

# TPMO Disciplinary Report Submission Instructions



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**Why Register?**

Aetna's online service center developed to meet the informational needs of our producers, general agents and firm employees including access to:

- Get quotes
- Find compensation information
- Check license status
- Set up direct deposit
- Get reporting
- And more

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Welcome TOMMY TOWEROFPOWER 10/14/2022

**Producer World**

**Products & services**

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- Enrollment & billing
- Providers & medication
- Tools & forms
- Compensation
- Book of business
- Reports
- License and appointment
- Manage personal & firm profile
- Manage access for others
- News
- Contact us / Help

**First Look 2023**

Preview our 2023 MA/MAPD and PDP products and learn about portfolio-selling opportunities in your state.

See what's in store

**First Look 2023**

**Individual & Family Plans**

*Medicare agents:* Check out new AEP marketing materials on the Aetna Medicare Marketing Studio.

**Message Center**

**Attention Individual Medicare Top of Hierarchy organizations, NMOs and PMOs:** CMS released their Final Rule on Third Party Marketing Organization (TPMO) disciplinary actions. Your reporting is due to us by the 15th of every month. [Learn more.](#)

**Aetna CVS Health<sup>™</sup> and Innovation Health<sup>®</sup>/Banner | Aetna I&FP co-marketing logos are now available for General Agencies/Brokers.** To request use of the logo in communications: fill out the form, share an example of in-use case, and email both materials back for approval.

[New Producer Agreement available \(5/22\)](#)

[Compensation check run schedules](#)

**Help**

**We're Here to Assist You**  
Three ways for you to find the answers you're looking for: Find self-help information, call or email us. [Learn more](#)

**Update Address and Email**  
Please update your personal & firm information address and email to receive important correspondence from us.

**News**

[Keep up to date on Coronavirus news, resources and updates](#)

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**Get the flu communications toolkit** and help us remind members that flu shots and COVID-19 boosters are covered.

- Toolkit for Self Funded and 37 Fully Insured states
- Toolkit for 13 Fully Insured States (Exceptions)

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# TPMO Disciplinary Action Reporting

CMS released their Final Rule on Third Party Marketing Organization (TPMO) disciplinary actions. **This requirement went into effect 10/1/2022.** Based on CMS guidance TPMO's must submit a report to Aetna of any agent/staff disciplinary actions or violations of any requirements that apply to Aetna associated with Medicare beneficiary interaction on a monthly basis. The first report is due on or before November 15, 2022.



**Submit TPMO Disciplinary Report**



The following actions are required by your organizations:

- TOH's, NMO's, and PMO's have oversight responsibility for their downline agent and agencies including:
  - Responsible for collecting all disciplinary actions taken for any of their contracted employees/contracted agents and downline agents/agencies
  -  **Use the Aetna TPMO Disciplinary Action Template for your reporting.**
  - Submit the reports via Producer World by the 15th of the month for the previous month's information. (For example, October actions due by 11/15. November actions due by 12/15. December actions due by 1/15/2023, etc.)
  - **The first report is due on or before 11/15/2022.**



Please note, you **MUST** report by the 15th of every month any disciplinary actions identified and the actions taken by your organization and downlines.

Examples of violations associated with Medicare beneficiary interactions include, but are not limited to:

- Enrolled no consent
- Illegal behavior - i.e., theft from a Medicare beneficiary, stealing a beneficiary, protected health information, acts of violence toward a Medicare beneficiary.
- Fraud - i.e., forging a beneficiary signature on an enrollment application, receiving Kick Back payments.
- High pressure sales tactics
- Non-compliance with CMS marketing guidelines - i.e., conducting cold calling or door to door solicitation, providing cash or cash equivalent gifts.
- Egregious behavior- i.e., knowingly providing inaccurate information only to entice a beneficiary to enroll in a plan, threatening or abusive behavior.
- Unethical behavior - i.e., violations of Aetna's and/or organizations Code of Conduct/Ethical Standards.
- Non-compliance with CMS enrollment guidelines - i.e., using invalid Special Enrollment Periods, not obtaining an electronic or paper beneficiary signature.

Fill out Contact Form with name, NPN, Firm Name, Email address and phone number.  
Next fill out "Inquiry details" – choose your state.

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We're here to assist you

Three ways to assist you find the answers you are looking for -- Find helpful Information, call us or email us.



Helpful information Call us **Contact form**

## Contact form

Please use this page to submit a request for assistance or for more information.  
*Required fields are notated with a red asterisk (\*).*

**Make address, phone and email updates online.**

### Producer details

\*Name:

National Producer Number (NPN):

Firm name:

\*Email address:

Phone number:

### Inquiry details

Please select the state and segment you are inquiring about and provide a detailed message so we can better assist you.

\*State you are inquiring about:  
Select a state  
**Select a state**  
Alabama  
Alaska  
Arizona  
Arkansas  
California  
Colorado  
Connecticut  
Delaware  
District of Columbia  
Florida  
Georgia  
Hawaii  
Idaho  
Illinois  
Indiana  
Iowa  
Kansas  
Kentucky  
Louisiana

Issue:

Add attachment below (if applicable):  
Note: multiple files or files larger than **1MB** should be zipped prior to submitting. **Maximum file size in 1MB.**  
 No file chosen

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## Choose your “Segment” – Individual Medicare

**Inquiry details**

Please select the state and segment you are inquiring about and provide a detailed message so we can better assist you.

\*State you are inquiring about:  
Select a state

\*Segment:  
Select a market segment  
Select a market segment  
> Individual and family medical plans  
> Individual Dental  
> **Individual Medicare**  
> Group Medicare  
> Middle Market  
> National Accounts  
> Senior Medicare supplement and ancillary products  
> Small Group  
> Student Health

request (i.e. TIN, Group/Control #, Claims, Member

Add attachment below (if applicable):  
Note: multiple files or files larger than **1MB** should be zipped prior to submitting. **Maximum file size in 1MB.**  
Choose File | No file chosen

Submit Reset

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## Choose your “Inquiry type” – TMPO Disciplinary Report

**Inquiry details**

Please select the state and segment you are inquiring about and provide a detailed message so we can better assist you.

\*State you are inquiring about:  
> Georgia

\*Segment:  
> Individual Medicare

\*Inquiry type:  
Select an Individual Medicare inquiry type  
> Broker of Record changes  
> Certification  
> Commissions  
> Contract Changes  
> Firm access/privileges  
> Individual Dental  
> Member Inquiry  
> Joint Venture  
> Licensing & Appointment  
> Medicare certifications  
> Payee/Banking change  
> Ready to Sell Status  
> Registration  
> Reporting  
> Sales Supplies  
> Site feedback  
> Technical Help  
> Think Agent  
> **TMPO Disciplinary Report**  
> Other

ite your request (i.e. TIN, Group/Control #, Claims, Member

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ould be zipped prior to submitting. **Maximum file size in 1MB.**

Submit Reset

If you **don't** have any disciplinary incidents to report “check” the “**No TPMO incidents to report.**” Then click “**Submit**”

**Inquiry details**

Please select the state and segment you are inquiring about and provide a detailed message so we can better assist you.

\*State you are inquiring about:  
> Georgia

\*Segment:  
> Individual Medicare

\*Inquiry type:  
> TPMO Disciplinary Report

No TPMO disciplinary incidents to report

\*Enter your message/issue:  
*If applicable, please provide details to expedite your request (i.e. TIN, Group/Control #, Claims, Member Materials, Benefits, etc.)*  
Ex. I am inquiring about my clients bill.

Add attachment below (if applicable):  
*Note: multiple files or files larger than 1MB should be zipped prior to submitting. Maximum file size in 1MB.*  
Choose File | No file chosen

Submit Reset

If you **do** have disciplinary incidents to report “Choose File” and upload the required Aetna “TPMO\_Disciplinary Action Template” file for that month.

**Inquiry details**

Please select the state and segment you are inquiring about and provide a detailed message so we can better assist you.

\*State you are inquiring about:  
> Georgia

\*Segment:  
> Individual Medicare

\*Inquiry type:  
> TPMO Disciplinary Report

No TPMO disciplinary incidents to report

\*Enter your message/issue:  
*If applicable, please provide details to expedite your request (i.e. TIN, Group/Control #, Claims, Member Materials, Benefits, etc.)*  
Ex. I am inquiring about my clients bill.

Add attachment below (if applicable):  
*Note: multiple files or files larger than 1MB should be zipped prior to submitting. Maximum file size in 1MB.*  
Choose File | TPMO\_Disc...10.2022.xlsx

Submit Reset

Then click on **“Submit”**

**Inquiry details**

Please select the state and segment you are inquiring about and provide a detailed message so we can better assist you.

\*State you are inquiring about:  
› Georgia

\*Segment:  
› Individual Medicare

\*Inquiry type:  
› TPMO Disciplinary Report

No TPMO disciplinary incidents to report

\*Enter your message/issue:  
*If applicable, please provide details to expedite your request (i.e. TIN, Group/Control #, Claims, Member Materials, Benefits, etc.)*

Ex. I am inquiring about my clients bill.

Add attachment below (if applicable):  
*Note: multiple files or files larger than 1MB should be zipped prior to submitting. Maximum file size in 1MB.*

Choose File TPMO\_Disc...10.2022.xlsx

**Submit** **Reset**

