

MEDICARE CERTIFICATION CENTER USER GUIDE



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Getting Started: Login and User Registration

All users will begin on the login page.

Returning Users: Enter your existing username and password.

Elevance Health

Welcome to the Medicare Certification Center and Sales Event Tracker

Sign In

Username (NPN or Email)

Password

Login

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

First Time Visitor?

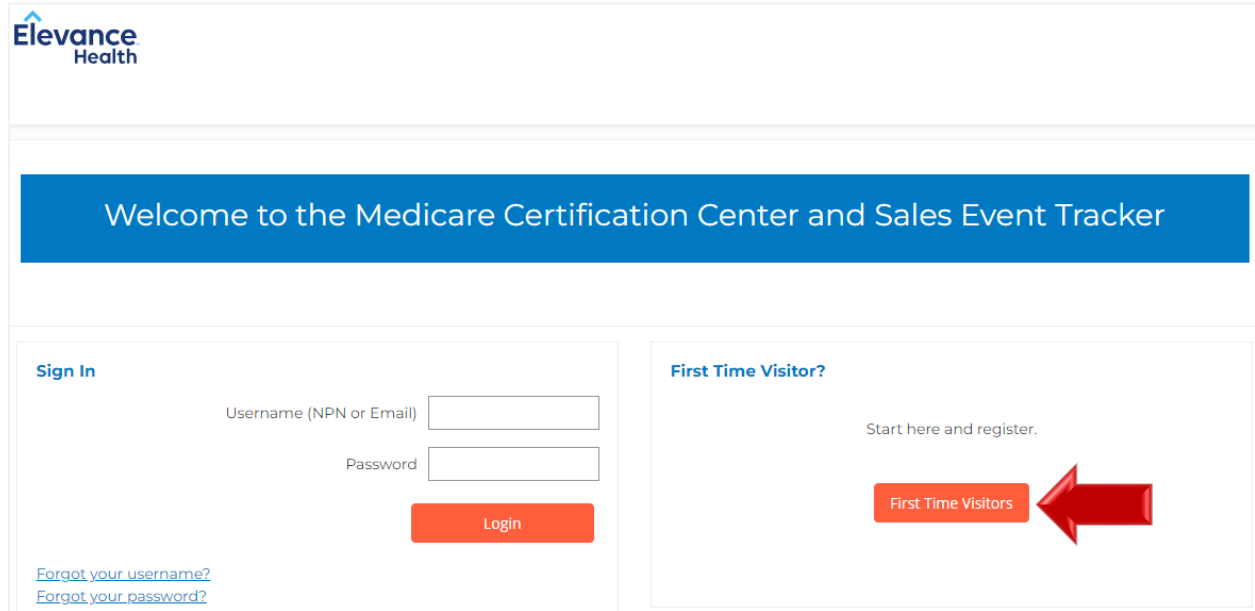
Start here and register.

First Time Visitors

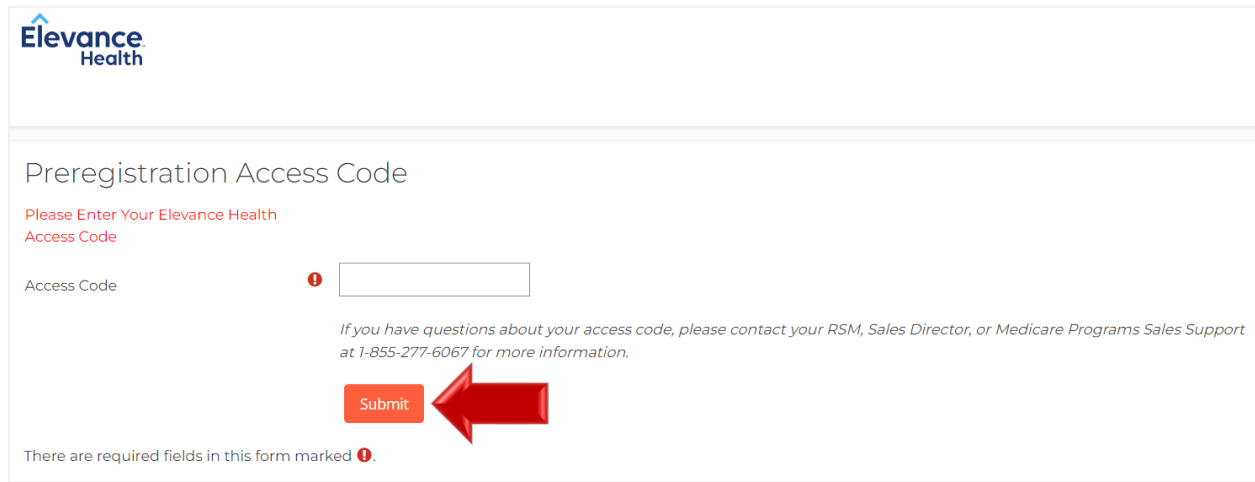
Returning users will be asked to key in their access code and may be prompted to review their profile information for accuracy upon login.

If you have forgotten your username or password, please use the link(s) below the Login button for assistance. (See appendix if you need further information for a forgotten username or password.)

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.




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 Elevance Health 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.




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




Step 1 of 3: Create Account

▼ [Confidential Information](#) 

Please fill out the following required fields:

| | | |
|----------------------|---|--|
| Last name |  <input type="text"/> | <i>Name should match what appears on license</i> |
| DOB |  <input type="text" value="mm/dd/yyyy"/> | <i>Enter date of birth (mm/dd/yyyy)</i> |
| Last 4 Digits of SSN |  <input type="text"/> | <i>Enter last 4 digits of social security number</i> |

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.



Step 2 of 3: Create Account

▼ [Confidential Information](#)



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

Last name

TESTER

DOB

06/20/1965


Last 4 Digits of SSN

1234


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.

▼ 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 ⓘ 
Enter Password

Confirm password ⓘ
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

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.

I would like to receive text messages from Elevance Health.
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.

In the upcoming plan year, I intend to sell: HMO PPO PDP SNP Med Supp N/A, Only Collect Renewals


I sell to populations who speak (select all that apply): English Chinese Korean Spanish Vietnamese

Prior to accessing the training modules you must first review and accept Elevance Health'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.


 Course Home Transcript

Step 3 of 3: Create Account
 Your account has been created.
 Please note your username below. You will need this information for future logins to the site.

Username:



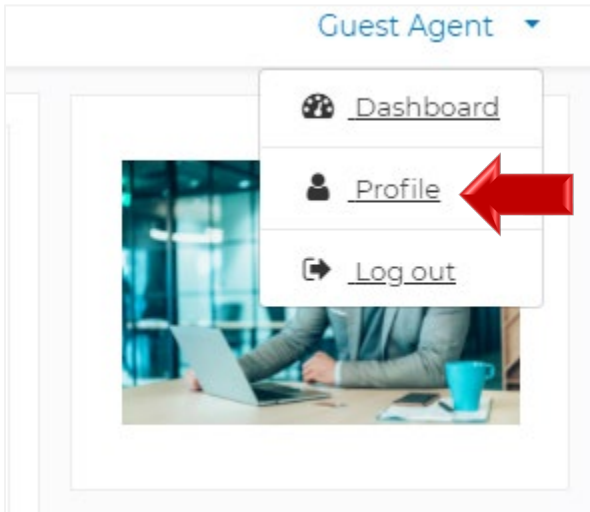
Account Features

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 Elevance Health Course Home.

The screenshot shows the Elevance Health logo at the top left, with navigation links for "Course Home" and "Transcript". A red arrow points to the "Course Home" link. The main heading reads "Welcome to the Medicare Certification Training Center and Sales Event Tracker". Below this, a red heading states: "In order to sell plans and receive commissions for those sales, you must meet the following ready to sell requirements:". This is followed by a bulleted list of requirements: "NEW! Certification completed for ALL products, which requires completion of core certification training, ALL compliance training, and ALL product training.", "Licensure and appointment paperwork turned in for all states in which you intend to sell.", "To receive renewal commissions on existing policies, you must also be certified and maintain an active license and appointment for the upcoming year.", and "Failure to complete all required product modules will result in a noncompliant and non-commissionable sale." Below the requirements is a section titled "My Certifications" with a link to "2024 Certification Training (sans FWA)" and a circular progress indicator showing 0% completion.

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.

Elevance Health
Course Home Transcript

TEST TESTER
Dashboard > Profile

User details [Edit profile](#)

Email address
medicare@test.com (Visible to other course participants)

Country
United States

City/town
Testville

Zip code
41051

Terms of Service

Date of Birth
06/20/1965

State
KY

Miscellaneous

Reports
[Transcript](#)

Login activity

First access to site
Tuesday, June 20, 2023, 1:23 PM (3 mins 49 secs)

Last access to site
Tuesday, June 20, 2023, 1:27 PM (now)

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 Elevance Health 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 Elevance Health's [Legal Terms of Service](#)

Elevance Health (Support)

I would like to receive text messages from Elevance Health. 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 **i**.

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 ? 👁 

Suffix

Designation

Additional information

View Your Transcript

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

The screenshot shows the Elevance Health logo in the top left corner. Below it is a navigation bar with the text "Course Home" and "Transcript". A red arrow points to the "Transcript" link. The main content area is titled "Welcome to the Medicare Certification Training Center and Sales Event Tracker". Below the title, there is a red heading: "In order to sell plans and receive commissions for those sales, you must meet the following ready to sell requirements:". This is followed by a bulleted list of requirements. At the bottom, there is a section titled "My Certifications" which contains a single entry: "2024 Certification Training (sans EWA)" with a progress indicator showing "0%".

Elevance Health

Course Home Transcript

Welcome to the
Medicare Certification Training Center and Sales Event Tracker

In order to sell plans and receive commissions for those sales, you must meet the following ready to sell requirements:

- **NEW!** Certification completed for ALL products, which requires completion of core certification training, ALL compliance training, and ALL product training.
- Licensure and appointment paperwork turned in for all states in which you intend to sell.
- To receive renewal commissions on existing policies, you must also be certified and maintain an active license and appointment for the upcoming year.
- Failure to complete all required product modules will result in a noncompliant and non-commissionable sale.

My Certifications

[2024 Certification Training \(sans EWA\)](#) 0%

Here you will be able to view your progress.

Elevance Health
 Course Home Transcript

Dashboard > Transcript

AHIP training period filter
 2024

Show only records with training periods matching

Filter Clear

TEST TESTER

| Show Details | Name | Attempt | Start | Complete | Duration | Status | Score | Certificate |
|--------------------------|--|---------|---------------|----------|----------|--------------------------|-------|-------------|
| <input type="checkbox"/> | 2024 Certification Training (sans FWA) | 1 | June 20, 2023 | -- | -- | <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 2024 Certification Training link to see the courses available.

Elevance Health
 Course Home Transcript

Welcome to the
Medicare Certification Training Center and Sales Event Tracker

In order to sell plans and receive commissions for those sales, you must meet the following ready to sell requirements:

- **NEW!** Certification completed for ALL products, which requires completion of core certification training, ALL compliance training, and ALL product training.
- Licensure and appointment paperwork turned in for all states in which you intend to sell.
- To receive renewal commissions on existing policies, you must also be certified and maintain an active license and appointment for the upcoming year.
- Failure to complete all required product modules will result in a noncompliant and non-commissionable sale.




My Certifications


[2024 Certification Training \(sans FWA\)](#) 0%

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.**


Course Symbol Key

-  Available (Not Started)
-  In Progress
-  Complete (Passed)
-  Complete (Failed)



Course Home Transcript

Dashboard > 2024 Certification Training (sans FWA)


2024 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 **core certification training, all compliance training, and all product training** before you can collect your certificate.





If you have any questions, please contact [Elevance Health Broker Support](#) or call [855-277-6067](tel: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](#)

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 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.

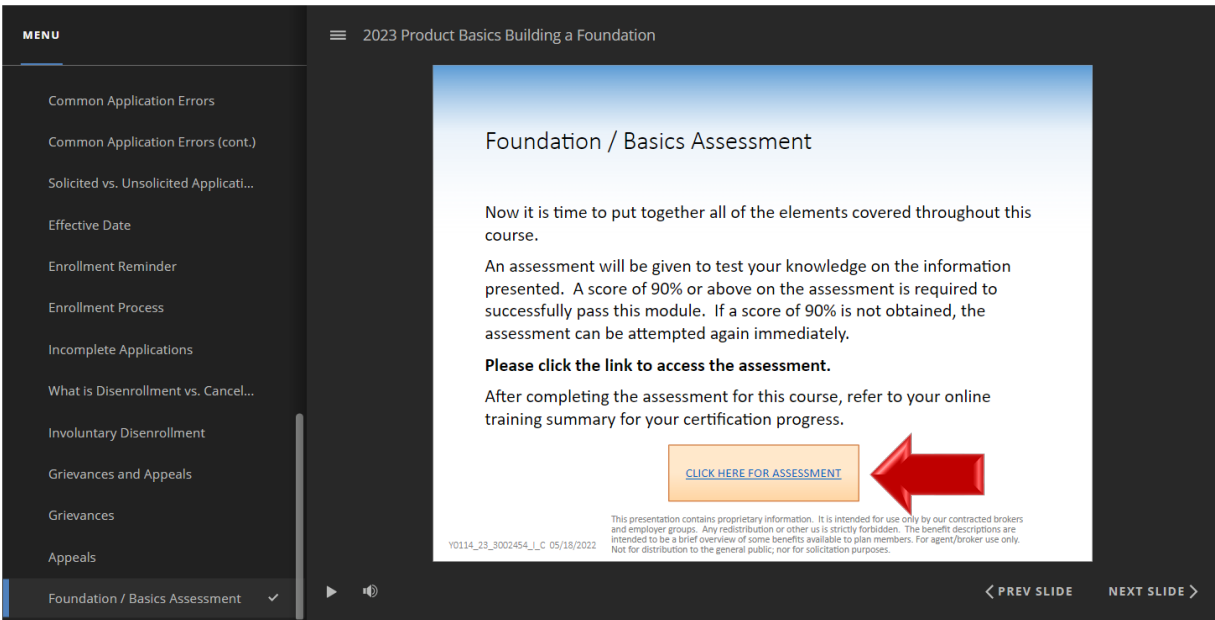


Course Home Transcript

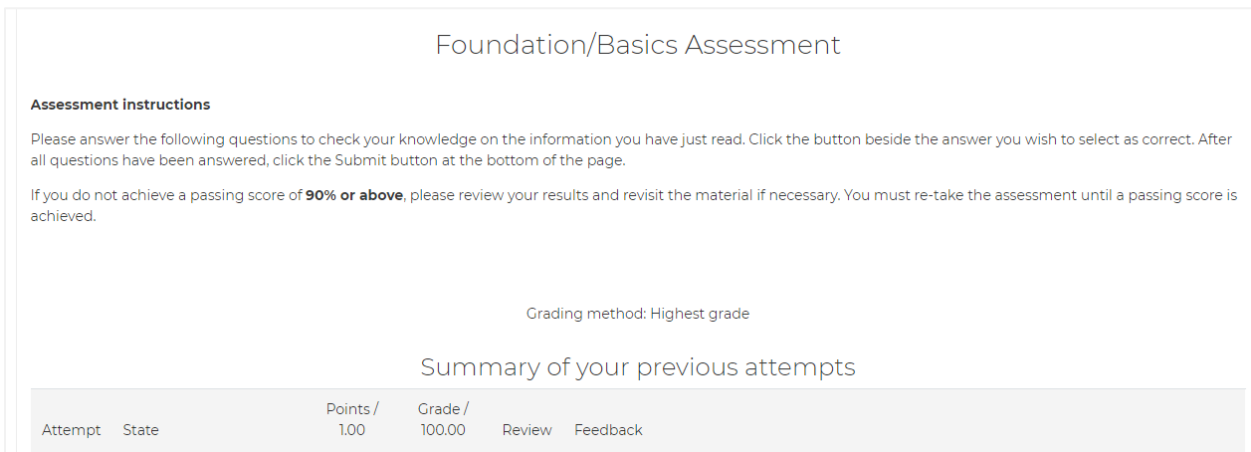
TEST TESTER ▾

The screenshot shows a course interface. On the left is a dark sidebar menu with the following items: '2023 Product Basics-Building a F...', 'Product Basics', 'Introduction', 'Learning Objectives', 'Medicare Advantage Election Per...', 'Initial Coverage Election Period (I...', 'ICEP - Examples', 'Special Election Period (SEP)', 'Special Election Period (SEP) Exa...', 'Dual/LIS Special Election Period (...', 'Annual Election Period (AEP)', 'Open Election Period (OEP)', and 'Open Enrollment Period for'. The main content area displays a slide titled 'Introduction' with the following text: 'Welcome to the Product Basics—Building a Foundation course. The overall goal of this course is to help you learn and retain basic information regarding Medicare Advantage and Prescription Drug plans. A course is considered completed with a passing score of 90% or higher on the test for this module. You will be required to re-take this module, and possibly other modules, if a complaint is received regarding your sales practices. Additional modules may be assigned as a method of retraining depending upon the nature of the inquiry, if one should be received by the plan.' Below the slide is a small disclaimer: '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.' At the bottom of the slide are 'PREV SLIDE' and 'NEXT SLIDE' navigation buttons. On the right side of the interface, there are several sections: a 'TEST TESTER' dropdown, a 'Back to Main Course' section with a 'Course Overview' button, and a 'Download Content Materials' section with a 'Download Slides' button. Below the 'Download Slides' button is a note: 'Please note, downloadable materials are available as an offline resource and benefit to our users. Accessing and printing of these materials is not restricted by the contract to...'. Red arrows point to the 'Download Slides' button and the 'PREV SLIDE' button.

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

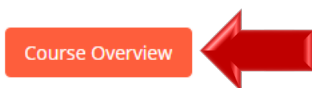


Answer the assessment questions and click Submit. On the Summary of Attempt screen that appears, click Submit all and finish. You will see a results page with the score for your assessment attempt where you can review your answers.



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.

Elevance Health

Course Home Transcript

Dashboard > 2024 Certification Training (sans FWA)

2024 Certification Training (sans FWA) Your progress: 0

Please complete the courses below to complete your training. You may complete the training in any order, but you must complete **core certification training, all compliance training, and all product training** before you can collect your certificate.


If you have any questions, please contact [Elevance Health Broker Support](#) or call [855-277-6067](tel: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 | Review | You have successfully passed this assessment. Please click the Course Overview button on the right portion of the screen to return to your training home page. |

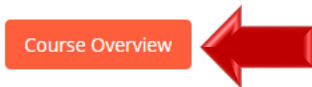
Highest grade: 100 / 100.

Re-attempt Quiz 

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

Certification

Visit [Elevance Health Producer Toolbox](#) to confirm your License, Appointment, and Certification Status and to review any important Notifications that may need your attention.

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).

[Print Certificate](#)





Appendix


Forgot your Username: Click on the [Forgot your username?](#) link. Enter the requested information and Click on Submit.

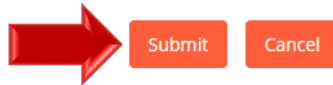
Recover username


Please provide the following required information to retrieve your username.

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



There are required fields in this form marked .

If applicable, the username matching that information will be provided. Click on Continue to be taken back to the login screen.



Your username is **medicare@test.com**. Please select continue to log into the system using your existing credentials.

If you do not remember your password, you can [reset your password](#).




Forgot your Password: Click on the [Forgot your password?](#) link. You can search under username or email address. A confirmation message will pop up. Click on Continue.




You are not logged in.

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 elevancehealth@cmssystem.com to your contacts or email approved senders list.

Search by username

Username 

Search by email address

Email address 

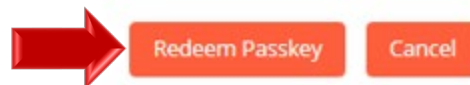
You will receive a notification stating that an email will be sent to you based on the information provided.

You will receive an email with a link for you to click on. Review the password specifications and click 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



Your current password no longer matches the set password policy.
Passwords must have at least 1 upper case letter(s).

You must change your password to proceed.

Change password

Username

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)
Passwords can be reused after 4 changes

New password

ⓘ 👁

New password (again)

ⓘ 👁

Save changes

There are required fields in this form marked ⓘ

If you successfully changed your password, you would get a “Password has been changed message.”
Click on Continue to be taken to your account.

Password has been changed.

