

2024 Certification Training – Quick Start Guide

Access Training Site:

Login	Training Site Link
Username	National Producer Number (NPN)
Password	Select “Forgot password?” as needed.

Supported Browsers:

Chrome, Microsoft Edge, Safari

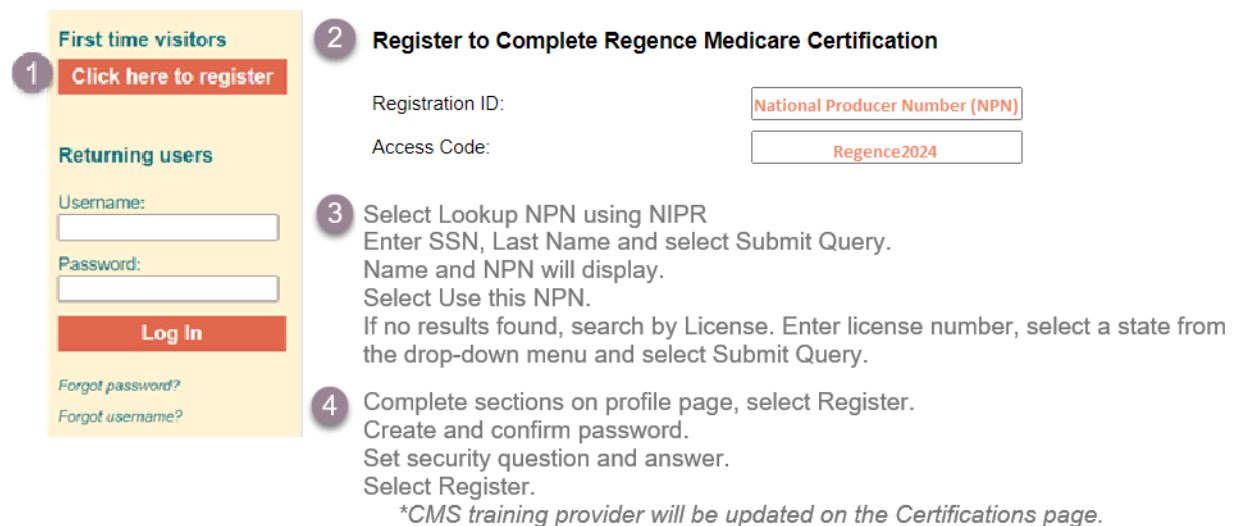
For technical support, contact:

Medicare Agent Support	(800) 557-0555
Select “Request Support”	Top right corner on training site page.

Certification Deadlines:

Existing Agents	September 15, 2023
New Agents	Within 30-days of the certification invitation date. New agents who complete the 2024 certification training will also be certified for the remainder of 2023.

Registration for new users:



1 **Click here to register**

2 **Register to Complete Regence Medicare Certification**

Registration ID:

Access Code:

3 **Select Lookup NPN using NIPR**
Enter SSN, Last Name and select Submit Query.
Name and NPN will display.
Select Use this NPN.
If no results found, search by License. Enter license number, select a state from the drop-down menu and select Submit Query.

4 **Complete sections on profile page, select Register.**
Create and confirm password.
Set security question and answer.
Select Register.

**CMS training provider will be updated on the Certifications page.*

First time visitors
Click here to register

Returning users

Username:

Password:

Log In

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

Basic navigation:

1. Certification training modules
2. Certificate of Completion
3. State product grids, training slides, quick start guides, CMS publications
4. Submit request for technical support
5. Update contact information, password, security question



Training instructions:

Select the **Certifications** tile on the home screen.

1. Select the first course title to begin. Courses must be completed in sequential order.
 - a. Review/sign attestations, first 3 modules.
2. Click this [link](#) to upload your AHIP certificate, allow 24 hours for data feed OR
 - a. Select **Medicare Training** to manually upload your AHIP or NABIP (*formerly known as NAHU*) certificate. See page 4 for manual upload instructions.
3. Complete Plan Training, Sales Resources & Plan Rules and Final Exam.

Certification Track (click to expand or collapse)

- | | | | |
|---|--------------------------|-----|-----------------------------------|
| 1 | <input type="checkbox"/> | REQ | 2024 Agent Certification |
| | <input type="checkbox"/> | REQ | Medicare Compliance Addendum |
| | <input type="checkbox"/> | REQ | Code of Business Conduct |
| 2 | <input type="checkbox"/> | REQ | Medicare Training |
| 3 | <input type="checkbox"/> | REQ | 2024 Plan Training |
| | <input type="checkbox"/> | REQ | 2024 Sales Resources & Plan Rules |
| | <input type="checkbox"/> | REQ | 2024 Plan Specific Final Exam |

Completing attestations (*first 3 modules*):

- Click the module title and review the information.
- Select **Click to Sign** on bottom left.
- Type your name and select **Use Text Signature** or sign in the space provided with your mouse.
- Select **OK** under “Are you sure you want to use the Text Signature?”
- The Signed by: *Agent Name* will appear on the bottom left corner.
- Close the attestation tab to return to the Certification Track.

Signed By: **Click to Sign**

Signature

Type your name below to sign

Agent Name

Use Text Signature

-- or --

Sign your name in the space provided below

Use Signature from Signature Pad | Reset Signature | Load Most Recent Signature

Signed By: *Agent Name*

Are you sure you want to use the Text Signature?

OK | Cancel

Annual Medicare Training Requirements

To meet the training requirements outlined by [CMS](#), agents are required to be trained and tested annually on Medicare rules and regulations. To meet this requirement, we accept the Medicare training from [AHIP](#), [NABIP](#) (formerly known as *NAHU*) and [Pinpoint Global](#). The certificate must include Fraud, Waste & Abuse.


Certificate upload:

To manually upload the AHIP or NABIP (*formerly known as NAHU*) certificate from *your* computer, select **Medicare Training** and **Import Medicare Certificate of Completion**.

- Enter training date completion and Certification Training Provider.
- Select Choose File, locate folder, click file name and Open.
- Check the attestation box and submit.

Certificate will show a “pending” status until approved (*within 24 hours*). Users can continue with training up to the final exam while the certificate is in a pending status.

Training completion:

Select each training module in sequential order by clicking the course title. Each module must show **Complete** before being able to progress to the next module. At the end of each course, click **Complete this Program**. Refresh browser if needed (Ctrl + F5 or click  in your browser window) and move to the next module.

Agents have 3 attempts to pass the Final Exam of 20 questions. After completing the exam, select **Submit**. Upon achieving a passing score, select **View Answer Feedback** and **View Results Summary** for testing results. NOTE: Agents will not receive a confirmation email of completion, but appointments will be updated to indicate the updated certification.

Resources & Transcript:

Select **Resources** on the top toolbar to access state product grids, training slides, quick start guides, and CMS publications. All documents are available for download.

Select the **Transcript** tile from the home page and **Print Certificate** to download the Certificate of Completion.

Congratulations!