

2025 Certification Training – Quick Start Guide

ACCESS TRAINING SITE:

Login Training Site [Link](#)
Username National Producer Number (NPN)
Password Select “Forgot password?” as needed.

Supported Browsers:

Chrome, Microsoft Edge, Safari

For technical support, contact:

Medicare Agent Support (800) 557-0555
Select “Request Support” Top right corner on training site page.
Local Medicare Broker Manager [ID](#), [OR](#), [UT](#), [WA](#)

Certification Deadlines:

Existing Agents **September 16, 2024**
New Agents Within 30-days of the certification invitation date. New agents who complete the 2025 certification training will also be certified for the remainder of 2024. No additional certification training is required.

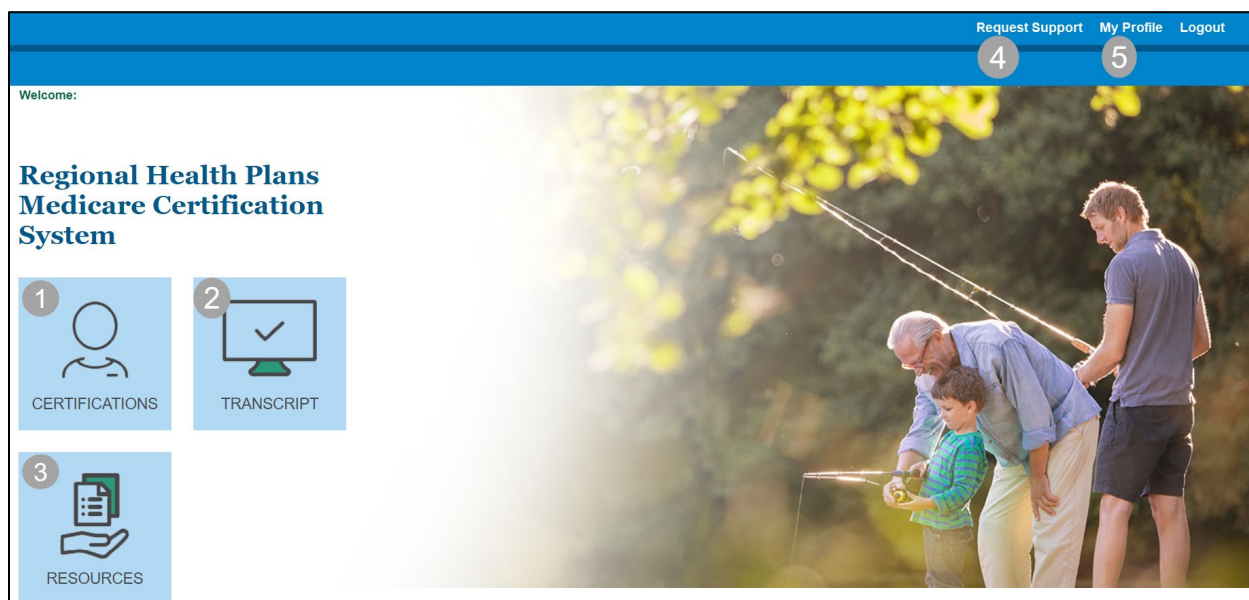
Registration for new users:

The screenshot shows a registration page with the following elements:

- Step 1:** A button labeled "Click here to register" for first-time visitors.
- Returning users:** Fields for Username and Password, a "Log In" button, and links for "Forgot password?" and "Forgot username?".
- Step 2:** A "Continue" button and a section titled "Register to Complete Medicare Certification" with fields for "Registration ID:" (containing "National Producer Number (NPN)" and "Required") and "Access Code:" (containing "Regence2025" and "Required").
- Step 3:** Instructions: "Select Lookup NPN using NIPR. Enter SSN, Last Name and select Submit Query. Name and NPN will display. If no results found, search by License. Enter license number, select a state from the drop-down menu and select Submit Query."
- Step 4:** Instructions: "Complete sections on profile page, select Register. Create and confirm password. Set security question and answer. Select Register. *CMS training provider will be updated on the Certifications page."

Basic navigation:

1. Certification training modules
2. Certificate of Completion
3. Training slides, quick start guides, CMS publications
4. Submit request for technical support
5. Update contact information, password, security question.



Training instructions:

Select the Certifications tile on the home screen. Courses must be completed in sequential order.

1. Select the first course title to begin and complete the first 3 attestations.
2. Click **AHIP Medicare Training** to transmit your AHIP certificate, allow 24 hours for transmission, or select **Click here** to manually upload your AHIP certificate.
3. Complete the **2025 Medicare Sales Training & Certification** and **Final Exam**.



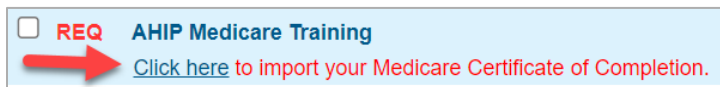
Medicare Core, Compliance, and FWA:

Beginning with 2025, Regence will only accept **AHIP Medicare + Fraud, Waste, and Abuse Training** to satisfy the national training requirement. **IMPORTANT:** The certificate must include Fraud, Waste, & Abuse.

- AHIP Medicare Training will show **Complete** when certificate is received.

AHIP Certificate upload:

To manually upload the AHIP certificate from your computer, select **Click here** to import your Medicare Certificate of Completion



1. Enter training completion date.
2. Select AHIP from the drop-down menu.
3. Select Choose File, locate folder, click file name and Open.
4. Check the attestation box and submit.

Please complete the following fields related to the selected Certification Year and browse your local file system for the relevant certificate to upload.
* Required

Certification Year: * 2025

1 Date Completed: *

Must be in mm/dd/yyyy format.

NOTE: Completion date must match the completion date that is on the certificate.

2 Certification Training Provider: *

The Certificate must include Fraud, Waste and Abuse to be approved.


3 No file chosen
Valid file extensions are: PDF(.pdf), GIF(.gif), JPG(.jpg)

4 I attest that I have completed the Medicare course indicated and am uploading a valid certificate.

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

Certificate will show a “pending” status until approved (*within 24 hours*). Users can continue with training up to the final exam while AHIP is in a pending status.

Training completion:

Select each module in sequential order by clicking the course title. Each module must show **Complete** before being able to progress to the next section. At the end of each course, click **Complete this Program**. Refresh browser if needed (Ctrl + F5 or click  in your browser window) and move to the next module.

Agents have 3 attempts to pass the Final Exam of 20 questions. After Completing the exam, select Submit. Upon achieving a passing score, select **View Answer Feedback** and **View Results Summary** for Testing results. NOTE: Agents will not receive a confirmation email of completion, but appointments will be updated to indicate the updated certification.

Resources & Transcripts

Select **Resources** on the top toolbar to access training slides, quick start guides, and CMS publications. All documents are available for download.

Select the **Transcript** tile from the home page and select **Print Certificate** to download the certificate of completion. All courses must show complete.

Congratulations!