



## **Certification Information for the 2024 Selling Season**

Certification for 2024 is underway at [www.uhcjarvis.com](http://www.uhcjarvis.com) in the Knowledge Center. Below are some tips as to how to make the certification process proceed smoothly.

Navigate to the Learning Lab under the Knowledge Center tab, or by clicking on the link in the News Article scroll. **The certifications should work with most major browsers.**

**Modules and tests are now compatible with mobile technology such as Smart Phones, iPads and tablets.**

**Again this year, all certifications are available in Spanish!!**

**The interface is with the Learning Lab again this year. For the User Guide, [click here](#).**

Please don't delay..... a "rush" at the end is liable to crash the system, and delay your ability to sell. Read on!

### **Who Must Certify**

All agents must certify **every year** to be able to offer UnitedHealthcare Medicare products, **including Medicare Supplements**. If you have a **downline**, you must certify for any product that someone in your downline may sell (in other words, certify for **EVERYTHING!**). Agencies should certify using the Party ID for the Principal to log in and access the portal. The certifications for the principal will automatically merge over to the Agency.

**Commissions and overrides will not be paid unless certification is complete prior to the signature date of the app. (UPLINES ALSO NEED TO BE LICENSED AND APPOINTED IN ALL STATES IN WHICH YOU AND YOUR DOWNLINE MARKET!)**

### When Must You Certify

Certification is currently in progress. Certification must be completed before the Jarvis website will allow you to order supplies. There is no “deadline” per se, but you must be certified prior to ordering materials or taking an application. Agents participating in UHC retail locations (Albertsons, Kroger, Walgreens, and Tom Thumb) must complete certification, including Event Basics, by **June 16**.

**No commissions will be paid for applications dated prior to certification. No exceptions will be made.**

### Where To Certify

To access the training, go to [www.uhcjarvis.com](http://www.uhcjarvis.com). Sign In. If you have forgotten your OneHealthcare ID or Password, click on Sign In, and then on the appropriate link.

## Welcome to Jarvis

All your tools in one place hassle-free

Sign in with One Healthcare ID

Don't have a One Healthcare ID? Register

Questions about One Healthcare ID and Mobile App? See our FAQ

Register

### Sign In With Your One Healthcare ID

One Healthcare ID or email address

Password

Sign In

[Forgot One Healthcare ID](#) | [Forgot Password](#)

Additional options:

[Create One Healthcare ID](#)

[Manage your One Healthcare ID](#)

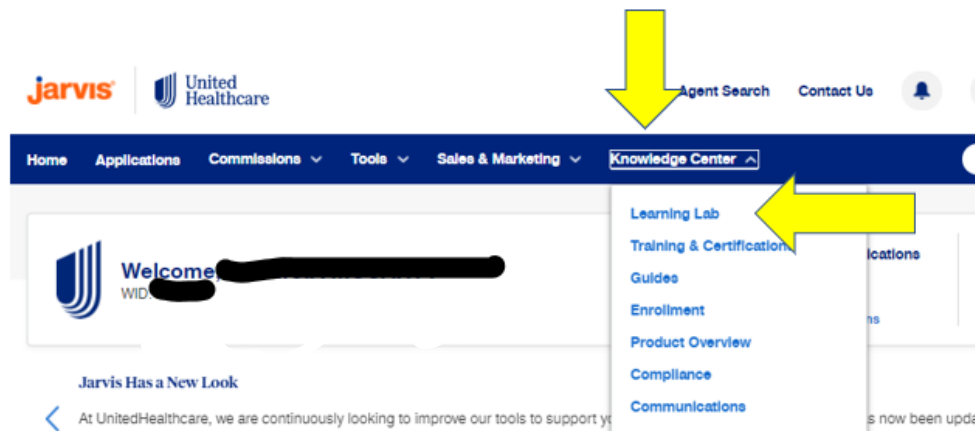
[What is One Healthcare ID?](#)



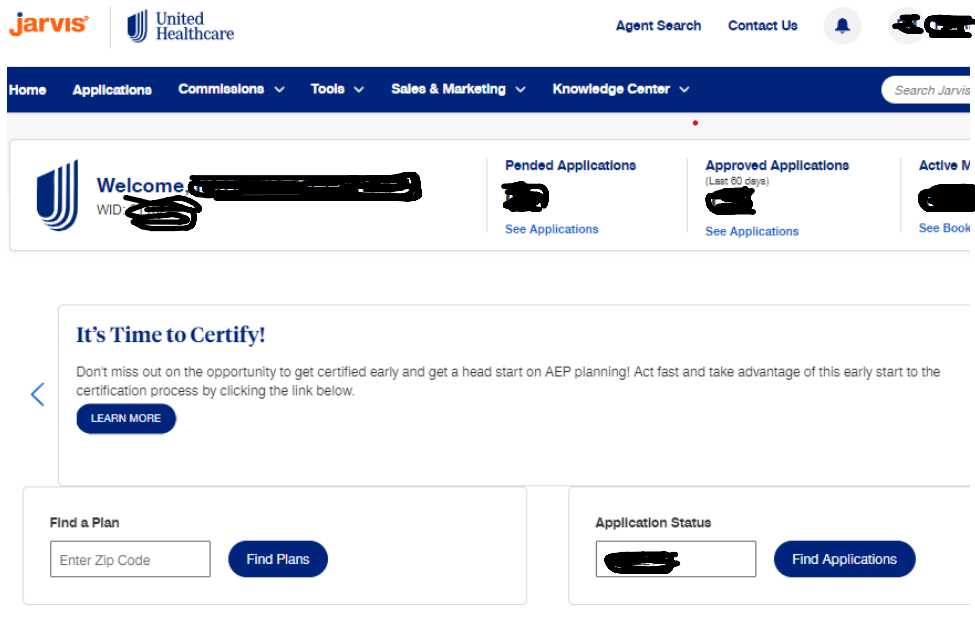
If you are appointed for both ACA and Medicare, you should have a toggle at the top of Jarvis (after logging in) to switch back and forth from the ACA side to Medicare.



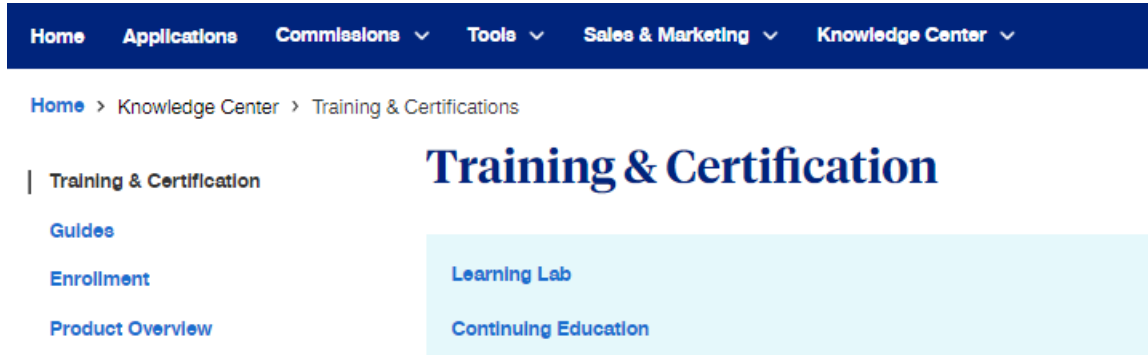
Once you are in the Jarvis website on the Medicare side, you should see a link to the **Knowledge Center**. Hover over Knowledge Center, and click on Learning Lab under Training.



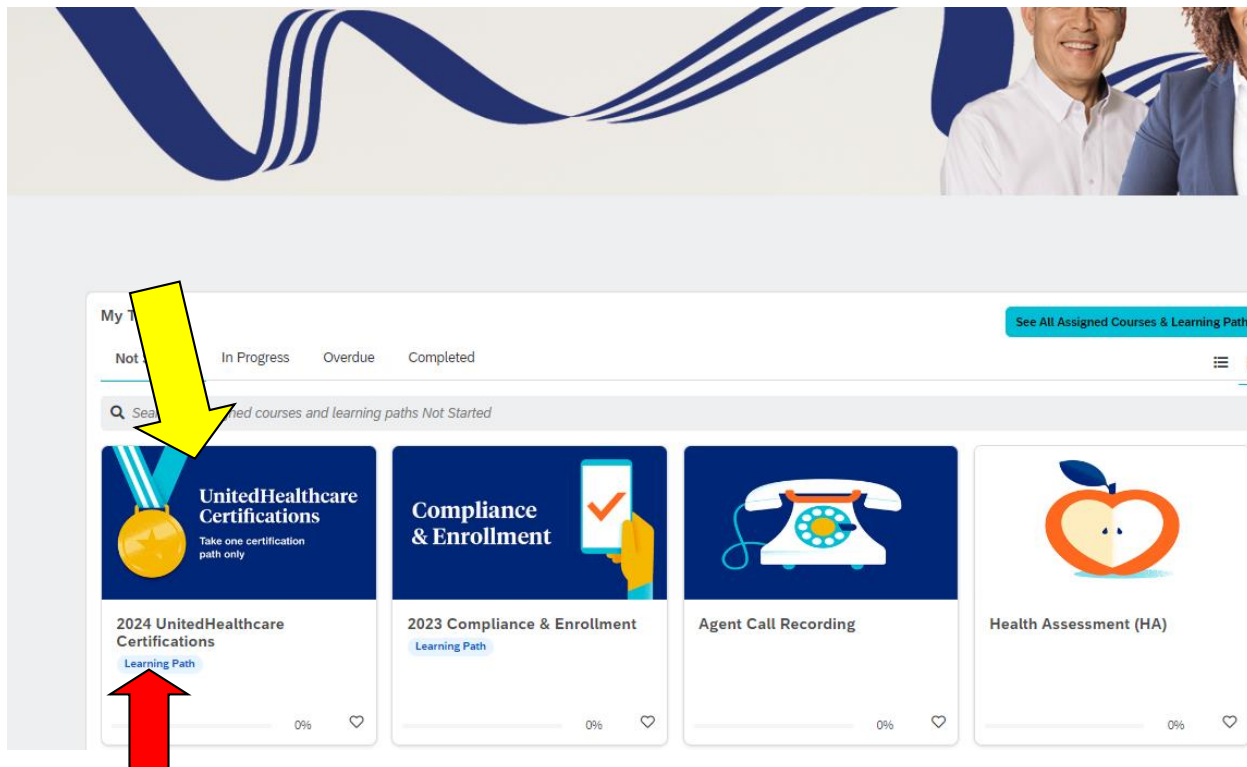
You will also see a link to the Certifications in the News scroll on the Home page.



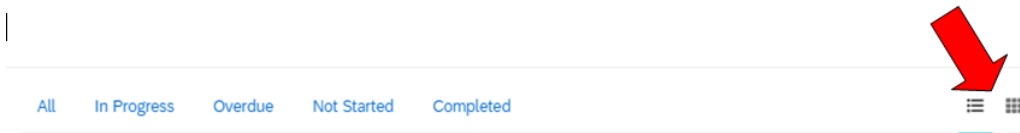
If you click on the Training & Certification header, you will also find a link to the Learning Lab.



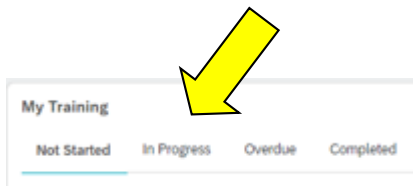
The certifications will be listed on the Dashboard. Click on Learning Path to access.



You can toggle between the “tiles” and “list” views using the icons on the right.



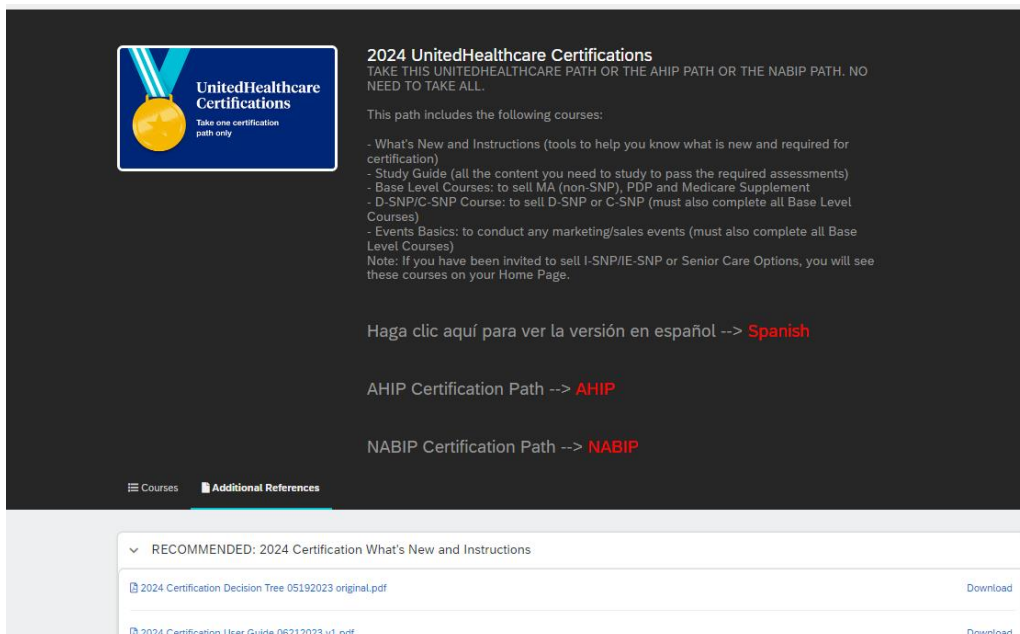
If you have already started the certifications and are returning to complete more, you may find the certifications under In Progress.



You will then be directed to the Learning Path. Everyone starts with “UnitedHealthcare Certifications”.



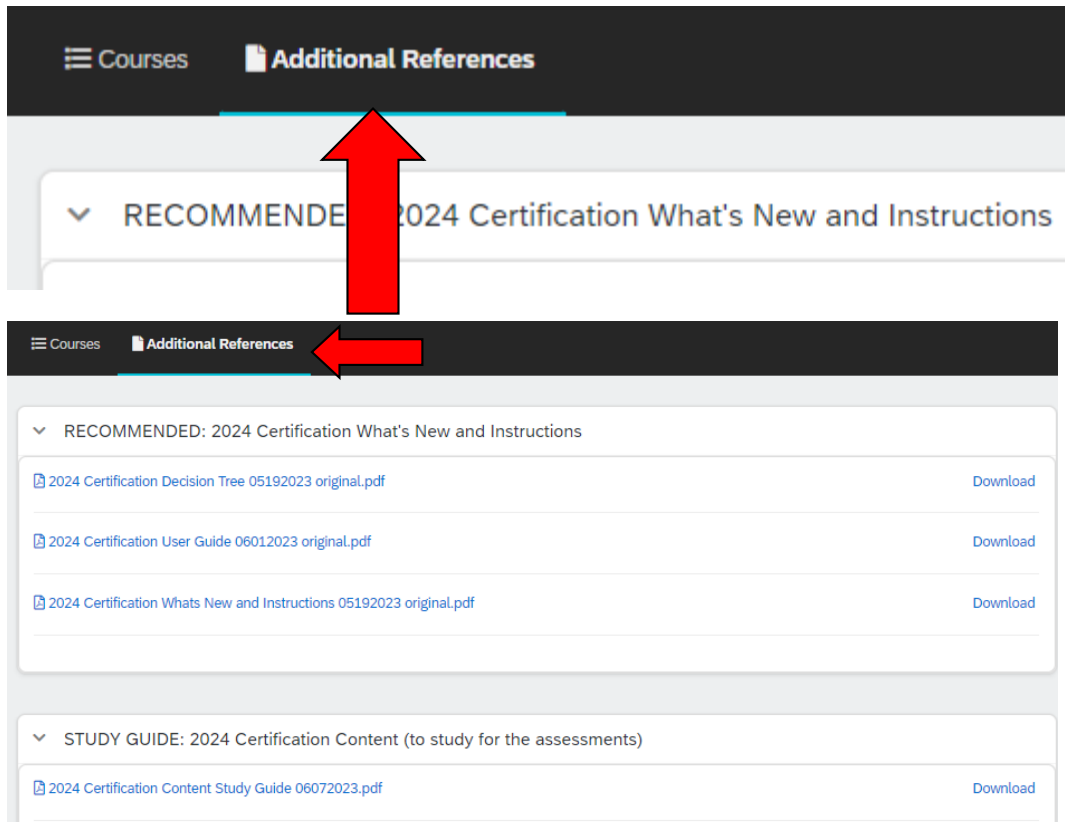
You will have a choice of “Paths”.



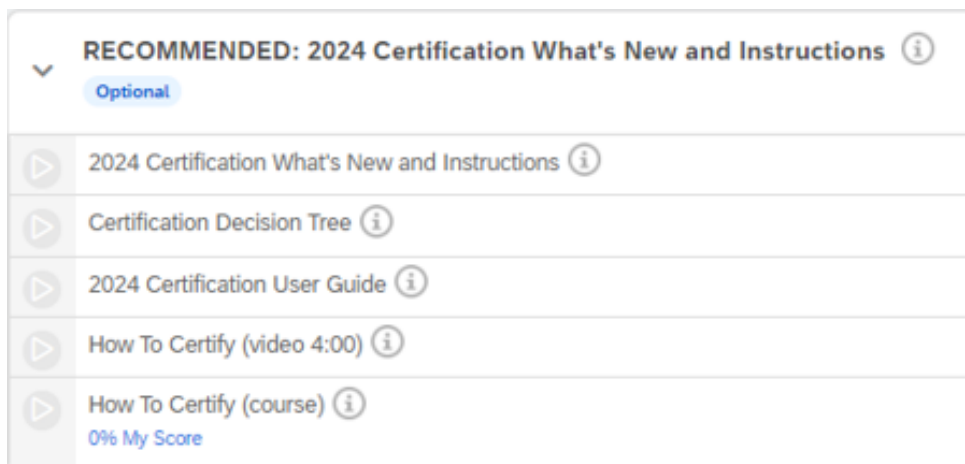
The "Recommended" path is the path **WITHOUT the AHIP or NABIP requirement.**

You can also choose Spanish, AHIP, or NABIP. You only need to do ONE path.

It is in this section where you will find the [Instructions](#), the [Decision Tree](#), the [User Guide](#), There is also a link to download the **Study Guide** in the Additional References section. This will be VERY USEFUL during the testing portion of the certification, as it contains all the content and makes it an open book test. You will have a hard time passing the testing if you have not reviewed the material in the Study Guide!!



In the What's New and Instructions (Optional) section, you will find and both a course and a video on how to maneuver through the process (the course has more information).



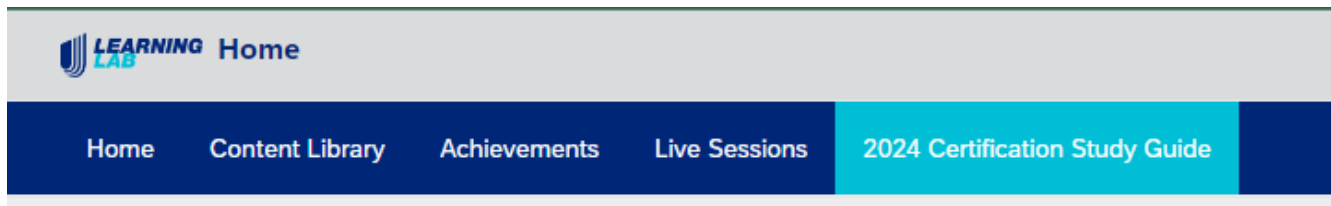


If you want more information about what is contained in each section, hover your cursor over the “i”.

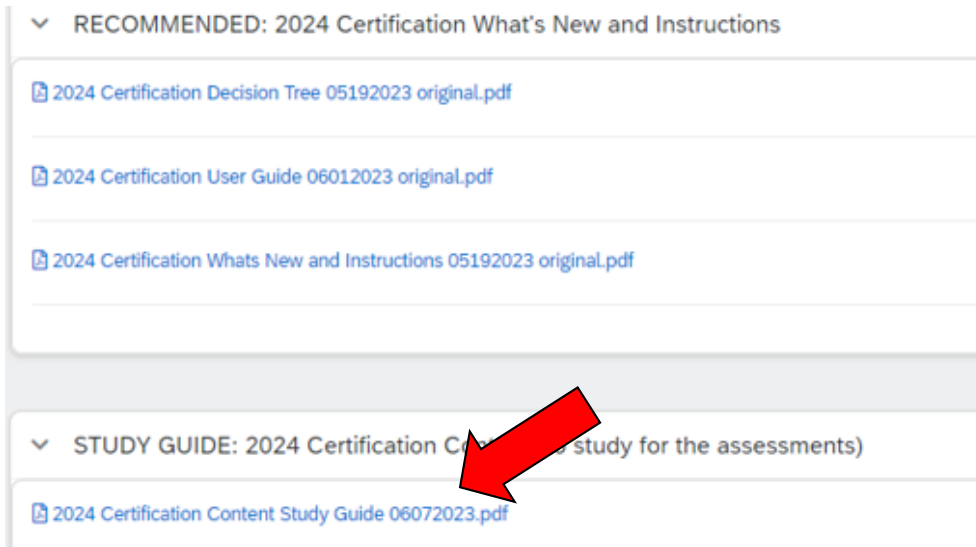
2024 Certification What's New and Instructions
Certification Decision Tree <b>If you are unsure what is required to sell a particular plan, use this decision tree to help you determine which assessments are required.</b>
2024 Certification User Guide
How To Certify (video 4:00)
How To Certify (course) 0% My Score

The **Study Guide** has **all the course content, including the material for the Events and SNP courses**. This is also useful as reference material throughout the year. We cannot stress the importance of this enough!

The Study Guide is easily accessible on the dark blue Menu Bar at the top of the Learning Lab.



The Study Guide is also downloadable this year. You will find it in the Additional References section in the What's New And Instructions section. The What's New section also contains important information on the CMS Ruling Changes for 2024.



Whether you choose the AHIP path, the NABIP path, or the UnitedHealthcare path, there are additional requirements to be completed. All agents will be asked to complete the Pledge of Compliance.

▼	<b>REQUIRED: 2024 Pledge of Compliance</b> ⓘ
▶	2024 Pledge of Compliance ⓘ
▶	2024 Pledge of Compliance Agreement ⓘ

**Conflict of Interest Disclosure**

The annual Conflict of Interest attestation is moving out of Certifications to an online process based on your Party ID anniversary date. It will no longer be a part of the Certification process. You will be notified **via email** when you need to complete the disclosure or attestation in [Sircon](#). This new process will begin July 1; the email will arrive on the anniversary of your Party ID (PID) date. **PLEASE be sure you have current contact information in Jarvis!** To check your contact information, click on your blue hyperlinked name in the upper right corner of the Jarvis home page, then on Manage Profile.

The Ethics and Compliance and the AARP course will also need to be completed whether you are doing the UnitedHealthcare full certs or the AHIP or NABIP path. These are listed in each path grouping.

▶	2024 Ethics and Compliance Assessment ⓘ 85% Passmark 0% My Score	Attempts: 0 out of 6
▶	2024 AARP Assessment ⓘ 70% Passmark 0% My Score	Attempts: 0 out of 6



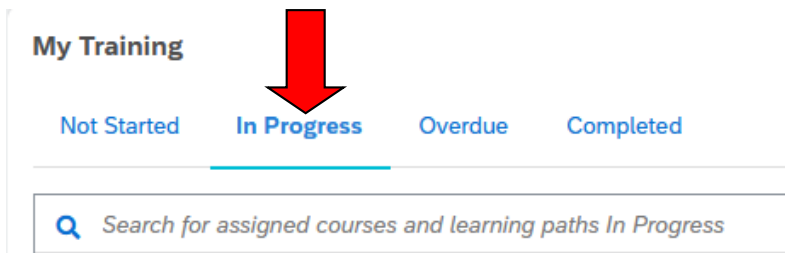
The SNP certification tests (for Chronic and Dual plans) and the Events Basics test (for those of you working retail locations or holding meetings), are listed together. **Remember, the material for these tests is part of the large Study Guide you accessed earlier.** Initially the page will look like this. Click the course name to get started. The courses will initially be locked until you have completed the Basic certification.

🔒	<b>REQUIRED TO SELL D-SNP/C-SNP: 2024 Dual and Chronic Special Needs Plans (D-SNP/C-SNP)</b> ⓘ
🔒	<b>REQUIRED TO CONDUCT EVENTS: 2024 Events Basics</b> ⓘ

The **Senior Care Options** certification is for **Massachusetts Agents Only**.

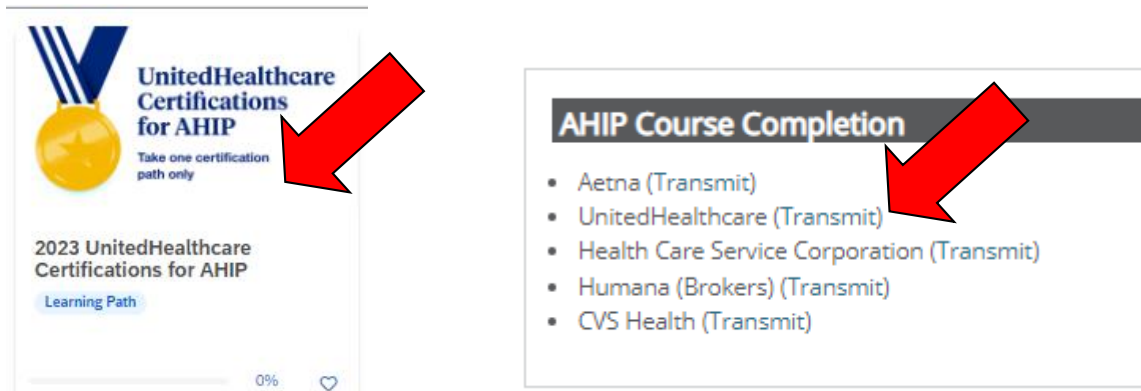
Remember, if you exit the Learning Lab and need to get back to where you were, click on the In Progress tab to get back to your courses that have not yet been completed.





## AHIP or NABIP

If you completed AHIP or NABIP and are transferring that credit, click on the AHIP or NABIP path. You will be taken to the AHIP or NABIP website, where you will log in with your AHIP or NABIP credentials. Click Transmit to transfer your credit to UHC.



If you want to take the AHIP course through UnitedHealthcare and get the \$50 discount off their normal price (\$125 instead of \$175), click on the AHIP path under your course list FIRST. It will take you to the AHIP site where you can take the discounted test. The NABIP course is \$100. There is no additional discounting. You can take one or the other (no requirement to take either or both). NABIP certification will also provide 8 hours of free CE.

**You will still need to complete the remaining prerequisite modules and tests (Ethics and Compliance, and 2024 AARP) before you receive certification credit for the Med Advantage, Med Supp, and Drug Plan products.** Until that time, the course progress will remain at less than 100%. It will only turn green when all requirements are complete.

The minimum passing score for an AHIP module is 90%. *AHIP courses are purchased in groups of three attempts. An agent who fails to pass the AHIP course within six attempts is not permitted to restart the certification process through UnitedHealthcare and is not permitted to sell any UnitedHealthcare Medicare Solutions products for the applicable plan year.*

For all agents who are interested in receiving CE credits for AHIP, prior to taking the final exam you must click on the button that says “Yes, take the exam with CE”. In addition to selecting this button, you must also pay for your CE credits after successfully completing your final exam. Students who do not select this button nor pay for credits will be deemed to be declining insurance CE credits and no insurance CE credits will be reported.

This AHIP training program qualifies for CE credits in most states (additional fees apply). If you wish to apply for CE credit you must apply before taking the final exam.

For 2024, United will also offer the ability to take the NABIP test to satisfy partial credit (much like AHIP does).

Agents choosing to pursue the NABIP path can access the NABIP lin by logging in through **Jarvis** to get to Learning Lab. Using that link allows you to purchase your training, complete the training, and transmit your results back to the Learning Lab for \$100.

Those who certify with NABIP will need to complete additional Base Level assessments (2024 Ethics & Compliance and 2024 AARP course) to become certified to sell UnitedHealthcare Medicare Advantage (non-SNP), Prescription Drug and Medicare Supplement plans.

You will have 6 attempts to complete the NABIP certification with a passing score of 85% or higher.

### **What to Certify For**

Once you are in the Learning Lab, your courses will be loaded for you. The Prerequisite path will provide product credit for Medicare Advantage, Prescription Drug Plans, and Medicare Supplements. You must complete the product-specific test for SNP plans (Dual and Chronic are combined in one certification) if you sell those products. **If you are not completing the AHIP, or transferring AHIP credit, you do not need to do the AHIP module. If you are not completing NABIP, or transferring NABIP credit, you do not need to do the NABIP module.**

If you are a new producer, any 2024 certifications you complete will cover you for the rest of 2023 as well.

If you have a downline, please certify for **all products**.

If you are working a retail location during AEP, please certify for **all products** offered in your area, whether you plan on actively marketing them or not. Also, be sure to complete the Retail module, called **Events Basics**, which is located in the bottom section of the course listings in the Learning Lab. **There may be additional certification requirements for agents working retail...these should be communicated to you via the local Agent Managers who are coordinating the retail efforts.**

> REQUIRED: 2024 Base Level Certification (Medicare Advantage [Non-SNP], Prescription Drug and Medicare Supplement Plans) ⓘ

🔒 REQUIRED TO SELL D-SNP/C-SNP: 2024 Dual and Chronic Special Needs Plans (D-SNP/C-SNP) ⓘ

🔒 REQUIRED TO CONDUCT EVENTS: 2024 Events Basics ⓘ



If you are contracted with **Peoples Health** in Louisiana, you **MUST** complete the Dual/Chronic SNP certification. It is a requirement to sell the Peoples Health products.

### **I'm Set Up as a Corporation. How Do I Certify?**

If you are appointed as a corporation, you will certify under the Party ID/Writing Number you have as the Principal. The Principal and Corporation should be tied together, and certifying once should cover certification requirements for both. Contact us, or the Producer Help Desk (888-381-8581), if you don't know the Party ID/Writing Number for the Principal. (You should also be able to find it on your commission statement.)

### **What other help is available?**

**Individual technical problems accessing the certification should be directed to the Producer Help Desk at 888-381-8581.**

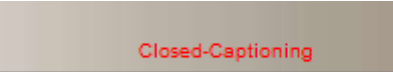
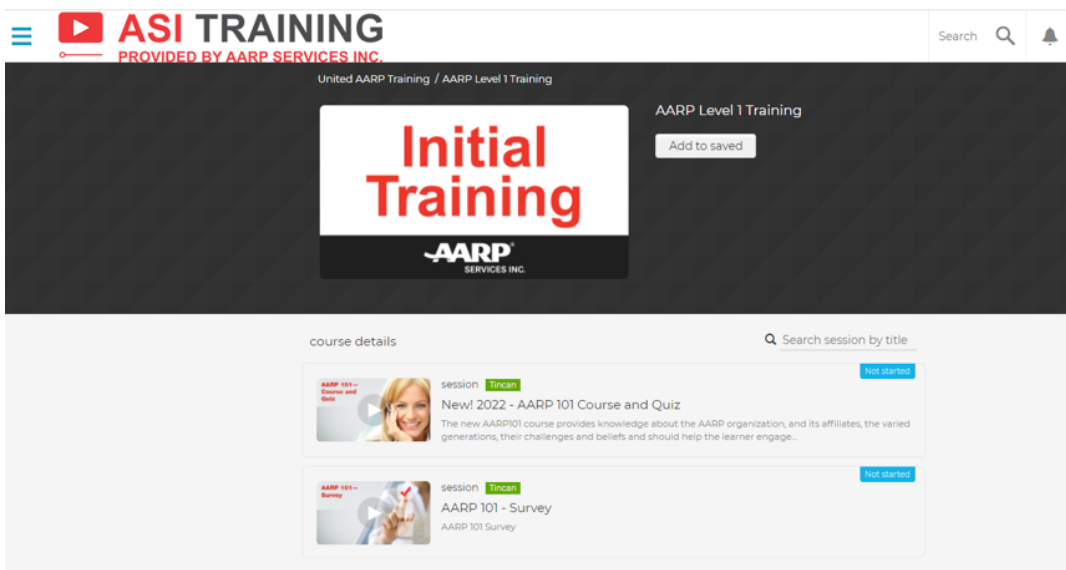
### **Additional Tips**

The certification process and module instructions are very well explained in the first few slides of the modules. Be sure to read this information.

**Reminder:** You can refer to the Study Guide during the test. You can access the e-version in the menu bar at the top of the Learning Lab, or download a pdf version.

### **AARP Course**

The AARP course consists of a video and quiz.



If your computer does not have sound, click on the closed captioning button.

This will show the text for the slide. This is especially important in the AARP Course, as there is a test at the end of the video.

An incomplete course or test will not have a green check mark. Modules will be locked until they are completed, and must be accessed in the order on the screen.

Remember, completion of the prerequisite courses only certify you for the Medicare Advantage, Prescription Drug, and Medicare Supplement products. There is an additional course and test for the Chronic and Dual SNP plans.

If you have any question about whether or not a certification has been completed, or if you have any technical issues with the certification, contact the Producer Help Desk at **888-381-8581**.

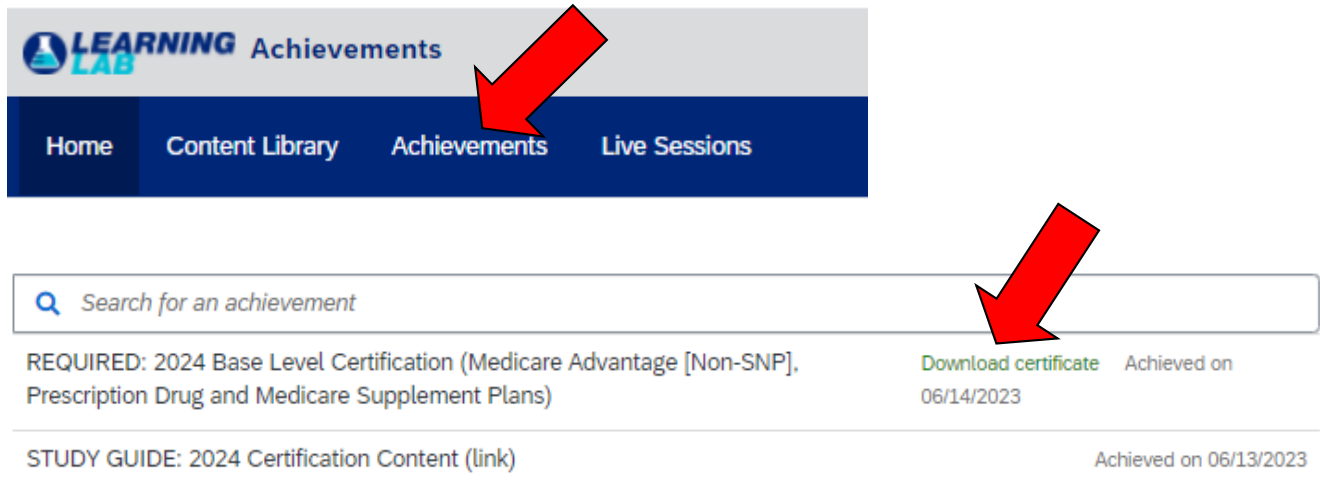
You will have six attempts to complete the assessment with a passing score. When you launch an assessment, an attempt is counted when you complete the assessment. If you exit your browser before an assessment is completed, you can resume your session by clicking the continue button. If you click "start over" it will count as a new attempt.

**NOTE:** Be sure you have the right equipment, connection, and be sure to schedule uninterrupted time in order to complete the entire assessment without losing an attempt. If your computer crashes or you lose your internet connection while in the middle of the test for example, it would count as an attempt. Failure of a

prerequisite course will prevent you from being able to offer **any** UnitedHealthCare Medicare Products for the 2024 season. **If you are having trouble certifying, please contact your upline before it is too late!**

For the UnitedHealthcare 2024 Certification User Guide, [click here!](#)

**If you would like to print a copy of your completion certificate**, click on Achievements in the blue menu bar. You will then be able to download your completion certificate by clicking on the green link. United does NOT send an email upon completion.



If after using these trouble-shooting tips you are still experiencing issues accessing your certifications, please contact the Producer Help desk (888) 381-8581 or via email [PHD@uhc.com](mailto:PHD@uhc.com). Please be sure to provide the following:

- 1) User name
- 2) Password
- 3) Web address that you are accessing
- 4) The name of the specific course/certification that you are trying to take
- 5) The error message (if any) that you have been presented with.

*We anticipate and expect our agents act with the highest degree of integrity. We would like to remind you that UnitedHealthcare Medicare Solutions takes a zero tolerance stand on unethical behavior and our policies and procedures strictly prohibit activities that are not in the best interest of those we serve.*

The Medicare Division

**The Brokerage, Inc.**

800-442-4915

[www.thebrokerageinc.com](http://www.thebrokerageinc.com)



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