



# Up your game

## The Ascend Virtual Sales Office app

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

With the Ascend Virtual Sales Office app, you can electronically enroll clients into Aetna Individual Medicare plans (MA/MAPD). This tool helps reduce errors and accelerate the enrollment process for your clients. It has many other helpful sales and marketing features, too.

### Why use it?

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
- It has an intuitive design and easy-to-navigate screens
- It's secure and compliant and has been shown to help reduce the number of complaints to Medicare
- It enables new members to receive their initial welcome materials faster

 **aetna**<sup>™</sup>  
medicare solutions

## Now compatible with more devices

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

## How to request access

Once you're "ready to sell," you can request access on the Producer World® website at <https://www.aetna.com/producer/Medicare/index.html>. After logging in, click the "Tools" tab, then select "Ascend Virtual Sales Office App" and then "request access." Please allow seven to 10 business days for us to process your request. Once your request is processed, you'll receive an email with instructions and training resources. Note: You must be ready to sell to request the app.



## Getting started

- 1 Go to <https://arm.ascendproject.com>.
- 2 Sign in with the assigned username and password provided in your "Welcome to Ascend" email.
- 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, select "Download" from the main menu at the top of the screen. Then select the appropriate version for your device.
- 5 The app will appear as "Ascend Aetna" on your iPad or Windows device and "Ascend" on your desktop. Tap or click on it to sign in.
- 6 Last but not least, make sure you **practice**, so you're prepared to smoothly and proficiently conduct your next in-home appointment. Remember, **when practicing, always use the "Test Meeting" disposition.**

**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 Medicare broker manager. For technical assistance with the Ascend Virtual Sales Office app, please contact the Ascend Help Desk at **1-866-338-7772** or [help@ascendproject.com](mailto:help@ascendproject.com).

**Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).**

iPad is a trademark of Apple Inc., registered in the U.S. and other countries. Windows is a registered trademark of Microsoft Corporation in the United States and/or other countries. Prior to engaging in the sale of Aetna Medicare products, producers must be ready to sell, which means certified, contracted, licensed in the applicable states, and appointed by Aetna in accordance with state law. As permitted in certain states, Aetna will order appointments after the first sale. This communication is intended for use by brokers only and is not intended for distribution to Medicare beneficiaries. Any publication or distribution of this communication to unauthorized recipients without Aetna's approval is prohibited.

