Think Agent

The **enrollment app for all Aetna Medicare Advantage plans, Aetna SSI pdroducts and SilverScript Prescription Drug Plans (PDP)**

The future of enrollment

Welcome to Think Agent — the electronic enrollment app we designed to offer you and your clients an optimized experience. The website version can be used on your laptop or desktop computer, or download the app for your cell phone or other mobile devices.

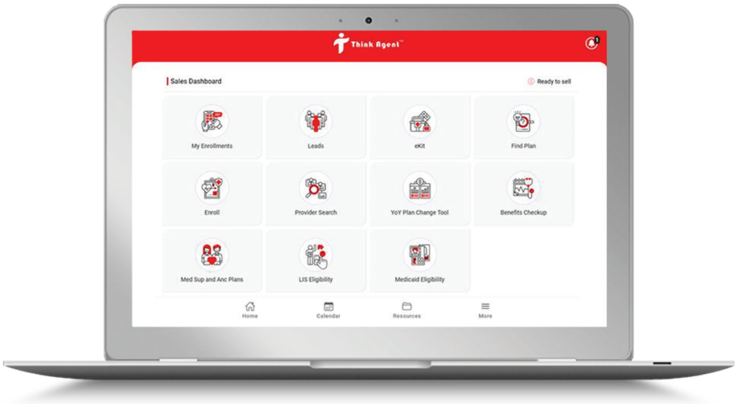
Features include:

- Full enrollment capabilities for MA, MAPD, PDP, D-SNP, and all Aetna senior supplemental products
- Virtual video appointments
- Product portfolio
- Compatible plan recommendations
- Offline enrollment intake
- Integrated MBI validation
- Medicaid and LIS status check
- Health risk assessment (HRA) available
- E-kit (email) enrollment option
- Scope of Appointment
- Telephonic enrollment
- Search function for providers and drugs
- Ready-to-sell status verification

How to get it

Step #1: Request access

Once you're ready to sell, you can download the Think Agent app from the Apple and Google Play stores. It's compatible with Android and iOS devices. After downloading, click "Sign Up" to submit your request for a new user account.



Or, if you wish to use the desktop version instead, please visit **app.thinkagent.com**, and click "Sign Up." You will be asked to provide your name, National Producer Number and email address.

Step #2: Complete your registration

Please allow 24-48 hours for us to process your request. Next, you'll receive two registration emails:

- The first email will contain your **username** and link to begin registration.
- The second email will contain your **registration PIN**. You'll need it to finish setting up your account.

After receiving both emails:

- Open the registration link in the first email you received (username email).
- Enter your registration PIN (note that the PIN is case-sensitive) and click "Validate."
- Create a password.
- Choose a security question from the drop-down, type an answer, and click "Submit."

aetna™
medicare solutions

This will complete your account setup. You can then log in anytime using your username and password.

Earn extra by completing an HRA after an enrollment

After enrolling your client in an MA/MAPD plan through Think Agent, you'll have an opportunity to invite your client to participate in a **health risk assessment (HRA)**. The HRA is a series of questions that allow us to gather health-related insights from the enrollee. We use those insights to better support members throughout the year.

How does it work?

If your client agrees to take the HRA, you'll proceed with asking a series of health-related questions that are displayed within Think Agent, and then you'll input your client's responses into the app. The whole process takes about 20 minutes.

How are service fees paid?

For the extra time it takes to facilitate this step, you'll earn a service fee. Service fees are paid about two weeks after the HRA transaction, as part of your regular commission payment. Service fee payments will also be reflected on your commission statements available through Producer World. IMPORTANT: The service fee will be paid to the same entity listed on your Aetna contract.

What else do you need to know?

- The HRA service fees are only available on new Aetna MA/MAPD enrollments (with some exclusions) and are not available with PDP enrollments or plan changes.

Questions?

If you have any questions or want to learn more, reach out to your local Aetna Medicare Broker Manager.

For assistance with registering, logging in, reporting or other technical issues, please email **support@thinkagent.com** or call **1-866-714-9301** and select option #5.

aetna™ medicare solutions

1161105-01-01 (7/23)