

CARRIER	PROCESS	NOTES	LAUNCH DATE
AETNA/COV	<p>www.aetnamedicareproducercertification.com</p> <p>MA/MAPD/PDP certification components</p> <p>1. AHIP Medicare training and exam: This course has five modules. The final exam requires a passing score of 90% or better within 3 attempts and includes Fraud, Waste and Abuse (FWA) training and a test. The AHIP final exam costs \$125. (Except for 2018 Front Runners. For Front Runners, the cost is FREE.)</p> <p>If you're recertifying and you completed last year's AHIP training requirements, you can follow a recertification track of modules 4-5 only, plus the Fraud, Waste, and Abuse training/exam. You should still acquaint yourself with modules 1-3, since the final exam covers all five modules.</p> <p>2. Core training and exam: Provides a high-level view of Aetna's Code of Conduct and Medicare Compliance Program to satisfy annual CMS certification requirements.</p> <p>3. Broker attestations:</p> <ul style="list-style-type: none"> * FDR attestation: An attestation for First Tier, Downstream and Related Entities. * Market-specific training attestation: An attestation acknowledging that you'll need to complete market-specific training for every state and market where you plan to sell. * Third-party website attestation: An attestation for contracted agent/brokers and entities who use a website to reference or promote MA/MAPD/PDP plans, or to obtain beneficiary information for the purposes of marketing or enrollment into an Individual Medicare plan. <p>4. Part D training and exam: Offers a high-level look at Aetna and Coventry Part D products to satisfy annual CMS certification requirements.</p>	<p>Renewals: To receive renewal commission next January for business sold in prior years, you must complete the annual certification process by December 31. You must also be licensed and appointed with us.</p> <p>Uplines and principals must be fully licensed, appointed and certified in all states and markets where their downline agents or employees intend to sell.</p> <p><i>Agents who complete the 2019 initial certification are allowed to sell plans for the remainder of 2018.</i></p>	<p>June 18, 2018 - AHIP July 11, 2018 - Certs Open</p> <p>Broker Services 866-714-9301 8am - 8pm ET brokersupport@aetna.com</p>

5. MA/MAPD overview training and exam: Offers a high-level look at Aetna and Coventry Individual MA/MAPD and Medicare Supplement products to satisfy annual CMS certification requirements. Also includes the Dual-Eligible Special Needs Plan (D-SNP) training.

6. Market Specific Training: Two options available -

- **In person or webinar**

Starting 8/1, you can sign up for training at

www.aetnamedicareagenttraining.com

- **Self-Study (best option for those in multiple markets)**

Starting 9/1, you can access 2019 Market specific training materials and other resources for self- study option at

<https://www.aetna.com/producer/Medicare/index.html>

By choosing the self-study option, you will be directed to Aetna's Producer World website for brokers, where you can sign in and select the Individual Medicare tab and gain access to 2019 Market Specific training documents.

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<p>Anthem BCBS</p>	<p><u>Product Training and certification requirements are determined by brand, states and product in which you are appointed.</u></p> <p>PLEASE READ BEFORE CLICKING on the certification link: In order to access the required AHIP certification and Product Training for Medicare Advantage and Part D, you must log into the broker portal using your direct or subagent broker portal User Name and Password. If you have logged into the broker portal using your agency's User Name and Password, please log out. Then re-enter the portal using your personal individual subagent broker portal access If you do not have a subagent broker portal account, please log out and click Register to obtain one.</p> <p>If you have any questions or need additional assistance in accessing the AHIP certification and Product Training modules for Medicare Advantage and/or Part D, please contact their dedicated Senior Agent Sales Support team at 1-888-209-7839.</p> <p>For brokers who sell SENIOR/INDIVIDUAL MEDICARE POLICIES ONLY, click on the following link: Medicare Advantage and Part D Prescription Drug Certification and Product Training/Sales Events</p> <p>There are two requirements for certification: the Medicare Advantage and Part D Prescription Drug Certification and the Anthem Product Training.</p> <p>You must achieve a passing score of 90% or above on product training.</p> <p>Effective 6/1/12, brokers and consultants who work with SENIOR/GROUP MEDICARE ADVANTAGE AND PART D PRESCRIPTION DRUG PLANS and are not contracted to perform sales and marketing on behalf of us, the plan sponsor, will no longer be required to complete AHIP certification and Fraud, Waste and Abuse training. For brokers and consultants who receive commissions, a current license in the state the group resides and appointment with the broker agency or consulting firm will continue to be required.</p>	<p>Certification is state specific.</p> <p>Agents that complete the 2019 certifications can sell for the remainder of the 2018 selling season.</p> <p>Non-producing principals ARE required to certify.</p> <p>Face to face training is not required.</p>	<p>Available Now</p> <p>California: 888-209-7839 All other states: 800-633-4368</p>

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Blueshield of CA	<p>https://www.blueshieldca.com/bsca/bsc/wcm/myconnect/broker/brokercontenten/medeligible/certification</p> <p>Complete your AHIP certification, Blue Shield product training and SilverScript product & process course today!</p> <ol style="list-style-type: none"> 1. Log into to America's Health Insurance Plans (AHIP) site today! 2. Take Blue Shield's 2018 MA-PD and PDP product training. As always, once you pass both AHIP's and Blue Shield's training you'll be ready to sell. AHIP training will include a segment on Fraud, Waste, and Abuse and this training is required annually. 3. Take the SilverScript Product & Process course via SilverScript Agent Portal in order to have the ability to sell. SilverScript now has a direct relationship with the AHIP training website. Agents who have completed the 2018 initial training and/or annual re-training certifications through AHIP can click on SilverScript AHIP page and your training transcript will automatically be linked to SilverScript. Agent will need to log in with AHIP credentials to have your scores accessible by SilverScript. 4. AHIP cost is \$125, we will reimburse you up to \$100 for the AHIP certification fee after you have completed and passed the necessary training and enrolled five Blue Shield MA-PD members.* To receive your reimbursement, please download the AHIP Certification Training Reimbursement Request form (PDF, 432KB) and email completed form to medicarebroker@blueshieldca.com. <p>Follow these three easy steps:</p> <p>Step 1: Complete AHIP certification. Transmit your results directly to BS of CA by clicking the button at the bottom.</p> <p>Step 2: Complete Blue Shield product training. Go to https://www.medicareproductcertification.com/Default.aspx to complete training. Enter your NPN to access MA-PD and PDP course. You have 5 attempts and must score 85% or higher.</p>	<p>Producer Services 800-559-5905 BSCcertsupport@blueshieldca.com</p>	<p>Available now</p>

Step 3: Complete SilverScript Product & Process course.

Go to

<https://www.silverscriptagentportal.com/agentportal/login.aspx?redirect=/agentportal/default.aspx> and complete product training and process course. Login with AHIP credentials to have your scores accessible by Silverscript.

NOTE: If you are already contracted to sell SilverScript, you will need to get contracted with Blue Shield of California to sell through us as well. Then all you need to do is set up a profile at the Blue Shield of California SilverScript agent portal. You will not have to retake the training if you are already up to date.

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<p>Cigna HealthSpring</p>	<p>https://cignahealthspringproducers.com</p> <p>Path to Certification:</p> <ol style="list-style-type: none"> 1. Complete ALL necessary contracting paperwork. 2. Complete 2019 Contract attestations – <p><u>Agents –</u> Agents cannot begin 2019 certification training until all contractual agreements are complete. All Agents must complete attestation requirements and certification by December 31, 2018, or forfeit renewal payments.</p> <p><u>Agencies-</u> Agencies must complete attestation requirements by December 31, 2018, otherwise January 2019 payments will be withheld. Agencies that fail to complete these requirements by March 31, 2019, will forfeit payments. If the agency representative is also licensed and appointed with Cigna-HealthSpring, he/she will also need to log in with personal credentials to attest as an agent.</p> <ol style="list-style-type: none"> 3. Log into Producers’ University and complete all required training on your track. 4. Pass each course with a score of 85% or better. You have 3 attempts to pass. 5. Upload AHIP, Pinpoint, Gorman or complete on site. <p>AHIP Reimbursement:</p> <p>To be eligible for reimbursement you need to complete your 2019 certification by September 15, 2018 AND sell five (5) net January 1, 2019 effective applications.</p> <p>After meeting those requirements, you’ll be eligible for reimbursement as outlined below:</p> <ul style="list-style-type: none"> - Complete AHIP Training and all Cigna-HealthSpring required courses to receive \$125 reimbursement - Complete Gorman Health Group Training and all Cigna-HealthSpring required courses to receive \$99 reimbursement - Complete Pinpoint Medicare Training and all Cigna-HealthSpring required courses to receive \$89.95 reimbursement 		<p>July 18th</p> <p>Dec. 31st is the deadline for agents AND agencies (must login as agency to complete – agency NPN is username) to complete attestations and certifications to receive renewals.</p>

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<p>Humana</p>	<p>https://www.humana.com/logon</p> <p>2019 AHIP is required for both Certification and Recertification. Agents typically take AHIP through Humana after they have logged into training from our Humana site. If an agent goes directly to AHIP to register, the fee is \$175.00 and must have their AHIP results transferred to Humana before they can continue completing their certification or recertification.</p> <p>IMPORTANT: We are <i>not</i> recommending or suggesting that agents should take AHIP as soon as it is available by going directly to the AHIP site. Agents going directly to AHIP will be shown the AHIP e-commerce site where they are required to pay AHIP for their AHIP training, and that rate will not be the Humana discounted rate. For agents who typically have the AHIP fee waived (career and certain non-career agents) they must go through the Humana site to have the AHIP fee covered upfront.</p> <p>For those agents required to pay the AHIP registration fee, the 2018 charge is \$125.00 (regular fee is \$175), if the training is accessed via the Humana MarketPoint University.</p> <p>Humana will reimburse AHIP registration fee:</p> <ul style="list-style-type: none"> - AHIP must be completed through the Humana Portal -AND the agent has successfully enrolled 10 MA or 40 PDP Jan. 1, 2019 effective members (members must be accreted with CMS by Mar. 3, 2049) <p>Accessing Certification and Recertification</p> <ol style="list-style-type: none"> 1. You can access certification and recertification by logging into the Vantage agent portal from Humana.com. 2. From the Education card in Vantage, click the Humana MarketPoint University (HMU) link. 3. Instructions for locating and starting training are available on the homepage of HMU. 4. Final Exam - You will have 35 minutes to complete <ul style="list-style-type: none"> -A passing score of 85% is required -You will have 3 attempts to pass 	<p>Agent Support Unit 800-309-3163 agentsupport@humana.com</p> <p><i>Agents who complete the 2019 initial certification are allowed to sell plans with 2018 effective dates through 11/30/2018.</i></p>	<p>All Certification Courses – July 10 at 12pm EST</p> <p>All Recertification Courses – July 17 at 12pm EST</p> <p>External Agents have until Nov. 30th to complete recertification</p> <p>2018 Certification courses close at 5:00pm EST on June 15 AHIP 2018 courses closes on June 15</p>

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MOMAC OHIC	<p>There are three steps in being ‘Ready to Sell.’ Step 1: Contracting (must include NPN, EFT info, valid e-mail and phone number) Step 2: AHIP Certification Step 3: Product Training</p> <p>AHIP CERTIFICATION One of the first steps in being ready to sell MA or PDP is completion of the 2019 America’s Health Insurance Plans (AHIP) certification. – Mutual will only accept AHIP for your fraud, waste and abuse training requirement.</p> <p>Mutual is pleased to announce we now provide access to this certification through our producer website Sales Professional Access (SPA) at a reduced price.</p> <p><i>Access</i> The AHIP certification link can be found on SPA (www.mutualofomaha.com/broker) under the Training and Compliance link.</p> <p><i>Cost</i> Mutual offers a \$50 discount when completing certification through Mutual. The cost will be \$125.</p> <p><i>Submitting</i> Upon successful completion of the AHIP certification, it can be submitted as follows:</p> <ul style="list-style-type: none"> • For producers selling MA and/or PDP, send to contractsandappointments@mutualofomaha.com or fax to 402-997-1830. • Note: The AHIP and Product Training can also be accessed on SPA under the Sales Tools tab. Select Medicare Solutions – Product Education and then select appropriate training link. 	<p>Sales Support 800-693-6083</p> <p>Licensing Support 800-867-6873</p>	<p>August 7 OHIC August 13 MOMAC</p>

Effective August 7, 2018, you can now access our product training for Omaha Health Insurance Company (OHIC) PDP on Sales Professional Access* (SPA) www.mutualofomaha.com/broker. Product training for Mutual of Omaha Medicare Advantage Company (MOMAC) MA will be available on August 13.

Accessing Product Training

You must complete the product training for the product(s) you are contracted to sell. The link will only be accessible to agents who have signed and submitted the MOMAC/OHIC contract.

Prescription Drug Plans

On SPA select: Product – Medicare Solutions – Prescription Drug Plans – Under Product Training click on 2019 Product Training. Note: The training link can be accessed when selecting any state except New York.

Medicare Advantage

Medicare Advantage training will be available on August 13.

MA and PDP training is not state specific. Regardless of what state is selected to access the training links, there is only one MA product training module and one PDP training module. The MA product training module applies to both the Cincinnati and San Antonio markets and likewise the PDP product training module applies to all states.

Allow yourself adequate time to review the materials and complete the test. Once you begin the training you must complete it. You cannot save it and return at a later time to finish. Also if the system is left idle for a period of time it will timeout and that will be considered an attempt.

You have three attempts to complete the training with a passing score of 85%. Once you have successfully passed, your results will be transmitted to our Contracting area. When all three steps above are complete you will be notified you are ‘Ready to Sell.’

** You will note a new look to the product pages on SPA. Under the Product tab – Medicare supplement, Medicare Advantage and Prescription Drug Plans are conveniently located under the product title Medicare Solutions. The first time you access these pages you will need to select a state in order to view state specific product information. You can then change the state at any time.*

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Silverscript	<p>https://www.enrollmentportals.com/Auth/Login.aspx?insCo=ssi</p> <p>AHIP: If you have completed the 2019 AHIP, Pinpoint, or Gorman certification curriculum, we will give you credit for completing the SilverScript Medicare Overview and Compliance courses. Instructions on how to have the credit applied is on the Portal's Training & Certification page.</p> <p>DO NOT fax or upload your AHIP or Pinpoint certifications.</p> <p>To transfer certs from AHIP or Pinpoint:</p> <ol style="list-style-type: none"> 1. Using Chrome, Firefox or Internet Explorer version 11, go into the SilverScript Agent Portal. <ol style="list-style-type: none"> a. If you haven't logged into the Portal since before 6/15/18, use "Forgot your password?" to change your password to include a special character. b. See https://enrollmentportals.com/Auth/SupportBrowsersVersion.aspx?insCo=ssi for supported browsers and tips to clear browser cache 2. Login to the Portal, change the plan year in the upper left corner to 2019. 3. From the gray bar below the SilverScript logo, move the mouse over Tools to display the drop down and click on "Training & Certification" 4. On that page, there will be a red box with "Transfer My AHIP Credits", or "Transfer My Pinpoint Credits" click the appropriate box. <ol style="list-style-type: none"> a. For AHIP, this will open up another page that is shared between SilverScript and AHIP. b. For Pinpoint, this will open up another page that is shared between SilverScript and Pinpoint. 	<p>You must complete certifications prior to Dec. 7, 2018 in order to receive renewals.</p>	<p>July 6th - First 2 courses are available</p> <p>Product Courses are awaiting CMS approval</p>

Did you take AHIP or Pinpoint training?

Click the appropriate "Transfer Credits" button to have your AHIP or Pinpoint results automatically transfer into your SilverScript profile. Once you click the transfer button, click "Continue." It's that simple! The transfer credits will be applied to your SilverScript profile the next business day.

If you've completed training through AHIP or Pinpoint, do not upload your certificate. Follow the Pinpoint steps above to transfer your credits.

[Transfer My AHIP Credits](#)

[Transfer My Pinpoint Credits](#)

5. Log in with your credentials for that training partner, then close that shared page.
6. Within 1-2 business days, your certification will transfer into our system.
7. While you wait for the external certification to transfer, you can complete the E3 Product and Process course.

AHIP page:



Pinpoint page:



The first two courses of the 2019 SilverScript Agent Certification curriculum (Medicare Overview and Compliance) are now available via the Portal's "I want to..." section of the Toolbar. PDFs of the courses are available via the Portal's Resources, **Reference Materials** section. **You can view these PDFs while taking the course quizzes.** This provides for a very helpful "open book" test.

The SilverScript product-specific course will be available shortly after CMS approves our 2019 plan designs. Remember to log back into the SilverScript Agent Portal in or after early-August to complete the balance of the SilverScript annual certification curriculum. If CourseMill presents you with a log in screen, then you may need to add [*.]enrollmentportals.com to use tracking cookies in your browser. You may then need to clear your cache, and then possibly cookies and history.

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<p>UHC</p>	<p>www.uhcjarvis.com</p> <p>Certify early! The sales materials portal will open mid-August for Enrollment Guide orders! By certifying early, you can ensure you'll have materials ready to go by Oct. 1. Complete all PREREQUISITE TESTS by passing with a score of 85% or higher within 6 attempts.</p> <ul style="list-style-type: none"> • Failing any prerequisite test will block access to any test and you will not be able to market or sell any UHC Medicare Solutions product for the plan year. • Prerequisite tests must be taken in order: 1) Medicare Basics* 2) Ethics and Compliance 3) AARP Course <p>NOTE: *UHC will accept AHIP in place of the UHC 2019 Medicare Basics Test (including Medicare Advantage and Prescription Drug Plans). If you choose to certify via AHIP, you need to transmit the 2019 AHIP Certification before any other 2019 modules have been started. Failure to do so will result in AHIP score rejection.</p> <p>Complete the PRODUCT TEST(s) by passing with a score of 85% or higher within 6 attempts or you will not be allowed to sell the applicable product for the plan year.</p> <ul style="list-style-type: none"> • Available product tests by type are: <ul style="list-style-type: none"> – AARP® Medicare Supplement Insurance Plans – Chronic Condition and Dual Special Needs Plans (CSNP/DSNP) – Institutional and Institutional-Equivalent Special Needs Plans (ISNP/IESNP)** (by invite only) – Senior Care Options** (by invite only) <p>How to take certifications</p> <ul style="list-style-type: none"> · Certification modules and tests are open 24 hours a day, seven days a week on Jarvis>Knowledge Center>Training>Certifications. · Each time you launch the assessment an attempt is counted, whether you complete the assessment or not. Important: Be sure to schedule uninterrupted time in order to complete the entire assessment without losing an attempt. · Upon answering a question, immediate feedback lets you know if you answered the question correctly or incorrectly. · For more information, refer to the 2019 Certification User Guide on Jarvis>Knowledge Center>Training>Certifications. 		<p>June 25th</p>