

Table of Contents

Logging In 3
 Registered Users 3
 Accessing Courses and Certificates 3
Medicare Solutions Learning Center 3
 Welcome Page 3
 Navigation Panel 4
 Certification Courses 4
 Elective Courses 5
 Invitation-Only Courses 5
 Evaluations 5
 Certificates 5
 Printing 6

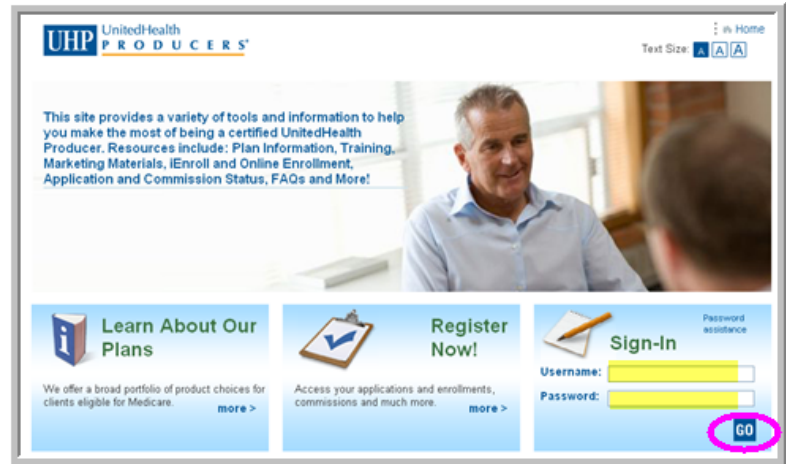


Logging In

Registered Users

- Go to www.UnitedHealthProducers.com or www.UnitedHealthAdvisors.com
- Enter your **username (agent ID)** and **password**
- Click on **GO**

For log in or other assistance with the Distribution Portal, contact the Producer Help Desk (PHD) at 888-381-858. PHD operating hours are Monday—Friday, 7 a.m. to 7 p.m. CST (phone lines closed 10 a.m.—11:30 a.m. CST).



Accessing Courses and Certificates

Once you are logged into the Distribution Portal, click on the **Learning Center** button to access your courses and certificates.

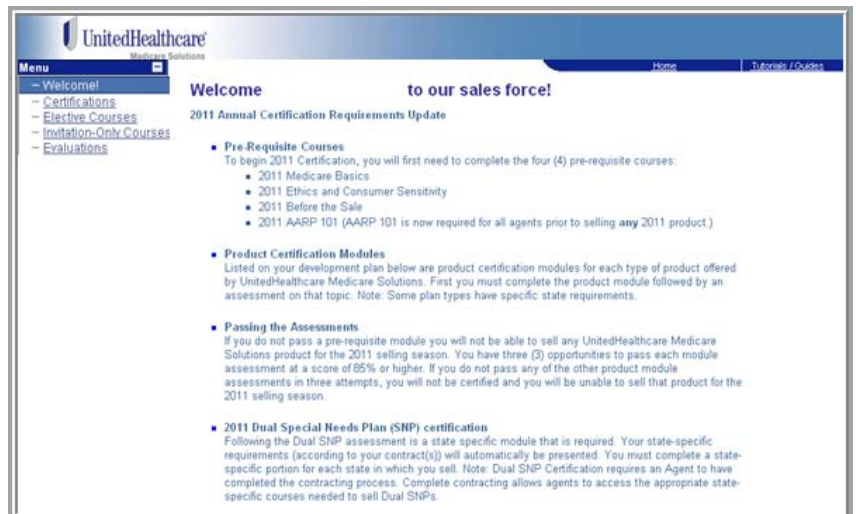


Medicare Solutions Learning Center

Welcome Page

The opening page of the Learning Center is the **Welcome Screen**. This page provides details about the annual certification requirements and courses.

This page also provides links to other sections of the Medicare Solutions programs. Each section is described below.



Navigation Panel

The Welcome Page provides several navigation choices. Located on the left side of the screen, you can select:

- Certifications
- Electives Courses
- Invitations-Only Courses
- Evaluations



Certification Courses

In the Navigation Panel, click on Certifications to view your courses and certifications by year.

- Each course has two required items listed: course and test. Review the course and then take the test.
- **Prerequisite** courses must be taken first and in order.
- Product **Certification** courses should be completed after the prerequisite courses.
- The course status and completion date are provided on this screen.
- Once you are certified to sell a product, you will see a **gold medallion** next to the completion date column.

Year	Course Name	Status	Date Completed
2011 Prerequisites			
	2011 Medicare Basics	✓	08/03/2010
	2011 Medicare Basics Test	✓	08/03/2010
	2011 Ethics and Consumer Sensitivity	✓	08/23/2010
	2011 Ethics and Consumer Sensitivity Test	✓	08/23/2010
	2011 Before the Sale: Educating the Consumer	✓	08/23/2010
	2011 AARP 101	✓	08/23/2010
2011 AHIP (FMO Only)			
	2011 AHIP (FMO Agent Only)	—	—
2011 AARP PDP Certification			
	2011 Medicare Part D Plans	✓	08/24/2010
	2011 Medicare Part D Plans Test	✓	08/24/2010
2011 AARP Medicare Advantage Certification			
	2011 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS)	✓	08/23/2010
	2011 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS) Test	✓	08/24/2010

If you want to sell Dual Special Needs Plans (SNP), you must complete the main Dual course and the **state specific** courses. The states listed are the states in which you are licensed to sell. You must complete both the Dual course and the state course(s) to be certified to sell Dual SNP in the indicated state(s).

Year	Course Name	Status	Date Completed
2011 Dual SNP: Alabama			
	2011 Dual Special Needs Plans (SNP)	—	—
	2011 Dual SNP- Alabama	—	—
2011 Dual SNP: Arizona			
	2011 Dual Special Needs Plans (SNP)	—	—
	2011 Dual SNP- Arizona	—	—
2011 Dual SNP: California			
	2011 Dual Special Needs Plans (SNP)	—	—
	2011 Dual SNP- California	—	—
2011 Dual SNP: Colorado			
	2011 Dual Special Needs Plans (SNP)	—	—
	2011 Dual SNP- Colorado	—	—

Elective Courses

There are additional courses available for your further education. These are not required but are recommended to further your education. While not required they are highly recommended. They are listed in the **Elective Courses** section.

Year	2011	2010	2009
Elective Online Courses			
2011 Connector Model Overview	-		
2011 Member Impacts Part 1	-		

Invitation Only Courses

On occasion, you may be required to take a course that is not available to everyone. If you are assigned a specific course, it will be listed in the **Invitation Only** section and must be completed.

Year	2011	2010	2009
Invitation Online Courses			
2011 UnitedHealth Care Retail Program	✓		
2011 UnitedHealth Care Retail Program Test	✓		

Evaluations

After you complete a course, an evaluation will appear in the **Evaluation** section. Please take a few minutes to complete these evaluations so that we may learn and improve from your comments.


You do not currently have any **Evaluations** for Plan Year 2011

Certificates

Upon successful completion of a course and test, a gold medallion will appear on your development plan indicating you are certified to sell the particular product. Open the certificate as needed by clicking on the medallion. Each certificate includes the course name, agent name and writing number, and date of certification. To **print** a copy of the course certificate, follow the instruction below



Printing

To **print** a copy of your certificate, click on the  icon.



	Status	Date Completed
2011 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS)	✓	08/23/2010
2011 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS) Test	✓	08/24/2010

Note: Screen shots are for illustrative purposes only and are subject to change without notice.