

Agents should receive an email directly from Providence Health Plans similar to the one depicted below.

Follow the instructions in your personal email to complete 2025 certification requirements.

Hello Agent,

You have been invited to do an online course at Providence Health Plans

2025 Providence Medicare Advantage Plans Annual Recertification Training

Dear Providence Medicare Appointed Producer,

The 2025 Providence Medicare Advantage Plans Recertification Training is now available!

In an effort to help make this process as easy and efficient as possible we are providing the following information about your training experience. This material will help you navigate the training process as well as explain how to create and access your account at any time.

The training consists of the following modules:

- **Training Presentation**
- **A product test, which is based on the information contained in the training**
- **Request to upload a copy of your 2025 AHIP, Pinpoint or NABIP Medicare certificate (Please note, no other training programs are accepted)**

Navigating the Training:

- **The training login details are found at the bottom of this invitation.**
- **Your username is the email address we used for this invitation.**
- **FIRST TIME USERS! After clicking on the link below, you will be asked to create a password.**
- **RETURN USERS! Enter the username (the email we used for this invite), and your password. If you have forgotten your password, click on "I've forgotten my username/password"**

We want to make this process as easy as possible to fit into your busy schedule. The training does not need to be completed all at one time. You have the ability to return to the training at any time. Once you have registered, you can access the training by visiting: <https://providencehealthplans.litmos.com?C=2631687>

The modules do need to be completed in order. As you successfully complete each step, you can access the next step by clicking on the "Next Module" button at the top right hand corner of your screen.

The CMS guidelines require that you score an 85% or greater on the product test. After completing the test, you will see your score. If you do not pass the first time, you have the option of retaking the test.

To retake the test, you simply:

- **Click on the "Exit" button at the top right hand corner of your screen**
- **Scroll down to the list of modules and click on the, "2025 Providence Medicare Advantage**

Recertification Product Test" and then click "Start"

The last module requires you to upload a copy of your 2025 AHIP, Pinpoint or NABIP certificate. Upload your certificate and click the "DONE" button. When you click "DONE" you will automatically return to the training course homepage. We will then be notified to review your certificate.

Once we verify the your 2025 certificate, you will receive an email from Providence confirming you have successfully completed all the necessary certification requirements to represent our 2025 plans.

To ensure you are ready to start talking with your clients as of October 1st, please complete the training by September 29, 2023.

If you have questions, please feel free to email Producer Support at ProducerSupport@providence.org or by calling 503-574-5744 or 888-804-8070.

Thank you for being such a valuable partner! We truly look forward to continuing our work together.

**Sincerely,
Providence Medicare Advantage Sales Team**

Login Details

Your username is: [\(your email address\)](#)

To start this course please click on the following link: [\(Personal Link\)](#)