

Aetna Silverscript

www.aetnamedicareproducercertification.com

Launch Date: July 1, 2020 AHIP Available 6/22/20	Broker Services 866-714-9301 8am - 8pm ET brokersupport@aetna.com
AHIP Information:	The AHIP final exam costs \$125 (when taken through Aetna certification process. Retail cost is \$175). (Except for Elite Front Runners or Front Runner agents, the cost is FREE.)
MA/MAPD/PDP Certification Components:	New for 2021, you'll get to certify for both Aetna MA/MAPD and SilverScript PDP in the same portal. Last year agents had to log in to two separate portals. This year we've made it easier. Just go to AetnaMedicareProducerCertification.com on July 1 to access both Aetna MA/MAPD and SilverScript PDP certification. If certifying for SilverScript PDP only, please reference the SilverScript certification section.
2020 Information:	Completion of the 2021 certifications will allow an agent to sell for the remainder of 2020.
Licensing Information:	Non-producing principals are required to certify.
Renewal Information:	The deadline to certify for renewals is 12/31/2020 for Aetna MA/PDP. The deadline to certify for renewals for SilverScript business written prior to 1/1/2020 is 12/7/2020.

Anthem BCBS

<https://anthem.cmpsystem.com/ext/ahip/login.php>

Access Code: External-SelfReg

2021 Certification open 6/30/20 at 7am CST	Broker Support 855-277-6067 MedicareSalesTraining@anthem.com
AHIP Information:	Save \$50 by taking AHIP through this link - https://anthem.cmpsystem.com/ext/ahip/login.php <i>Code: External-SelfReg</i>
MA/MAPD/PDP/SNP Certification Components:	<p>Certification requires AHIP training, all assigned compliance training (including Fraud, Waste and Abuse) and product training.</p> <p>In order to receive commissions on any MAPD products, you are required to complete the PDP training module in addition to the MA training to be considered for MAPD products.</p> <p>Agents wishing to sell the SNP plans must take both the SNP and Part D modules as part of their certification, as well as the HMO and/or PPO module, depending on the type of SNP plan available to market in their area.</p> <p>An assessment will be given to test your knowledge on the information presented. A score of 90% or above on the assessment is required to successfully pass. If a score of 90% is not obtained, the assessment can be attempted again immediately. You must re-take the assessment until a passing score is achieved.</p>
2020 Information:	Upon completion of your 2021 certification, you will also receive credit for 2020 certification.
Licensing Information:	Non-producing principals ARE required to certify.
Renewal Information:	In order to receive renewal commissions on existing policies you must also be certified and maintain an active license and appointment for the upcoming year.

Blue Shield of CA

<https://www.medicareproductcertification.com>

Producer Services

800-559-5905

BSCcertsupport@blueshieldca.com

AHIP Information:

AHIP cost is \$125, Blue Shield of CA will reimburse you up to \$100 for the AHIP certification fee after you have completed and passed the AHIP training, Blue Shield's 2020 product specific training and enrolled five Blue Shield MA-PD members.* To receive your reimbursement, you must complete training on AHIP's site through Blue Shield's registration page. Download the [reimbursement request form](#) available on Broker Connection. All five MAPD members must be active for at least 60 days prior to your request. Payments may take up to six weeks to process.

MA/PDP Certification Components:

Registration:

If this is your first time on the certification site, you must register your NPN by clicking the words "click here to register" in blue. Clicking "Forgot Your Password" will not help until you are registered the first time.

Once you register your NPN, you will need to choose a password you will remember.

After you complete your NPN registration you will come to a Registration Profile page (below). If you have completed the Registration profile from a prior visit, you can click the "Take Certification" button.

In the "Legal Entity Field" choose Blue Shield of California.

You must complete all the information and confirm the profile and update it to move to the quiz.

Appointment Information:

- Select "YES" under "Are you individually appointed?" – Even if you own an agency and are appointing your agency.
- Select "NO" under "Are you endorsed by an agency?" – Even if you own an agency or are under another agency.
- Select "YES" under "Are you selling on behalf of an agency?" - Even if you are an individual.
- Select "Senior Market Sales, Inc" under "Sell on Behalf of" –

NOTE: Even if you have an agency or your direct upline is listed – you must select Senior Market Sales, Inc. in the dropdown box.

You must upload your AHIP before you are certify. Once you have completed this, you can take your 2021 modules. You must score 85% or better to become fully certified.

NOTE: Only the quizzes for the current and future selling year will be active IF you have sent your AHIP results electronically.

2020 Information:

Licensing Information:

Renewal Information:

In order to receive renewal commissions on existing policies you must also be certified and maintain an active license and appointment for the upcoming year.

Cigna MA

<https://cignahealthspringproducers.com>

Certification opens on July 1, 2020

CARL Mon – Fri 7am – 6pm CST

866-442-7516

CARL@cigna.com

AHIP Information:

AHIP Reimbursement:

To be eligible for reimbursement you need to complete your 2021 certification by September 15, 2020 AND sell five (5) net January 1, 2021 effective applications.

After meeting those requirements, you'll be eligible for reimbursement as outlined below:

- Complete AHIP Training and all Cigna required courses to receive \$125 reimbursement
- Complete Gorman Health Group Training and all Cigna required courses to receive \$99 reimbursement
- Complete Pinpoint Medicare Training and all Cigna required courses to receive \$89.95 reimbursement

AHIP Certificates – Please note that you will only see a “Transmit to Cigna HealthSpring” link on your AHIP page if you registered for 2021 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.

Reimbursements will be paid in February 2021.

MA Certification Components:

Path to Certification:

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

Agents –

- Agents cannot begin 2021 certification training until all contractual agreements are complete.
- All Agents must complete attestation requirements and certification by December 31, 2020, or forfeit renewal payments.

Agencies-

- Agencies must complete attestation requirements by December 31, 2020, otherwise January 2021 payments will be withheld.
- Agencies that fail to complete these requirements by March 31, 2021, will forfeit payments.
- If the agency representative is also licensed and appointed with Cigna Medicare, he/she will also need to log in with personal credentials to attest as an agent.

-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.

Renewal Information:

All Agents must complete attestation requirements and certification by December 31, 2020, or forfeit renewal payments.

Humana

<https://www.humana.com/logon>

2020 Cert Courses close 6/19/20
2021 All Certification and Recertification Courses open 6/30/20

External Agents have until Nov. 30, 2019 at 5pm EST to complete recertification.

Agent Support Unit
800-309-3163
agentsupport@humana.com

AHIP Information:

Agents who enroll in their AHIP training through one of Humana’s certification or recertification courses will receive a discount on their AHIP training cost. If you have not yet started AHIP, you may be prompted to pay \$125 (discounted rate for contracted Humana agents).

You will have 6 attempts to pass AHIP with a score of 90% or better. The initial test registration will allow 3 test attempts. If an additional 3 attempts are needed, a second registration purchase is required at the agent’s expense. With the additional 3 attempts, you will be required to start the course over.

MA/MAPD/PDP Certification Components:

There is no Humana test at end. There are no PDP specific courses, all products are included in one course.

Agents who sell in Florida will complete the CarePlus training within the products part of certification to earn the CarePlus appointment. This training is mandatory for all certifying agents who sell in Florida.

2020 Information:

Certs must be completed by 9/30/2020 or agent will not able to sell for the remainder of 2020. Any agent that completes 2021 certs by 9/30/2020, will be eligible to sell in 2020 and 2021.

Licensing Information:

Renewal Information:

Technical Information:

The HMU website is now mobile and tablet friendly.

Omaha Health Insurance Company

www.mutualofomaha.com/broker

2021 Certification opens Monday, June 29th

Sales Support

800-693-6083

Licensing Support

800-867-6873

AHIP Information:

Mutual offers a \$50 discount when completing certification through Mutual. The cost will be \$125 when accessed through SPA.

MA/PDP Certification Components:

Ready to sell for 2021 – Two Options:

1. Successfully complete 2021 AHIP training (you are allowed 3 attempts with a minimum score of 90) and 2021 MOO Rx PDP product training (you have 3 attempts to pass with a minimum score of 85%)
2. Successfully complete 2021 MOO Rx Compliance Training (you will have 3 attempts with a minimum score of 90) and 2021 MOO Rx PDP training *NOTE: This option only certifies an agent to sell MOO Rx

2020 Information:

If you take 2021 AHIP and 2020 MOO Rx training, you can sell 2020 products. Completing the 2021 MOO Rx training does not allow you to sell 2020 products. Product training is plan year specific.

Licensing Information:

Non-producing principals are required to certify.

Renewal Information:

In order to receive renewal commissions on existing policies you must also be certified and maintain an active license and appointment for the upcoming year. Certifications must be completed by 12/31/2020 to retain renewals.

SilverScript

www.silverscriptagentportal.com

Launch Date: July 1, 2020
AHIP Available 6/22/20

AHIP Information:

If you have completed the 2021 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.

AHIP is not required for SilverScript PDP renewals if you complete the SilverScript Medicare Overview and Compliance courses.

MA/MAPD/PDP Certification Components:

This portal is for SilverScript PDP certification only. If you are an agent contracted with Aetna and plan to market Aetna MA/MAPD products, you MUST complete the SilverScript certification at the Aetna certification site as part of the Aetna MA/MAPD certification process.

To access the 2021 courses, you must select 2021 from the Plan Year dropdown menu right above the SilverScript logo on this page. When you've completed your training, be sure to switch the Plan Year back to 2020.

Renewal Information:

You must complete the 2021 annual certification requirements prior to December 7, 2020 (the last day of AEP), in order to be eligible for 2021 renewal commission.

UnitedHealthcare

www.uhcjarvis.com

2021 Certification open Monday, June 29th

Producer Help Desk Mon – Fri 7am – 9pm CT

phd@uhc.com

888-381-8581

AHIP Information:

AHIP is NOT required. If you elect to do this, you will receive a \$50 discount off the first AHIP purchase. If you choose to certify via AHIP, you must obtain a minimum score of 90% within 6 attempts. Each purchase consists of 3 attempts (UHC only acknowledges the initial 2 purchases). You must access AHIP through the UHC portal to receive the UHC discount rate.

AHIP certification satisfies the requirement for following modules: Medicare Basics Test (including Medicare Advantage, Prescription Drug and Medicare Supplement plans). Agents certifying via AHIP are not considered certified in the AHIP equivalent products until they complete the remaining prerequisites: 2021 Pledge of Compliance, 2021 Conflict of Interest, 2021 Ethics and Compliance and 2021 AARP Course.

**MA/MAPD/PDP/SNP/
CSNP/DSNP Certification
Components:**

You must complete all prerequisite tests and product tests by passing with a score of 85% or higher within 6 attempts. Failure to do so, will block access to any test and you will not be able to market or sell any UHC Medicare Solutions products for the plan year.

2020 Information:

Upon completion of your 2021 certification, you will also receive credit for 2020 certification.

Licensing Information:

Non-producing principals are required to certify.

Renewal Information:

The deadline to certify for renewals is 12/31/2020.

Technical Information:

Web browsers: Google Chrome (preferred), Internet Explorer 8+, Firefox 2+ and Safari. It is not recommended to complete certifications on your mobile device. Learning Lab is best viewed using a minimum screen resolution of 1024 x 768.

WellCare/Allwell

(WellCare, Centene, Allwell, Fidelis, HealthNet, Ascension)

<https://centene.cmpsystem.com/ext/ahip/login.php>

2021 Certification opens July 7, 2020

Agent Services

866-822-1339

AHIP Information:

AHIP Required. Complete AHIP through our training site to access discounted pricing (\$125 vs \$175). <https://centene.cmpsystem.com/ext/ahip/login.php>

Qualify for **REIMBURSEMENT** of 2021 AHIP Certification Training fees, paid after meeting a few key requirements:

- **Reimbursement is available for actual cost paid by you or your upline, up to \$125.**
- Must be certified and contracted to sell 2021 Centene plans.
- Must have a minimum of **10 new sales with 1/1/2021 effective dates.**
- Qualifying sales must remain active with the plan through 3/31/2021.
- **Reimbursement payout will occur in April 2021.**

MA/PDP Certification Components:

2021 Annual Certification Training (ACT) is available as of July 7th, and one, combined ACT will certify you to market and sell all Centene products, including MA/MAPD and PDP:

- Allwell
- Ascension Complete
- Fidelis Care
- Health Net
- WellCare

Contracting and Certification Reminders:

- You will not be eligible to market or sell Centene products until the combined Centene Broker Contract and 2021 Annual Certification Training (ACT) is completed.
- You will not be eligible to market or sell any Centene or WellCare products for Plan Year 2021 until the combined Centene Broker Contract and 2021 AHIP & ACT are completed.
- Completing the combined Centene Contract will not change your current contract level.
- For every failed attempt at the exam, a 24 hour lock-out period will take place before a retake is allowed, but the number of attempts is unlimited.

2020 Information:

Completing 2021 ACT will certify you to market and sell both 2020 and 2021 plans if completed before 9/30/2020. If ACT is not completed before 9/30/2020, an agent will enter a suspended broker status and not be able to sell for the remainder of 2020 until it is completed.

Licensing Information:

Renewal Information:

If you do not complete the combined Centene Contract or complete 2021 ACT before **September 30, 2020**, your Broker Status will be changed to **Suspended**, and **you will not be eligible to receive commissions for any prior business, including renewals.**

Technical Information:

Recommend browsers include: Google Chrome, FireFox, Safari, or Microsoft Edge. 2. Ensure browser zoom setting is set to 100%.