

Empower
BROKERAGE

Certifications Cheat Sheet

2025

For Agent Use Only.

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Aetna Inc.



[Click Here](#) to navigate the Certifications Page.

If you are only getting certified to sell Aetna, you do not need to take AHIP.

If you take Aetna AHIP through our website, a \$50 discount should automatically be applied, and you will only pay \$125. We do not reimburse if you decide to take the test somewhere else.

If you encounter any trouble or have questions during the registration process, please contact Aetna Broker Services by phone at 1-866-714-9301 or by email at brokersupport@aetna.com.



Cigna Healthcare

Visit Producers' University now to breeze through your 2025 certification requirements. You can access Producers' University via single sign-on after logging in to CignaforBrokers.

[Log in to CignaforBrokers](#)

Follow the link to Producers' University, and then select the My Learning menu option.

There will be two options to complete certifications:

Option 1 | Test-out Track

OR

Option 2 | External Field 2025 Certification Track

Pass the exam with a score of 85% and receive a completion automatically for the course! You'll have three attempts to pass each course, and only one attempt to test out.

After logging in to Producers' University, read through our Certification Roadmap to learn more about the certification process.

Other Highlights:

- If you are a returning agent, you are exempt from completing the Selling with Integrity course.
- There is no separate PDP certification for agents who hold licenses in our MAPD states. The MAPD Products and Benefits Overview training qualifies you to sell our standalone PDP plans.
- Agents who only hold licenses in states where Cigna Healthcare does not have an MAPD product will be assigned the standalone PDP course on the PDP-Onlytrack.
- You are NOT considered ready to sell until you've completed all certification courses including the 2025 attestations.
- Take advantage of the \$50 AHIP upfront discount – launch AHIP from our portal.

Cigna Agent Resource Line (CARL)

866-442-7516

CARL@cignahealthcare.com



DevotedHealth

Devoted Health PY2025 Certification is now LIVE!

Important Things to Know:

- If you have completed the Core Medicare training, we accept AHIP, PinPoint and NABIP (formerly NAHU) certificates. If not, you can now complete the [AHIP training](#) and get a \$50 discount if training is completed by September 19th, 2024. The link will also be available in our certification workflow. While you can continue to access AHIP training through the Devoted Health link on September 20, 2024 and going forward, the discount will no longer be available after this date.
- Completing the PY2025 Certification will also allow you to market PY2024 benefits in our current Devoted Healthservice areas.
- The Devoted Health Product Training & Exam informs you on how to compliantly market Devoted Health benefits and satisfy the annual CMS Medicare Compliance Program requirements.
- To receive renewals for business sold in prior years, you must be licensed and appointed to sell Medicare products per state laws and recertified annually.
- A face-to-face certification is not required.

- Agents will have 3 attempts to pass the training exam with a minimum score of 85%
- Each time the exam is opened (initiated) it will count as an attempt and must be completed in one sitting (~40 min).

For more guidance, please refer to the [Devoted Agent Portal Quick Start Guide](#) or visit us at <http://www.devoted.com/brokers>.

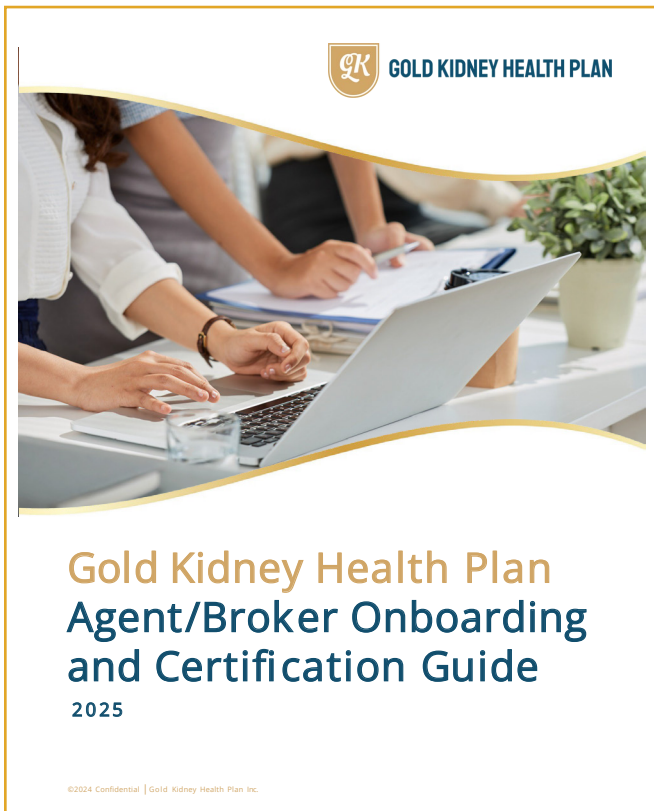
Agents will receive an email notification that they're "Ready to Sell" (RTS) for PY2025*. Agents cannot market or sell Devoted Health benefits until they receive this email.





GOLD KIDNEY HEALTH PLAN

Gold Kidney Health Plan



2025 GKHP Agent/Broker Onboarding
and Certification Guide

We are excited to announce that the 2025 Gold Kidney Health Plan Medicare Certification Training is available now!

Some important things to note:

- Agents must be certified to sell - and must recertify for each selling year prior to marketing and/or selling a Medicare product.
- You must import your America's Health Insurance Plans (AHIP) certification.

[Click here](#) to download a copy of the 2025 GKHP Agent/Broker Onboarding and Certification Guide.

***Existing Agents will receive a recertification email with instructions to access the Certification Case in EvolveNXT. Subject line will be: Gold Kidney 2025 Recertification and Training

Broker Support
844-294-6535

brokers@goldkidney.com



Humana

Available Now! Plan Year 2025 Cert and Recert
English Partner Certification and All-Agent
Recertification

PY25 Initial Partner Certification

- English-language Initial Partner Certification is available for currently non-certified partner agents in Humana MarketPoint University. Initial certification will stay open for uncertified partner agents until summer 2025.
- Spanish-language Initial Partner Certification will launch later in the summer. Tentative launch date: August 13.

PY25 All-Agent Recertification

- English-language All-Agent Recertification is available for all currently certified agents in Humana Market PointUniversity. Recertification due dates are:
 - September 30 for Humana-employed agents (careerfield and DMS)
 - November 30 for partner agents
- Spanish-language recertification will also launch later inthe summer. Tentative launch date: August 13.

Agent Support Unit
1-800-309-3163
AgentSupport@humana.com



Kelsey Care Advantage

For NEW agents, you will be sent an invitation via email.

Follow the instructions as shown below. If you are a returning agent, go straight to the website

<https://kelseyportal.kelseycareadvantage.com>

Need help logging in? Please contact KCA Broker Support at 713-442-4949 or kcabrokersupport@kelseycareadvantage.com.



Molina Healthcare

Step 1:

Complete your AHIP Certification

Please transmit your completed certification to Molina Healthcare when finished to expedite the annual training process. AHIP Certification link:

<https://www.ahipmedicaretraining.com/page/login>

Step 2:

Complete your Molina Onboarding Certification

Watch for an email from

MCRBrokerContracting@MolinaHealthcare.com

with your username, password and instructions.

Access our step-by-step recertification guide.

Contact Medicare Broker Services

(866) 440-9788

Broker@MolinaHealthcare.com



Mutual of Omaha

2025 Certification details Now Available

The 2025 AHIP Certification training, the Mutual of Omaha RxSM Product Training and the optional Mutual of Omaha Rx Compliance training are now available on [Sales Professional Access \(SPA\)](#).

Once logged in, to access the training, select: Products > Medicare Solutions > Prescription Drug Plans.

Reminder, to be Ready to Sell (RTS) for 2025, you need to complete one of these options:

Option 1: Successfully complete AHIP's 2025 Medicare + Fraud, Waste and Abuse Training AND the 2025 Mutual of Omaha Rx Product training

OR

Option 2: Successfully complete the 2025 Mutual of Omaha Rx Compliance training AND the 2025 Mutual of Omaha Rx Product training

You have two options for completing the Compliance portion of Ready to Sell for Mutual of Omaha Rx for 2025:

1. The first option is to successfully complete AHIP's 2025 Medicare + Fraud, Waste and Abuse Training

-AHIP training typically costs \$175; however, if you access the training via SPA, Mutual of Omaha Rx has arranged for a \$50 discount

-If you complete AHIP training through SPA, there's no need to Fax or mail your certificate

-If you have completed the assessment using another carrier, you can transmit your results to us by clicking through the SPA link. You will not have to pay or take the assessment again. The transmission instructions are on the AHIP page

-If you have difficulty transmitting your results, email a PDF copy of your 2025 AHIP certification to seniorhealthsales@mutualofomaha.com and a member from our sales team will get it to the right area.

2. The second option is to successfully complete the Mutual of Omaha Rx Compliance training

This optional course certifies you to sell Mutual of Omaha Rx products for 2025. This compliance course is only valid for Mutual of Omaha Rx PDP.

If you choose this compliance course option, there's no need to take 2025 AHIP certification.

- There is no cost to take the Mutual of Omaha Rx Compliance training

Once you have completed either 2025 AHIP or the Mutual of Omaha Rx Compliance training you must also successfully complete the 2025 Mutual of Omaha Rx Product training.

This is a separate module from the Compliance



Mutual of Omaha

training requirement. There is no cost to complete the Mutual of Omaha Rx Product training.

On 6/27/2024 system generated emails were sent from our training platform to all active users notifying them that both our 2025 PDP Product Training and Optional Medicare Compliance Training were available.

Please continue to access training and/or provide proof of AHIP completion via the process outlined above.

Questions? Call our Sales Support team at 800-693-6083.

Prominence[®] Health Plan

Prominence Health Plan

**New and Existing Prominence Medicare Advantage
Agent Registration & Credentialing Guide**

Welcome to MyAgentWorld, the platform that Prominence Medicare Advantage Agents use to complete their yearly credentialing and view Commissions/Book of Business information.

REGISTRATION GUIDE

If you have any questions about this process, contact your Local Medicare Advantage Sales Team, or our general mailbox at PMPAMSALES@myagentworld.com.

2 STEPS TO REGISTER

Step 1 – Receive your invitation via email and get ready!

- Look for an invitation from Prominence Health Plan (prominence@myagentworld.com) with the title, "Your Invitation to Credential with Prominence Medicare Advantage".
- Within this email is a unique link that will take you to MyAgentWorld for registration.
- Complete your credentialing program within 30 days of invitation.

TIPS: Please complete your registration and credentialing on a laptop or desktop computer. Have your Agent Certificate saved as a PDF to your desktop, and ready for upload to the MyAgentWorld system.

Step 2 – Registration with MyAgentWorld

- After you have clicked the invitation link and you are a New Agent please enter your:
 - First Name
 - Last Name
 - Password / re-enter the Password
 - Choose two Security Questions/Answers
- If you are an Existing Agent, your Email Address, Upline Code, and Upline Display Name will pre-populate for you. Enter your Password and proceed to Step 1 of Credentialing.
- You may notice there is an Upline Code pre-filled for the registration form. Please leave this code as it is shown. If you have any questions about the Upline/Agency name that appears, please reach out to your Local MA Sales Team for assistance.
- Click "Create an Account" to finish this step.

Upline Code * ✓ valid

Upline Display Name

✓

You have completed the registration process! Move on to the next step.

MyAgentWorld New & Existing User Registration Credentialing Guide (2025)

User Registration Credentialing Guide 2025

Prominence [®] Health Plan	
Prominence Medicare Advantage Selling Partner Resource Guide	
Common Questions <ul style="list-style-type: none"> Submit enrollments via fax/email Answer application status questions Assist with RI/Application status Change of Address Changes to PCP Selection Assist with urgent broker or member questions or concerns Escalate broker questions to appropriate team Commissions & Book of Business Questions Yearly Credentialing in MyAgentWorld New/Duplicate ID Cards Temp ID Cards Benefit Questions Local Support Credentialing / Contracting Sales Materials Electronic Application Submission System Account Setup Agent Portal Assist with signing up for Direct Deposit 	TELEPHONE & EMAIL <ul style="list-style-type: none"> Medicare Applications Team chp@medicareapplications@uhpsc.com Fax: (775) 770-9144 Medicare Resolution Team chp@medicare@uhpsc.com Tel: (855) 630-3902 Commissions & Book of Business Questions chp@commissions@uhpsc.com Tel: (775) 770-5880 Care Advocate Team (Member Services) chp@medicarecustomerservice@uhpsc.com Tel: (855) 969-5882 Local Sales Teams (next page)

For Broker Use Only 07-2025

Broker Resource Sheet

All agents will receive their invite to start credentialing for 2025. Below are some items to help guide you on the process, and some new items for 2025.

What's new for 2025 Credentialing in MyAgentWorld?

- Copeland MyAgentWorld Credentialing Code stays the same: CopelandGroupUSAPHP
- For new brokers credentialing with Prominence for the first time, the 2025 Credentialing program will grant 'Ready to Sell' status for both 2024 and 2025 plan years.
- Each currently contracted Prominence Broker will receive an invitation to credential via email along with the attached credentialing guide. The invitation email will come from:
Prominence@MyAgentWorld.com
- Agency Leaders will have the ability to invite new Brokers to complete credentialing as needed and see their credentialing status in the 'Onboard Status' section of MyAgentWorld.

Reminder: Agents must take action and complete their credentialing program within 30 days of the invitation being sent.



- Do not sell SCAN products until you receive your READY TO SELL email

- Benefit Deep Dive Trainings will be available at the end of August

Questions?

SCANSalesTraining@SCANHealthPlan.com

SCAN Health Plan

[Click Here to get started.](#)

Here is all you need to do:

- Log on to www.ScanProducerPortal.com and click the Producer Dashboard Tile.
- Complete and sign new SCAN contract
 - Signing a new SCAN Certification Training
- Take the 2025 SCAN Certification which includes:
 - 30-minute video covering SCAN's 2025 plans, benefits, and service areas
 - Attest to reading the SCAN policy & procedure, code of conduct, and agent guide
 - Must complete with a passing score of 85%
- Complete AHIP
 - Use the SCAN Producer Portal to receive a \$50 discount
 - If you've already completed AHIP, simply transmit your score to SCAN



WellCare Health Plans

2025 Wellcare ACT Highlights

- Accessible through the Centene Workbench Training Center.
- Completion of 2025 Wellcare ACT certifies you to market/sell 2024 and 2025 Wellcare Medicare Advantage product offerings.
- Key Plan Year 2025 (PY2025) product and benefit information is accessible within the course, with first looks for plan details at wellcarefirstlook.com.

New for This Year:

New Training Platform! The Centene Workbench Training Center replaces the former Centene Learning Center (CLC) and will provide access to all required training.

New Certification Partners!

In addition to America's Health Insurance Plans (AHIP), Wellcare now accepts Medicare certification completed through the National Association of Benefits Insurance Professionals (NABIP).

2025 AHIP or 2025 NABIP training is also accessible through the Training Center.

If you have not already completed this training, be sure to access it through the Training Center to:

- Obtain AHIP discounted pricing - \$125 vs \$175 (3 exam attempts).
- Access NABIP member pricing - \$100 (6 exam attempts).
- Ensure your training transcripts are shared electronically with Wellcare.

The 2025 Training and Certification page provides detailed instructions on the certification training process, including how to access the training site, Wellcare ACT passing requirements, and helpful tips for completing the Wellcare ACT Mastery Exam.

2025 Wellcare Contracting Recertification – Coming Soon!

IMPORTANT! Completing certification training is just one component in the annual certification/recertification process required to be fully ready to sell for 2025. You are also required to complete the 2025 Third Party Marketing Entity (TPME) Agreement.

Be on the lookout for further communication regarding availability of the 2025 TPME Agreement and instructions on how to complete the signing process within Centene Workbench when it becomes available.

As a reminder, all 2025 annual training and contracting certification or recertification requirements must be completed by Sept. 30, 2024 to market and sell 2025 Wellcare Medicare Advantage products and avoid suspension on Oct. 1, 2024.