Think Agent

Introducing the new enrollment app for Aetna Medicare Advantage and SilverScript Prescription Drug Plans (PDP)

A new enrollment app in town

Think Agent is a new electronic enrollment app that offers an optimized enrollment experience for you and your clients. You can use the website version on your laptop or computer, or you can download the app version to use Think Agent on any mobile device, including cell phones.

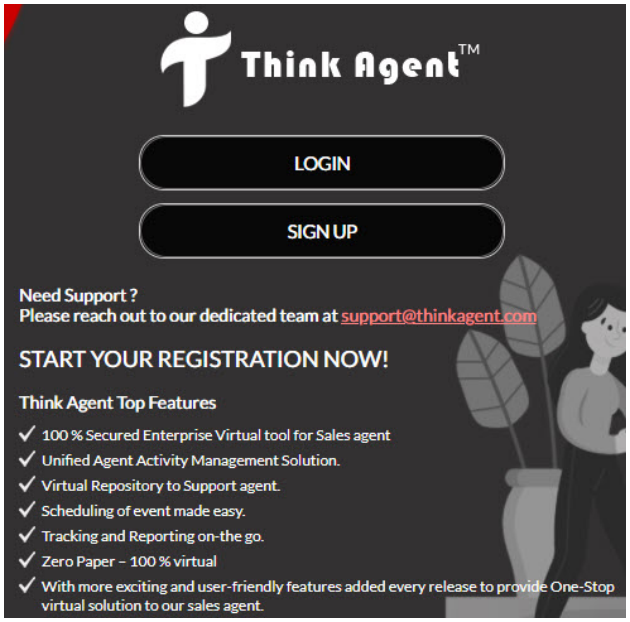
Features include:

- Full enrollment capabilities, *starting Oct. 1, 2021*
- Offline enrollment intake, *starting Oct. 1, 2021*
- Integrated MBI validation
- Medicaid status check
- Health risk assessment (HRA) available
- E-kit (email) enrollment option
- Scope of Appointment via email and text
- Provider search
- Drug cost estimator tool
- 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 5 or greater, version 11; or IOS 11.0 or greater, version 14.5. 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 **https://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** to login to Think Agent.
- The second email will contain your **PIN**. You'll need it to finish setting up your account.

aetna™ medicare solutions

AetnaMedicare.com

72.03.070.1 (8/21)

After receiving both registration emails:

- Login using your username.
- Enter your 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."

This will complete your account setup. You can then login any time using your username and password.

Earn up to $70 extra by completing an HRA after an enrollment

After enrolling your client in an MA/MAPD plan through Think Agent (excluding e-kit enrollments), 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 much can you earn?

For the extra time it takes to facilitate this step, you'll earn a $70 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 option is only available for new Aetna MA/MAPD enrollments. It is not available with plan changes.
- In addition, the HRA option is not available for enrollments via the e-kit option.

Questions?

We're excited to offer the Think Agent app as a new enrollment option this AEP season. 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 contact support@thinkagent.com.

aetna™ medicare solutions

AetnaMedicare.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 and its affiliates (Aetna).

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.

72.03.070.1 (8/21)