

Online Certification Process Required for 2024 Medicare Training:
Medicare Advantage and Part D Certification
(External-Freedom-Optimum)

In order to market Medicare Advantage and Part D products, CMS requires that agents be certified annually. **The 2024 certification site will be accessible June 28th with a simple registration process.**

2024 Courses required for certification include:

- **AHIP Medicare Training, including Fraud, Waste & Abuse (FWA)**
- **Compliance training**
- **Product training**

The AHIP Medicare Training is one of the courses required to be allowed to market and sell our 2024 plans whether you were certified for Medicare Advantage or Part D plans for 2023 or are just getting certified now. AHIP also includes Fraud, Waste & Abuse courses as part of their Medicare Advantage and Part D certification program.

AHIP Re-certification: If you took and passed AHIP certification for 2023, the system will recognize you when you register, and you will be presented the AHIP re-certification course for 2024. Re-certification presents you with all 5 AHIP MA/Part D modules, but you are not required to review the slide **content** for modules 1, 2 and 3. You must complete the review questions for modules 1, 2, and 3 before proceeding to other modules. It is important to note that you will be tested on all 5 parts. Estimated time to complete the AHIP MA/Part D modules is approximately 4 hours. There is a 2 hour time limit on the AHIP MA/Part D final exam. Successful completion of the AHIP exam requires a score of 90% or better. You are allowed 3 attempts per registration to achieve a passing score on the final exam.

AHIP has already updated their site to the 2024 version of the certification and exam. You can no longer access the 2023 version. Our Medicare certification training site which provides access to the certification discount has been updated to reflect this change as well. If you have not taken the 2023 certification and choose to do so now, you will receive credit for both 2023 and 2024 for the AHIP Medicare Training. In addition, if you have not taken the 2023 Compliance and Product Training and choose to do so now, you will receive credit for both 2023 and 2024 upon successful completion.

AHIP Fraud, Waste & Abuse (FWA): This additional segment of the 2024 AHIP training program provides information on Nondiscrimination, Fraud, Waste & Abuse, and General Compliance. Successful completion of each topic requires a score of 70% or better. AHIP FWA testing is separate from the AHIP Medicare Advantage and Part D final exam.

2024 Compliance Training modules are available now on our Medicare certification training site. Modules include Foundation/Basics, Risk Prevention, Sales Event Reporting and Tools for Compliant Selling. Estimated time to complete a compliance module is approximately 20 minutes, however this may vary. The estimated time to complete the compliance certification exam is 10-20 minutes per module. Required passing scores vary by module and will be noted in the course instructions.

2024 Product Training modules are accessible upon completion of the Compliance Training modules. You are required to complete **ALL** product modules. Estimated time to complete a product module is approximately 20 minutes, however this may vary. The estimated time to complete the product certification exam is 10-20 minutes per product module. All product modules require a score of 90% or better.

To access the 2024 certification site, please see the instructions on Page 2.

All new agents will need to log in as a first-time visitor and create a profile before starting the certification training. Existing agents can log in with their username and password from last year. There are links to assist you if you have forgotten either of them.

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User Registration

1. Click the certification link provided here: <https://elevancehealth.cmpsyste.com/page/login>
2. Logging in or Creating a Profile
 - a. New Agents: Click the “*First Time Visitors*” button to create a new profile.
 - b. Existing agents: Log in with last year’s username and password. There are links to assist you if you have forgotten either of them.
3. In the Access Code Field, key in **External-Freedom-Optimum** (exactly as shown) and click *Submit*. Agents creating a new profile should proceed to Step 4. Existing Agents can skip to Step 7.
4. New Agents will be taken to the Registration “*Step 1 of 3*” page where the following fields will need to be populated:
 - a. Last name (enter name as it appears on license)
 - b. Date of Birth (mm/dd/yyyy format)
 - c. Last 4 digits of Social Security Number (SSN)
5. Registration “*Step 2 of 3*” page will display; complete all required fields (marked with a red symbol):
 - a. Click the “Find my NPN” button to retrieve your National Producer Number.
 - b. Create a password and re-enter it to confirm.
 - c. Enter remaining required fields, and complete checkboxes and Terms of Service as appropriate.
 - d. Click the *Register* button.
6. Registration *Step 3 of 3* page will display confirming your registration and providing you with your username. Be sure to make a note of this. Click *Continue to Home*. New agents proceed to Step 8.
7. Existing Agents: your profile information will be displayed. Please review all fields and update if needed. Complete checkboxes and Terms of Service as appropriate and click *Update Profile*.
8. Agents will be taken to the Medicare Certification Training Center (“Training Center”) for their AHIP, Compliance and Product Training.
9. Click on the 2024 training under My Certifications. The first section that appears on the list will be AHIP Medicare Training. Click the AHIP course title.
10. Click Yes when asked to confirm you want to leave the Training Center to go to the AHIP site.
11. Your registration information will carry over from the Training Center to AHIP. Complete the AHIP profile registration/verification by entering your password information and agreeing to the AHIP site’s terms of service and privacy statement. Click *Register* (or *Update Profile*).
12. The AHIP site will confirm your username on the next page. Click *Continue*.
13. You will see a Shopping Cart panel on the right. NOTE: You will be asked by AHIP for upfront payment at Elevance Health’s discounted rate of \$125.00.
14. Complete the Billing and Payment information. If the Billing information is the same as your Profile information, check the box “Copy profile information.”
15. Click *Go to Checkout*. You will receive an order confirmation. Click *Go to my courses* to begin.
16. Proceed with the AHIP Medicare Training modules and exam, and then the Nondiscrimination, Fraud, Waste & Abuse, and the General Compliance training.
17. You can return to the Training Center from the AHIP window by clicking the “*Return to Elevance Health*” link in the upper right corner of the AHIP training page.
18. Launch remaining courses by opening each track and clicking on the course title. The course will launch right in your training page and slides will advance automatically. Use the player controls to pause/resume the course or return to previous slides if needed.
19. You must view each course module completely before you are able to access the assessment link at the end of the content.
20. A green check mark will show on the My Certifications page next to each module when it has been successfully completed and a passing score has been achieved on the assessment.

If you have any questions, please contact your lead or director. For any questions that arise once you access the certification site, simply click the Broker Support link under the *Contact Us* section to submit questions to the certification site email box.

As always, thank you for your business.