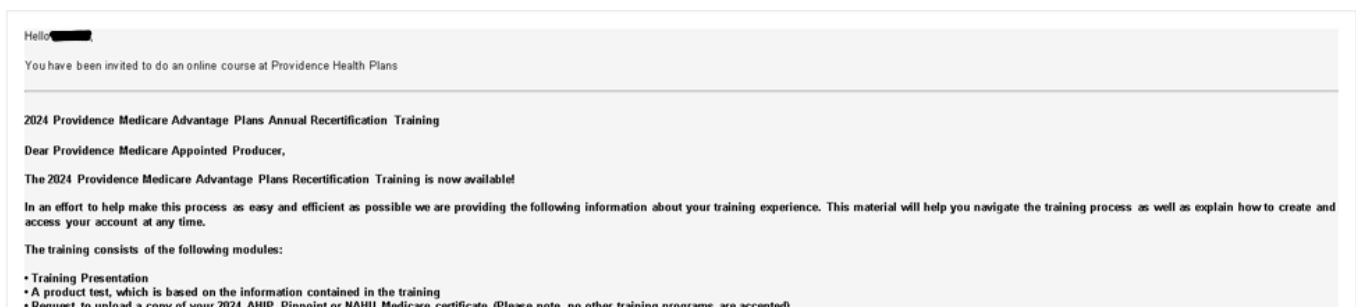




Providence
Medicare Advantage Plans

2024 Certification for Medicare Advantage Plans

- Existing Agents will received an email invite similar to this, inviting them to re-certify with a link & instructions.



The training consists of three parts:

1. **The training presentation, which they can review at their own speed**
2. **Product Test**
 - a. Must get an 85% or better to pass
 - b. Agent gets three attempts
 - c. After the 2nd attempt the system locks for 24 hours. This is to try and have the agents slow down and if needed review prior to taking the 3rd time, which is their last option
3. **Providing a copy of their 2024 AHIP, Pinpoint or NAHU certificate**
 - a. Once they provide a copy of their certificate it will show they are 67% complete.
 - b. We review each certificate to make sure it's valid
 - c. Once the certificate is reviewed and approved, the 67% will change to 100% and the agent will receive an email confirmation stating they have completed the required training.