

# MEDICARE CERTIFICATION CENTER

## USER GUIDE



# Medicare Certification Center User Guide

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## Getting Started: Log In and User Registration

All users will begin on the login page.

**Returning Users:** First time you access the new site, please start by clicking on the [Forgot your password?](#) link. You can search under Username or email address. A confirmation message will pop up. Click on Continue.

Your details must first be found in the user database. Please enter your username (this is your NPN if you have one, or your email address if you don't have an NPN) or email address in your user profile in the appropriate section below. To ensure you receive emails from the site, please add [anthem@cmssystem.com](mailto:anthem@cmssystem.com) to your contacts or email approved senders list.

Search by username

Username

Search

Search by email address

Email address

Search

Cancel

You will receive an email with a link for you to click on and follow the steps by clicking on Redeem Passkey. At that point, you will update your password and click on Save changes. Usernames and passwords are case sensitive.

The password must have:

- at least 12 characters
- 1 numeric digit
- 1 uppercase letter
- 1 lowercase letter
- Not been used as one of your last 4 passwords

Redeem Passkey

Cancel

If you successfully changed your password, you will get a Password has been changed message. Click on Continue.

Password has been changed.

Continue

Returning users will be asked to key in their access code and review their profile information for accuracy upon login. If you have forgotten your username or password, please use the link(s) below the Login button for assistance.

**First Time Visitor:** If you are a first time visitor, please click on the First Time Visitors button and follow the onscreen steps 1-3.

[Anthem.](#)

## Welcome to the Medicare Certification Center

### Sign In


Username (NPN or Email)

Password

[Forgot your username?](#)  
[Forgot your password?](#)

### First Time Visitor?

Start here and register.



### Preregistration Access Code

!  
Please Enter Your Anthem Access Code


*If you have questions about your access code, please contact your RSM, Sales Director, or Medicare Programs Sales Support at 1-855-277-6067 for more information.*

There are required fields in this form marked !.

When you click the First Time Visitors button, the next screen will contain an Access Code field.


Please enter the Access Code that has been provided by Anthem and click Submit. If you do not know your Access Code, please contact your RSM, Sales Director, or Medicare Programs Sales Support at the number provided on the screen.

Preregistration Access Code

Please Enter Your Anthem Access Code 

*If you have questions about your access code, please contact your RSM, Sales Director, or Medicare Programs Sales Support at 1-855-277-6067 for more information.*

Submit

There are required fields in this form marked .



In Step 1, fill out the required fields in the Confidential Information Section then click Submit.





Step 1 of 3

**Confidential Information**


Please fill out the following required fields:

Last name   *Name should match what appears on license* 

DOB   *Enter date of birth (mm/dd/yyyy)*

Last 4 Digits of SSN   *Enter last 4 digits of social security number*

Submit

There are required fields in this form marked .

As you continue through Step 2, you will now be required to fill out the remaining fields of your profile information.

Please make sure to enter your First and Last name as it appears on your license for the system to “Find your NPN” in the National Producer Number section.

Step 2 of 3

▼ Confidential Information

Provide some information to uniquely identify yourself for the AHIP Medicare Training System

Last name

DOB

Last 4 Digits of SSN

▼ Personal Information

Prefix

First name    
*Enter name as it appears on license*

Middle name   
*If Applicable*

Last name   
*Enter name as it appears on license*

Suffix

Designation

**Additional information**

Company name

Job title

Phone number

▼ National Producer Number

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN

[Click here to look up NPN on NIPR website.](#)

Confirm NPN   
*Verify NPN*

You must enter a password. The password must have at least 12 characters, containing: at least 1 digit(s), at least 1 lower case letter(s), and at least 1 upper case letter(s).

▼ [Password](#)

Provide a password to access the system. The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s)

Password ! [Click to enter text](#)    
Enter Password

Confirm password ! [Click to enter text](#)   
Verify Password

▼ [Email address](#)

Please provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number.

Email address !   
Enter email address

Confirm email address !   
Verify email address

▼ [Mailing Address](#)

Provide the mailing address you can be reached at.

Address 1 !

Address 2

City !

State / Territory !

Zip code !   
Enter your five digit zip code

Country

▼ [Anthem](#)

I would like to receive text messages from Anthem.  
*I understand data charges may apply*

!  I've reviewed my contact information and verified that it is accurate.  
*By checking this box, I agree my profile information above is accurate.*

Please be sure to read and scroll through the entire Terms of Service Agreement. Check off the box once you have read the Terms of Service Agreement and click on Register to start your training.

▼ [Terms of Service Agreement](#)



!  Prior to accessing the training modules, you must first review and accept Anthem's [Legal Terms of Service](#)

There are required fields in this form marked !.

In Step 3, please note your username for future sessions. It is a good idea to notate your username and password in case you need to access your training at a future date. To proceed to your training, click Continue to Home.

## Step 3 of 3

Your account has been created.

Please note your username below. You will need this information for future logins to the site.

Username: [REDACTED] .com

[Continue to Home](#)





## Account Features

Upon logging in, you are taken to the Certification Portal homepage. Please note you can return to the homepage at any time by clicking on the Anthem Course Home.



[Anthem Course Home](#) [Transcript](#)



**Welcome to the Anthem  
Medicare Certification Training Center**

**In order to sell plans (and receive commissions for those sales) you must meet the following ready-to-sell requirements:**

- Certification for products you intend to sell; certification requires AHIP training, all assigned compliance training (including Fraud, Waste and Abuse) and product training
- Licensure and appointment paperwork turned in for all the states you intend to sell in
- Broker Addendum submitted if you were appointed prior to October 1, 2009
- 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
- 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 certified for MAPD products
- Agents wishing to sell SNP plans must take both the SNP and Part D modules as part of their certification, as well as the HMO or PPO module, depending on the type of SNP plan available to market in their area. This product training is in addition to the required compliance training. Failure to complete all required product modules will result in a noncompliant and non-commissionable sale.

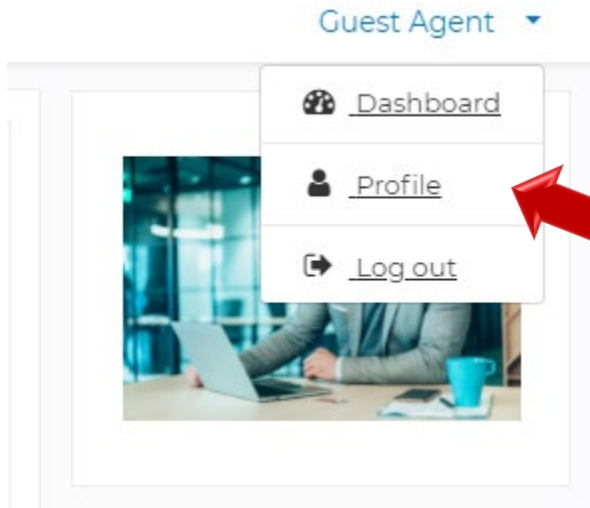
**My Certifications**

[2022 Certification Training \(sans FWA\)](#)



### Update Account Information

To view or edit your profile details, click on your name to the right hand side and click on Profile.



To view or edit your profile details, click on the Edit profile link



[Anthem Course Home](#) [Transcript](#)

Guest Agent

[Dashboard](#) > [Profile](#)

<p>User details</p> <p><b>Email address</b> [redacted].com</p> <p><b>Country</b> United States</p> <p><b>City/town</b> Los Angeles</p> <p><b>Zip code</b> 90012</p> <p><b>Terms of Service</b> <input checked="" type="checkbox"/></p> <p><b>Date of Birth</b> [redacted]</p> <p><a href="#">Edit profile</a></p>	<p>Miscellaneous</p> <p>Reports <a href="#">Transcript</a></p> <p>Login activity</p> <p><b>First access to site</b> Wednesday, June 16, 2021, 3:34 PM (25 mins 48 secs)</p> <p><b>Last access to site</b> Wednesday, June 16, 2021, 3:59 PM (56 secs)</p>
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From there, you may update your email address, personal information, and mailing address. Once changed, you will scroll down, check off the Terms of service and agreement profile box, and click on the Update Profile button. (Note: you will have the option to receive text messages from Anthem by checking off the box and entering your mobile number)

▼ [Site Usage Agreements](#)

Legal terms of service



Prior to accessing the training modules, you must first review and accept Anthem's [Legal Terms of Service](#)

▼ [Anthem \(Support\)](#)

I would like to receive text messages from Anthem.  
*I understand data charges may apply*

Mobile Phone Number

*format xxx-xxx-xxxx*



I've reviewed my contact information and verified that it is accurate.  
*By checking this box, I agree my profile information above is accurate.*

Update Profile

Cancel

There are required fields in this form marked

## Change Your Password

If you need to change your password, you will click on your name and click Profile. Click on Edit profile, look under Personal Information, click on [Click to enter text](#),

Key in your new password, scroll down and click on Update Profile.

- Passwords must be at least 12 characters long.
- Passwords must have at least 1 digit(s).
- Passwords must have at least 1 lower case letter(s).
- Passwords must have at least 1 upper case letter(s).

### ▼ [Personal Information](#)

Name

Prefix

First name




*Enter name as it appears on license*

Middle name

*If Applicable*

Last name




*Enter name as it appears on license*

New password



[Click to enter text](#)



### ▼ [Site Usage Agreements](#)

Legal terms of service



Prior to accessing the training modules, you must first review and accept Anthem's [Legal Terms of Service](#)

### ▼ [Anthem \(Support\)](#)

I would like to receive text messages from Anthem.  
*I understand data charges may apply*

Mobile Phone Number

*format xxx-xxx-xxxx*



I've reviewed my contact information and verified that it is accurate.  
*By checking this box, I agree my profile information above is accurate.*

Update Profile

Cancel

There are required fields in this form marked .

## View Your Transcript

To view your transcript, click on the Transcript link in the navigation bar that appears under the Anthem logo on the homepage and most other pages on the Certification Portal.



Anthem Course Home Transcript



### Welcome to the Anthem Medicare Certification Training Center

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- Broker Addendum submitted if you were appointed prior to October 1, 2009
- 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
- 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 certified for MAPD products
- Agents wishing to sell SNP plans must take both the SNP and Part D modules as part of their certification, as well as the HMO or PPO module, depending on the type of SNP plan available to market in their area. This product training is in addition to the required compliance training. Failure to complete all required product modules will result in a noncompliant and non-commissionable sale.

Here you will be able to view your progress.

AHIP training period filter

2022 ✕

Show only records with training periods matching

Filter

Clear

#### Guest Agent

Name	Attempt	Start	Complete	Duration	Status	Score	Certificate
2022 Certification Training (sans FWA)	1	June 16, 2021	--	--	<input type="checkbox"/>	--	--
AHIP Medicare Training	1	June 16, 2021	--	--	<input type="checkbox"/>	--	--
Total				00s			

## Begin Training

On the Homepage of the Certification Portal, the certifications in which you are enrolled are displayed under My Certifications. Click on the 2022 Certification Training link to see the courses available.



Anthem Course Home Transcript

### Welcome to the Anthem Medicare Certification Training Center

**In order to sell plans (and receive commissions for those sales) you must meet the following ready-to-sell requirements:**

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#### My Certifications

[2022 Certification Training \(sans FWA\)](#)

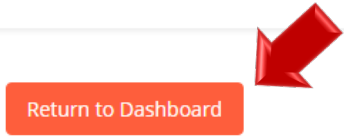


To access the course material, click on the course title. Also note the Course symbol key which provides more information about the status of your courses.

Some courses may be restricted until other required courses are completed. **Please note you must complete all Compliance Training before the Product Training becomes available.**



[Anthem Course Home](#) [Transcript](#)



### AHIP Medicare Training

[AHIP Medicare Training](#)

### Compliance Training

[Foundation/Basics](#)

[Risk Prevention](#)

[Sales Event Reporting](#)

[Tools for Compliant Selling](#)

### Product Training

**Restricted** Not available unless:

- The activity [Foundation/Basics](#) is marked complete
- The activity [Risk Prevention](#) is marked complete
- The activity [Sales Event Reporting](#) is marked complete
- The activity [Tools for Compliant Selling](#) is marked complete

#### Course Symbol Key

Available (Not Started)

In Progress

Complete (Passed)

Complete (Failed)

## Course Navigation

Upon clicking on a course link, you will see the course material. The courses feature an audio recording that plays automatically once you open the course. The slides advance automatically once the recording for each slide is completed. If you wish to pause the audio recording, select the Pause button. Please note, you will need to resume the audio recording in order to proceed to the next slide.

If you wish to download the slides for review, you can select the Download Slides link on the right side menu.

Anthem Course Home [Transcript](#)

[Guest Agent](#) ▾

The screenshot shows a course player interface. On the left is a dark sidebar menu with the following items: MENU, 2022 Product Basics-Building a Founda., Product Basics, Introduction, Learning Objectives, Medicare Advantage Election Periods, Initial Coverage Election Period (ICEP), ICEP - Examples, Special Election Period (SEP), Special Election Period (SEP) Example, Dual/LIS Special Election Period (SEP), Annual Election Period (AEP), Open Election Period (OEP), Open Enrollment Period for, Part D Late Enrollment Penalty (LEP), and Star Ratings Program. The main content area displays the title 'Product Basics Building a Foundation' and a message: 'This course has audio. Please adjust the volume to a comfortable level. Subsequent slides will advance automatically. You may use the player controls to pause the course or return to previous slides if needed.' Below this message is a small icon of headphones. At the bottom of the player are controls for 'PREV SLIDE' and 'NEXT SLIDE', along with a pause button and a volume icon. A red arrow points to the pause button. The right sidebar contains a 'Guest Agent' dropdown, a note about the preferred browser (Google Chrome), contact information (Phone: 855-277-6067, Email: Broker Support), a 'Back to Main Course' button, a 'Course Overview' button, a 'Download Content Materials' section with a 'Download Slides' link, and a disclaimer: 'Please note, downloadable materials are available as an offline resource and benefit to our users. Accessing and printing of these materials is not recognized by the system to administer a completion'. A red arrow points to the 'Download Slides' link.



Once you have viewed all the course content, click the [CLICK HERE FOR ASSESSMENT](#) button to access the assessment.

[Anthem Course Home](#) [Transcript](#)

Completing an Application  
 Completing an Application (cont.)  
 Common Application Errors  
 Common Application Errors (cont.)  
 Solicited vs. Unsolicited Applications  
 Effective Date  
 Enrollment Reminder  
 Enrollment Process  
 Incomplete Applications  
 What is Disenrollment vs. Cancellati...  
 Involuntary Disenrollment  
 Grievances and Appeals  
 Grievances  
 Appeals  
 Foundation / Basics Assessment

### Foundation / Basics Assessment

Now it is time to put together all the elements covered throughout this course.

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 this module. If a score of 90% is not obtained, the assessment can be attempted again immediately.

**Please click the link to access the assessment.**

After completing the assessment for this course, refer to your online training summary for your certification progress.

[CLICK HERE FOR ASSESSMENT](#)

This presentation contains proprietary information. It is intended for use only by our contracted brokers and employer groups. Any redistribution or other use is strictly forbidden. The benefit descriptions are intended to be a brief overview of some benefits available to plan members. For agent/broker use only. Not for distribution to the general public; nor for solicitation purposes.

Y0114\_22\_130607\_I\_C MM/DD/YYYY

PREV SLIDE NEXT SLIDE

Answer the assessment questions and click Submit. On the Summary of Attempt screen that appears, click Submit all and finish. You will see a results page with the score for your assessment attempt where you can review your answers.

### Foundation/Basics Assessment

**Assessment instructions**

Please answer the following questions to check your knowledge on the information you have just read. Click the button beside the answer you wish to select as correct. After all questions have been answered, click the Submit button at the bottom of the page.

If you do not achieve a passing score of **90% or above**, please review your results and revisit the material if necessary. You must re-take the assessment until a passing score is achieved.

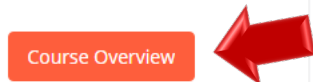
Grading method: Highest grade

#### Summary of your previous attempts

Attempt	State	Points /	Grade /	Review	Feedback
		1.00	100.00		


Once you are finished reviewing your results summary, click the Course Overview button at the right to return to the list of courses.

[Back to Main Course](#)



Click on the next compliance training.

2021 Certification Training (sans FWA)

Your progress 

Please complete the courses below to complete your training. You may complete the training in any order, but you must complete **all compliance training, at least one product training**, and the **AHIP Medicare Training** listed below before you can collect your certificate.

If you have any questions, please contact [Anthem Broker Support](#) or call [855-277-6067](#) for assistance.

[Return to Dashboard](#)

AHIP Medicare Training

 [AHIP Medicare Training](#)

Compliance Training

[Foundation/Basics](#)

 [Risk Prevention](#)

[Sales Event Reporting](#)

[Tools for Compliant Selling](#)



After answering all the questions, click the Submit all and finish button

[Return to attempt](#)

[Submit all and finish](#)



Once you have selected the Submit all and finish button, you will be directed to the Summary of your previous attempts page where your score will be provided.

### Risk Prevention Assessment

**Assessment instructions**

Please answer the following questions to check your knowledge on the information you have just read. Click the button beside the answer you wish to select as correct. After all questions have been answered, click the Submit button at the bottom of the page.

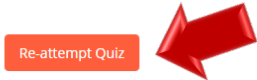
If you do not achieve a passing score of **100%**, please review your results and revisit the material if necessary. You must re-take the assessment until a passing score is achieved.

Grading method: Highest grade

#### Summary of your previous attempts

Attempt	State	Points / 1	Grade / 100	Review	Feedback
1	Finished Submitted Tuesday, June 29, 2021, 12:56 PM	1	100	<a href="#">Review</a>	You have successfully passed this assessment. Please click the <b>Course Overview</b> button on the right portion of the screen to return to your training home page.

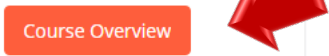
Highest grade: 100 / 100.



If you do not pass on your attempt, click on the Re-attempt Quiz button at the bottom of the page.

Once you have passed your assessment, click the Course Overview button at the right to return to the list of courses.

[Back to Main Course](#)



## Print Certificate

Once you completed your AHIP Medicare, Compliance, and Product Training you will have access to your certificate.

### Certification

**PLEASE NOTE:** To be ready to sell each product on the course completion list above, you must also be licensed, appointed, and have submitted the Broker addendum (if you were appointed prior to October 1, 2009).

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 certified for MAPD products.

Agents wishing to sell SNP plans must take both the SNP and Part D modules as part of their certification, as well as the HMO or PPO module, depending on the type of SNP plan available to market in their area.

[Print Certificate](#)

