MEDICARE CERTIFICATION CENTER

USER GUIDE

Contents

Getting Started: Login and User Registration

All users will begin on the login page.

Returning Users: Enter your existing username and password.

Returning users will be asked to key in their access code and may be prompted to 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. (See appendix if you need further information for a forgotten username or password.)

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.

When you 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 Elevance Health and click Submit. If you do not know your Access Code, please contact your RSM, Sales Director, or Medicare Programs Sales Support at the number provided on the screen.

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

As you continue through Step 2, you will now be required to fill out the remaining fields of your profile information.

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.

⌄ Personal Information

Prefix		⬍
First name	❗	
		Enter name as it appears on license
Middle name		
		If Applicable
Last name	❗	TESTER
		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	

Click here to look up NPN on NIPR website.

Confirm NPN	
	Verify NPN

You must enter a password. The password must have at least 12 characters, containing:
at least 1 digit(s), at least 1 lower case letter(s), and at least 1 upper case letter(s).

⌄ Password

Provide a password to access the system. The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s)

Password   ❶   [_Click to enter text_ ✏]   👁

        Enter Password

Confirm password   ❶   [_Click to enter text_ ✏]   👁

        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   ❶   [_____]

        Enter email address

Confirm email address   ❶   [_____]

        Verify email address

⌄ Mailing Address

Provide the mailing address you can be reached at.

Address 1   ❶   [_____]

Address 2   [_____]

City   ❶   [_____]

State / Territory   ❶   [_____ ⬍]

Zip code   ❶   [_____]

        Enter your five digit zip code

Country   [United States   ⬍]

Please be sure to read and scroll through the entire Terms of Service Agreement. Check off the box once you have read the Terms of Service Agreement and click on Register to start your training.

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.

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 Elevance Health Course Home.

Update Account Information

To view or edit your profile details, click on your name to the right-hand side and click on Profile.

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

From there, you may update your email address, personal information, and mailing address. Once changed, you will scroll down, check off the Terms of service and agreement profile box, and click on the Update Profile button. (Note: you will have the option to receive text messages from Elevance Health by checking off the box and entering your mobile number)

Change Your Password

If you need to change your password, you will click on your name and click Profile. Click on Edit profile, look under Personal Information, click on *Click to enter text*,

Key in your new password, scroll down and click on Update Profile.

Passwords must be at least 12 characters long.
Passwords must have at least 1 digit(s).
Passwords must have at least 1 lower case letter(s).
Passwords must have at least 1 upper case letter(s).

View Your Transcript

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

Here you will be able to view your progress.

Begin Training

On the Homepage of the Certification Portal, the certifications in which you are enrolled are displayed under My Certifications. Click on the 2025 Certification Training link to see the courses available.

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.

Some courses may be restricted until other required courses are completed. **Please note you must complete all Compliance Training before the Product Training becomes available.**

Elevance Health

Course Home   Transcript

Dashboard > 2025 Certification Training (sans FWA)

2025 Certification Training (sans FWA)

Please complete the courses below to complete your training. You may complete the training in any order, but you must complete **core Medicare training, all compliance training, and all product training** before you can collect your certificate.

If you have any questions, please contact **Elevance Health Broker Support** or call **855-277-6067** for assistance.

Return to Dashboard

AHIP Medicare Training

☐ AHIP Medicare Training

Compliance Training

☐ Foundation/Basics
☐ Risk Prevention
☐ Sales Event Reporting
☐ Tools for Compliant Selling

Attestation 🔒

🔒 Not available unless:
- The activity **Foundation/Basics** is marked complete
- The activity **Risk Prevention** is marked complete
- The activity **Sales Event Reporting** is marked complete
- ...
  Show more

Product Training 🔒

🔒 Not available unless:
- The activity **Foundation/Basics** is marked complete
- The activity **Risk Prevention** is marked complete
- The activity **Sales Event Reporting** is marked complete
- ...
  Show more

Course Navigation

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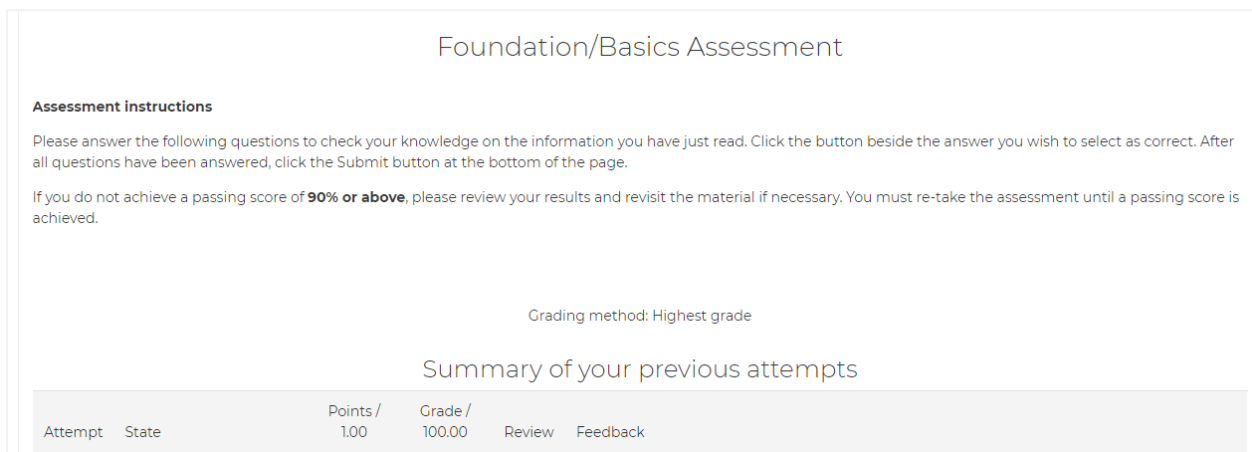
If you wish to download the slides for review, you can select the Download Slides link on the right-side menu.

Once you have viewed all the course content, click the CLICK HERE FOR ASSESSMENT button to access the assessment.
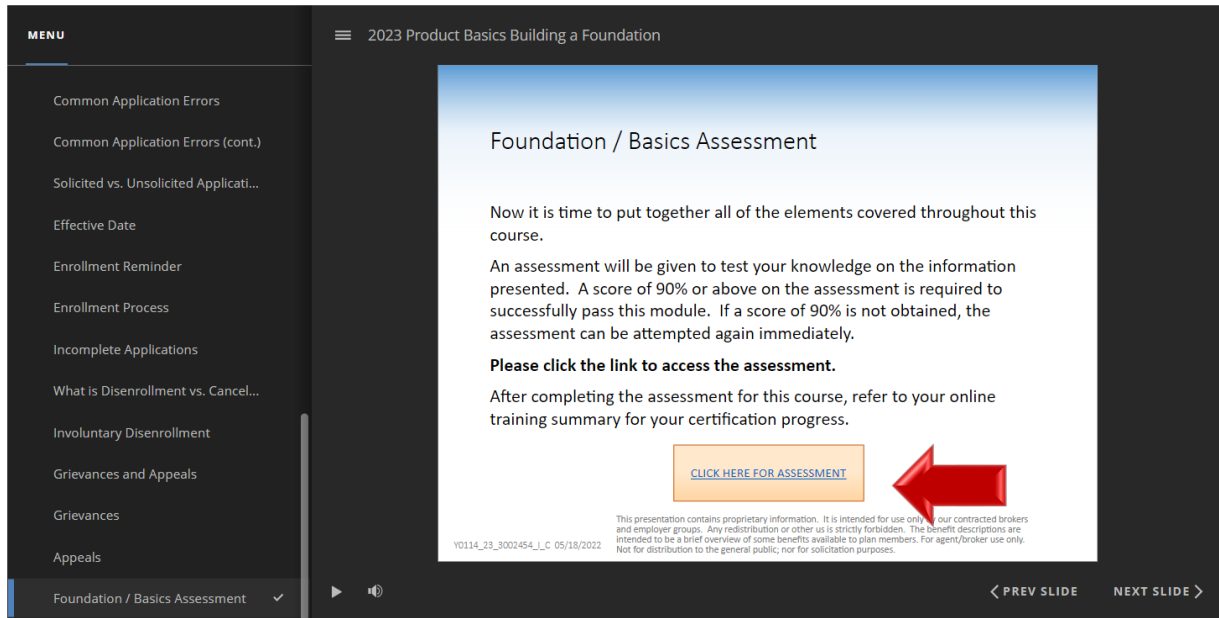
Answer the assessment questions and click Submit. On the Summary of Attempt screen that appears, click Submit all and finish. You will see a results page with the score for your assessment attempt where you can review your answers.

Once you are finished reviewing your results summary, click the Course Overview button at the right to return to the list of courses.

Click on the next compliance training.

After answering all the questions, click the Submit all and finish button.
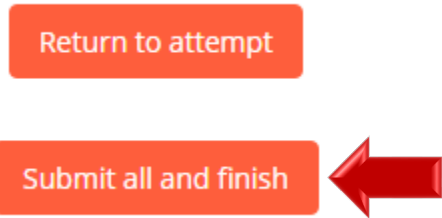
Once you have selected the Submit all and finish button, you will be directed to the Summary of your previous attempts page where your score will be provided.

Risk Prevention 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 **100%**, 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	State	Points / 1	Grade / 100	Review	Feedback
1	Finished Submitted Tuesday, June 29, 2021, 12:56 PM	1	100	Review	You have successfully passed this assessment. Please click the **Course Overview** button on the right portion of the screen to return to your training home page.

Highest grade: 100 / 100.

Re-attempt Quiz

If you do not pass on your attempt, click on the Re-attempt Quiz button at the bottom of the page.

Once you have passed your assessment, click the Course Overview button at the right to return to the list of courses.

Back to Main Course

Course Overview
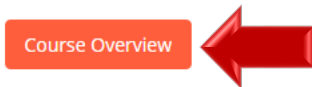
Print Certificate

Once you complete your AHIP Medicare, Compliance, and Product Training you will have access to your certificate.

Appendix

Forgot your Username: Click on the **Forgot your username?** link. Enter the requested information and Click on Submit.
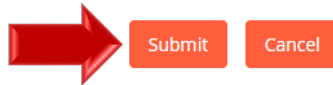
Recover username

Please provide the following required information to retrieve your username.

Last name	❶	
		Name should match what appears on license
DOB	❶	mm/dd/yyyy
		Enter date of birth (mm/dd/yyyy)
Last 4 Digits of SSN	❶	
		Enter last 4 digits of social security number

➡️ Submit Cancel

There are required fields in this form marked ❶.

If applicable, the username matching that information will be provided. Click on Continue to be taken back to the login screen.

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Your username is **medicare@test.com**. Please select continue to log into the system using your existing credentials.

If you do not remember your password, you can reset your password.

Continue ⬅️

Forgot your Password: Click on the **Forgot your password?** link. You can search under username or email address. A confirmation message will pop up. Click on Continue.
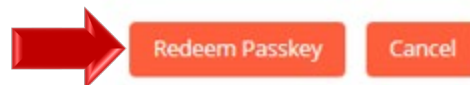

You will receive a notification stating that an email will be sent to you based on the information provided.

You will receive an email with a link for you to click on. Review the password specifications and click on Redeem Passkey. At that point, you will update your password and click on Save changes.

Usernames and passwords are case sensitive.

Your current password no longer matches the set password policy.
Passwords must have at least 1 upper case letter(s).

You must change your password to proceed.

Change password

Username

The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s)
Passwords can be reused after 4 changes

New password ❶ *Click to enter text* 🖊 👁

New password (again) ❶ *Click to enter text* 🖊 👁

Save changes

There are required fields in this form marked ❶.

If you successfully changed your password, you would get a "Password has been changed message."
Click on Continue to be taken to your account.

Password has been changed.

Continue