



Pacesetter

January 2020
Aetna Senior Supplemental Insurance

Throughout 2020, we'll be celebrating associates who have been with Aetna Senior Supplemental Insurance for more than 20 years. This month's newsletter features **Christine Sekoral**, Senior Claims Benefit Specialist, who is our most tenured colleague (28 years of service!) **Read more...**



Setting the pace
A spotlight on success



One of our greatest joys is helping you grow your career and business. To kick off 2020, we're putting our spotlight on two agents who are shining examples of people who do the right things for the right reasons...and as a result, have had incredible success.

Read more...

Leaderboard

Year-to-date 2019	December 2019
Total production	
<ol style="list-style-type: none">1. David Haass2. John Lewis Savage3. Jamie Knatz4. Andres Fonseca Naranjo5. Steven John	<ol style="list-style-type: none">1. David Haass2. Ashley Davis3. Michelle Boggs4. Adam Darlin5. Jamie Knatz

[View the full list here](#)

Product availability

[View our product availability here](#)



Focal point

Gratitude in lessons

Let me begin by thanking all of you for trusting us enough to give us such a magnificent 2019! Believe me when I say that we know even more than usual that without you, most of us are unnecessary. Words will never adequately express my gratitude. You guys are simply the best there is. But the bigger question I'm grappling with tonight as I board yet another flight, is where we go from here. [Read more...](#)



Bravo

Accolades for our automated underwriting

Congratulations to our Aetna Senior Supplemental Insurance (SSI) Technology Team for receiving CVS Health corporate recognition for their efforts in rolling out the automated underwriting solution. Through a CVS Health program called IgnITe, which recognizes both individual and team efforts, our Technology Team was one of 16 winners, out of hundreds of nominations. [Read more...](#)



Operations

Behind the scenes

The 2020s are here, and with this brand new decade comes new challenges and technologies that will change the way we live and how we conduct business. It's intriguing to read about future predictions that will occur over the next ten years. I thought it might be fun to peer into the crystal ball at a few examples of what the coming decade might bring. **Read more...**



Best practices

DVH: Up, up, and away

The biggest new product sales success story for our senior supplemental insurance occurred last year – with Dental, Vision and Hearing (DVH)... The “thing” going on now with Dental, Vision and Hearing is consumer complaints. Not surprising given the high level of sales, but the questions are a bit concerning. The common themes are a general lack of understanding of the DVH product on the part of the consumer. **Read more...**



Making connections
Your voice

As we step further into 2020, we are redoubling our efforts to secure a steady supply of feedback. Not only are we continuing to add onto our agent feedback programs, but we are also adding policyholder feedback programs. **Read more...**



* Aetna Senior Supplemental Insurance includes products underwritten by Aetna Health and Life Insurance Company (AHLIC), Aetna Health Insurance Company (AHIC), American Continental Insurance Company (ACI), Continental Life Insurance Company of Brentwood, Tennessee (CLI).

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