

## 2012 CERTIFICATION CHEAT SHEET

CARRIER	PROCESS	HELP / NOTES	LAUNCH
AETNA	<p><a href="http://ppg6.pinpointglobal.com/Aetna/Production/Apps/Medicare/Register/SeniorMarket">http://ppg6.pinpointglobal.com/Aetna/Production/Apps/Medicare/Register/SeniorMarket</a></p> <p>All producers are required to be certified, licensed and appointed before engaging in any sales-related activities involving 2012 Aetna Medicare Individual plans (MA, MAPD, PDP). In addition, producers must successfully complete these requirements to receive renewal commissions for Aetna Medicare Individual plans in 2012.</p> <p><b>Overview of Producer Certification</b></p> <p>Aetna Medicare Individual Producer Certification has 4 components.</p> <ol style="list-style-type: none"> <li><b>Aetna Medicare Compliance and Fraud, Waste and Abuse tutorial</b> (45 minutes) outlines how to comply with Medicare-specific requirements; where to go for more information and how to report compliance concerns. It also explains how to detect and report Medicare fraud, waste and abuse.</li> <li><b>Aetna and Aetna Medicare Code of Conduct attestations.</b> Aetna requires all producers to read, and agree to comply with, Aetna's and Aetna Medicare's Code of Conduct statements.</li> <li><b>AHIP certification</b> (3-7 hours) consists of 5 training modules and an exam that must be passed with a 90% score or better.</li> <li><b>Aetna Individual Medicare product tutorial</b> (45 minutes). Includes an exam that must be passed with a 90% score or better.</li> </ol> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><b>Why complete AHIP certification with Aetna?</b> Aetna offers an opportunity to complete AHIP certification for less. When completed as part of your Aetna Medicare Individual Producer Certification, the cost is \$100—that's a \$50 savings off the regular price. Plus there's an opportunity to earn reimbursement for the \$100 registration fee. You also can earn CE credits for AHIP certification through our certification program.</p> <p><b>Can AHIP certification be transferred to Aetna?</b> Yes. You'll just need to complete the remaining 3 requirements to finish your certification. The \$100 registration fee does not apply to those who transfer their AHIP certification to Aetna, so long as they earned a passing score on the exam in 3 or less attempts.</p> </div> <p><b>What's the cost?</b> \$100. This registration fee includes up to 3 attempts to pass the AHIP exam. The \$100 fee does not apply to those who transfer their AHIP certification to Aetna, so long as they earned</p>	<p>We look forward to working with you in 2012! If you have any questions, please contact the Aetna Medicare Broker Support Unit at <a href="mailto:BrokerSupport-MedicareTeam@aetna.com">BrokerSupport-MedicareTeam@aetna.com</a> or by calling (888) 247-1050</p> <p>Agents who take 2012 certification are NOT automatically grandfathered in to sell for the 2011 selling season. Separate 2011 certifications are required.</p>	7/15/11

## 2012 CERTIFICATION CHEAT SHEET

	<p>a passing score on the exam in 3 or less attempts.</p> <p><b>Get your money back!</b> We'll reimburse you for the \$100 registration fee if you complete the following requirements by September 15:</p> <ol style="list-style-type: none"><li>1. Pass all 4 certification requirements.</li><li>2. Complete all license and appointment requirements.</li><li>3. Attend a local training session – <i>Sign up through the certification website starting August 1!</i></li></ol> <p>=====</p> <p>Please make sure to tell your brokers about the Aetna \$100.00 AHIP reimbursement. <b>NO</b> applications required to get reimbursement for AHIP!!!</p> <p><b>Get your money back!</b> Aetna will reimburse the \$100 registration fee to producers that complete the following requirements by <u>September 15</u>:</p> <ol style="list-style-type: none"><li>1. Pass all 4 certification requirements.</li><li>2. Complete all license and appointment requirements.</li><li>3. Attend a local training session – You can sign up for a training session through the certification website starting August 1 or contact us for available training sessions.</li></ol> <p>Free AHIP certification:</p> <p>\$150.00 AHIP Fee (Through AHIP website) \$ 50.00 Aetna Discount (Through Aetna online certification) \$100.00 Aetna Reimbursement (Completing all requirements above. <b>NO</b> Applications required)</p> <p>-----</p> <p><b>\$0.00 cost for brokers</b></p> <p>=====</p> <p>Aetna agents completing training <b>must complete AHIP first before attending the face-to-face or a webinar</b> in order to earn AHIP reimbursement credit. Agents who complete the webinar/seminar first and AHIP second will not be eligible for the reimbursement. Note: Agents can be certified by following any order. The reimbursement has a specific procedure only.</p>		
--	---	--	--

## 2012 CERTIFICATION CHEAT SHEET

CARRIER	PROCESS	HELP	LAUNCH
Coventry	<p><a href="http://www.coventry-medicare.com">www.coventry-medicare.com</a> and access the Training and Compliance page. From there, you're a click away to access the AHIP/Coventry certification website. <b>Save \$50! You'll pay a discounted rate when you use Coventry's link to the AHIP site.</b></p> <p>Coventry Access Codes will be issued on July 11th and are necessary to register for completing online Medicare Advantage and Part D certification and contracting.</p> <p>Health Plan Training Contacts – see attached</p> <p><b>Opportunities for YOUR Success Are Not To Be Missed!</b></p> <ul style="list-style-type: none"> <li>• 9 million Medicare eligible beneficiaries reside in Coventry's local markets.</li> <li>• Competitive, affordable CMS 4 and 4.5 Star-rated Medicare Advantage plans offer what your Medicare eligible clients are expecting.</li> <li>• High value, low out of pocket costs and no deductible options make our national First Health Part D plans a top choice for beneficiaries who will need a stand-alone PDP.</li> <li>• Weekly commissions.</li> <li>• Full support and personal training from your local, licensed Coventry sales team, along with CMS-compliant marketing and advertising that you can personalize assure you'll be ready for the Annual Enrollment Period when 2012 marketing kicks off on October 1st.</li> </ul> <p><b>It pays to certify early! Brokers and agents who certify on or before September 30, 2011 and meet all ready to sell requirements are eligible for the \$100 AHIP training registration fee reimbursement early in 2012.</b></p> <p><b>Senior Market Sales Certification Access Codes:</b></p> <ul style="list-style-type: none"> <li>• PDP: QFB0G (4<sup>th</sup> digit is a zero)</li> <li>• CCP: 6Y03J (3<sup>rd</sup> digit is a zero)</li> </ul>	<p>If you have any questions, please contact your upline marketing organization, your local Coventry health plan or our Broker Services Department at 866-714-9301, 8am-6pm ET, Monday-Friday or <a href="mailto:brokersupport@cvtv.com">brokersupport@cvtv.com</a></p> <p>Agents who take 2012 certification ARE automatically grandfather in and can sell for the remainder of the 2011 selling season.</p>	7/15/2011

## 2012 CERTIFICATION CHEAT SHEET

CARRIER	PROCESS	HELP	LAUNCH
<p>CIGNA</p>	<p>The new 2012 Medicare Producer Training &amp; Certification : <a href="https://producertraining.cigna.com">https://producertraining.cigna.com</a></p> <p>Note: The Producer Training environment is compatible with the following browsers: Internet Explorer 7x and higher; Fire Fox 3x and higher.</p> <p>Producers contracted to sell the CIGNA Medicare products must successfully certify prior to marketing or selling CIGNA Medicare products. This means that you must complete the required lessons and pass the exams with a score of 85% or better prior to distributing any CIGNA Medicare products. The exams are embedded at the end of each lesson. You must complete each lesson prior to taking the exams. You may take each exam up to three times. If you fail to pass either exam within three attempts, you will not be allowed to market or sell CIGNA Medicare products for the 2012 selling season. Producers, who distribute and sell CIGNA Medicare products prior to successfully completing the requisite exams, will not be eligible to receive commissions on that business.</p> <p>Some helpful tips about the new training &amp; certification website and its functionality:</p> <ul style="list-style-type: none"> <li>• Your username and password is the same as with the prior training site</li> <li>• The site URL does not change: <a href="https://producertraining.cigna.com">https://producertraining.cigna.com</a></li> <li>• All vital information is on one landing page, with no scrolling required</li> <li>• You can take a course, study, and download completion certificate quickly and easily</li> <li>• The additional navigation and site sections available (i.e., History, AHIP, Help, Profile) support program growth and expansion</li> </ul> <p><b>Please note:</b> There are specific instructions on how to properly close out of the lessons. Please read these instructions carefully to ensure you receive credit for the lessons.</p> <p><b>National PDP Producers:</b> Must complete and pass exams for both Lesson 1 and Lesson 2</p> <p><b>Arizona MAPD Producers:</b> Must complete and pass exams for both Lesson 1 and Lesson 3</p> <p><b>Note:</b> Producers selling PDP and MAPD products must complete ALL three Lessons.</p> <ul style="list-style-type: none"> <li>• <b>Lesson 1:</b> Medicare Overview &amp; Compliance – All Producers</li> <li>• <b>Lesson 2:</b> CIGNA Medicare Product Overview – National PDP Producers</li> <li>• <b>Lesson 3AZ:</b> CIGNA Arizona Medicare Product Overview – Arizona MAPD Producers</li> </ul> <p><b>Important Note:</b> Producers who distribute and sell CIGNA Medicare Products prior to successfully completing the requisite exams will not be eligible to receive commissions on that business.</p> <p><b>AHIP Training:</b> If you have completed the 2012 AHIP training and have successfully passed the 2012 AHIP exam, you can fax or email the 2012 AHIP documentation to CIGNA University to</p>	<p>Get help with technical questions by contacting the CIGNA University Help Desk at 1-866-228-1920 between 8:00 am – 8:00 pm EST, Monday through Friday</p> <p>Email: <a href="mailto:CIGNAuniversity@gpworldwide.com">CIGNAuniversity@gpworldwide.com</a></p> <p>If you are unable to logon, contact your Agency to verify your username and password.</p> <p>The CIGNA University Help Desk does not have access to login information.</p> <p>Agents who take 2012 certification are NOT automatically grandfather in to sell for the 2011 selling season. Separate 2011 certifications are required.</p>	<p>August 25, 2011</p>

## 2012 CERTIFICATION CHEAT SHEET

	<p>receive credit for successfully completing CIGNA's Lesson 1 – Medicare Overview &amp; Compliance.</p> <p>In order for CIGNA University to process and for you to receive credit for completion of lesson 1, you must include the completed AHIP cover sheet and include your agent ID on each page of correspondence. AHIP cover sheet has been posted to CIGNA docs under agent training and can be emailed to an agent.</p> <p>Your completed AHIP cover sheet and AHIP certificate should either be faxed to 248.729.2364 or emailed to <a href="mailto:cignauniversity@gpworldwide.com">cignauniversity@gpworldwide.com</a>.</p> <p>=====</p> <p><b>Please note:</b> It is important to log back in to the Certification and Training site to verify that you have received credit for Lesson 1.</p> <p>Please allow 7 - 10 business days for this to occur. If after this time you have not received appropriate credit, please contact CIGNA's Help Desk at 866-228-1920 8a-8p EST M-F or email at <a href="mailto:CIGNAuniversity@gpworldwide.com">CIGNAuniversity@gpworldwide.com</a>.</p>		
--	---	--	--

## 2012 CERTIFICATION CHEAT SHEET

CARRIER	PROCESS	HELP	LAUNCH
Humana	<p>Per Compliance Alert Dated: September 14, 2011, <b>Recertification has been extended to October 14th</b></p> <p><del>Recertification must be completed by September 16, 2011. Recertification site closes.</del></p> <p>All current certifications expire on September 30, 2011 and sales privileges terminate for any agent that did not recertify. Recertification must be completed in order to be eligible to offer and enroll on any Medicare products with a 2012 effective date <b>AND</b> to continue to enroll 2011 effective dates after September 30, 2011.</p> <p>Recertification is REQUIRED on an annual basis in order to receive commissions on any new or previously enrolled Medicare product.</p> <p>Recertification is only for agents who are currently certified to offer Humana 2011 Medicare products.</p> <p><b>IMPORTANT: You must be certified for each product you plan on representing (HMO, PPO, PFFS and PDP). If a new product becomes available in your area that you have not previously been certified for, you will need to attend a face-to-face certification class. Your ID card shows you what products you are currently certified for.</b></p> <p>Agents who are not currently certified for Medicare Advantage may become certified by attending a Medicare Advantage classroom session. First time PDP certification can be completed on-line without classroom training.</p> <p>AHIP must be taken in order to represent MA or PDP products. The training can be accessed thru the Humana portal. There are 5 AHIP modules but agents who are recertifying are only required to open and read modules 4 &amp; 5. Agents are encouraged to take all 5 modules regardless because testing will cover material from all 5 modules.</p> <p>Agents will receive 3 attempts to pass the AHIP test with a minimum passing score of 90%</p> <p><b>Reimbursement</b>            There is a discounted charge of \$100 for AHIP training and testing through the Humana site. We value your partnership and will reimburse your testing fee under the following circumstances:            • you took the courses through the Humana agent portal, <b>and</b>            • you have successfully enrolled five (5) MA <b>OR</b> twenty-five (25) PDP January 2012 members – members must be accreted with CMS by March 11, 2012.            After completing the AHIP testing successfully you will have the option to purchase CE credits.</p> <p><b>IMPORTANT: After printing your transcript certificate, don't forget to "click" the "send my exam completion to Humana" button at the bottom of the page. If you have taken the AHIP testing through another carrier's site, access AHIP again through the Humana agent portal and send the exam to Humana.</b></p>	<p>AGENT SUPPORT</p> <p>Phone: 1-800-309-3163</p> <p>Email: <a href="mailto:agentsupport@humana.com">agentsupport@humana.com</a></p> <p>Hours: Mon-Friday (8am-9pm EST)</p> <p>Agents who take 2012 certification are NOT automatically grandfather in to sell for the 2011 selling season. Separate 2011 certifications are required.</p>	7/19/11

## 2012 CERTIFICATION CHEAT SHEET

	<p>After completing the AHIP portion of testing and sending the transcript to Humana, you will continue on to complete the Humana portion of recertification. Humana modules include:</p> <ul style="list-style-type: none"><li>• Code of Ethics</li><li>• Medicare Fraud, Waste &amp; Abuse Prevention</li><li>• Safeguarding Protected Information (PI)</li><li>• Humana Product Information</li></ul> <p>Agents will have 3 attempts to pass the Humana test with a minimum passing score of 85%</p> <p>=====</p> <p><b><u>Humana Recertification Schedule</u></b></p> <ul style="list-style-type: none"><li>• July 19th – Launch English versions of MAPD recertification</li><li>• July 19th – Launch English version of PDP only certification</li><li>• August 15th (subject to change) – Launch Spanish versions</li><li>• October 14th – Recertification must be completed – recertification site closes</li><li>• November 30th – <b>Sales privileges terminate</b> for any agent that did not recertify</li></ul>		
--	--	--	--

## 2012 CERTIFICATION CHEAT SHEET

CARRIER	PROCESS	HELP	LAUNCH
SilverScript	<p><a href="http://www.silverscriptagentportal.com">www.silverscriptagentportal.com</a></p> <p><b>2012 SilverScript Agent Certification</b></p> <p>The 2012 SilverScript Agent Certification course is now available via the SilverScript Agent Portal's Training &amp; Certification tab. The curriculum incorporates the CMS certification content requirements including: Medicare overview, compliance guidance, and product-specific information. We post copies of the training modules in the Agent Portal's Reference Materials section. Some agents reference these documents while taking the certification tests and find this approach quite helpful.</p> <p>Q&amp;A: Credit for AHIP 2012 Certification?</p> <p>Q: Do agents need to take the basic Medicare training if they've already completed the AHIP 2012 Medicare Advantage and Part D course ("AHIP 2012 Training")?</p> <p>A: The SilverScript/Pennsylvania Life annual certification curriculum contains several different courses. We will give you credit for our "Medicare Basics and Beneficiary Rights" course and our "Agent/Broker Compliance" course as a result of completing the AHIP 2012 Training. To receive credit for these courses you must email or fax a copy of your certificate for the 2012 AHIP Training courses "Understanding Medicare Basics, Plan Types, and Marketing and Enrollment Requirements".</p> <p>Upon receipt of the certificate, our admin team will update your training status profile for the Basics and the Compliance courses with a score of 98% (we're using that score to serve as an "instant identifier" that we accepted the AHIP 2012 Training. You must still complete and pass the other required courses in your annual certification curriculum. The profile update will be processed within 1 week of receipt. When the profile is updated and you have completed the other required courses you will be able to access the SilverScript/Penn Life 2012 Certification module. It is here where you will be able to certify that you have completed the 2012 Medicare Part D Annual Certification Program for Marketing Agents. You will also be able to print out a certificate acknowledging that you completed the 2012 certification requirements. Starting October 1st, agents who have completed the 2012 certification requirements will be able to access Enrollment and Plan Offering functionality within the Agent Portal.</p> <p>=====</p> <p><b><u>2011 Certification Training</u></b></p> <p><b>4 Easy Steps to Accessing the Certification Training Online!</b></p>	<p>Email:</p> <p><a href="mailto:ProducerSalesResource@Caremark.com">ProducerSalesResource@Caremark.com</a></p> <p>Phone: 1-888-277-4174</p> <p>Agents who take 2012 certification are NOT automatically grandfather in to sell for the 2011 selling season. Separate 2011 certifications are required.</p>	8/30/2011

## 2012 CERTIFICATION CHEAT SHEET

1. Click on the certification training link to access the course online via Coursemill.
2. Click the blue 'GO' icon to access the course.
3. After you click the icon, the training course page will open. There are three training modules and a certification module. You must complete the modules in the order shown on the page. You can start each module by clicking the blue 'LAUNCH' icon next to the module name.

**You are only allowed to take the test at the end of each module 3 times. Failing the third attempt, disqualifies you from selling SSIC PDPs for the entire plan year.**

4. Click the blue buttons on the lower left hand side of the page to navigate the course. When you are finished the training, close out the window and continue your Agent Portal experience.

## 2012 CERTIFICATION CHEAT SHEET

CARRIER	PROCESS	HELP	LAUNCH
SilverScript - CCRX	<a href="http://www.silverscriptagentportal.com">www.silverscriptagentportal.com</a>	Email: <a href="mailto:ProducerSalesResource@Caremark.com">ProducerSalesResource@Caremark.com</a>  Phone: 1-888-277-4174  Agents who take 2012 certification are NOT automatically grandfather in to sell for the 2011 selling season. Separate 2011 certifications are required.	2012 certification is scheduled to launch Mid-August

## 2012 CERTIFICATION CHEAT SHEET

CARRIER	PROCESS	HELP	LAUNCH
<p>UAFC / UAM</p>	<p><a href="http://www.UAMCertification.com">www.UAMCertification.com</a></p> <p>Universal American's (UAM) 2012 Medicare Advantage Training &amp; Certification Program (<a href="http://www.UAMCertification.com">www.UAMCertification.com</a>) is designed to help you conveniently access and complete your 2012 MA training and certification. Follow the steps below to help ensure you progress through the training and certification process smoothly.</p> <p><b>NOTE:</b> You must have your Social Security Number (SSN) and FEIN to be able to access the UAM Certification site and complete certification.</p> <p><b>Step 1 – Login Screen</b></p> <ul style="list-style-type: none"> <li>- Select one of the following options: <ul style="list-style-type: none"> <li><input type="checkbox"/> Complete contract and certification (“Click here to begin 2012 certification”).</li> <li><input type="checkbox"/> Check contract and certification.</li> </ul> </li> <li>- Previous users: Provide SSN and FEIN and password</li> <li>- New users: Register</li> </ul> <p><b>Step 2 -- Agent Profile/Registration Screen</b></p> <ul style="list-style-type: none"> <li>- Previous users: Information will be pre-populated. Update as needed or continue.</li> <li>- New Users: Enter all required fields and create a password.</li> </ul> <p><b>Step 3 -- Welcome Screen</b></p> <ul style="list-style-type: none"> <li>- Instructions provided for completing certification.</li> <li>- Support information also provided, along with the 2012 Training &amp; Certification Manual.</li> </ul> <p><b>Step 4 – 2012 UAM Medicare Advantage Contract &amp; Pre-requisite Requirements</b></p> <ul style="list-style-type: none"> <li>UAM Medicare Advantage Contract</li> <li>Annual Background Check UAM HIPAA Attestation</li> <li>UAM Code of Conduct Attestation</li> <li>UAM Dual Eligible Overview Training</li> <li>UAM Dual Eligible Overview Exam</li> <li>UAM Fraud, Waste and Abuse Training</li> <li>UAM Fraud, Waste and Abuse Exam</li> </ul> <p><b>Step 5 – CMS Medicare Advantage Certification</b></p> <p>Begin CMS Medicare Advantage Training. (Instructions provided for uploading or faxing documentation if certification already completed through AHIP or Gorman. If certificate valid, core certification considered complete.)</p> <p><i>CMS Medicare Advantage Certification Exam:</i> Pass with score of 85% or higher. (Two attempts to complete the exam successfully).</p> <p><b>Step 6 – UAM Product Specific Certification</b></p> <p>Complete training and certification program for products you are contracted with UAM to represent.</p>	<p>Should you have any questions related to UAM's 2012 MA Training &amp; Certification Program, contact us immediately.</p> <p>Call Agent Services: 1-866-649-4423, Monday-Thursday, 8:00 a.m.-6:00 p.m. Eastern time, Friday 8:00 a.m.-5:00 p.m. Eastern time.</p> <p>2012 Agent Certification Manual can be found on SMS docs under Agent Training</p>	<p>August 10, 2011</p>

## 2012 CERTIFICATION CHEAT SHEET

	<p><i>UAM Certification Exam:</i> Pass with score of 85% or higher. (Two attempts to complete the exam successfully).</p> <p>Complete your certification as soon as possible. To be fully prepared for the Annual Election Period (AEP) on October 15, 2011, it is recommended that you complete your certification before this date and prior to attending training roadshows.</p> <p>Typically, the training takes about 4 hours, but individual completion time may vary. There is no time limit on completing the exams. HOWEVER, the site times out after 20 minutes of inactivity. You can log back in at the login page and select the module/lesson you were reviewing. You will be returned to the same point where you were in the lesson. <b>Warning: If you are taking an exam and the session times out, it will count as an attempt.</b> If you have an available attempt remaining, you can select the exam but will need to start from question one. It's important to know that once you are in an exam you must complete that exam in its entirety or lose an attempt if the session times out.</p>		
--	---	--	--

## 2012 CERTIFICATION CHEAT SHEET

CARRIER	PROCESS	HELP	LAUNCH
UHC	<p><a href="http://www.unitedhealthproducers.com/">http://www.unitedhealthproducers.com/</a></p> <p><b>Take your 2012 Certification Courses</b>            What are you waiting for? The Annual Election Period (AEP) beginning on October 15, 2011? The 2012 AEP product certification modules can be accessed now—24 hours a day, 7 days a week through the <b>Learning Center</b> on the Distribution Portal.</p> <p>We have also made some updates to offer you an improved agent experience by providing a clearer layout that will be easier to navigate. Other improvements include:</p> <p><b>State specific 2012 Dual Special Needs Plan (SNP) certification has been removed.</b>            This means you will only be required to take the 2012 Dual Special Needs Plan certification module and will no longer have to be certified in each state you plan to sell. This suggestion came from you. We understand the importance of your time and we are committed to making your experience with UnitedHealthcare the best. Keep in mind we will still offer state specific Dual SNP information during our AEP Readiness Training in your area.</p> <p><b>Prerequisites include updated 2012 Medicare Basics, a redesigned 2012 Ethics and Compliance Module, 2012 Before the Sale and AARP® 101.</b></p> <p><b>Our unmatched portfolio's product modules will be simpler to understand and complete.</b></p> <p>We're looking forward to a GREAT selling season this year, and we're honored and privileged to have you represent UnitedHealthcare Medicare Solutions' Medicare plans and products.</p>	<p>Need assistance? Contact the Producer Help Desk at 888.381.8581</p> <p>If you have questions or need help call the Producer Help Desk (PHD).            The PHD is staffed Monday – Friday 7 a.m. to 7 p.m. CT  <a href="mailto:phd@uhc.com">phd@uhc.com</a></p> <p>Agents who take 2012 certification ARE automatically grandfather in and can sell for the remainder of the 2011 selling season.</p>	08/18/2011