

Certification User Guide

2013 Launch: July 1, 2012

FMO Agents

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2013 Annual Certification Requirements

We are pleased that you have chosen to become certified to sell our products. The courses listed below will educate you on Medicare, Compliance and Medicare health plans, giving you a strong foundation for making sales presentations, conducting meetings and helping Medicare-eligible consumers make the right choices.

Listed below is an overview of the steps you will need to take to become certified to sell our products.

Thank you for your business and good luck with your 2013 Certification!

2013 Annual Certification Requirements

In order to sell any UnitedHealthcare products in 2013, you are required to take four pre-requisite courses and assessments. You will then take the product courses and assessments for the plans you want to sell. You are required to pass the assessments at 85% within three (3) attempts.

1. **Pre-requisite courses and assessments:**

- 2013 Medicare Basics
- 2013 Ethics and Compliance
- 2013 Before the Sale: Educating the Consumer
- 2013 AARP 101

If you do not pass a pre-requisite assessment in three attempts, you will not be able to sell any UnitedHealthcare Medicare Solutions product for the 2013 selling season.

2. **Product courses and assessments for the plans you want to sell:**

- Listed on your development plan are product certification modules for each type of product offered by UnitedHealthcare Medicare Solutions.

If you do not pass any of the product module assessments in three attempts, you will not be certified and you will be unable to sell that product for the 2013 selling season.

▪ **AHIP Certification for our FMO Partners**

American Health Insurance Plan [AHIP] Certification satisfies the requirement for the following UnitedHealthcare Medicare Solutions Certification Modules:

- Medicare Basics
- Medicare Advantage
- Part D

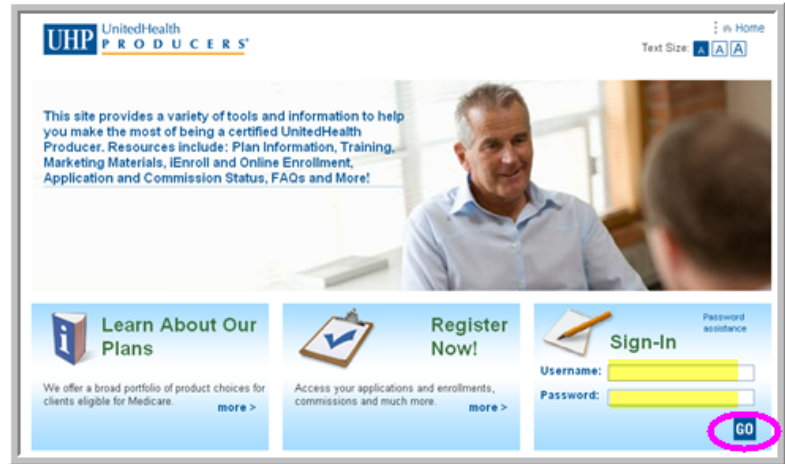
If you choose the AHIP option, you will also be required to complete the following pre-requisites: Pledge of Compliance, Ethics and Compliance, Before the Sale and AARP 101. UnitedHealthcare will accept your AHIP certification and display any other required modules. As with other requirements, you have three total attempts to pass the assessments. **If you choose to certify via AHIP, you need to complete the 2013 AHIP Certification before any other 2013 Certification modules. Failure to do so will result in AHIP score rejection.**

Logging In

Registered Users

- Go to www.UnitedHealthProducers.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. (Monday—Friday, 7a.m to 7p.m. CT)



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.

UnitedHealthcare
Medicare Solutions

Menu

- Welcome!
- Certifications
- Electives
- Invitation-Only
- Evaluations

Welcome [redacted] to our sales force!

We are pleased that you have chosen to become certified to sell our products. The courses listed below will educate you on Medicare, Compliance and Medicare health plans, giving you a strong foundation for making sales presentations, conducting meetings and helping Medicare-eligible consumers make the right choices.

Listed below is an overview of the steps you will need to take to become certified to sell our products.

Thank you for your business and good luck with your 2012 Certification!

2012 Annual Certification Requirements

In order to sell any UnitedHealthcare products in 2012, you are required to take four pre-requisite courses and assessments. You will then take the product courses and assessments for the plans you want to sell. You are required to pass the assessments at 85% within three (3) attempts.

- 1. Pre-requisite courses and assessments:**
 - 2012 Medicare Basics
 - 2012 Ethics and Compliance
 - 2012 Before the Sale: Educating the Consumer
 - 2012 AARP 101

If you do not pass a pre-requisite assessment in three attempts, you will not be able to sell any UnitedHealthcare Medicare Solutions product for the 2012 selling season.
- 2. Product courses and assessments for the plans you want to sell:**
 - Listed on your development plan below are product certification modules for each type of product offered by UnitedHealthcare Medicare Solutions.
 - If you do not pass any of the product module assessments in three attempts, you will not be certified and you will be unable to sell that product for the 2012 selling season.

Navigation Panel

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

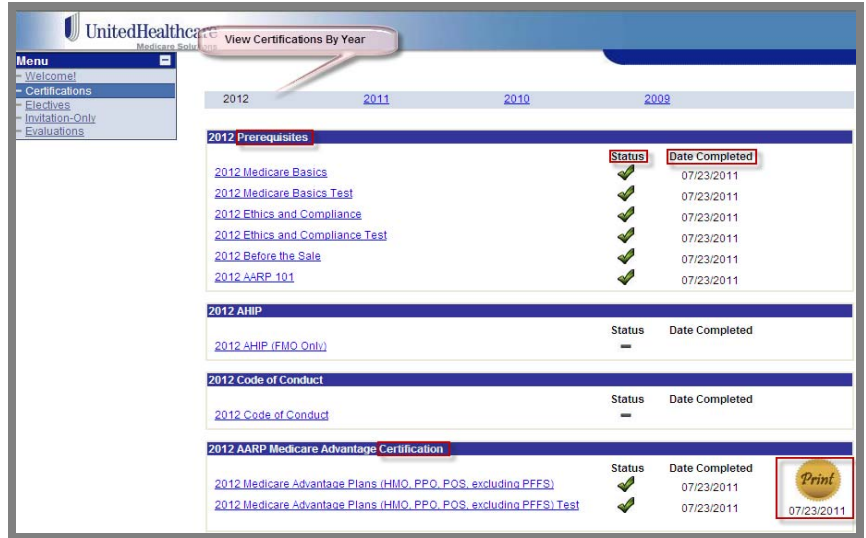
- Certifications
- Electives Courses
- Invitations-Only Courses
- Evaluations



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.



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.



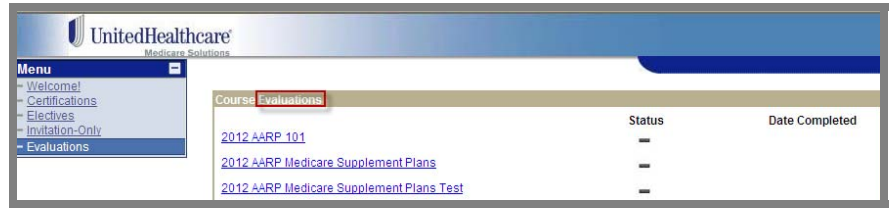
Invitation Only Courses

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.



Evaluations

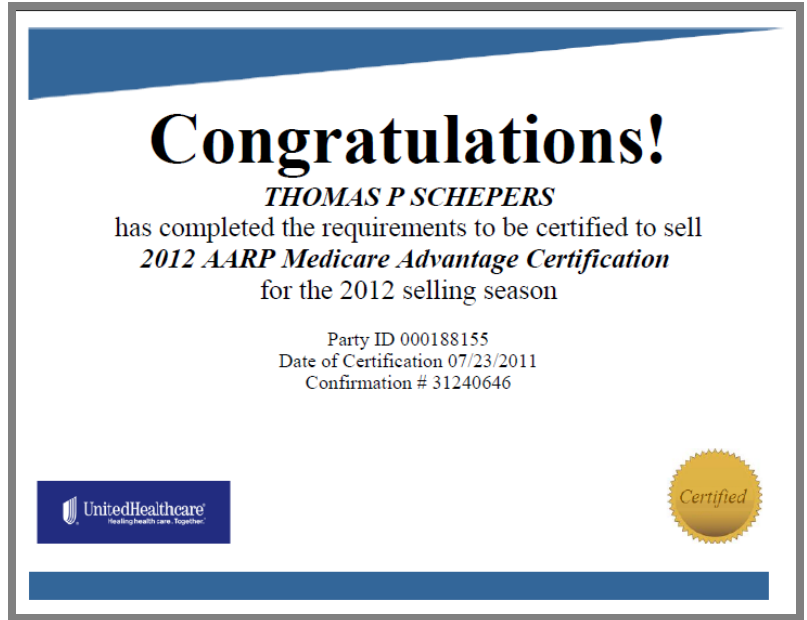
After you complete a course, an evaluation will appear in the **Evaluation** section. Please take a few minutes to complete these evaluations so that we may learn and improve from your comments.




Course	Status	Date Completed
2012 AARP 101	-	
2012 AARP Medicare Supplement Plans	-	
2012 AARP Medicare Supplement Plans Test	-	

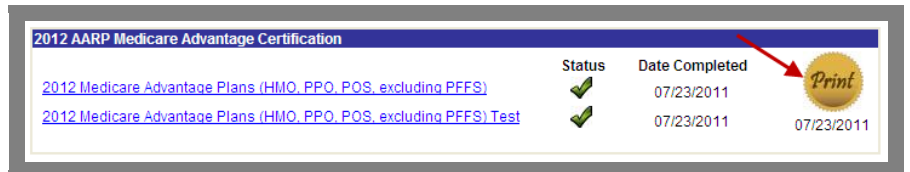
Certificates


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.



2012 AARP Medicare Advantage Certification	Status	Date Completed	
2012 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS)	✓	07/23/2011	
2012 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS) Test	✓	07/23/2011	07/23/2011

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