

Again, please read all of the information on this page, as there are some vital pieces of information that will answer questions regarding the upcoming plan year.

If you have already taken the AHIP or Gorman certifications, reading the information on this page will ensure you do not lose productivity by taking courses that we will give you credit for.

The screenshot displays the SilverScript Enrollment Portal interface. On the left, there is a navigation sidebar with a red header 'Silver Mail' containing a message icon and the text 'You have no unread messages.' with a red 'Compose' button below it. Below this is a 'Plan Year: 2015' section with a red 'Change Plan Year >>' button. The sidebar continues with a list of menu items: '> Home', '> Reports', '> Enrollment', '> Email Enrollment', '> Plan Offerings', '> Supply Room', '> Training & Certification', '> Update Profile', '> Reference Materials', and '> Logout'. Below the sidebar is a 'Tools' section with a red header and a list of links: '> Drug Coverage and Pricing', '> Pharmacy Directory - SilverScript Choice', '> Pharmacy Directory - SilverScript Plus', '> Medicare website', and '> Temporary Member ID Card'. The main content area has a red header 'Training and Certification'. Below the header, it says 'Click on these three topics for additional information:' followed by three red links: 'Information for people who have completed AHIP or Gorman 2015 Medicare Part D annual certification', 'Information regarding Initial Supply of Enrollment Kits', and 'Steps to Access the SilverScript Certification Curriculum'. A horizontal line separates this from the next section, which starts with 'The following information is for agents who have completed AHIP or Gorman 2015 Medicare Part D annual certification' in red. This is followed by a bulleted list of instructions regarding course completion and certificate submission.

If you have completed the AHIP or Gorman courses for the plan year, please upload the certificate here:

Upload AHIP/Gorman Certificate

No special characters in the file name please

Location of Certificate: No file chosen

IMPORTANT: If you are submitting your AHIP or Gorman certificate for the upcoming plan year, please take a moment to open the eLearning site, so that it registers you for the classes. This in turn assists us in applying your AHIP/Gorman course completion to your Gradebook without unnecessary delays.

Also, in the Training landing page, we have a spot at the bottom to verify your Shipping Address for your initial supply of Enrollment kits. Once certified, the system automatically triggers the first set of 25 Enrollment kits to ship to your address on file. **Please make certain that this is a physical address.** If it is populated with a PO BOX, or the address is incorrect, update it here so that there are no delays when the kits are shipped out.

Verify Your Enrollment Kit Shipping Address and Initial Supply

First Name:

Middle Initial:

Last Name:

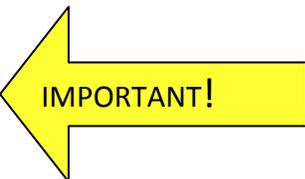
Address:
We cannot ship to PO Boxes.

City:

State:

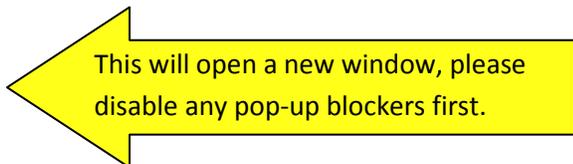
Zip Code:

Phone Number: - -



[Save Information for Kit Request >>](#)

[CLICK HERE to Access Online Training >>](#)



- A new window will open showing the training courses available to you.
- As the eLearning software begins to load you may see random internet system messages referencing an error trying to log you into the course. Do not be concerned by this message. Within a few seconds the CourseMill window will open and take you

immediately to the My Courses page. If it does not load after a minute, you can close the window and click on “Click here” again.

- You only need to take the course for the plan year in which you want to market.
 - If you contract in the latter half of the year and want to market for the current year and the upcoming year, you will need to complete both Product Process courses. We can apply the passing grade from the newer plan year to the previous plan year to save you time, just ask us to apply it so we know.
- Note: If you see a Log in screen – Your browser probably has blocked Tracking Cookies and they are necessary to properly log you in to CourseMill, so that CourseMill can relay your status (Passed/Incomplete/Fail) back to the SilverScript Portal. Please see the “Troubleshooting Errors and Issues” Section at the end of this guide for help if you don’t know how to allow our website to use tracking cookies.

The screenshot shows the 'My Courses' page in CourseMill. At the top right, there are links for 'Edit Profile' and 'Logoff'. Below that, the user's name and '(Student)' are displayed. The main content area has a 'My Courses' header and a 'Show Options' menu with 'Expired Courses' and 'Completed Courses' buttons, along with 'Report Card' and 'Help' links. A table lists courses with columns for Catalog ID, Name, % Complete, Status, Score, Expiration, and Prerequisites. One course is listed: 2015C_E, 2015 SilverScript Annual Certification for Contracted PDP Agents, 68% Complete, Started, Score 98. A green icon is visible in the first column of this row. Below the table, there are instructions: 'Click to Open the Course or Unit', 'Course: Open to View Units and/or Documents', and 'Curriculum: Open to View Courses'.

Click on the green icon to display all course modules.

This screenshot shows the same 'My Courses' page, but with the course '2015C_E' expanded. Below the main course row, a sub-table is visible with columns for Course ID, Name, % Complete, Status, Score, and Prerequisites. The sub-table lists three modules: 2015_E1 (100% Passed, Score 98), 2015_E2 (100% Passed, Score 98), and 2015_E3 (75% Started, Score 85). A blue icon is in the first column of the first sub-row, and a green icon is in the first column of the main course row. The same instructions from the previous screenshot are visible at the bottom.

Click on the blue icon to open the course.

This % Complete and Status displays the info regarding that course.

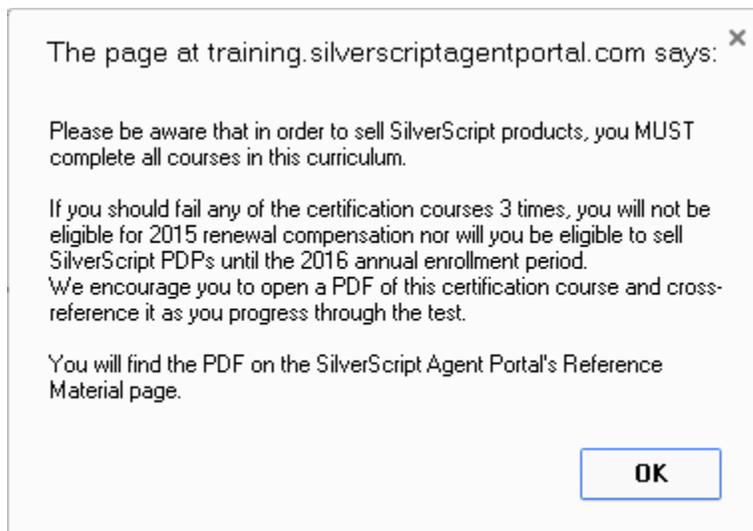
At the end of each module you will take a test of 20 questions. A score of **90% or above** is needed to pass each module. *You have only 3 attempts to pass each test module.* Do not use the browser's back arrow or use right click/Back, this leads to issues with the system and may cause you to fail the course.

If you have submitted your AHIP or Gorman certificate for the plan year, you need to only complete the Product Process course and the final Certification. We only accept direct certifications from these two companies; we cannot accept them from competitors' training, even if they say "AHIP" on them. We cannot accept certificates from other entities, like CMS or Pinpoint, or transcripts. We will accept State Department of Insurance certificates in conjunction with AHIP.

If the Overview and Compliance courses are not showing Complete, please check in the portal every day or two to verify that they were entered. If they are not complete **within a week after completing the Product course**, please contact Agent Support at 888-277-4174 or ProducerSalesResource@caremark.com.

- NOTE: Stopping and restarting the course module may count as an attempt, therefore it is advised to set aside time to prevent disruption.

Once you launch the course you will see a screen reminding you that you have only 3 attempts to take the course. Click OK and proceed to the course.



Generally speaking, if you fail the test the first time, before you try again; please go to the Reference Materials Tab, Look for the **2015 CERTIFICATION TRAINING MODULE**, then find the course that matches the title of the course you are taking. You can use it as an open book test. Take your time. Read the questions carefully. We want you to succeed and we know your time is valuable. If you fail three times, you will not be able to represent our plans for that plan year. The training courses do not progress automatically. You need to click the Start button, the Next button, or the Back button to navigate through the material. If you do not see them, maximize the window to the full screen mode.



Do not use the browser's back arrows or by right-click menu, especially during the test at the end of each module, as this will cause issues with the way the questions are scored.

The screenshot shows the SilverScript University welcome page. The page has a red header with the SilverScript logo. Below the logo is the heading "Welcome to SilverScript University". The main content is a list of bullet points describing the training and certification program. On the right side of the page, there is a vertical navigation bar with four red circular buttons: a home icon, a close icon, a back icon, and a forward icon. A yellow callout box with a black border and a yellow arrow pointing to the navigation buttons contains the text: "Use the navigation buttons here to read through the course materials." At the bottom of the page, there is a footer with the text "Page 2" on the left and "© 2013 CVS Caremark. All rights reserved. CVS Caremark proprietary and confidential information. Not for distribution without written permission from CVS Caremark. FOR AGENT USE ONLY." on the right.

SILVERSCRIPT

Welcome to SilverScript University

- At SilverScript, we know that Medicare-eligible beneficiaries will look to you for information regarding Medicare Part D prescription drug plans
- CMS requires that marketing agents and brokers be tested annually on rules, regulations, and details about the products they sell
- To help you properly represent your agency and our products, we have developed a training & certification program
 - The program consists of several easy-to-follow online training courses
 - Each module presents information on a different subject, testing your knowledge along the way with questions on what you have learned
 - Answering 90% or more of the questions correctly in the certification test allows you to proceed to the next course
- Once you pass all courses:
 - We will send you an initial supply of marketing materials
 - You will be permitted to view plan offerings and sell SilverScript prescription drug plans

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We strongly encourage you to thoroughly review the course material. History shows that people who fail the tests are the people who race through the slides assuming that they already know everything there is to know about Medicare Part D.

- Reminder: There are documents available regarding the Curriculum in the Reference Materials link in the menu. They can be used as an “open-book” for the test at the end of each module.

Complete the Test for each course.

SILVERSCRIPT

All Medicare drug plans generally must cover at least two drugs in each category of drugs, but plans can choose which specific drugs are covered in each category. Plans are required to cover almost all drugs in six classes: anti-psychotics, anti-depressants, anti-convulsants, immunosuppressants, cancer, and HIV/AIDS drugs.

True

False

ONLY use these buttons to go through the test. Some tests may not have a back button available.

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- Note: After the 20th question, there is a pause in the system while it calculates and displays the score. This is not the system freezing, nor is it any indication that you have not received all 20 questions. It is normal, please do not try to refresh your screen or go back.



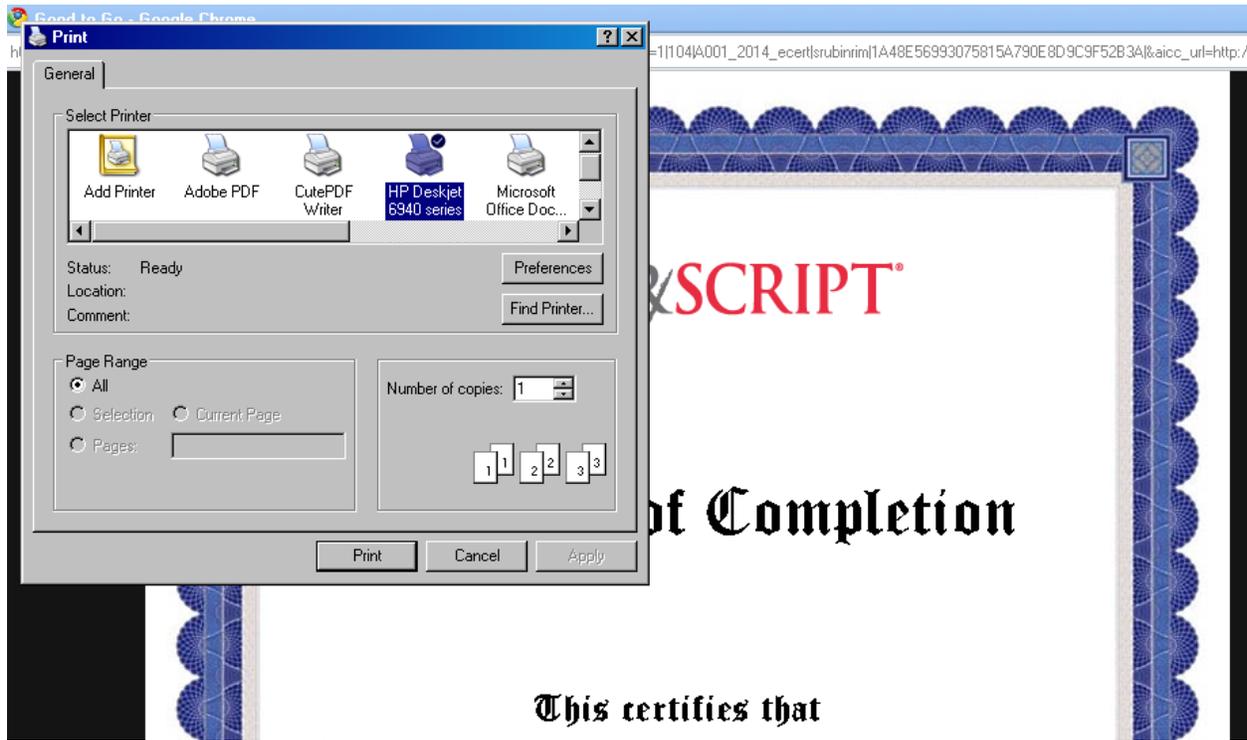
- Note: The Medicare Overview and Compliance courses are usually available a couple weeks in advance of Product & Process Module.

When all of the course modules are completed, the Certification module will display the arrow to open and complete the final module. Completion of the last “Certification” module allows the system to send the first packet of Enrollment Applications.

After you agree to the terms and conditions for selling SilverScript Insurance Company products presented in the fourth module, you can print a Training Completed certificate.

As you complete the final module, you will see a confirmation screen providing instructions to print your SilverScript Insurance Certificate of Completion. After printing the certificate, click the Exit button. Close CourseMill by clicking “Logoff” in the upper right corner of the page and closing that window or tab. You will now return to the Enrollment Portal.

You can return to the training course or the Reference Materials links at any time to review the learning materials. You can also return to the Certification Module to re-print the certificate if it doesn't print successfully the first time.



Passing all course modules listed will give you access to all features of the Enrollment Portal according to your user level.

The SilverScript Enrollment Portal functionality prevents users from accessing plan information, marketing materials, and enrollment forms until the certification test and background check are passed (agent appointments must also be processed, when applicable).