

2016 CERTIFICATION CHEAT SHEET

CARRIER	PROCESS	HELP / NOTES	LAUNCH
AETNA/ Coventry	<p>What's required to sell 2016 MA/MAPD and PDP plans?</p> <p>You must successfully complete the Aetna Individual Medicare annual certification process and meet all contracting requirements prior to marketing or selling Aetna or Coventry Individual Medicare products (MA, MAPD and PDP) during the Annual Election Period for January 1 effective dates and throughout the year.</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. Payees must be fully certified in all states were the products for which they are receiving commissions are sold.</p> <p>How to access the certification site</p> <p>Just login to our certification site at: https://aetna.cmpsystm.com/ext/ahip/login.php.</p> <p>If you are a principal of an agency (producing or non-producing) select "Uplines & Payees".</p> <div data-bbox="302 764 690 1187" style="border: 1px solid gray; padding: 5px;"> <p>Training</p> <ul style="list-style-type: none"> <input type="checkbox"/> Non-Small Group <input type="checkbox"/> Coventry Only Group - Internal <input type="checkbox"/> Coventry Only Group - External <input type="checkbox"/> Internal & External Producers <input checked="" type="checkbox"/> Uplines & Payees <input type="checkbox"/> Telesales Agents </div>	<p>Medicare Broker Services Dept Phone: 866-714-9301 Hours: 8am – 6pm ET Mon – Fri Email: brokersupport@aetna.com</p> <p>Brokerservice-medicareteam@aetna.com</p> <p>Agents will need to certify separately for 2015 and 2016. AHIP will apply for both plan years. NO more Face to Face training required for 2015 or 2016.</p>	<p>July 10, 2015</p>

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All **other agents** select “Internal and External Producers”.

Training

- Non-Small Group
- Coventry Only Group - Internal
- Coventry Only Group - External
- Internal & External Producers
- Uplines & Payees
- Telesales Agents

Part D-only certification components:

1. **AHIP Medicare training and exam:** This course has five modules. The final exam requires a passing score of 90% or better within three attempts and includes Fraud, Waste and Abuse (FWA) training and a test.
 - o The AHIP final exam costs \$125.
 - o 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.
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.
3. **Part D training and exam:** Offers a high-level look at Aetna and Coventry Part D products to satisfy annual CMS certification requirements

MA/MAPD/PDP Certification components:

1. **AHIP Medicare training and exam:** This course has five modules. The final exam requires a passing score of 90% or better within three attempts and includes Fraud, Waste and Abuse (FWA) training and a test.
 - a. The AHIP final exam costs \$125.
 - b. 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.
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.

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3. **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.
4. **Part D training and exam:** Offers a high-level look at Aetna and Coventry Part D products.
5. **MA/MAPD market-specific training:** NEW for 2016, MA/MAPD market-specific trainings are available online! You're required to complete online product training for the MA/MAPD service areas where you intend to sell. If you sell in multiple MA/MAPD service areas, you must complete product training for every service area where you intend to sell.

Certification FAQs:

Can my AHIP certification be transferred to Aetna?

Yes, as long as you earn a score of 90% or better on the final exam within three attempts. You may transfer your existing AHIP certification to us through our certification site. You must still complete the other Aetna-specific requirements to finish the Aetna Individual Medicare annual certification process.

How do I complete 2016 MA/MAPD local market product training?

New this year, for your convenience, MA/MAPD local market product trainings can be completed online, right on the certification site.

Will 2015 certification remain available on the certification site after 2016 certification launches?

Yes. 2015 certification will remain available on the certification site, along with 2016 certification, for the remainder of 2015.

I'm a new agent and want to sell 2015 and 2016 products. Do I have to complete both the 2015 and 2016 certification processes?

Yes. You'll only have to complete the 2016 AHIP courses and exam once (2016 AHIP will satisfy the AHIP requirement for 2015 and 2016 certification), but you must still complete all of the other 2015 and 2016 certification components.

What's required to receive renewal commission?


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.

For Telemarketing/Telesales staff:

For telesales or agents using lead advantage and selling in multiple markets use the access code:

AETNATELESALES

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<p>Cigna HealthSpring</p>	<p>https://cignahealthspringproducers.com</p> <p>2016 Certifications are: Agents have a choice of AHIP, Pinpoint Medicare Training or Gorman. They will be able to launch both AHIP and Pinpoint or upload a certificate for any of the 3 from the Cigna HS Certification portal.</p> <p>Cigna-HealthSpring Certification Courses:</p> <ol style="list-style-type: none"> Selling with Integrity Our Compliance Program and HIPAA Cigna-HealthSpring Policies and Procedures Review and Attestation 2016 Products and Benefits Overview New Agent Instructor-led Training (newly contracted broker agents only) <p>Complete all the required training on your track. You must pass each course with a score of at least 85%. You have 3 attempts to pass.</p> <p>NOTE: Some of you will be selected to attend the recorded certification webinar on <u>July 29th</u>. This will be used in place of the F2F requirement for newly contracted Cigna HealthSpring agents. Remember, it is still a good idea for agents new to Cigna HS and/or MA's to attend the local F2F training and meet their local Cigna rep to get additional ideas and training.</p> <p><u>AHIP Reimbursement (One of the following):</u></p> <ul style="list-style-type: none"> Complete AHIP and all certification requirements by September 15 and enroll 5 customers during AEP – \$125 reimbursement Complete Pinpoint Medicare Training and all certification requirements by September 15 - \$89.95 reimbursement <p><u>PDP Only (for renewals)</u></p> <p>NOTE: Non-Producing principals do NOT need to certify in order to receive their renewals.</p> <ul style="list-style-type: none"> Log into the producer portal (see registration instructions for new or existing agents). https://cignahealthspringproducers.com Select PDP-Only in the market training selection area. 	<p>Hours of Operation Mon-Fri 8am – 7pm Eastern Phone: 866.442.7516</p> <p>HAAL@healthspring.com</p> <p>Agents who take 2016 certification ARE automatically grandfather in and can sell for the remainder of the 2015 selling season.</p> <p>Non-writing principals do not need to certify in order to receive overrides.</p>	<p>7/15/15</p>

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- Upload your AHIP or equivalent. Continue with registration.
- When registration is complete, click the “Certifications” tab to begin your courses.

NOTE: You only have 3 attempts to pass each course.

Broker Agents in PDP-Only Markets (click to expand or collapse)

REQ [Cigna Prescription Drug Plan \(PDP\)](#)

REQ [Pinpoint Medicare Training](#)

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Humana	<p>www.humana.com</p> <ol style="list-style-type: none"> The on-line 2015 Certification materials (MAPD pre-work and PDP Cert) will close for enrollments on Tuesday, June 30, 2015 at 5:00 p.m. Eastern time. All 2015 Face to face certification classes must be completed by Friday, July 10, 2015 at 5:00 p.m. Eastern time in order to guarantee Medicare certification for the 2015 plan year. IF an agent certifies for 2015 by July 10, this agent will also need to recertify for 2016 between July 15-November 30, 2015 for Plan year 2016 selling. As is the case every year, 2015 AHIP and Humana pre-work is not acceptable for the upcoming 2016 plan certification year. For those agents who started the 2015 AHIP and/or pre-work, and have not completed their face to face certification before or on July 10, 2015, if they want to get certified with Humana they will need to start all over again with the 2016 AHIP and Humana pre-work. The launch date for the 2016 initial certification MAPD pre-work is August 3, 2015. This will be for both our standard delegated training, and the online delegated Certification pilot. For those agents required to pay the AHIP registration fee, the 2016 charge is \$125.00, if the training is accessed via the Humana Agent Portal. <ul style="list-style-type: none"> Humana will grant reimbursement of this fee if: <ul style="list-style-type: none"> 1. The initial AHIP registration was purchased via the Humana Agent Portal. 2. The agent successfully enrolled ten (10) MA/MAPD or forty (40) PDP members with a January 1, 2016 effective and members accreted with CMS by March 6, 2016. <p>6. Don't forget that anyone who completes the 2015 plan year certification is required to complete the 2016 Recertification to sell 2016 plans. If by any chance an agent completes the 2016 AHIP training and Humana's 2015 certification training, they will still need to recertify. They will not have to complete the 2016 AHIP again but rather will transfer their AHIP scores over during our 2016 recertification process. The 2016 PDP certification and recertification courses are scheduled to launch on August 10, 2015.</p> <ul style="list-style-type: none"> Upon successful completion the agent will need to attend a face to face certification training class, or complete one of our new online Delegated certification pilot programs. The pilot programs will be available in CA, CO, NC, NM, TX, VA & WI. Pilot program allows you to take additional online courses in lieu of face to face training. <p>NOTE: Once you choose how to certify, you will be locked out of the other choice.</p> <ul style="list-style-type: none"> A passing score of 90% is required for AHIP and 85% for Humana MAPD/PDP Tests. Agents will be given three (3) attempts to pass either AHIP or Humana tests. If agent is unsuccessful, they must wait until the 2017 AEP to attempt certification. 	<p>AGENT SUPPORT</p> <p>Phone: 1-800-309-3163</p> <p>Fax: 502-508-0062</p> <p>Email: agentsupport@humana.com</p> <p>Hours: Mon-Friday (8am-9pm EST)</p> <p>Any agent completing the 2016 certification will be able to write products for the remainder of 2015 and 2016 AEP.</p> <p>Non-writing principals do not need to certify in order to receive overrides. Unless they are being paid via assignment from Humana.</p> <p>Newly contracted Agents will receive a welcome letter with their System Assigned Number (SAN). Agents are required to register on Humana's Agent Portal. www.humana.com (click Education link).</p>	<p>July 15 - CarePlus MAPD recert</p> <p>Aug 7 - 2016 MAPD Cert prework</p> <p>Aug 11 - 2016 PDP Cert prework</p>


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<p>Prominence Health</p>	<p>Log into the Sales Sentinal www.medicaresalesentinal.com.</p> <ol style="list-style-type: none"> 1. Create a username and password. 2. Click on the registration link provided by your marketer. This will direct you to the Sales Sentinal log in screen - complete the registration form. 3. Select the "My Programs" tab to display your required training programs. 4. Your license will be verified before you can proceed. 5. If you have taken AHIP, you can upload or fax to complete your Medicare Basics curriculum. <p>NOTE: It is important to click "Next Step" once you have completed all trainings in your Learning Locker to move to the next program requirement. Otherwise, your program may remain incomplete.</p> <ol style="list-style-type: none"> 6. When you have completed all of the required certification courses, you can click on the printer icon to retain for your records. Or you can access them later by selecting your "Learning Locker". 7. If you choose to use your certification training as CE credits, you will need to click "Pay Now" in the payment screen and enter your credit card information. 8. Once you have completed your training, you will need to complete a final exam for each required course. You are allowed 3 attempts to complete with 85% or higher on the exams. <p>NOTE: Once you begin an exam, you must complete it in its entirety before closing the exam window. Closing an exam before completing may result in a failing course and the loss of an attempt.</p>	<p>Sales Sentinel Support Hours of Operation Mon-Fri 8am – 5pm Eastern During peak season: Mon-Fri 8am - 7 pm Eastern</p> <p>Phone: 877.401.8999</p> <p>salestraining@gormanhealthgroup.com</p> <p>The certification and contracting processes are done simultaneously.</p> <p>Non-producing principals do not need to certify in order to receive override commissions.</p>	<p>Mid August</p>

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SilverScript	<p>www.silverscriptagentportal.com</p> <p>NOTE: Chrome is the preferred internet browser to use for completing certifications.</p> <p>The first two courses of the 2016 SilverScript Agent Certification curriculum, Medicare Overview and Compliance, are now available via the SilverScript Agent Portal's Training & Certification tab. Copies of the courses are available in the Agent Portal's Reference Materials section, which can be viewed while taking the course quizzes. This provides for a very helpful "open book" test.</p> <p>If you have completed the 2016 AHIP or Gorman certification curriculum, we will give you credit for completing these two courses.</p> <p>Log into the SilverScript Agent Portal and click on the Training & Certification link for instructions on how to submit your proof of completion or to take the FREE SilverScript courses.</p> <p>Renewals You must complete the 2016 annual certification requirements prior to December 7, 2015 (the last day of AEP), in order to be eligible for 2016 renewal commission.</p> <div data-bbox="327 870 1285 1474" style="border: 1px solid black; padding: 5px;"><p><u>Steps to Access the SilverScript 2015 or 2016 Certification Curriculum</u></p><p>When you're ready to complete your training, click Access Online Training.</p><p>As the training module begins to load you may see random Internet system messages referencing an error trying to log you into the course. <i>Do not be concerned by this message.</i> Within a few seconds the CourseMill window will open and take you immediately to the My Courses page.</p><p>Click the green and white icon to access the course list. </p><p>After you click the icon, a list of the required training courses will appear. Start each course by clicking the blue and white launch icon next to the course name. After you complete a course and pass the exam you will be directed back to the My Courses page. Repeat the steps above until you complete all the required courses.</p></div>	Email: ProducerSalesResource@CVSCaremark.com	2016 Medicare Overview and Compliance Courses: July 14 th Product Specific Training - Early Aug
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Important time-saving information if you've completed AHIP or Gorman 2015 or 2016 Medicare Part D annual certification

There are four courses you need to pass in order to sell SilverScript Part D plans to your clients. You'll earn credit for two of them -- the **SilverScript Insurance Company Medicare Overview** course and the **Compliance** course -- as soon as we receive your **AHIP or Gorman 2015 or 2016 Medicare Part D completion certificate**.

Please note that you are **still required to complete** the SilverScript Product & Process course and the SilverScript Attestation course.

How to receive credit for your AHIP or Gorman coursework

Step One: Complete your SilverScript Training Curriculum

Launch the 2015 or 2016 curriculum and complete the SilverScript Product & Process course now. We cannot apply your AHIP or Gorman credits until you access the SilverScript Product & Process course. You'll be able to access the Attestation course as soon as you pass the Product & Process course and the AHIP/Gorman credit is applied. (See further instructions below.)

To receive credit for your AHIP/Gorman coursework once you've completed SilverScript training, please submit your 2015 or 2016 Medicare Part D certificate of completion by:

- > **Uploading** the certificate to Silver Mail (upper left corner of the Portal)
- > **Emailing** your certificate to ProducerSalesResource@Caremark.com with "AHIP/Gorman Training Certificate" and your SilverScript Agent ID in the email subject line.
- > **FAXing** your certificate to 1-866-208-5262.

We'll process your AHIP/Gorman credit within 5 business days. You'll see a score of 98. That's the indicator that you received credit for completing the AHIP/Gorman curriculum.

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	<p><u>When you're done with training</u></p> <p>When you pass all courses and print out the completion certificate you should then:</p> <ul style="list-style-type: none">• > Click "logoff" located at the top right corner of the training program window• > Close the training window• > Refresh your Portal page. <p>Keep in mind that you can download/open a PDF version of each training course for reference while you are taking the tests. Click on the Reference Material link (you can always find that on the left side of the Portal's main screen) and then open the files.</p> <p>2016 Medicare Overview for Agents</p> <hr/> <p>2016 Medicare Compliance Course for Agents</p> <hr/> <p>2016 SilverScript Product and Process Course for Agents</p>		
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UAFC / UAM	<p>www.UAMCertification.com</p> <p>Our 2016 certification requirements include:</p> <ul style="list-style-type: none"> • Medicare CORE and Fraud, Waste & Abuse (FWA) Certification <ul style="list-style-type: none"> ○ This certification must be completed through Gorman Health Group, AHIP or Pinpoint Global Communications. • UAM-Specific Certification <ul style="list-style-type: none"> ○ Covers UAM-specific Compliance, Products and Procedures (CPP) <p style="text-align: center;">2016 Contracting Requirements and Prerequisites</p> <p style="text-align: center;">To represent our 2016 plans, you must also satisfy these requirements:</p> <p>UAM Medicare Advantage Contract</p> <p>Annual Background Check (facilitated by UAM's home office)</p> <p>UAM HIPAA Attestation (including HIPAA training, privacy and security)</p> <p>UAM Code of Conduct Attestation</p> <p>UAM Agent Field Manual Attestation</p> <p>NOTE: You will have up to three attempts to pass with a grade of 85% or higher. Please note, additional attempts will not be granted.</p> <p><u>Login Screen</u> New Users: -Register at UAMCertification.com -Enter your National Producer Number -Complete all required fields -Create a password After set up: -You may access the site by entering your Social Security Number -If contracting for an agency – you may enter the agency's Federal Employer Identification number and your password.</p>	<p>Should you have any questions about your training and certification requirement, please call UAM Sales Support Team as follows:</p> <p>1-855-225-1475, Monday-Friday, 8:30a.m.-5 p.m. Eastern Time</p> <p>Should you need assistance in using the program: Call 888-568-0270 for technical support. Hours of operation are as follows: Monday-Friday, 8:00 a.m. – 7:00 p.m. Eastern time.</p> <p>Technical support is also available on weekends through November between the hours of 10:00 a.m. – 2:00 p.m. Eastern Time.</p> <p>uamsalescert@gormanhealthgroup.com</p>	<p>Aug 24</p>

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<p>UHC</p>	<p>http://www.unitedhealthproducers.com/</p> <p>To begin 2016 UnitedHealthcare Medicare & Retirement certification using AHIP, complete the following steps:</p> <ol style="list-style-type: none"> 1. Log into www.UnitedHealthProducers.com 2. Click Learning Center 3. Click “2016 AHIP (EDC Only)” 4. Select OK to the following two pop-up messages 5. Click “Launch” 6. Sign on with your AHIP ID username and password OR register if you are a new AHIP user 7. Complete the assigned modules • Returning AHIP users will be assigned the recertification modules <ul style="list-style-type: none"> • New AHIP users will be assigned the full certification modules 8. Pass the test in 3 or fewer attempts with a score of 90% or higher 9. At the end of the test, go to the home page - Click “Transmit to United Healthcare” <p>In order to take any of certification modules, your computer needs the following requirements:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Windows 8 with IE10, and IE11 • Mac Computers with Safari Browser • Safari Browser on Windows 7 • Google Chrome on Windows 7 • Chromebook • Firefox 31 on Windows 7 • Screen resolution of 1024 x 768 • Acrobat reader version 6 or higher • Macromedia Flash Player 9 or higher <p><i>*Modules are not compatible with mobile technology such as smart phones or tablets.</i></p>	<p>Need assistance? Contact the Producer Help Desk at 888.381.8581</p> <p>If you have questions or need help call the Producer Help Desk (PHD). The PHD is staffed Monday – Friday 7 a.m. to 7 p.m. CST</p> <p>Agents who take 2016 Prerequisites and Products courses certification ARE automatically grandfather in and can sell for the remainder of the 2015 selling season.</p> <p>Non-writing principals must certify in order to receive overrides.</p>	<p>July 1, 2015</p>

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	<p>Agents must complete all prerequisites and product modules and pass with a score of 85% or higher within 3 attempts.</p> <p>Prerequisites include: Next, you must pass the following tests in order: 2016 Medicare Basics 2016 Ethics and Compliance 2016 AARP® Course</p> <p>Product modules include:</p> <ol style="list-style-type: none">1. Medicare Advantage Plans (HMO, POS, PPO)2. AARP PDP3. AARP Medicare Supplement Plans4. Chronic Illness Special Needs Plans (CSNP)5. Institutional & Institutional-Equivalent Special Needs Plans (IESNP)6. Senior Care Options <p>NOTE: If you choose to certify via AHIP, you need to transmit the 2016 AHIP certification <u>BEFORE</u> any other 2016 modules have been started. Failure to do so will result in an AHIP score rejection.</p> <p>AHIP certification will be available June 22. UHC will accept AHIP certification or re-certification in place of 2016 Medicare Basics, 2016 Medicare Advantage Plans and 2016 Medicare Prescription Drug Plans certification.</p> <p>NOTE: If you would like to submit your AHIP in place of Medicare Basics - transfer your AHIP credits into the portal first. If you start the Medicare Basics training, you will not be able to submit your AHIP and you will have to complete the Medicare Basics courses.</p> <p>NOTE: AHIP allows users more than three attempts to receive a passing score. However, UnitedHealthcare will only accept AHIP credit if you obtain a passing score in three or less attempts. If you do not pass in three attempts, you will not be able to contract with UHC until next year.</p> <p>NOTE: If you access the Learning Center on or after July 1, you will be eligible for a \$50 discount on AHIP courses offered by UnitedHealthcare. This discount will be automatically applied upon payment.</p>		
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	<p>Remember: AHIP Certification is voluntary. If you elect to do this, you will receive a \$50 discount off the AHIP certification fee if you first enter the AHIP site by going through the www.unitedhealthproducers.com Learning Center. Also, after you begin 2016 Medicare Basics Test you will not be allowed to select AHIP for certification.</p> <p>NOTE: For agents who choose to complete 2016 AHIP, either directly from the AHIP website or through another carrier, you are still required to follow the above directions in order to transmit your results to UnitedHealthcare and receive credit for the equivalents on your development plan. Again, this must be completed before accessing any other 2016 modules.</p>		
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