

# ANTHEM MEDICARE CERTIFICATION TRAINING CENTER

## USER GUIDE



# Anthem Medicare Certification Training Center User Guide

## Table of Contents

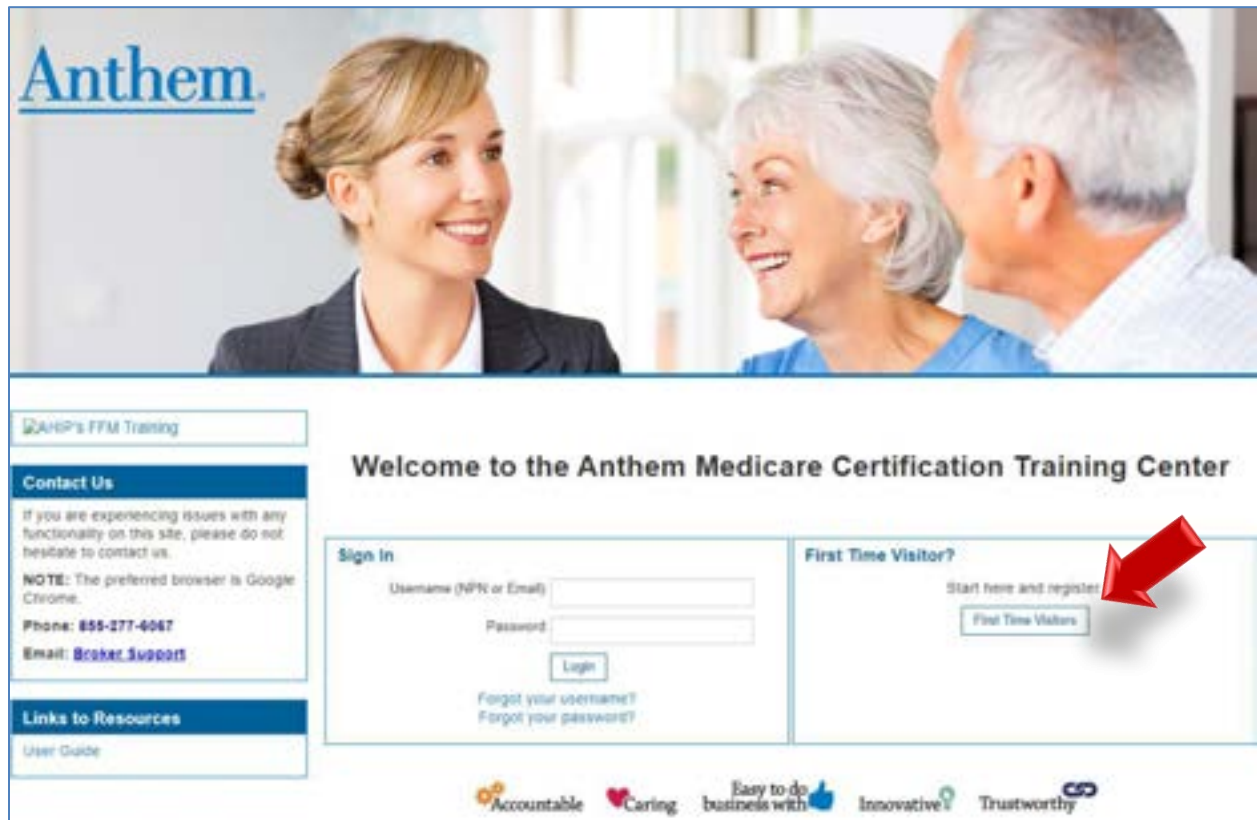
Getting Started: Log In and User Registration.....	3
Terms of Service .....	9
Account Features .....	10
Update Account Information .....	10
Change Your Password.....	12
View Your Transcript .....	13
Begin Training.....	14
Course Navigation.....	16

## 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.



When you sign in or 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 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.

**Anthem.**

**Preregistration Access Code**

Please Enter Your Anthem Access Code\*

If you have questions about your access code, please contact your RSM, Sales Director or Medicare Programs Sales Support at 1-877-271-8287 for more information.

Submit

There are required fields in this form marked\*.

You are not logged in. (Login)

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

**Anthem.**

**Step 1 of 3**

**Confidential Information**

Please fill out the following required fields:

Last name\*  
Enter name as it appears on license

DOB\*  
Enter date of birth (mm/dd/yyyy)

Last 4 Digits of SSN\*  
Enter last 4 digits of social security number

Submit


There are required fields in this form marked\*.

You are not logged in. (Login)

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In Step 2, you will start by entering your First name. 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. Once the system has found your NPN, click Continue.



**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

National Producer Number

First name

Enter name as it appears on license

NPN

There are required fields in this form marked\*

You are not logged in. ([Login](#))

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

**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](#)

Continuing Step 2, once you have completed all of the required fields marked in red with an \*, you will click Register at the bottom of the page.

**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

**Anthem (Support)**

I would like to receive text messages from Anthem.   
I understand data charges may apply

**Mobile Phone Number**   
Format XXX-XXX-XXXX

**I've reviewed my contact information and verified that it is accurate.\***   
By checking this box, I agree my profile information above is accurate.

There are required fields in this form marked\*.

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.



**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: `guestagent2@noemail.com`

[Continue to Home](#)

You are logged in as Guest Agent (Logout)

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## 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 start 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  
1-855-277-6067

#### Additional information:

- 1) 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.
- 2) 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.
- 3) 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 and/or PPO module, depending on the type of SNP plan available to market in their area.

By clicking on the box and proceeding to the Agent Certification site to register and complete certification training, you are acknowledging that you are / will be in good standing **PRIOR** to discussing any benefits with current or prospective members and submission of enrollments.

In addition, by agreeing to the Terms of Service, you affirm that you *personally* completed the course. Further, you affirm that the course examination was completed without assistance from any outside source or individual.

[Agree](#)

[Disagree](#)

## 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. At the top, there is a navigation bar with 'Certification Portal' and 'Transcript' buttons. Below this, there is a 'Guest Agent Profile Logout' link. A 'Contact Us' section provides contact information: 'Phone: 855-277-4067' and 'Email: [broker.support](mailto:broker.support)'. The main content area features a 'Welcome to the Anthem Medicare Certification Training Center' message, followed by a list of 'ready-to-sell requirements' for agents. A red arrow points to the 'Certification Portal' button in the navigation bar.

## Update Account Information

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

This screenshot is identical to the previous one, showing the Anthem Medicare Certification Training Center homepage. However, a red arrow points to the 'Profile' link within the 'Guest Agent Profile Logout' section, indicating where to click to update account information.

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



The screenshot displays the Anthem Guest Agent profile page. At the top, there is a navigation bar with 'Certification Portal' and 'Transcript' links. Below this is the 'Guest Agent' title and a set of tabs: 'Profile', 'Edit profile', 'Blog', and 'Transcript'. A red arrow points to the 'Edit profile' tab. The profile information includes:

- Country: United States
- City/town: ABC
- License fields table:

Site License	Field	User entry
Anthem (Support)	I would like to receive text messages from Anthem.	0
Anthem (Support)	Mobile Phone Number	
Anthem (Support)	I've reviewed my contact information and verified that it is accurate.	1

Learning plans: 2021 Compliance Training (sans FWA), 2021 HMO, 2021 PDP, 2021 PPO, 2021 SNP

First access: Wednesday, June 10, 2020, 04:50 PM (3 mins 1 sec)  
Last access: Wednesday, June 10, 2020, 04:56 PM (3 mins 16 secs)

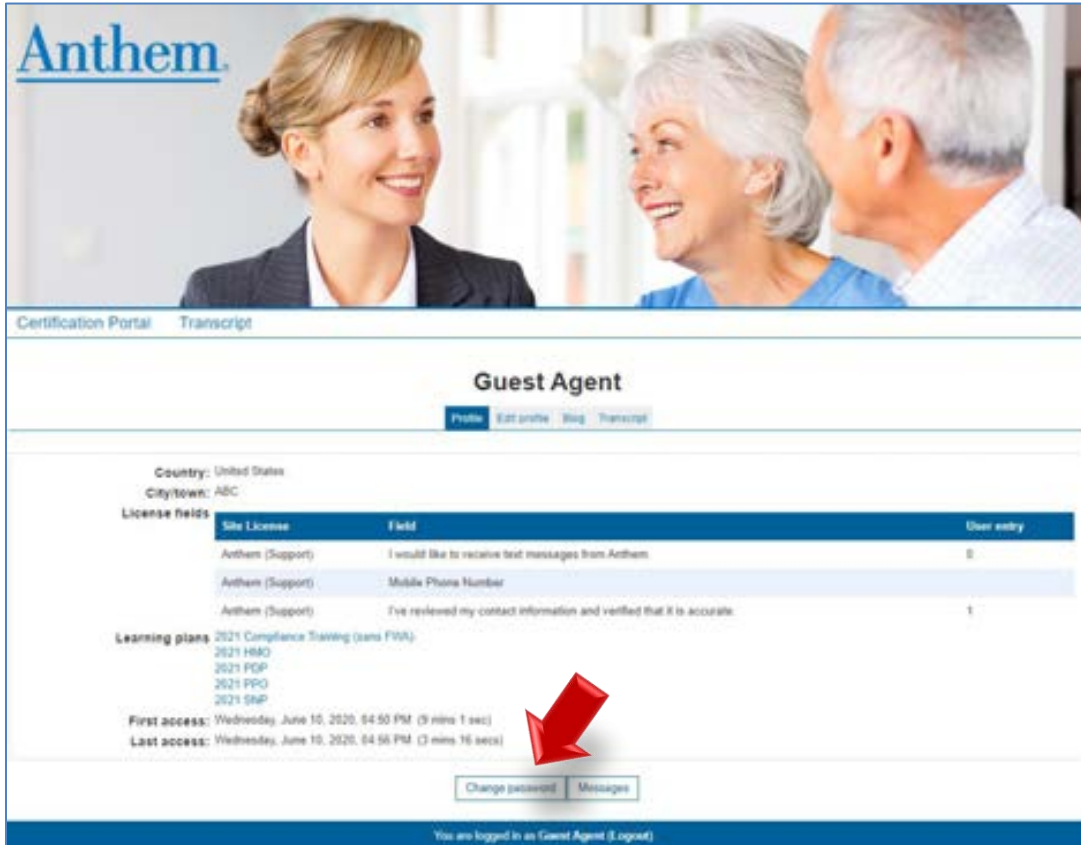
Buttons: Change password, Messages

Footer: You are logged in as Guest Agent (Logout)

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

### Change Your Password

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



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



### View Your Transcript

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



You can also access your transcript by clicking on the profile link on the Certification Portal homepage then click on the Transcript tab.



## 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

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 RMP training, all assigned compliance training (including Fraud, Waste and Abuse) and product training
- License and appointment paperwork turned in for all the states you intend to sell in
- Broker Retention submitted if you were appointed prior to October 1, 2019
- 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 WAPD products, you are required to complete the PDP training module in addition to the BA training to be considered for WAPD 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 IRMO or PPO module, depending on the type of SNP you are 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.






**My Certifications**

2021 Compliance Training (sans FWA)	<input type="text"/>	0% complete	+
2021 IRMO	<input type="text"/>	0% complete	
2021 PDP	<input type="text"/>	0% complete	
2021 PPO	<input type="text"/>	0% complete	
2021 SNP	<input type="text"/>	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)**

The screenshot displays the Anthem Medicare Certification Training Center interface. At the top, there is a header with the Anthem logo and a navigation bar. Below the header, a welcome message reads: "Welcome to the Anthem Medicare Certification Training Center". A key requirement is stated: "In order to sell plans (and receive commissions for those sales) you must meet the following ready-to-sell requirements:". A list of requirements follows, including certification for products, licensure, and completion of training modules. On the left side, there is a "Course Symbol Key" section with five categories: Locked (Inaccessible) represented by a padlock icon, Available (Not Started) by a white square, In Progress by a yellow square, Complete (Passed) by a green checkmark, and Complete (Failed) by a red X. Below this, there are links to resources such as User Guide, Producer Online News, and Terms of Service Agreement. In the main content area, under "My Certifications", there is a section for "2021 Compliance Training (sans FWA)". A list of courses is shown, with the first course, "Anthem Medicare Training Foundation/Basics", marked with a padlock icon, indicating it is locked. A red arrow points to this locked course.

### Course Symbol Key

-  Locked (Inaccessible)
-  Available (Not Started)
-  In Progress
-  Complete (Passed)
-  Complete (Failed)

## Course Navigation

Upon clicking on a course link, you will see the course material. The courses now feature an audio recording that plays automatically once you open the course. The slides will advance automatically once the recording for each slide is completed. If you wish to pause the audio recording, you will 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 use at a later time, you can select the Download Slides link on the left side menu.

The screenshot displays the Certification Portal interface. At the top, there are tabs for "Certification Portal" and "Transcript". The main heading is "Foundation/Basics". On the left side, there is a navigation menu with several sections: "Guest Agent Profile Logout", "Return to Home Page" (with instructions to click the Certification Portal tab), "Download Content Materials" (with a red arrow pointing to the "Download Slides" link), and "Contact Us" (with contact information: Phone: 855-277-6067, Email: [Broker\\_Support](mailto:Broker_Support)). The main content area shows a presentation slide titled "2021 Product Basics Building a Foundation". The slide has a blue header with the text "Product Basics Building a Foundation" and a headphones icon. Below the icon, it says "This course has audio. Please adjust the volume to a comfortable level. Subsequent slides will advance automatically. You may use the player controls to pause the course, or return to previous slides if needed." At the bottom of the slide, there is a green footer with a disclaimer: "This presentation contains proprietary information. It is intended for use only by our contracted brokers and employer groups. Any redistribution or other use is strictly forbidden. The benefits descriptions are intended to be a brief overview of some benefits available to plan members. For agent/broker use only. Not for distribution to the general public, nor for solicitation purposes." A red arrow points to the "PREV" button at the bottom right of the slide player.



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

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

**Foundation/Basics Assessment**

**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.

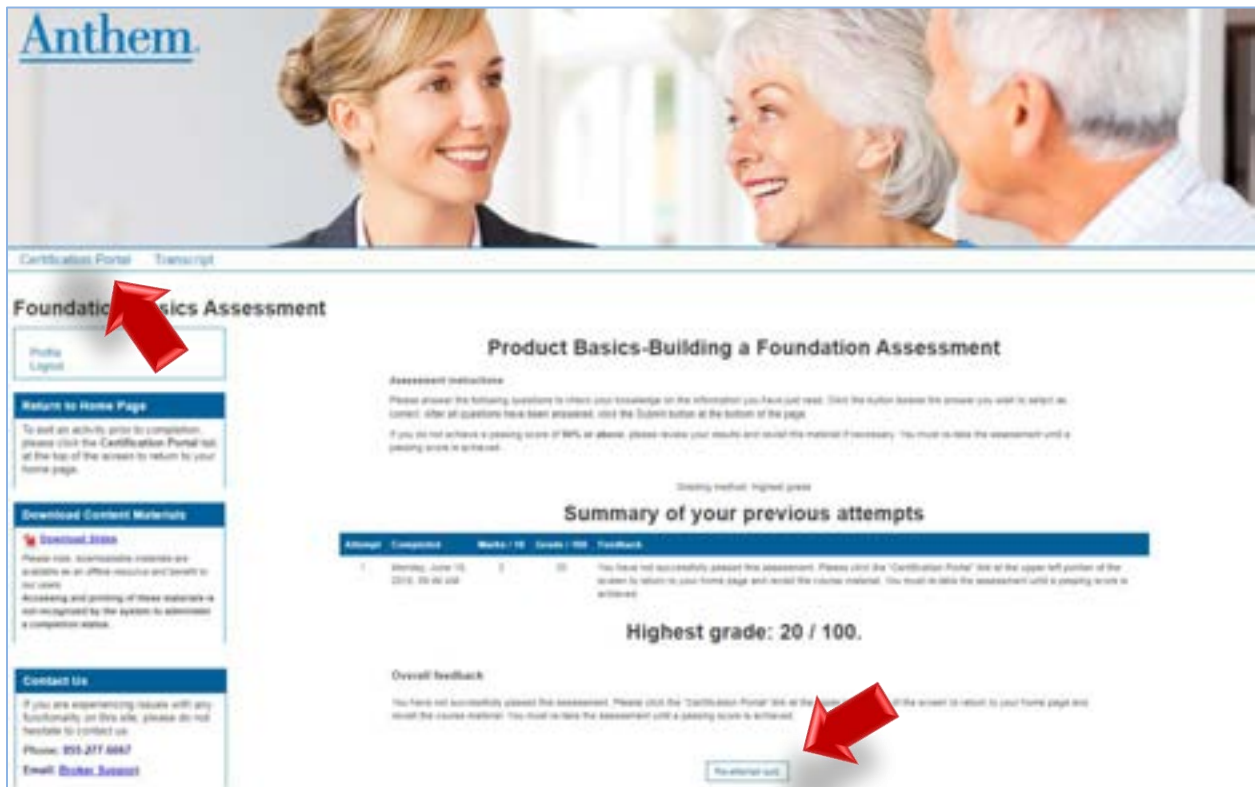
Grading method: Highest grade

[Attempt quiz now](#)

After answering all the questions, click the Submit All and Finish button.

[Save without submitting](#) [Submit all and finish](#)

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.



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.