

ANTHEM MEDICARE CERTIFICATION TRAINING CENTER

USER GUIDE



Anthem Medicare Certification Training Center User Guide

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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.

Anthem

Login

Contact Us

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

Phone:

888-209-7839 (California)

800-633-4368 (All Other States)

Email: Broker Support

Resources

User Guide

Accountable Caring Easy to do business with Innovative Trustworthy

Federal Marketplace Training for Agents & Brokers
Learn more about The AHP Advantage

Welcome to the Anthem Medicare Certification Training Center

All new agents will need to log in as a first-time visitor and create a profile before starting certification training. This year, when you successfully complete your 2018 training you are also certified for 2017.

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 AHP 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.

Sign In

Username (NPN or Email)

Password

Login

Forgot your username?
Forgot your password?

First Time Visitor?

Start here and register

First Time Visitors

If you clicked on 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.

The screenshot shows the Anthem website's "Preregistration Access Code" form. At the top left is the Anthem logo. Below it is a "Login" button. The main heading is "Preregistration Access Code". The form contains a text input field labeled "Please Enter Your WellPoint Access Code*" with a red asterisk. To the right of the input field is a red arrow pointing to it. Below the input field is a "Submit" button. A red arrow also points to the "Submit" button. Below the "Submit" button is the text "There are required fields in this form marked*." Below the form is a footer with "Copyright ©", "Powered by CourseStage from Web Courseworks Ltd.", and "You are not logged in. (Login)".

In Step 1, fill out the required fields in the Confidential Information Section then click Submit.

The screenshot shows the Anthem website's "Confidential Information" form, labeled "Step 1 of 3". The form has a heading "Confidential Information" and a sub-heading "Please fill out the following required fields:". Below this are three input fields: "Last name*" with the instruction "Enter name as it appears on license", "DOB*" with the instruction "Enter date of birth (mm/dd/yyyy)", and "Last 4 Digits of SSN*" with the instruction "Enter last 4 digits of social security number". Each field has a red asterisk. Below the input fields is a "Submit" button with a red arrow pointing to it. Below the "Submit" button is the text "There are required fields in this form marked*." Below the form is a footer with "Copyright ©", "Powered by CourseStage from Web Courseworks Ltd.", and "You are not logged in. (Login)".

In Step 2, you will enter your First name as it appears on your license and then click the Find my NPN button to populate your NPN and click Continue.



Step 2 of 3

Confidential Information

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

Last name	<input type="text" value="Agent"/>
DOB	<input type="text" value="01/01/2001"/>
Last 4 Digits of SSN	<input type="text" value="0101"/>

National Producer Number

First name*
Enter name as it appears on license

NPN

There are required fields in this form marked*.



Continuing Step 2, complete all required fields, then click Register at the bottom of the page.

Anthem.

[Login](#)

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](#)

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

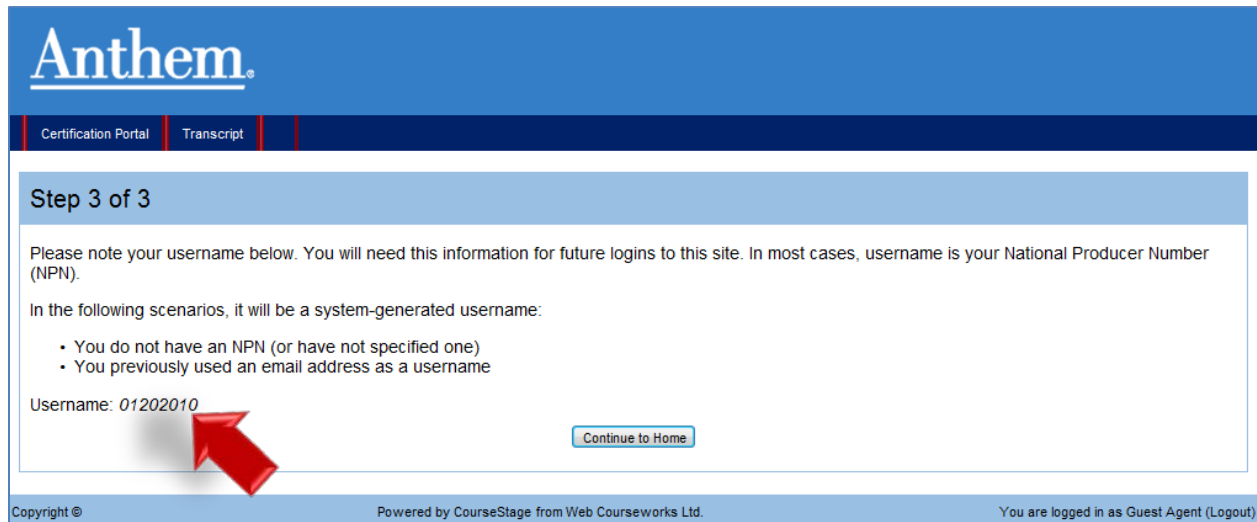
Language

Indicate your preferred language for taking courses.

Language
Select your preferred language

There are required fields in this form marked*.

In Step 3, please note your username for future sessions. Then click Continue to Home.



Anthem.

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

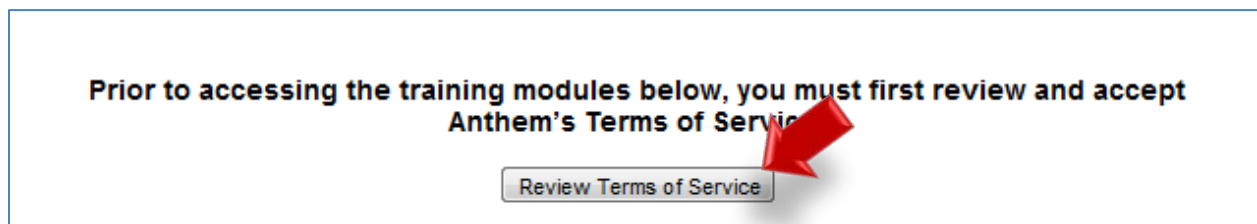
Username: 01202010

[Continue to Home](#)

Copyright © Powered by CourseStage from Web Courseworks Ltd. You are logged in as Guest Agent (Logout)

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 proceed with your training.

Terms of Service Agreement

Agent Certification Disclaimer

User Agreement

Marketing Guidelines:

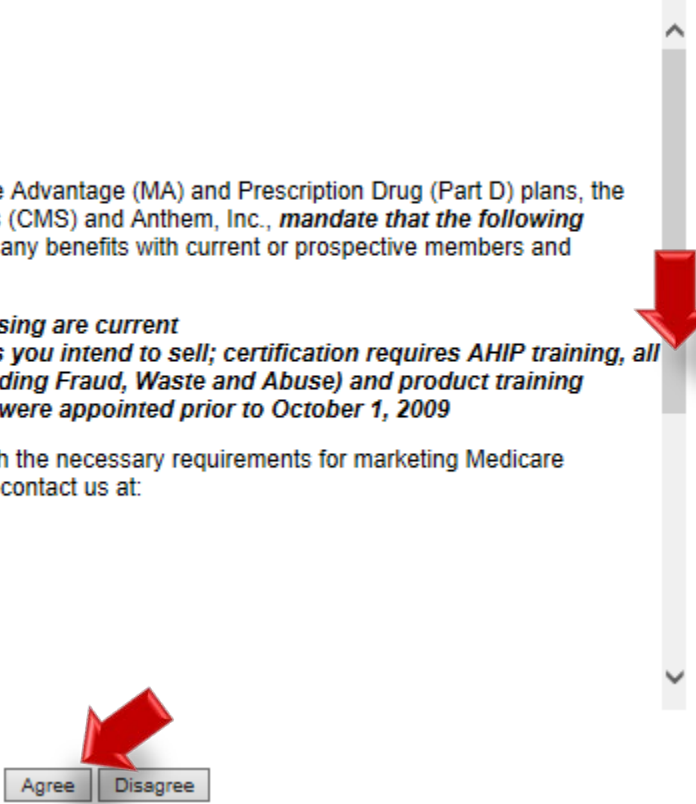
PLEASE NOTE: In order to market Medicare Advantage (MA) and Prescription Drug (Part D) plans, the Centers for Medicare and Medicaid Services (CMS) and Anthem, Inc., **mandate that the following requirements be met PRIOR** to discussing any benefits with current or prospective members and submission of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

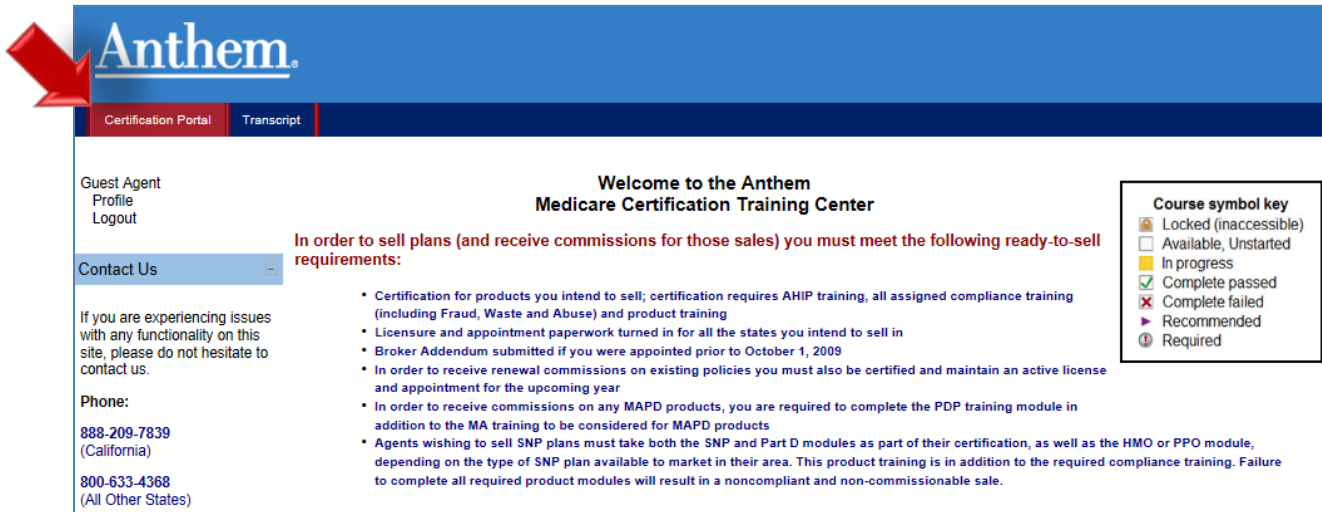
- Medicare Programs Sales Support
1-888-209-7839 (California)
1-800-633-4368 *All Other States

Additional information:



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.



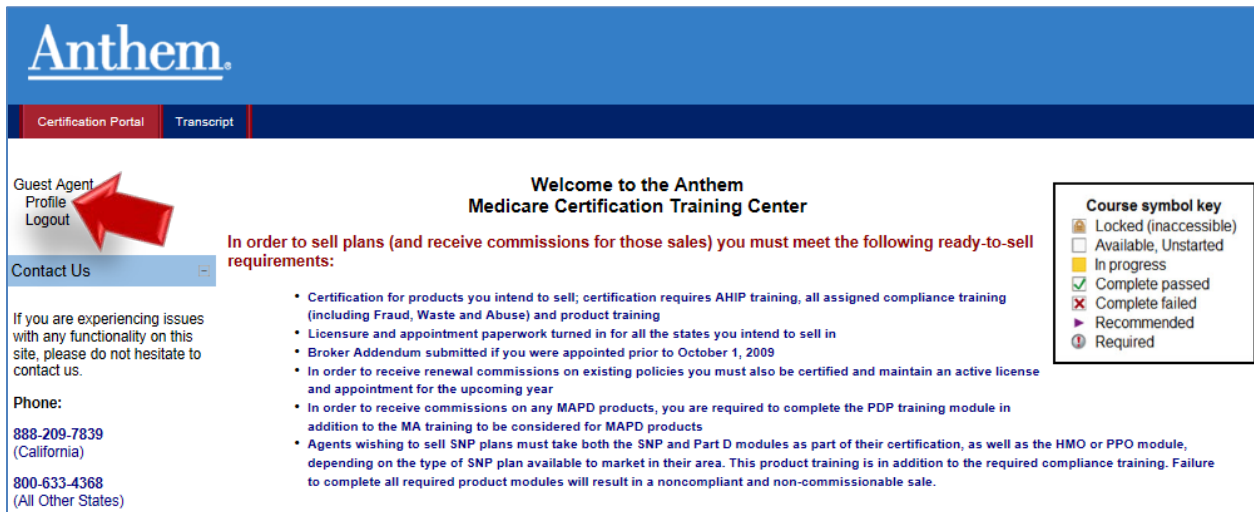
The screenshot shows the Anthem Medicare Certification Training Center homepage. A red arrow points to the 'Certification Portal' button in the top navigation bar. The main content area includes a 'Guest Agent Profile Logout' link, a 'Welcome to the Anthem Medicare Certification Training Center' heading, and a 'Contact Us' section with contact information for California (888-209-7839) and other states (800-633-4368). A 'Course symbol key' legend is located on the right side of the page.

Course symbol key

- Locked (inaccessible)
- Available, Unstarted
- In progress
- Complete passed
- Complete failed
- Recommended
- Required

Update Account Information

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



The screenshot shows the Anthem Medicare Certification Training Center homepage. A red arrow points to the 'Profile' link in the 'Guest Agent Profile Logout' section. The main content area includes a 'Welcome to the Anthem Medicare Certification Training Center' heading, a 'Contact Us' section with contact information for California (888-209-7839) and other states (800-633-4368), and a 'Course symbol key' legend on the right side of the page.

Course symbol key

- Locked (inaccessible)
- Available, Unstarted
- In progress
- Complete passed
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- Required

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

Anthem
Certification Portal | Transcript

Guest Agent
Profile | **Edit profile** | Blog | Transcript

Country: United States
City/town: Newbury Park
Learning plans: 2018 Compliance Training (sans FWA)
2018 HMO
2018 PDP
2018 PPO
2018 SNP
First access: Tuesday, June 6, 2017, 09:07 AM (24 mins 41 secs)
Last access: Tuesday, June 6, 2017, 09:30 AM (1 min 11 secs)

Change password | Messages

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

Anthem
Certification Portal | Transcript

User Profile
Guest Agent
Profile | Edit profile | Blog | Transcript

Confidential Information
Information to uniquely identify user in the AHIP Medicare Training System.
Last name: Agent
DOB: 01/01/2001
Last 4 Digits of SSN: 0101

National Producer Number
Your NPN will be used as your username. If you do not have one your email address will be used as your username.
NPN*: 01202010
[Click here to look up NPN on NIPR website.](#)

Email
This email address will be used for password recovery.
Email address*: gagent@noemail.com

Change Your Password

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

Anthem.

Certification Portal | Transcript

Guest Agent

Profile | Edit profile | Blog | Transcript

CS

Country: United States
City/town: Newbury Park
Learning plans: 2018 Compliance Training (sans FWA)
2018 HMO
2018 PDP
2018 PPO
2018 SNP

First access: Tuesday, June 6, 2017, 09:07 AM (24 mins, 41 secs)
Last access: Tuesday, June 6, 2017, 09:30 AM () (11 secs)

Change password | Messages

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

Anthem.

Certification Portal | Transcript

Change password

Username (NPN or Email) 01202010
The password must have at least 6 characters

New password*
New password (again)*

Save changes | Cancel

There are required fields in this form marked*.

Copyright © | Powered by CourseStage from Web Courseworks Ltd. | You are logged in as Guest Agent (Logout)

View Your Transcript

To view your transcript, click on the Transcript link in the red 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

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.

Course symbol key

- 🔒 Locked (inaccessible)
- 🟩 Available, Unstarted
- 🟡 In progress
- ✅ Complete passed
- ❌ Complete failed
- 👉 Recommended
- 📌 Required

Contact Us

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

Phone:
888-209-7839 (California)
800-633-4368 (All Other States)

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

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

Welcome to the Anthem Medicare Certification Training Center

Course symbol key

- Locked (inaccessible)
- Available, Unstarted
- In progress
- Complete passed
- Complete failed
- Recommended
- Required

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My Certifications

2018 Compliance Training (sans FWA)	0% complete	+
2018 HMO	0% complete	
2018 PDP	0% complete	
2018 PPO	0% complete	
2018 SNP	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)**

Anthem
Certification Portal | Transcript

Welcome to the Anthem Medicare Certification Training Center

Course symbol key

- Locked (inaccessible)
- Available, Unstarted
- In progress
- Complete passed
- Complete failed
- Recommended
- Required

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

2018 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, Unstarted
- In progress
- Complete passed
- Complete failed
- Recommended
- Required

Course Navigation

Upon clicking on a course link, you will see the course material. To proceed to the next slide of the material, click on the Next arrow.

The screenshot shows the Anthem course interface. At the top, the Anthem logo is displayed. Below it, a navigation bar contains three tabs: 'Certification Portal', 'Transcript', and 'Course (PBBF18)'. On the left side, there is a sidebar with the following elements: 'Guest Agent Profile Logout', a 'Return to Home Page' button, a notice about exiting an activity, a 'Download Content Materials' button, a 'Download Slides' link, a disclaimer about downloadable materials, and a 'Contact Us' button. The main content area displays a slide titled '2018 Product Basics-Building a Foundation' with the text 'Product Basics Building a Foundation'. At the bottom of the slide, there is a green bar containing the number '1', a date 'Y0114_18_31496_1 05/19/2017', a disclaimer, and a 'NEXT' button with a right-pointing arrow. A red arrow points to the 'NEXT' button.

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 the Anthem course interface. At the top, the Anthem logo is displayed. Below it, a navigation bar contains three tabs: 'Certification Portal', 'Transcript', and 'Course (PBBF18)'. On the left side, there is a sidebar with the following elements: 'Guest Agent Profile Logout', a 'Return to Home Page' button, a notice about exiting an activity, a 'Download Content Materials' button, a 'Download Slides' link, a disclaimer about downloadable materials, and a 'Contact Us' button. The main content area displays a slide titled '2018 Product Basics-Bu'. A red arrow points to the 'Certification Portal' button in the navigation bar.

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

My Certifications

■ **2018 Compliance Training (sans FWA)**

Courses

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

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

Anthem.

Certification Portal | Transcript | **Course (PBBF18Exam)**

Guest Agent Profile Logout

Product Basics-Building a Foundation Assessment

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

Assessment instructions

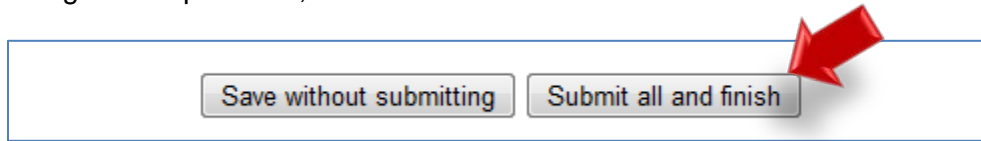
Please answer the following questions to check your knowledge on the information you have just read. Click the button beside the answer you wish to select as correct. After all questions have been answered, click the Submit button at the bottom of the page.

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

Attempt quiz now

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.

Anthem

Certification Portal | Transcript | **Course (PBBF18Exam)**

Guest Agent Profile Logout

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

Summary of your previous attempts

Attempt	Completed	Marks / 1	Grade / 100	Feedback
1	Tuesday, June 6, 2017, 10:03 AM	0	0	You have not successfully passed this assessment. Please revisit the material. You must re-take the assessment until a passing score is achieved.

Highest grade: 0 / 100.

Overall feedback

You have not successfully passed this assessment. Please revisit the 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.