

ANTHEM MEDICARE CERTIFICATION TRAINING CENTER

USER GUIDE



Anthem Medicare Certification Training Center User Guide

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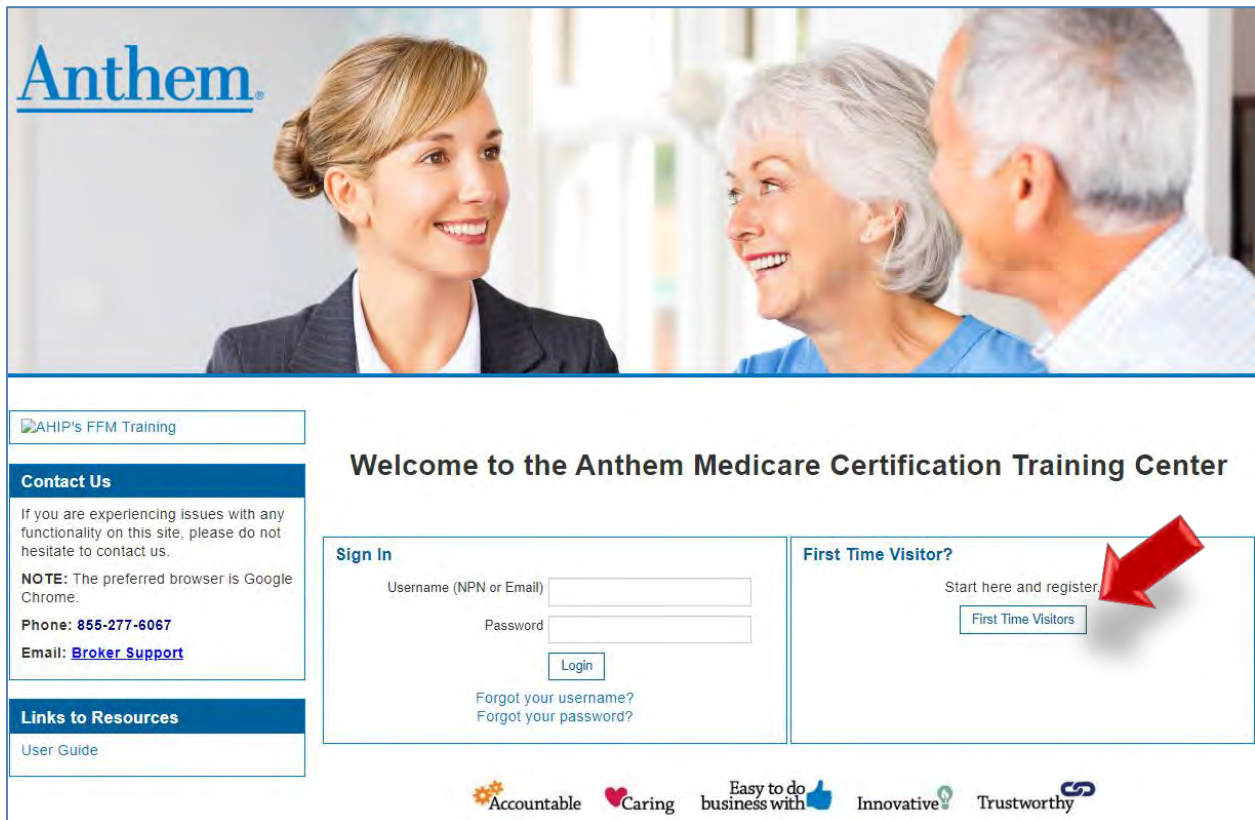
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Getting Started: Log In and User Registration

All users will begin on the Anthem login page.

Returning Users: If you are a returning user, please sign in with your username and password. Usernames and passwords are case sensitive. Returning users will be asked to key in their access code and review their profile information for accuracy upon login. If you have forgotten your username or password, please use the link(s) below the Login button for assistance.


First Time Visitor: If you are a first time visitor, please click on the First Time Visitors button and follow the onscreen steps 1-3.



The screenshot shows the Anthem Medicare Certification Training Center login page. At the top left is the Anthem logo. Below it is a navigation menu with 'AHIP's FFM Training'. The main content area has a 'Welcome to the Anthem Medicare Certification Training Center' heading. There are two login options: 'Sign In' and 'First Time Visitor?'. The 'Sign In' section has fields for 'Username (NPN or Email)' and 'Password', a 'Login' button, and links for 'Forgot your username?' and 'Forgot your password?'. The 'First Time Visitor?' section has the text 'Start here and register.' and a 'First Time Visitors' button, which is highlighted with a red arrow. The page also includes a 'Contact Us' section with contact information and a 'Links to Resources' section with a 'User Guide' link. At the bottom, there are five icons representing values: Accountable, Caring, Easy to do business with, Innovative, and Trustworthy.

When you sign in or click the First Time Visitors button, the next screen will contain an Access Code field.

Please enter the Access Code that has been provided by Anthem and click Submit. If you do not know your Access Code, please contact Medicare Programs Sales Support at the number provided on the screen.



Preregistration Access Code

Please Enter Your Anthem Access Code*

If you have questions about your access code, please contact your RSM, Sales Director, or Medicare Programs Sales Support at 1-855-277-6067 for more information.

There are required fields in this form marked*.

You are not logged in. ([Login](#))
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In Step 1, fill out the required fields in the Confidential Information Section then click Submit.



Step 1 of 3

Confidential Information

Please fill out the following required fields:

Last name*
Enter name as it appears on license


DOB*
Enter date of birth (mm/dd/yyyy)

Last 4 Digits of SSN*
Enter last 4 digits of social security number

There are required fields in this form marked*.

You are not logged in. ([Login](#))
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In Step 2, you will start by entering your First name. Please make sure to enter your First and Last name as it appears on your license for the system to Find your NPN in the National Producer Number section. Once the system has found your NPN, click Continue.



Step 2 of 3

Confidential Information

Provide some information to uniquely identify yourself for the Wellpoint Medicare Training System

Last name

DOB

Last 4 Digits of SSN

National Producer Number

First name*
Enter name as it appears on license

NPN

There are required fields in this form marked*.

You are not logged in. (Login)
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As you continue through Step 2, you will now be required to fill out the remaining fields of your profile information.

Step 2 of 3

Confidential Information

Provide some information to uniquely identify yourself for the Wellpoint Medicare Training System

Last name

DOB

Last 4 Digits of SSN

Personal Information

Name

Prefix

First name*
Enter name as it appears on license

Middle name
If Applicable

Last name*
Enter name as it appears on license

Suffix

Designation

Additional information

Company name*

Job title

Phone number*

National Producer Number

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN

[Edit](#)

Continuing Step 2, once you have completed all of the required fields marked in red with an *, you will click Register at the bottom of the page.

Password

Provide a password to access the system. The password must have at least 6 characters

Password*
Enter Password

Confirm password*
Verify Password

Email address

Please provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number.

Email address*
Enter email address

Confirm email address*
Verify email address

Mailing Address

Provide the mailing address you can be reached at.

Address 1*

Address 2

City*

State / Territory* ▼

Zip code*
Enter your five digit zip code

Country ▼

Language

Indicate your preferred language for taking courses.


Language ▼
Select your preferred language

Anthem (Support)

I would like to receive text messages from Anthem.
I understand data charges may apply

Mobile Phone Number
format xxx-xxx-xxxx

I've reviewed my contact information and verified that it is accurate.*
By checking this box, I agree my profile information above is accurate.



There are required fields in this form marked*.

In Step 3, please note your username for future sessions. It is a good idea to notate your username and password in case you need to access your training at a future date. To proceed to your training, click Continue to Home.



Certification Portal Transcript

Step 3 of 3

Please note your username below. You will need this information for future logins to this site. In most cases, username is your National Producer Number (NPN). In the following scenarios, it will be a system-generated username:

- You do not have an NPN (or have not specified one)
- You previously used an email address as a username

Username: *guestagent2@noemail.com*

[Continue to Home](#)

You are logged in as **Guest Agent (Logout)**
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Terms of Service

On the Certification Portal homepage, you must first review and accept Anthem's Terms of Service in order to access the certification training. Click the Review Terms of Service button.

Prior to accessing the training modules below, you must first review and accept Anthem's Terms of Service.

[Review Terms of Service](#)

Please be sure to read and scroll through the entire Terms of Service Agreement. Click Agree once you have read the Terms of Service Agreement to start your training.

Terms of Service Agreement

Agent Certification Disclaimer

User Agreement

Marketing Guidelines:

PLEASE NOTE: In order to market Medicare Advantage (MA) and Prescription Drug (Part D) plans, the Centers for Medicare and Medicaid Services (CMS) and Anthem, Inc., *mandate that the following requirements be met PRIOR* to discussing any benefits with current or prospective members and submission of any enrollments:

- *State / brand appointment and licensing are current*
- *Certification completed for products you intend to sell; certification requires AHIP training, all assigned compliance training (including Fraud, Waste and Abuse) and product training*
- *Broker Addendum submitted if you were appointed prior to October 1, 2009*

To check if you are in good standing with the necessary requirements for marketing Medicare Advantage and Part D products, please contact us at:

- Medicare Programs Sales Support
1-855-277-6067

Additional information:

- 1) In order to receive *renewal commissions* on *existing policies* you must also be certified and maintain an active license and appointment for the upcoming year.
- 2) In order to receive commissions on any *MAPD products*, you are required to complete the PDP training module in *addition* to the MA training to be considered for MAPD products.
- 3) Agents wishing to sell *SNP plans* must take both the SNP and Part D modules as part of their certification, *as well as* the HMO and/or PPO module, depending on the type of SNP plan available to market in their area.

By clicking on the box and proceeding to the Agent Certification site to register and complete certification training, you are acknowledging that you are / will be in good standing **PRIOR** to discussing any benefits with current or prospective members and submission of enrollments.

In addition, by agreeing to the Terms of Service, you affirm that you *personally* completed the course. Further, you affirm that the course examination was completed without assistance from any outside source or individual.

[Agree](#)

[Disagree](#)

Account Features

Upon logging in, you are taken to the Certification Portal homepage. Please note you can return to the homepage at any time by clicking on the Certification Portal button.

The screenshot shows the Anthem Medicare Certification Training Center homepage. At the top left is the Anthem logo. Below it is a navigation bar with 'Certification Portal' and 'Transcript' buttons. A red arrow points to the 'Certification Portal' button. The main content area is divided into three columns. The left column contains a 'Guest Agent Profile' section with a 'Logout' link and a 'Contact Us' section with contact information. The middle column contains a 'Welcome to the Anthem Medicare Certification Training Center' message. The right column contains a list of 'ready-to-sell requirements' for agents.

Update Account Information

To view or edit your profile details, click on the Profile link.

This screenshot is identical to the one above, showing the Anthem Medicare Certification Training Center homepage. However, a red arrow points to the 'Profile' link within the 'Guest Agent Profile' section in the left column.

Click the Edit profile tab to view more detailed profile information.

Guest Agent

Profile | **Edit profile** | Blog | Transcript

Country: United States
City/town: ABC

| License fields | Site License | Field | User entry |
|----------------|------------------|--|------------|
| | Anthem (Support) | I would like to receive text messages from Anthem. | 0 |
| | Anthem (Support) | Mobile Phone Number | |
| | Anthem (Support) | I've reviewed my contact information and verified that it is accurate. | 1 |

Learning plans
[2021 Compliance Training \(sans FWA\)](#)
[2021 HMO](#)
[2021 PDP](#)
[2021 PPO](#)
[2021 SNP](#)

First access: Wednesday, June 10, 2020, 04:50 PM (9 mins 1 sec)
Last access: Wednesday, June 10, 2020, 04:56 PM (3 mins 16 secs)

[Change password](#) | [Messages](#)

You are logged in as Guest Agent ([Logout](#))

From the Edit profile tab, you may update your email address, personal information, mailing address and preferred language.

Change Your Password

If you need to change your password, click the Profile Tab, then click the Change password button.

The screenshot shows the Anthem Guest Agent profile page. At the top, there is a navigation bar with 'Certification Portal' and 'Transcript'. Below this is the 'Guest Agent' title and a sub-menu with 'Profile', 'Edit profile', 'Blog', and 'Transcript'. The profile information includes:

- Country: United States
- City/town: ABC
- License fields: A table with columns 'Site License', 'Field', and 'User entry'. It lists three entries for 'Anthem (Support)' with fields like 'I would like to receive text messages from Anthem.', 'Mobile Phone Number', and 'I've reviewed my contact information and verified that it is accurate.' with user entry counts of 0 and 1.
- Learning plans: A list including '2021 Compliance Training (sans FWA)', '2021 HMO', '2021 PDP', '2021 PPO', and '2021 SNP'.
- First access: Wednesday, June 10, 2020, 04:50 PM (9 mins 1 sec)
- Last access: Wednesday, June 10, 2020, 04:56 PM (3 mins 16 secs)

 At the bottom, there are buttons for 'Change password' and 'Messages'. A red arrow points to the 'Change password' button. The footer indicates 'You are logged in as Guest Agent (Logout)'.

Then enter the necessary information in the required fields and click the Save changes button.

The screenshot shows the 'Change password' form. It includes a 'Username (NPN or Email)' field with the value 'guestagent2@noemail.com'. Below this is a note: 'The password must have at least 6 characters'. There are two 'New password*' fields. At the bottom, there are 'Save changes' and 'Cancel' buttons. A red arrow points to the 'Save changes' button. The footer indicates 'You are logged in as Guest Agent (Logout)'.

View Your Transcript

To view your transcript, click on the Transcript link in the navigation bar that appears under the Anthem logo on the homepage and most other pages on the Certification Portal.

Anthem.

Certification Portal | **Transcript**

Guest Agent Profile Logout

Contact Us

If you are experiencing issues with any functionality on this site, please do not hesitate to contact us.

NOTE: The preferred browser is Google Chrome.

Phone: 855-277-6067
Email: [Broker Support](#)

Welcome to the Anthem Medicare Certification Training Center

In order to sell plans (and receive commissions for those sales) you must meet the following ready-to-sell requirements:

- Certification for products you intend to sell; certification requires AHIP training, all assigned compliance training (including Fraud, Waste and Abuse) and product training
- Licensure and appointment paperwork turned in for all the states you intend to sell in
- Broker Addendum submitted if you were appointed prior to October 1, 2009
- In order to receive renewal commissions on existing policies you must also be certified and maintain an active license and appointment for the upcoming year
- In order to receive commissions on any MAPD products, you are required to complete the PDP training module in addition to the MA training to be considered for MAPD products
- Agents wishing to sell SNP plans must take both the SNP and Part D modules as part of their certification, as well as the HMO or PPO module, depending on the type of SNP plan available to market in their area. This product training is in addition to the required compliance training. Failure to complete all required product modules will result in a noncompliant and non-commissionable sale.

You can also access your transcript by clicking on the profile link on the Certification Portal homepage then click on the Transcript tab.

Anthem.

Certification Portal | Transcript

Guest Agent

Profile | Edit profile | Blog | **Transcript**

Country: United States
City/town: ABC

| Site License | Field | User entry |
|------------------|--|------------|
| Anthem (Support) | I would like to receive text messages from Anthem. | 0 |
| Anthem (Support) | Mobile Phone Number | |
| Anthem (Support) | I've reviewed my contact information and verified that it is accurate. | 1 |

Learning plans
2021 Compliance Training (sans FWA)
2021 HMO
2021 PDP
2021 PPO
2021 SNP

First access: Wednesday, June 10, 2020, 04:50 PM (25 mins 29 secs)
Last access: Wednesday, June 10, 2020, 05:05 PM (10 mins 29 secs)

Begin Training

On the Homepage of the Certification Portal, the certifications in which you are enrolled are displayed under My Certifications. Click on the plus sign to the right of the certification to see courses for that course.

Anthem

Certification Portal | Transcript

Guest Agent Profile Logout

Contact Us

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NOTE: The preferred browser is Google Chrome.

Phone: 855-277-6067
Email: [Broker Support](#)

Course Symbol Key

- Locked (Inaccessible)
- Available (Not Started)
- In Progress
- Complete (Passed)
- Complete (Failed)

Links to Resources

- User Guide
- Producer Online News

Welcome to the Anthem Medicare Certification Training Center


In order to sell plans (and receive commissions for those sales) you must meet the following ready-to-sell requirements:

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My Certifications

| | | | |
|-------------------------------------|----------------------|-------------|--|
| 2021 Compliance Training (sans FWA) | <input type="text"/> | 0% complete | |
| 2021 HMO | <input type="text"/> | 0% complete | |
| 2021 PDP | <input type="text"/> | 0% complete | |
| 2021 PPO | <input type="text"/> | 0% complete | |
| 2021 SNP | <input type="text"/> | 0% complete | |

To access the course material, click on the course title. Also note the Course symbol key which provides more information about the status of your courses when you click it. Locked items may require other courses to be completed before they become available. **(Please note you must complete all of the Compliance training before you can unlock the Product training)**



Certification Portal | Transcript

Guest Agent
Profile
Logout

Contact Us

If you are experiencing issues with any functionality on this site, please do not hesitate to contact us.

NOTE: The preferred browser is Google Chrome.

Phone: 855-277-6067
Email: [Broker Support](#)

Course Symbol Key

- Locked (Inaccessible)
- Available (Not Started)
- In Progress
- Complete (Passed)
- Complete (Failed)

Links to Resources

- [User Guide](#)
- [Producer Online News](#)
- [CustomPoint User Guide](#)
- [Sales Event Reporting Guide](#)
- [Terms of Service Agreement](#)

Welcome to the Anthem Medicare Certification Training Center

In order to sell plans (and receive commissions for those sales) you must meet the following ready-to-sell requirements:

- Certification for products you intend to sell; certification requires AHIP training, all assigned compliance training (including Fraud, Waste and Abuse) and product training
- Licensure and appointment paperwork turned in for all the states you intend to sell in
- Broker Addendum submitted if you were appointed prior to October 1, 2009
- In order to receive renewal commissions on existing policies you must also be certified and maintain an active license and appointment for the upcoming year
- In order to receive commissions on any MAPD products, you are required to complete the PDP training module in addition to the MA training to be considered for MAPD products
- Agents wishing to sell SNP plans must take both the SNP and Part D modules as part of their certification, as well as the HMO or PPO module, depending on the type of SNP plan available to market in their area. This product training is in addition to the required compliance training. Failure to complete all required product modules will result in a noncompliant and non-commissionable sale.

My Certifications

■ 2021 Compliance Training (sans FWA) 0% complete

Courses

- AHIP Medicare Training
- Foundation/Basics
- Foundation/Basics Assessment
- Risk Prevention
- Risk Prevention Assessment
- Sales Event Reporting
- Sales Event Reporting Assessment
- Tools for Compliant Selling
- Tools for Compliant Selling Assessment

Course Symbol Key

- Locked (Inaccessible)
- Available (Not Started)
- In Progress
- Complete (Passed)
- Complete (Failed)

Course Navigation

Upon clicking on a course link, you will see the course material. The courses now feature an audio recording that plays automatically once you open the course. The slides will advance automatically once the recording for each slide is completed. If you wish to pause the audio recording, you will select the Pause button. Please note, you will need to resume the audio recording in order to proceed to the next slide. If you wish to download the slides for use at a later time, you can select the Download Slides link on the left side menu.

The screenshot shows a web interface for a course titled "Product Basics Building a Foundation". On the left is a navigation sidebar with several sections:

- Certification Portal** and **Transcript** tabs at the top.
- Foundation/Basics** header.
- Guest Agent** section with links for [Profile](#) and [Logout](#).
- Return to Home Page** section with instructions: "To exit an activity prior to completion, please click the [Certification Portal](#) tab at the top of the screen to return to your home page."
- Download Content Materials** section, highlighted with a red arrow. It contains a [Download Slides](#) link and a note: "Please note, downloadable materials are available as an offline resource and benefit to our users. Accessing and printing of these materials is not recognized by the system to administer a completion status."
- Contact Us** section with contact information: "NOTE: The preferred browser is Google Chrome. Phone: 855-277-6067 Email: [Broker Support](#)".

The main content area shows a slide titled "Product Basics Building a Foundation" with a blue background and a white text box. Below the title is a headphones icon and the text: "This course has audio. Please adjust the volume to a comfortable level. Subsequent slides will advance automatically. You may use the player controls to pause the course, or return to previous slides if needed." At the bottom of the slide is a green box with a disclaimer: "This presentation contains proprietary information. It is intended for use only by our contracted brokers and employer groups. Any redistribution or other use is strictly forbidden. The benefit descriptions are intended to be a brief overview of some benefits available to plan members. For agent/broker use only. Not for distribution to the general public; nor for solicitation purposes." Below the slide is a player control bar with a volume icon, a pause button (highlighted with a red arrow), and navigation arrows labeled "PREV" and "NEXT".


Once you have viewed all of the course content, to take the assessment, click the Certification Portal button at the upper left portion of the screen to return to the training homepage.

The screenshot shows a user interface for an assessment. On the left, there is a sidebar with a 'Certification Portal' link highlighted by a red arrow. Below it are sections for 'Guest Agent Profile', 'Return to Home Page', 'Download Content Materials', and 'Contact Us'. The main content area is titled 'Foundation / Basics Assessment' and contains text explaining the assessment process and a 'Previous' button. A red arrow also points to the 'Certification Portal' link in the sidebar.

The assessment for the course you just completed viewing is now unlocked. Click the assessment title.

The screenshot displays the 'My Certifications' section. At the top, there is a progress bar for '2021 Compliance Training (sans FWA)' showing 11% completion. Below this is a list of courses under the heading 'Courses'. The course 'Foundation/Basics Assessment' is checked with a green checkmark and highlighted by a red arrow. Other courses include 'AHIP Medicare Training', 'Risk Prevention', 'Sales Event Reporting', and 'Tools for Compliant Selling'.

To begin the assessment for the course, click the Attempt quiz now button.



Certification Portal Transcript

Foundation/Basics Assessment

Guest Agent
Profile
Logout

Return to Home Page

To exit an activity prior to completion, please click the **Certification Portal** tab at the top of the screen to return to your home page.

Download Content Materials

 [Download Slides](#)

Please note, downloadable materials are

Product Basics-Building a Foundation Assessment

Assessment instructions

Please answer the following questions to check your knowledge on the information you have just read. Click the button beside the answer you wish to select as correct. After all questions have been answered, click the Submit button at the bottom of the page.

If you do not achieve a passing score of 90% or above, please review your results and revisit the material if necessary. You must re-take the assessment until a passing score is achieved.

Grading method: Highest grade

After answering all the questions, click the Submit All and Finish button.

Once you have selected the Submit All and Finish button, you will be directed to the Summary of Your Previous Attempts page where your score will be provided.

Product Basics-Building a Foundation Assessment

Summary of your previous attempts

| Attempt | Completed | Marks / 10 | Grade / 100 | Feedback |
|---------|---------------------------------|------------|-------------|--|
| 1 | Monday, June 18, 2018, 09:48 AM | 2 | 20 | You have not successfully passed this assessment. Please click the "Certification Portal" link at the upper left portion of the screen to return to your home page and revisit the course material. You must re-take the assessment until a passing score is achieved. |

Highest grade: 20 / 100.

Overall feedback

You have not successfully passed this assessment. Please click the "Certification Portal" link at the upper left portion of the screen to return to your home page and revisit the course material. You must re-take the assessment until a passing score is achieved.

[Re-attempt quiz](#)

Once you have passed your assessment, click the Certification Portal button at the upper left portion of the screen to return to the training homepage. If you do not pass on your attempt, click on the Re-attempt Quiz button at the bottom of the page.