

# Medicare Certification



## Steps to complete certification

Follow these steps to complete Medica's Medicare Certification.

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| STEP 1 | Go to <b>Medica.com</b> > <b>For Brokers</b> > <b>Medicare</b> .<br>Log in with your username and password.  |
| STEP 2 | Select <b>Training and Events</b> .  |
| STEP 3 | Select <b>My Learning</b> .<br>   |
| STEP 4 | Complete all three Medicare Certification modules for the upcoming year. <ul style="list-style-type: none"><li>• Medica's Medicare Products</li><li>• Medica Enrollment</li><li>• Medicare Certification</li></ul> |

# Steps to upload certificate

Follow these steps to upload a certificate.

STEP 1

Select the **link** shown below.



The screenshot shows a 'Medicare Certification' menu with a '(click to expand or collapse)' link. It contains three items, each with a red 'REQ' icon and a checkbox: 'Medica's Medicare Products', 'Medica Enrollment', and 'Medicare Certification'. The 'Medicare Certification' item is highlighted with a red box, and a red box also highlights the text 'Click [here](#) to import certification from AHIP or Gorman.'

STEP 2

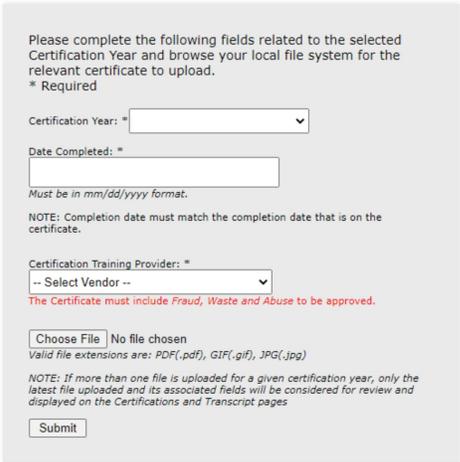
Select **Import Medicare Certificate of Completion**.



The screenshot shows the same 'Medicare Certification' menu. The 'Import Medicare Certificate Of Completion' item is highlighted with a red box, and a red box also highlights the text 'Click [Pinpoint](#) to complete Medicare Certification.'

STEP 3

Another browser window will open. Complete the fields, select the certificate from your computer to upload and select **Submit**.



The screenshot shows a form with the following fields and instructions:

- Text: 'Please complete the following fields related to the selected Certification Year and browse your local file system for the relevant certificate to upload.'
- Text: '\* Required'
- Field: 'Certification Year: \*' with a dropdown menu.
- Field: 'Date Completed: \*' with a text input box.
- Text: 'Must be in mm/dd/yyyy format.'
- Text: 'NOTE: Completion date must match the completion date that is on the certificate.'
- Field: 'Certification Training Provider: \*' with a dropdown menu.
- Text: '-- Select Vendor --'
- Text: 'The Certificate must include Fraud, Waste and Abuse to be approved.'
- Field: 'Choose File | No file chosen' with a file selection button.
- Text: 'Valid file extensions are: PDF(.pdf), GIF(.gif), JPG(.jpg)'
- Text: 'NOTE: If more than one file is uploaded for a given certification year, only the latest file uploaded and its associated fields will be considered for review and displayed on the Certifications and Transcript pages'
- Field: 'Submit' button.

STEP 4

Once your certificate has been audited by Medica, you will receive credit for the Medicare Certification module. Take the two Medica-specific modules to complete the certification.

- Medica's Medicare Products
- Medica Enrollment

# Medicare Certification FAQ



## How many courses must I take to pass Medica's Medicare Certification?

You must pass the following courses:

- Medica's Medicare Products
- Medica Enrollment
- Medicare Certification (Pinpoint) or upload your AHIP or NAHU certificate



## Is there a cost for taking Medica's Medicare Certification?

There is a cost associated with Pinpoint's Medicare Certification. Pinpoint charges \$99.95. You also have an option to purchase continuing education credits for an additional charge. However, if you have already taken Pinpoint, AHIP, or NAHU National Certification, you may upload a certificate. You must still take Medica's Medicare Products and the Medica Enrollment courses. There is no charge for the Medica-specific courses.



## Why is Medica requiring National Medicare Certification?

Requiring National Certification is a common practice amongst other carriers. This is a best business practice across the industry.



## Which National Medicare Certification certificates does Medica accept?

Medica only accepts certificates from Pinpoint, AHIP, or NAHU. If you have taken the training through another vendor, you will need to certify through Pinpoint, AHIP, or NAHU.



## Does Medica accept Medicare Certification certificates from other health plan carriers?

No. If you took certification from another carrier, you must complete National Certification, Medica's Medicare Products and the Medica Enrollment courses.

## ? Have a question?

Contact your Sales Relationship Manager (SRM) or Broker Experience at **1 (866) 752-0945** or **BrokerExperience@medica.com**.

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