Getting Started

UnitedHealthcare®
MEDICARE & RETIREMENT

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 888-381-8581. (Monday—Friday, 7a.m to 7p.m. CST)

Accessing Modules and Certificates

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

UnitedHealth Advisors

UnitedHealthcare®
MEDICARE & RETIREMENT

| Learning Center | Product Information & Materials | Online Enrollment | Applications & Enrollments | Commission Status | Manage Your Account | Resource Center |

Top Documents, Links & Contacts

Documents:

- **Sales Event Resources**

- **Agent Guides**

  - ○ **ICA Agent Guide (PDF)**

  - ○ **ISR Agent Guide (PDF)**

  - ○ **Telesales Agent Guide (PDF)**

- **Missing/Incomplete Application Update Request Form (PDF)**

- **UnitedHealth Group Code of Conduct (PDF)**

Feature Focus News

Understanding elder abuse, neglect and exploitation

June 25, 2014 - Far too often, we learn about situations in which vulnerable and older adults are abused, neglected or exploited. Although physical abuse is often more visible, other kinds of abuse can be more difficult to identify and address. Full Article

UnitedHealthcare is launching its 2015 certification courses beginning on July 1, 2014!

June 25, 2014 - Start planning today and take advantage of this opportunity to complete your 2015 certification by making sure that your licenses and appointments are in order on the UnitedHealthcare Distribution Portal. More information can be found in the 2015 Certification User Guide. (ICA/ISR)

UnitedHealthcare's Compliance Program - What is it?

June 25, 2014 - As an agent you hear UnitedHealthcare talk about compliance, but what is UnitedHealthcare's compliance program all about and why does it matter to you? Find out how you have a direct impact on the success of our Compliance Program. Full Article

Renew magazine provides added value for UnitedHealthcare members

June 11, 2014 - UnitedHealthcare is taking steps toward better serving its members by providing relevant, informative and valuable health and wellness information to members through its Renew magazine. Full Article

Help your members get answers to their questions

June 11, 2014 - As a trusted advisor who is oftentimes the face of UnitedHealthcare, it is not uncommon that a member would reach out to you with questions post-enrollment about Customer Service related questions. Full Article

Certification

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− Certifications	
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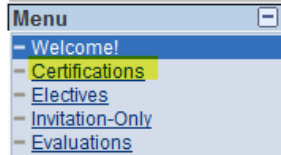
Welcome CARRIE BARKERSETTLES to our sales force!

We are pleased that you have chosen to become certified to sell our products. Our certification courses 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.

Thank you for your business and good luck with your 2015 Certification!

Certification Instructions

To solicit, present or sell any products in the UnitedHealthcare Medicare Solutions portfolio[1], you must be licensed and appointed (if applicable) in the state in which the consumer resides and certified in the product(s) you are presenting to and/or enrolling the consumer. To become certified for the plan year, you must complete all the required prerequisite modules and the individual product module(s) for the product(s) you wish to sell.

A summary of the steps to certify is as follows:

1. *You must complete, in order, the following **prerequisite modules** and pass the corresponding assessment with a score of 85% or higher within three attempts*
   - *Medicare Basics*
   - *Ethics and Complianc*
   - *AARP 101*
2. *You must complete the **product module(s)** and pass the corresponding assessment(s) with a score of 85% or higher within three attempts, or you are not allowed to sell the applicable product for the applicable plan year. Available product modules by type are:*

- *Medicare Advantage Plans (HMO, POS, PPO)*
- *Private Fee-for-Service Plans (PFFS)*
- *AARP Medicare Supplement Plans*
- *SecureHorizons Medicare Supplement Plans[2]*
- *Medicare Prescription Drug Plans*
- *Chronic Condition Special Needs Plans (CSNP)*
- *Dual Special Needs Plans (DSNP)*
- *Institutional Special Needs Plans (ISNP)[3]*
- *Institutional-Equivalent Special Needs Plans (IESNP)[3]*
- *Senior Care Options[3]*

Technology

<u>Technical Requirements</u>

In order to take any of the certification modules, your computer* needs the following requirements:

- *Internet Explorer version 7.x or 8.x*
- *Screen resolution of 1024 x 768*
- *Acrobat reader version 6 or higher*
- *Macromedia Flash Player 9 or higher*

If you have trouble launching a module, contact the Producer Help Desk (PHD):

888-381-8581

Monday-Friday, 7 a.m. – 7 p.m. CST

*Modules are not compatible with mobile technology such as smart phones or tablets

What Courses do you need to take?

A summary of the steps to certify is as follows:

1. You must complete, in order, the following **prerequisite modules** and pass the corresponding assessment with a score of 85% or higher within three attempts:
   - Medicare Basics
   - Ethics and Compliance
   - AARP 101

2. You must complete the **product module(s)** and pass the corresponding assessment(s) with a score of 85% or higher within three attempts, or you are not allowed to sell the applicable product for the applicable plan year. Available product modules by type are:
   - Medicare Advantage Plans (HMO, POS, PPO)
   - Private Fee-for-Service Plans (PFFS)
   - AARP Medicare Supplement Plans
   - SecureHorizons Medicare Supplement Plans[2]
   - Medicare Prescription Drug Plans
   - Chronic Condition Special Needs Plans (CSNP)
   - Dual Special Needs Plans (DSNP)
   - Institutional Special Needs Plans (ISNP)[3]
   - Institutional-Equivalent Special Needs Plans (IESNP)[3]
   - Senior Care Options[3]

Note: If you do not score the minimum 85% in three attempts on a prerequisite module, you are not allowed to sell any UnitedHealthcare Medicare Solutions products for the applicable plan year.

[1] *May include branded UnitedHealthcare, AARP, Care Improvement Plus, Medica HealthCare Plans, Preferred Care Partners, SecureHorizons, or Sierra.*
[2] *Available only to Internal Sales Representatives (ISR) and Telesales Agents*
[3] *Available by invitation only*

AHIP Certification for our EDC Partners
American Health Insurance Plan (AHIP) Certification satisfies the requirement for the following UnitedHealthcare Medicare Solutions Certification Modules: Medicare Basics, Medicare Advantage Plans and Medicare Prescription Drug Plans.

If you choose to certify via AHIP, you need to transmit the 2015 AHIP Certification before any other 2015 modules have been started. Failure to do so will result in AHIP score rejection.

See page 5 for instructions.

AHIP

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Medicare
+ Fraud, Waste and Abuse

Login

Quick Links [-]

User Guide

AHIP Insurance Education

AHIP Conferences

AHIP Home

Contact Us [-]

For Technical Support:

☎ 866.234.6909

✉ Support@AHIPInsurance
Education.org

UPCOMING WORKSHOP:
The Future of Health Care IT
July 22, 2014,
Minneapolis, MN
Reserve your seat today

Marketing Medicare Advantage + Fraud, Waste and Abuse ②

Introducing a new way of learning that saves you valuable hours you need to grow your business.

Now there's one single source for both Medicare and Fraud, Waste and Abuse (FWA) training. Our comprehensive online program gives you the background to make informed decisions on Medicare, including plan options, marketing, enrollment requirements, and FWA guidelines.

What You'll Learn

Medicare

- The basics of Medicare fee-for-service eligibility and benefits
- The different types of Medicare Advantage and Part D prescription drug plans
- Eligibility and coverage
- Marketing and enrollment under the Medicare Advantage and Part D program requirements

Fraud, Waste & Abuse (FWA)

- How to identify FWA
- An overview of the industry efforts in detecting fraud
- Legal tools to combat FWA
- Understand both the human and financial cost of FWA
- Review CMS FWA training requirements
- Who commits FWA
- Reporting FWA; loopholes and obligations

Earn the **HCAFA** designation

AHIP Professional Designations

ACA rules + requirements
Consider yourself an expert?

ACA Compliance Training

Get started today! Login or create an account below.

User Login	**Registration**
Username (NPN or Email) [_____]	First Time Visitor?
Password [_____]	[Create a New Account]
[Login]	
Forgot your username?	
Forgot your password?	

Product Modules

AHIP Certification

AHIP Certification Instructions

American Health Insurance Plan (AHIP) Certification satisfies the requirement for the following UnitedHealthcare Medicare Solutions Certification Modules: Medicare Basics, Medicare Advantage Plans and Medicare Prescription Drug Plans. If you choose the AHIP option, you will also be required to complete the following pre-requisites: Pledge of Compliance, Ethics and Compliance and AARP 101. UnitedHealthcare will accept your AHIP certification and display any other required modules. As with other requirements, you have three attempts to pass the assessments at 90%. **If you choose to certify via AHIP, you need to transmit the 2015 AHIP Certification <u>before</u> any other 2015 modules. Failure to do so will result in AHIP score rejection.**

To begin 2015 UnitedHealthcare Medicare & Retirement certification using AHIP, complete the following steps:

1. Log into www.UnitedHealthProducers.com
2. Click Learning Center
3. Click "2015 AHIP (EDC Only)"
4. Click "Launch course"
5. Sign on with your AHIP ID and password OR register if you are a new AHIP user
6. Complete the assigned modules
   - Returning AHIP users will be assigned the recertification modules
   - New AHIP users will be assigned the full certification modules
7. Pass the test in 3 or fewer attempts with a score of 90% or higher
8. At the end of the test, go to the home page - Click "Transmit"

Next, you *must* complete the following modules and pass the tests that are associated with them:

- 2015 Ethics and Compliance
- 2015 AARP® 101

<u>Remember</u>: AHIP Certification is voluntary. If you elect to do this, you will receive a $50 discount off the AHIP certification fee if you <u>first</u> enter the AHIP site by going through the www.unitedhealthproducers.com Learning Center. Also, after you begin 2015 Medicare Basics Test you will <u>not</u> be allowed to select AHIP for certification.

Product Courses

UnitedHealthcare®
MEDICARE & RETIREMENT

In order to take any of the certification modules, your computer needs the following software installed: **Internet Explorer version 7.x or 8.x**

If you have questions or need help with your Medicare & Retirement Broker training, please do NOT contact HRDirect. Instead contact the Producer Help Desk (PHD) at phd@uhc.com or call 888-381-8581

2015	2014	2013	2012	2011

2015 Prerequisites

	Status	Date Completed
2015 Medicare Basics	▬	
2015 Medicare Basics Test	▬	
2015 Ethics and Compliance	▬	
2015 Ethics and Compliance Test	▬	
2015 AARP 101	▬	

2015 AARP Medicare Advantage Certification

	Status	Date Completed
2015 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS)	▬	
2015 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS) Test	▬	

2015 AARP Medicare Supplement Plans Certification

	Status	Date Completed
2015 AARP Medicare Supplement Plans	▬	
2015 AARP Medicare Supplement Plans Test	▬	

2015 AARP PDP Certification

	Status	Date Completed
2015 Medicare Prescription Drug Plans	▬	
2015 Medicare Prescription Drug Plans Test	▬	

2015 UnitedHealthCare MAPD Certification

	Status	Date Completed
2015 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS)	▬	
2015 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS) Test	▬	

2015 UnitedHealthCare MAPD Certification

	Status	Date Completed
2015 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS)	▬	
2015 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS) Test	▬	

2015 MedicareDirect Certification

	Status	Date Completed
2015 Private Fee-for-Service Plans (PFFS)	▬	
2015 Private Fee-for-Service Plans (PFFS) Test	▬	

2015 SecureHorizons Medicare Supplement Certification

	Status	Date Completed
2015 SecureHorizons Medicare Supplement Plans	▬	
2015 SecureHorizons Medicare Supplement Plans Test	▬	

2015 Dual Special Needs Plans (SNP) Certification

	Status	Date Completed
2015 Dual Special Needs Plans (DSNP)	▬	
2015 Dual Special Needs Plans (DSNP) Test	▬	

2015 AARP Mature Markets Certification

	Status	Date Completed
2012 AARP Mature Markets	✔	08/12/2010

08/12/2010

2015 UHC SNP Chronic Condition Certification

	Status	Date Completed
2015 Chronic Condition Special Needs Plans (CSNP)	▬	
2015 Chronic Condition Special Needs Plans (CSNP) Test	▬	

Electives

In order to take any of the certification modules, your computer needs the following software installed:
Internet Explorer version 7.x or 8.x

If you have questions or need help with your Medicare & Retirement Broker training, please do NOT contact HRDirect. Instead contact the Producer Help Desk (PHD) at phd@uhc.com or call 888-381-8581

| 2015 | 2014 | 2013 | 2012 | 2011 |

Elective Online Courses

	Status	Date Completed
2015 Events Basics	▬	
2015 Events Basics Test	▬	
HouseCalls for Medicare Advantage Plans	▬	
Consumer Quest: Customizing the Sales Approach UHC MR SLS	▬	
Who We Are	▬	
Election Periods Salesmanship	▬	
UnitedHealthcare Medicare & Retirement Overview	▬	
Selling at Retail Kiosks	🌐	
Product Salesmanship: Medicare Advantage (HMO, POS, PPO, PFFS) Plans	▬	
Product Salesmanship: Prescription Drug Plans	▬	
Product Salesmanship: Wellness Benefits	▬	
Product Salesmanship: Medicare Supplement Plans	▬	
Product Salesmanship: Chronic Special Needs Plans	▬	
Product Salesmanship: Dual Special Needs Plans	▬	

Certificates and Printing

Certificates

Upon successful completion of a module 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 module name, agent name and party ID, and date of certification. To **print** a copy of the module certificate, follow the instructions below.

Congratulations!

has completed the requirements to be certified to sell
2014 AARP Medicare Advantage Certification
for the 2014 selling season

Party ID ▮▮▮▮▮
Date of Certification 10/17/2013
Confirmation # 80655277

Printing

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

2013 AARP Medicare Advantage Certification			
	Status	Date Completed	
2013 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS)	✔	07/01/2012	
2013 Medicare Advantage Plans (HMO, PPO, POS, excluding PFFS) Test	✔	07/01/2012	06/05/2013