

CARRIER	PROCESS	NOTES	LAUNCH DATE
AETNA	<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.</p> <p>The AHIP final exam costs \$125 (when taken through Aetna certification process. Retail cost is \$175). (Except for 2019 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 reacquaint yourself with modules 1-3, since the final exam covers all five modules.</p> <p>If you earned 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.</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>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>July 10, 2019 - Certs Open</p> <p>Broker Services 866-714-9301 8am - 8pm ET brokersupport@aetna.com</p>

	<p>4. 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.</p>		
--	--	--	--

CARRIER	PROCESS	NOTES	LAUNCH DATE
<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>Complete certification by August 1 and you will be entered to win a \$1000 Visa gift card.</p> <p>Certification link: https://anthem.cmpsystem.com/ext/ahip/login.php For new agents certifying – use External-SelfReg (with hyphen, exactly as shown) in the Access Code Field.</p> <p>In order to market the DSNP plans, you must complete the SNP, PDP, HMO & PPO training. If any one of those trainings is not completed, you will not be certified for the SNP plans.</p> <p>Save \$50 by taking AHIP through this link - https://www.medicaremegastar.com/ making the cost \$125.</p> <p>Required Certification courses:</p> <ul style="list-style-type: none"> • AHIP Fraud, Waste and Abuse • PDP module is REQUIRED for all MAPD products • 2020 Compliance Training (includes Foundation/Basics, Risk Prevention, Sales Event Reporting and Tools for Compliant Selling) • 2020 Product Modules <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 /Sales Events</p> <p>There are two requirements for certification: the Medicare Advantage and Part D Prescription Drug Certification and the Anthem Product Training. You must achieve a passing score of 90% or above on product training.</p>	<p>Certification is state specific.</p> <p>Agents that complete the 2020 certifications can sell for the remainder of the 2019 selling season.</p> <p>Non-producing principals ARE required to certify.</p> <p>Face to face training is not required.</p>	<p>June 26, 2019 7:00am CST</p> <p>California: 888-209-7839 All other states: 800-633-4368</p> <p>medicareagentsupport@anthem.com</p> <p>Certification must be completed by 12/31/19 to receive renewals</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>		
---	--	--

CARRIER	PROCESS	NOTES	LAUNCH DATE
<p>Cigna HealthSpring</p>	<p>https://cignahealthspringproducers.com</p> <p>Path to Certification:</p> <ol style="list-style-type: none"> 1. Complete ALL necessary paperwork. 2. Complete all the required training on your track 3. Pass each course with a score of at least 85% - you have 3 attempts to pass 4. Launch and complete AHIP or Pinpoint Medicare Training from Producers' University – OR upload AHIP, Pinpoint or Gorman Health completed certificate <p><u>Agents –</u> Agents cannot begin 2020 certification training until all contractual agreements are complete. All Agents must complete attestation requirements and certification by December 31, 2019, or forfeit renewal payments.</p> <p><u>Agencies-</u> Agencies must complete attestation requirements by December 31, 2019, otherwise January 2020 payments will be withheld. Agencies that fail to complete these requirements by March 31, 2020, 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> <p>-Each Certification module is separate from the exam. You must first complete the training before taking the associated exam. The attestations course does not have an exam.</p> <p>AHIP Reimbursement:</p> <p>To be eligible for reimbursement you need to complete your 2020 certification by September 15, 2019 AND sell five (5) net January 1, 2020 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>AHIP Certificates – Please note that you will only see a “Transmit to Cigna HealthSpring link on your AHIP page if you registered for 2020 AHIP directly from the Producers' University. Regardless, your AHIP completion records should sync automatically to the system and you will not need to manually upload.</p>		<p>July 8th</p> <p>HAAL 866-442-7516</p>

CARRIER	PROCESS	NOTES	LAUNCH DATE
<p>Humana</p>	<p>https://www.humana.com/logon</p> <p>2020 AHIP is required for both Certification and Recertification. Humana offers AHIP training for a discounted registration fee of \$125 (\$50 off) if accessed through Humana MarketPoint University.</p> <p>If an agent goes directly to AHIP to register, the fee is \$175.00 and they must have their AHIP results transferred to Humana before they can continue completing their certification or recertification.</p> <p>Humana will reimburse AHIP registration fee: - AHIP must be completed through the Humana Portal -AND the agent has successfully enrolled 10 MA or 40 PDP Jan. 1, 2020 effective members (members must be accredited with CMS by Mar. 3, 2020)</p> <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 45 minutes to complete. -A passing score of 85% is required -You will have 3 attempts to pass -You must score 85% or higher 	<p>Agent Support Unit 800-309-3163 agentsupport@humana.com</p> <p><i>Agents who complete the 2020 certification can also sell 2019 plans as long as they did not fail 2019 cert previously.</i></p>	<p>2019 Cert Courses close 6/13/19 2020 Cert Courses open 6/25/19 AHIP launches 8am EST on June 17,2019</p> <p>All Certification and Recertification Courses – Open June 25th at 12pm EST</p> <p>External Agents have until Nov. 30, 2019 at 5pm EST to complete recertification</p>

CARRIER	PROCESS	NOTES	LAUNCH DATE
MOMAC OHIC MAICO	<p>www.mutualofomaha.com/broker.</p> <p>AHIP CERTIFICATION One of the first steps in being ready to sell MA or PDP is completion of the 2020 America’s Health Insurance Plans (AHIP) certification.</p> <p>Access The AHIP certification link can be found on SPA (www.mutualofomaha.com/broker) under the Training and Compliance link.</p> <p>Cost Mutual offers a \$50 discount when completing certification through Mutual. The cost will be \$125 when accessed through SPA.</p> <p>Submitting Upon successful completion of the AHIP certification, your results will be submitted electronically:</p> <ul style="list-style-type: none"> ○ To have your results submitted electronically, you must access the training via SPA. You can find the link on the MA or PDP product page at Products > Medicare Solutions > Medicare Advantage > AHIP Training. ○ If you have completed the assessment using another carrier, no problem. You can still have your results transmitted to us by clicking through the SPA link. You will not have to pay or take the assessment again. <p>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/MAICO contract.</p> <p>Prescription Drug Plans On SPA select: Product – Medicare Solutions – Prescription Drug Plans – Choose your state - Under Product Training click the link.</p> <p>Medicare Advantage 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.</p>	Sales Support 800-693-6083 Licensing Support 800-867-6873	June 26, 2019

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.

CARRIER	PROCESS	NOTES	LAUNCH DATE
<p>UHC</p>	<p>www.uhcjarvis.com</p> <p>Certify early! The sales materials portal will open August 17 for Enrollment Guide orders! By certifying early, you can ensure you'll have materials ready to go by Oct. 1.</p> <p>Complete all PREREQUISITE TESTS 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.</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 • Once you pass, you will be certified to sell non-Special Needs MA plans, stand-alone PDPs and AARP Med Supp insurance plans. <p>Complete the PRODUCT TESTS 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 include: Chronic Condition and Dual Special Needs Plans (CSNP/DSNP), Institutional and Institutional-Equivalent Special Needs Plans (ISNP/IESNP)**, Senior Care Options**By invitation only. <p>NOTE: *UHC will accept AHIP in place of the Medicare Basics Test, giving you conditional credit for Medicare Advantage, Prescription Drug Plans and Medicare Supplement products. If you choose to certify via AHIP, you need to transmit the 2020 AHIP Certification before any other 2020 modules have been started. Failure to do so will result in AHIP score rejection.</p> <p>If you wish to receive the \$50 discount on AHIP from UnitedHealthcare, you <i>must</i> launch AHIP through Jarvis on or after July 1.</p> <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. • You cannot have both the course and test open at the same time. It is recommended that you review the course information and/or resources PRIOR to launching the test. 		<p>July 1, 2019</p> <p>Producer Help Desk: 888-381-858 phd@uhc.com</p>

CARRIER	PROCESS	NOTES	LAUNCH DATE
WellCare	<p>AHIP</p> <ul style="list-style-type: none"> - 2019 and 2020 WellCare products - As of 6/14, 2019 AHIP will no longer be available - WellCare does not accept other Medicare fraud, waste and abuse training in place of AHIP - WellCare offers a \$50 discount if completed via the WellCare/AHIP co-branded link: https://www.ahipmedicaretraining.com/clients/wellcare/1099 <p>Note: WellCare will not reimburse money paid towards training.</p> <p>Transmitting AHIP:</p> <p>Returning Partners: Access AHIP and login to your account, then click <i>Transmit</i> next to WellCare (1099).</p> <p>New Partners: To connect your WellCare University account and your AHIP account, you must use the co-branded link to transmit your completed AHIP for the first time. Please login to your Agent Connect portal to contact Sales Support for further questions or call Agent Services at 866-822-1339.</p>	<p>Agents who complete the 2020 certifications can sell the 2019 plans EXCEPT Meridian plans.</p>	<p>July 9, 2019</p> <p>Agent Services 866-822-1339</p>