)

☐ **I am newly eligible for Medicare Part D (prescription drug coverage).**
Initial election period for Part D (IEP for Part D) – You may be eligible for IEP for Part D if you are entitled to Part A or you are enrolled in Part B, and permanently reside in the service area of a Part D plan. You may also be eligible if you previously had Medicare due to disability and are now turning 65.

☐ **My situation falls under one of the special circumstances described below**
Special election period (SEP) – you may use an SEP outside of the usual ICEP, IEP, or AEP.

Please read the following statements carefully and check the box if the statement applies to you.

See SEP active choices on [page 12](#)

35 Can I check for my client's HICN/MBI and LIS eligibility in Ascend?

Yes, follow the instruction here:



36 If the broker enters a wrong HICN/MBI number, does the "verify" option populate/kick back the correct HICN/MBI?

No, it will not because CMS does not allow for this to occur for security reasons, however, broker will be prompted to enter a new number or re-verify twice and it will override the former HICN/MBI that was entered.

Medicare Insurance Information

Using the information on your Medicare card, please complete the section below.

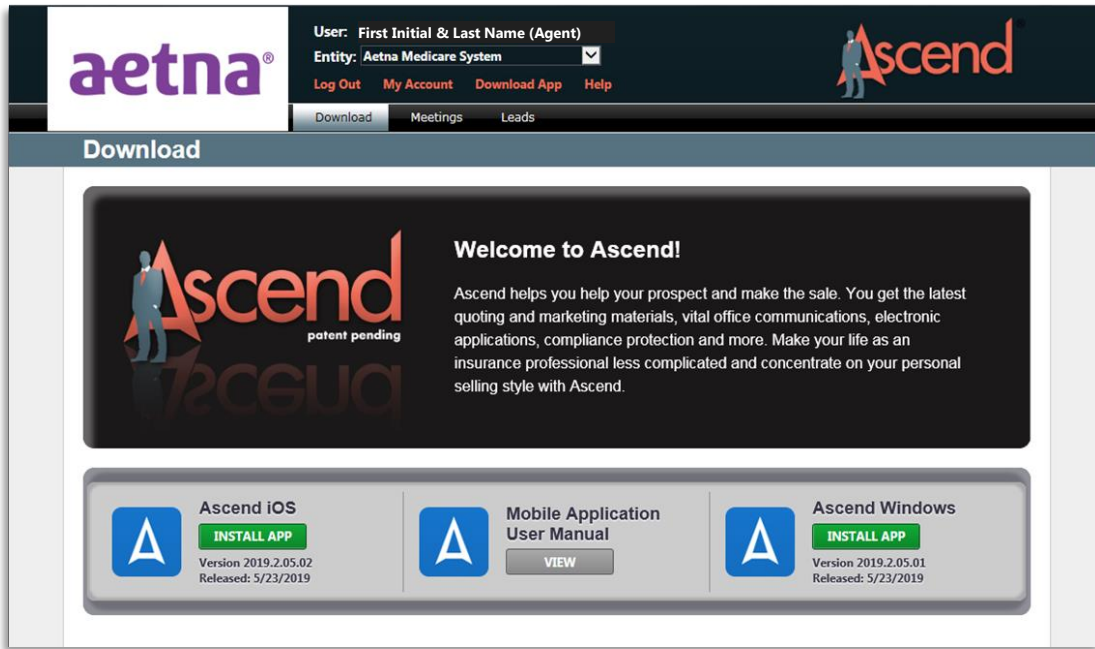
You must have Medicare Part A and Part B to join a Medicare Advantage plan.

Are you a Railroad retiree?
☐ Yes ☒ No

Medicare Number: * Verify

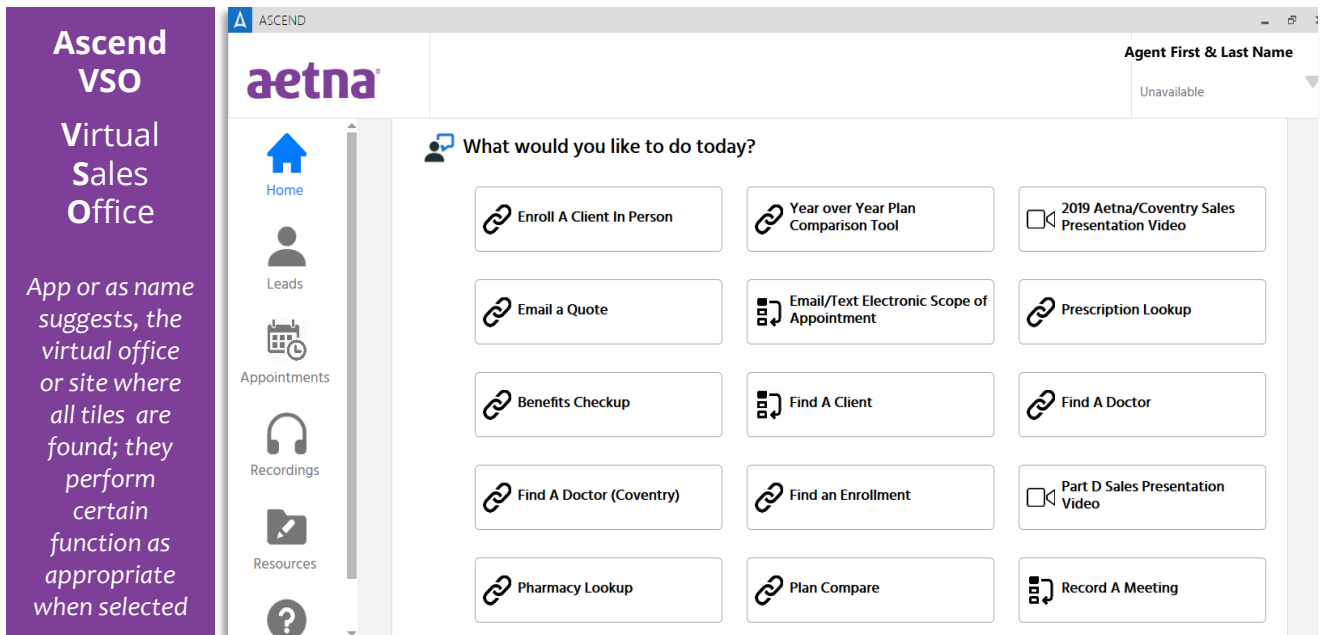
Hospital Part A effective date:

Ascend pages: What do they look like? How do they differ?



ARM
 Ascend
 Realtime
 Manager

The name of
 the admin
 site where
 agents can
 download the
 app
[https://arm.
 ascendproj
 ect.com](https://arm.ascendproject.com)





Explore plans

Enter your ZIP code below to find plans Aetna offers and review rates.

ZIP code

[View plans](#)



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Disclaimer of warranties and liabilities

Aetna Medicare is a PDP, HMO, PPO plan with a Medicare contract. Our SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal.

This information is not a complete description of benefits. Call the number in this material for more information.

You must continue to pay your Medicare Part B premium.

Every year, Medicare evaluates plans based on a 5-star rating system.

Medicare beneficiaries may also enroll in Aetna Medicare through the CMS Medicare Online Enrollment Center located at <http://www.medicare.gov>.

For a complete list of available plans please contact 1-800-MEDICARE (TTY users should call 1-877-486-2048), 24 hours a day/7 days a week or consult

www.medicare.gov.

AQE

Ascend Quote & Enrollment

Tool to use to compare plans, do pharmacy and/or provider searches, etc., and submit enrollment application online

VBE

Value Based Enrollment

Page that pops after a MA/MAPD enrollment application is submitted; Gives opportunity for brokers to offer a VBE option to clients

*Except in WA & NC



Call for more information:
Phone: 1-800-282-5366 TTY: 711
Seven Days a Week: 8AM - 8PM

[Home](#)

Congratulations! Your Aetna Medicare Value Plan (PPO) Enrollment Has Been Completed.

Your confirmation number is: 100405

Please keep this number for your records.

Click below to have you confirmation number emailed to you:

[EMAIL](#)

NOTE: We will not keep the email address entered on file. It will be used for the sole purpose of sending an enrollment confirmation receipt.

Click below to print this page and application:

[PRINT](#)

If you have any questions about your pending application, please call Aetna at the number listed below and have your confirmation number ready.

Need help with additional plan info?

Call an Aetna representative at 1-800-282-5366 (TTY: 711) 7 days a week, 8 a.m. to 8 p.m. for assistance with customer service/benefits questions.

Start Your Value Based Enrollment Now!

Wellness Advocates are standing by to assist with your transition into your new plan - they will help you schedule your Annual Wellness Visit and gather some other important information related to your healthcare needs.

Language : [English](#)
[Spanish](#)

[Connect Me Now](#)

Have a Value Based Enrollment Wellness Advocate call you now

[Schedule a Callback](#)

Schedule a date and time for a Value Based Enrollment Wellness Advocate to call you back

[Decline](#)

Decline the Value Based Enrollment program

Current
2019
SEP
choices
on
Ascend

Election Period

Typically, you may enroll in a Medicare Advantage (MA) plan only during the annual election period (AEP) from October 15 through December 7 of each year. There are exceptions, called special election periods (SEPs) that may allow you to enroll in a Medicare Advantage plan outside of this period.

☐ I am newly eligible for Medicare and this is my first entitlement to enrollment.

Initial coverage election period (ICEP) – Your ICEP begins the first three months before your entitlement to both Part A and Part B and typically ends after the third month of eligibility. (Typically this relates to either your 65th birthday or your 25th month of disability)

☐ I am newly eligible for Medicare Part D (prescription drug coverage).

Initial election period for Part D (IEP for Part D) – You may be eligible for IEP for Part D if you are entitled to Part A or you are enrolled in Part B, and permanently reside in the service area of a Part D plan. You may also be eligible if you previously had Medicare due to disability and are now turning 65.

☐ My situation falls under one of the special circumstances described below

Special election period (SEP) – you may use an SEP outside of the usual ICEP, IEP, or AEP.

Please read the following statements carefully and check the box if the statement applies to you.

☐ I am new to Medicare.

☐ I recently moved outside of the service area for my current plan OR I recently moved and this plan is a new option for me. I moved on

☐ I recently was released from incarceration. I was released on

☐ I recently returned to the United States after living permanently outside of the U.S. I returned to the U.S. on

☐ I recently obtained lawful presence status in the United States. I got this status on

☐ I have both Medicare and Medicaid (or my state helps pay for my Medicare premiums) or I get Extra Help paying for my Medicare prescription drug coverage, but I haven't had a change.

☐ I recently had a change in my Medicaid (newly got Medicaid, had a change in level of Medicaid assistance, or lost Medicaid) on

☐ I recently had a change in my Extra Help paying for Medicare prescription drug coverage (newly got Extra Help, had a change in the level of Extra Help, or lost Extra Help) on

☐ I am moving into, live in, or recently moved out of a long-term care facility (for example, a nursing home, a special needs care facility or long term care facility). I moved/will move into/out of the facility on

☐ I recently left a PACE program on

☐ I recently involuntarily lost my creditable prescription drug coverage (coverage as good as Medicare's). I lost my drug coverage on

☐ I am leaving employer or union coverage on

☐ I belong to a pharmacy assistance program provided by my state.

☐ My current plan is ending its contract with Medicare, or Medicare is ending its contract with my plan on

☐ I was enrolled in a plan by Medicare (or my state) and I want to choose a different plan. My enrollment in that plan started on

☐ I was enrolled in a special needs plan (SNP) but I have lost the special needs qualification required to be in that plan. I was disenrolled from the SNP on

☐ I was affected by a weather-related emergency or major disaster (as declared by the Federal Emergency Management Agency (FEMA). One of the other statements here applied to me, but I was unable to make my enrollment because of the natural disaster.

☐ In the last 12 months, I joined a Medicare Advantage plan when I turned 65.

☐ I have had Medicare prior to now, but am now turning 65.

Requested Effective