



Copeland Insurance  
Group

AN INTEGRITY ] COMPANY

# 2025 AEP Certification – Cheat Sheet

## For Agent Use Only.

---

# aetna®

[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](mailto:brokersupport@aetna.com).





Avista Health's 2025 Re-certification Training is now available.

### Welcome Back

We are excited to announce that it is time for 2025 re-certification with Astiva Health! Ensuring your re-certification and documents are up to date is crucial so that you can continue to offer the best benefits for your prospective clients. Below is a part of our re-certification process you will encounter.

### Select Language Preference

When you log into your [broker portal](#) you will need to select your language preference.

### Scroll down and click Update

Next, scroll up and click "Documents" top right next to your profile.

### Choosing Payment Type

Please prepare your financial information to complete the W-9 tax form, Electronic Funds Transfer (Direct Deposit). We use Amazon S3's advanced encryption to protect your financial information and documents. Your data is secure with industry-leading encryption standards and strict access controls, ensuring it stays confidential and safe.

### How do I want my Astiva Health payments to be distributed?

1. Please distribute payments directly to me. I am self-employed and pay taxes using my Social Security Number (SSN)
  - Choose Pay to Self (SSN)
  - Provide W-9 Tax Form with SSN
  - Provide EFT form (Direct Deposit)
2. Please distribute payments to my business. As the owner, I pay taxes through my Employer Identification Number (EIN)
  - Choose Pay to Business (EIN)
  - Provide W-9 Tax Form with EIN
  - Provide EFT form (Direct Deposit)
  - Complete AOC form (An agreement to have your payments distributed to your corporation)
3. I am associated with a Field Marketing Organization (FMO) that handles my payment distributions.
  - Choose Pay to FMO
  - Complete AOC form (An agreement to have your payments distributed to your corporation)

### Time for Training

After choosing payment, it is time for training! Please allow at least 1 hour to complete our training. You will go through a series of presentation slides and learn more about Astiva Health to prepare for the upcoming benefit for 2025.

### Upload your 2025 AHIP

Please upload your AHIP for the year 2025. If you have not, please go to [ahipmedicaretraining.com](http://ahipmedicaretraining.com) to begin your course and exam.

### Good Luck!

We are open Monday - Friday; 9:00 AM - 5:00 PM.

If you have any questions, please email broker support at:

[brokersupport@astivahealth.com](mailto:brokersupport@astivahealth.com)



If you were certified last year, you must renew your certification this year before January 1 of the new year to receive renewal commissions on your active book of business. Click the [job aid](#) to help guide you through the process.

**Step 1: Complete your AHIP certification.**

- Only pay \$125 by using our [Blue Shield of California link](#).
- You must complete your AHIP certification and transmit your results to Blue Shield before moving to Step 2.

**Step 2: Log into your [Broker Connection](#) account and visit the [MA-PD and PDP certification](#).**

- Follow the links to the Blue Shield- "Shield Learns" portal
- Complete the MA-PD/PDP product certification. You'll have four attempts to pass. To pass, you'll need a score of 85% or higher

For questions or more information, register for one of our live [Get 'CERTIFIED' for 2025 for MAPD, DSNP and PDP](#) sessions or email [MedicareBroker@blueshieldca.com](mailto:MedicareBroker@blueshieldca.com).



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-Only track.
- 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](mailto:CARL@cignahealthcare.com)

#### **Registration Process**

Log into your EvolveNEXT Broker Portal at <https://account.evolveNEXT.com/>

1. Click on My Credentials

2. Click on My Certification Cases

3. Click the Start button

- Please ensure you have both your 2025 AHIP and E&O Certificate to upload.
- You must certify in order to continue receiving compensation in 2025.

#### **Need Help?**

Contact our Broker Support Team if you need assistance.

Toll Free (877) 525-3837



# Clover Health

To better align with our 2025 Agent Preview First Looks, our **2025 Certifications in Miramar will now be opening on Tuesday, August 6th**. We will be sending out additional information later this month regarding events.

2025 Certifications will not be opening on July 16th, as previously stated.

Clover Health's 2025 Contract Amendments will still be sent out to agency principals throughout July. These will be sent via Docusign to the agency principal for signature and will include the 2025 rates, the FDR, and our 2025 Agency Onboarding Packet. As your agency's contract is signed, our team will distribute the 2025 certification codes.

# Devoted Health

**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 Health service 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

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.

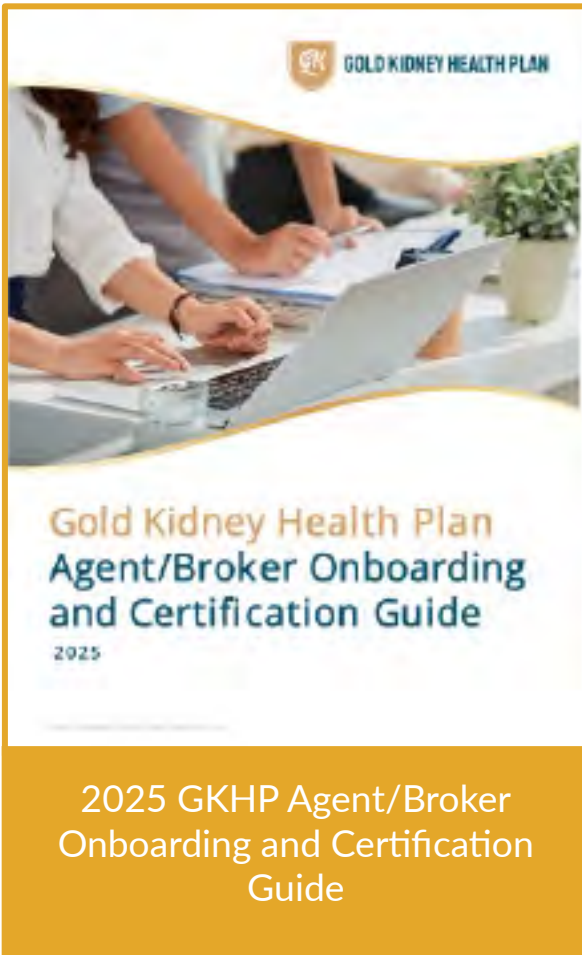
[Click here](#) to download a copy of the 2025 GKHP Agent/Broker Onboarding and Certification Guide.

\*\*\*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](mailto:brokers@goldkidney.com)



2025 GKHP Agent/Broker  
Onboarding and Certification  
Guide



Highmark's 2025 Medicare Advantage and D-SNP Certification Training module must be completed prior to selling for 2025. To begin your training, log into the Producer Portal by [clicking here](#).

If you experience issues accessing or completing your training, contact:

**Highmark Senior Markets Sales Team**  
(800) 652-9459

[Highmarkseniormarkets@highmark.com](mailto:Highmarkseniormarkets@highmark.com)



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 MarketPoint University. Recertification due dates are:
  - September 30 for Humana-employed agents (career field and DMS)
  - November 30 for partner agents
- Spanish-language recertification will also launch later in the summer. Tentative launch date: August 13.

#### **Agent Support Unit**

1-800-309-3163

[AgentSupport@humana.com](mailto:AgentSupport@humana.com)



New Kaiser 2025 Product Training/Cert information is LIVE!

See the attached **guide** that you will need to begin so you can continue to be RTS for the 2025 sale year.

Just a reminder that these 2025 certifications will cover the remainder of the 2024 sale year as well as all of 2025.

- Agents will have three (3) attempts to pass the training modules.
- Agents must input their NPN into Miramar in order for their completed training to reflect on the RTS Reports.

Kaiser has already enrolled current agents into the necessary Miramar training program who have both product lines. If any agents need this and are not currently enrolled in the program on Miramar, please contact our Copeland contracting department.



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 [kcabrokersupport@kelseycareadvantage.com](mailto:kcabrokersupport@kelseycareadvantage.com) or 713-442-4949.

### **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](mailto: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](mailto:Broker@MolinaHealthcare.com)







## 2025 Certification details Now Available

The 2025 AHIP Certification training, the Mutual of Omaha Rx<sup>SM</sup> 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](mailto: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 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<sup>®</sup> Health Plan

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](mailto: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.



## User Registration Credentialing Guide 2025

Prominence Medicare Advantage Selling Partner Resource Guide	
<b>CONTACT/QUESTIONS</b> <ul style="list-style-type: none"> <li>Submit enrollments via email</li> <li>Answer application status questions</li> <li>Alert with RFI/Application status</li> <li>Change of Address</li> <li>Changes of RFI Selection</li> </ul>	<b>TELEPHONE &amp; EMAIL</b> <p>Medicare Application Team</p> <p><a href="mailto:MedicareApplication@copelandgroup.com">MedicareApplication@copelandgroup.com</a> Tel: (757) 700-9144</p>
<ul style="list-style-type: none"> <li>Alert with Agent Leader of pending questions or concerns</li> <li>Provide follow-up questions to appropriate team</li> </ul>	<p>Medicare Resource Team</p> <p><a href="mailto:MedicareResource@copelandgroup.com">MedicareResource@copelandgroup.com</a> Tel: (757) 700-9144</p>
<ul style="list-style-type: none"> <li>Comments &amp; look of business questions</li> <li>Newly Credentialing in MyAgentWorld</li> </ul>	<p>MyAgentWorld Support Team</p> <p><a href="mailto:MyAgentWorldSupport@copelandgroup.com">MyAgentWorldSupport@copelandgroup.com</a> Tel: (757) 700-9144</p>
<ul style="list-style-type: none"> <li>New/Replace ID Cards</li> <li>Temp ID Cards</li> <li>Benefits Questions</li> </ul>	<p>Case Advocate Team (Member Services)</p> <p><a href="mailto:CaseAdvocate@copelandgroup.com">CaseAdvocate@copelandgroup.com</a> Tel: (855) 699-6885</p>
<ul style="list-style-type: none"> <li>Local Support</li> <li>Enrollment of New Enrollees</li> <li>Sales Materials</li> <li>Electronic Application Submission System</li> <li>Account Setup</li> <li>Agent Portal</li> <li>Alert with signed up for Direct Deposit</li> </ul>	<p>Local Sales Team</p> <p>Internal Support</p>

## Broker Resource Sheet



[Click Here](#) to get started.

Here is all you need to do:

- Log on to [www.ScanProducerPortal.com](http://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
- 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](mailto:SCANSalesTraining@SCANHealthPlan.com)



**Sonder**  
HEALTH PLANS

We are excited to announce that our 2025\* Plan year certification is back online!

Sonder Health Plans has been generating a tremendous buzz in Georgia and you don't want to miss out on our game-changing benefits!

\*certifying for plan year 2025 will also allow you to sell plans for remainder of the 2024 plan year.

**Agent Training Presentation** - <https://sonderhealthplans.com/agent-presentation-2025/>

**Certification Exam** - <https://sonderhealthplans.com/sonder-insurance-agent-exam/>



## UCLA Health Medicare Advantage Plan

### CERTIFICATION INFORMATION:

- You may now begin your certifications. Please use the link to access the certification portal, [UCLA Certification Page](#)
- Access the certification guide here for your reference.
- You will have three attempts to achieve a passing score of 90%.

➤ **Each testing attempt is captured upon clicking the 'submit' button at the end of the exam.**

➤ **DO NOT REFRESH YOUR PAGE DURING THE TEST!**

**Our contracting team will be notified upon passing or exceeding your attempts on the exam.**

**A certificate of completion will be emailed to you.**

**Full UCLA Certification Guide: [Click Here](#)**



## 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](http://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**.