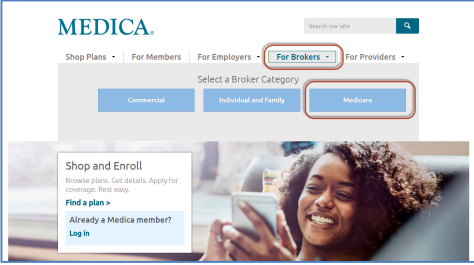
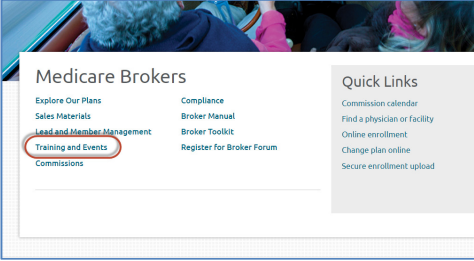
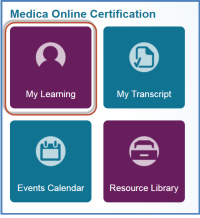



# Medica- 2019 Medicare Certification

## Steps to Complete Certification



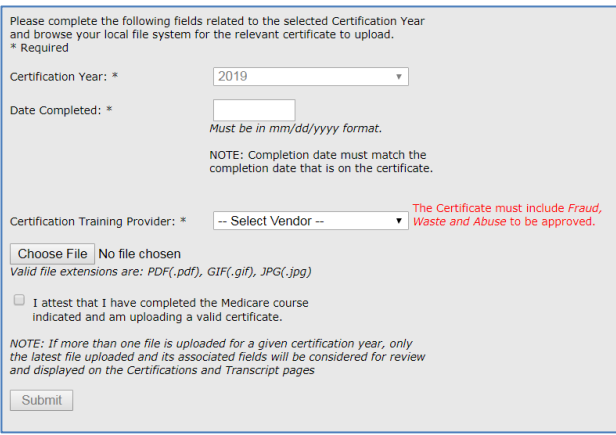
Follow these steps to complete your 2019 Medicare Certification.

Step	Action
1	<p>From <a href="http://www.medica.com">www.medica.com</a>, click on <b>For Brokers &gt; Medicare</b>. Log in with your username and password.</p> 
2	<p>Select <b>Training and Events</b>.</p> 
3	<p>Select <b>My Learning</b>.</p> 
4	<p>Complete all three Medicare Certification 2019 modules.</p> 

*Continued on next page*

# Medica- 2019 Medicare Certification, Continued

**Steps to Upload AHIP Certificate** Follow these steps to upload an AHIP Certificate.

Step	Action
1	<p>Click the <b>link</b> shown below.</p>  <p>2019 Medica's Medicare Products            2019 Medica Enrollment  <b>Medicare Advantage Certification</b>            Click <a href="#">here</a> to import certification from AHIP or Gorman.</p>
2	<p>Click <b>Import Medicare Certificate of Completion</b>.</p>  <p>2019 Medica's Medicare Products            2019 Medica Enrollment  <b>Import Medicare Certificate Of Completion</b>            Click <a href="#">Pinpoint</a> to complete Medicare Certification.</p>
3	<p>Another browser window will open. Complete the fields, select the certificate from your computer to upload and click <b>Submit</b>.</p>  <p>Please complete the following fields related to the selected Certification Year and browse your local file system for the relevant certificate to upload.  <small>* Required</small></p> <p>Certification Year: * <input type="text" value="2019"/></p> <p>Date Completed: * <input type="text"/>  <small>Must be in mm/dd/yyyy format.</small></p> <p>NOTE: Completion date must match the completion date that is on the certificate.</p> <p>Certification Training Provider: * <input type="text" value="-- Select Vendor --"/> <small>The Certificate must include Fraud, Waste and Abuse to be approved.</small></p> <p><input type="button" value="Choose File"/> No file chosen  <small>Valid file extensions are: PDF(.pdf), GIF(.gif), JPG(.jpg)</small></p> <p><input type="checkbox"/> I attest that I have completed the Medicare course indicated and am uploading a valid certificate.</p> <p><small>NOTE: If more than one file is uploaded for a given certification year, only the latest file uploaded and its associated fields will be considered for review and displayed on the Certifications and Transcript pages</small></p> <p><input type="button" value="Submit"/></p>
4	<p>Once your certificate has been audited by Medica, you will receive credit for the Medicare Advantage Certification module.</p>

# Medica

## 2019 Medicare Certification FAQ Guide

### **Q: Is there a cost for taking Medica's Medicare Certification?**

There is a cost associated with Pinpoint's National Medicare Certification. Pinpoint charges \$99.95. You also have an option to purchase continuing education credits for an additional charge. However, if you have already taken Pinpoint or AHIP National Certification, you may upload a certificate. You must still take Medica's Medicare Products and the Medica Enrollment courses. There is no charge for the Medica-specific courses.

### **Q: Why is Medica requiring National Medicare Certification?**

Requiring National Certification is a common practice amongst other carriers. This is a best business practice across the industry.

### **Q: How many courses must I take to pass Medica's Medicare Certification?**

You must pass the following courses:

- 2019 Medica's Medicare Products
- 2019 Medica Enrollment
- Medicare National Certification

### **Q: Do I have to complete National Medicare Certification through your website if I already completed the training?**

If you have completed National Medicare Certification training through AHIP or Pinpoint, you are required to upload your training completion certificate(s) as proof of completion. Please follow the steps below:

1. Click Import Medicare Certificate of Completion. A separate tab or window will open.
2. Complete the required fields.
3. Click Browse to choose a copy of your certification from your PC or the cloud.
4. Check the box to attest you have completed the course.
5. Click Submit.

If you click Medicare Certification in error, follow the link to import your certification, then follow steps 2-5 above.

You will still need to complete Medica's Medicare Products and Medica Enrollment and Application courses.

### **Q: Which National Medicare Certification certificates does Medica accept?**

Medica only accepts certificates from AHIP or Pinpoint. If you have taken the training through another vendor, you will need to certify through AHIP or Pinpoint.

### **Q: Does Medica accept Medicare Certification certificates from other health plan carriers?**

No. If you took certification from another carrier, you must complete National Certification, Medica's Medicare Products and the Medica Enrollment courses.