

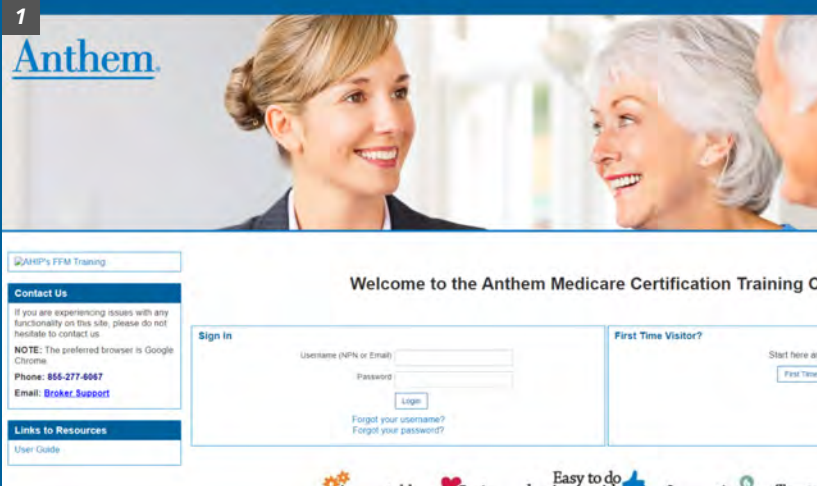
✓ HOW TO CERTIFY

ANTHEM/AMERIGROUP

Directions

EXAMPLE OF ANTHEM CERTIFICATION

1



AMHP's FFM Training

Anthem.

Welcome to the Anthem Medicare Certification Training Center

Contact Us
If you are experiencing issues with any functionality on this site, please do not hesitate to contact us.
NOTE: The preferred browser is Google Chrome.
Phone: 855-277-6067
Email: Broker.Support

Sign In
Username (NPI or Email)
Password

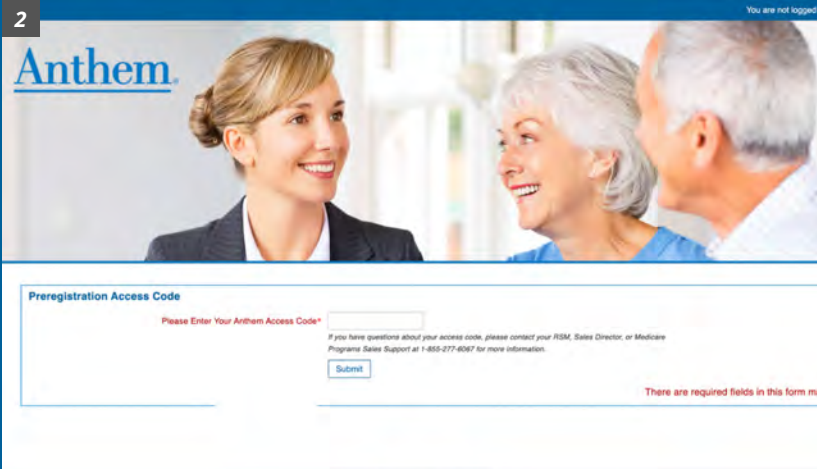
[Forgot your username?](#)
[Forgot your password?](#)

First Time Visitor?

Links to Resources
[User Guide](#)

Easy to do

2



Anthem.

You are not logged in

Preregistration Access Code
Please Enter Your Anthem Access Code*

If you have questions about your access code, please contact your FSM, Sales Director, or Medicare Program Sales Support at 1-855-277-6067 for more information.

There are required fields in this form marked with *

You are not logged in. (Login)

3



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

There are required fields in this form marked with *

STEP 1:

- Navigate to the [Anthem Training Center](#).
- Click the **First Time Visitors** button.

STEP 2:

- You will be asked to enter your **Anthem Access Code (External-SelfReg)**
- Click **Submit**.

STEP 3:

- You will be taken to the **Confidential Information** section.
- Fill in the required fields for your **Last name, DOB** and **Last 4 Digits of SSN**.
- Click **Submit**.

Directions

EXAMPLE OF ANTHEM CERTIFICATION

4 Step 2 of 3

Confidential Information

Provide some information to uniquely identify yourself for the Wellpoint Medicare Training System

Last name: [input]
DOB: [input]
Last 4 Digits of SSN: [input]

Personal Information

Name: [input]
First name*: [input]
Enter name as it appears on license

Personal Information

Name: [input]
First name*: [input]
Enter name as it appears on license
Middle name: [input]
If Applicable
Last name*: [input]
Enter name as it appears on license

5 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: guestagent@noemail.com

Continue to Home

You are logged in as Guest Agent (Logout)
© 2018 Anthem

6 Anthem

Step 1 of 3

Confidential Information

Please fill out the following required fields:

Last name*: [input]
Enter name as it appears on license
DOB*: [input]
Enter date of birth (mm/dd/yyyy)
Last 4 Digits of SSN*: [input]
Enter last 4 digits of social security number

Submit

There are required fields in this form marked*

STEP 4:

- The **Confidential Information** section will expand to include more **Personal Information**.
- Fill in all required fields (marked with a red asterisk.)
- Once all required fields are filled, click **Register**.

STEP 5:

- On the final page of registration, you will be given your new designated user name. Remember to write this down, as you will need it for future logins.
- Click **Continue to Home**.

STEP 6:

- Before you can access your training, you must agree to Anthem's Terms of Service.
- Click **Review Terms of Service**.
- Read through the terms and click **Agree** to begin your training.

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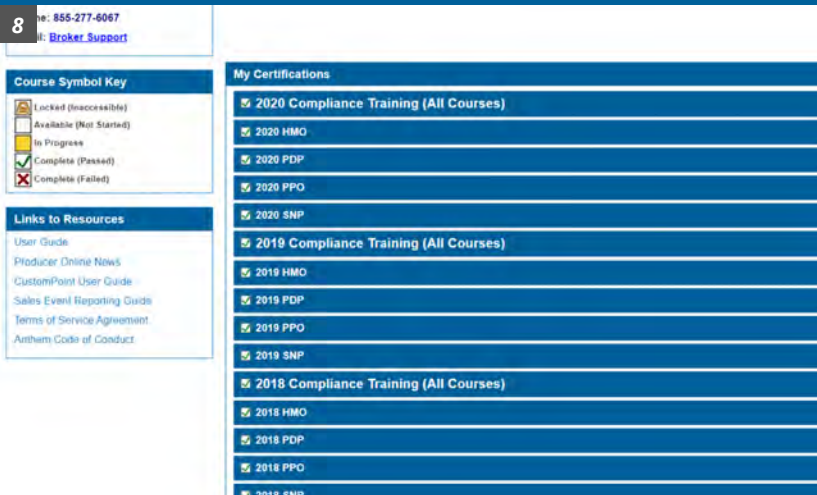
Directions

EXAMPLE OF ANTHEM CERTIFICATION



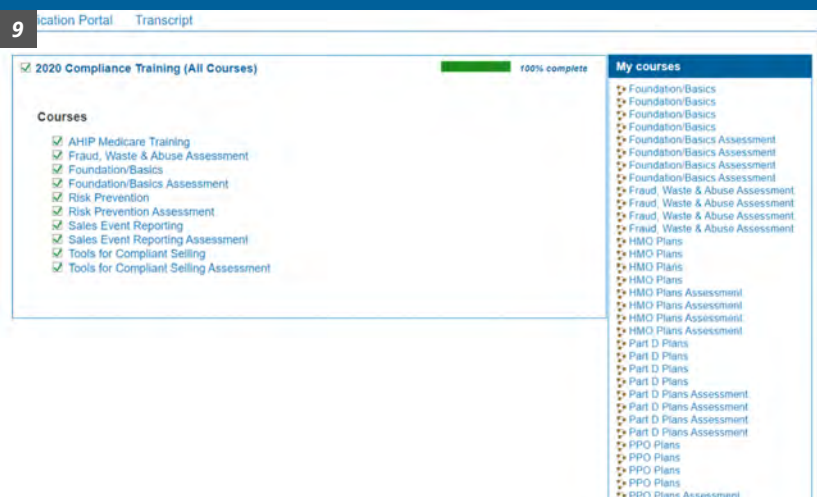
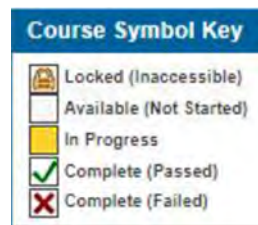
STEP 7:

- Return to the home page of the **Certification Portal**.



STEP 8:

- Scroll down to the **My Certifications** section and select **2020 Compliance Training (All Courses)**
- The **Course Symbol Key** will indicate the status of each training course.



STEP 9:

- Here you will see all of the courses contained within the 2020 Compliance Training.
- Select **AHIP Medicare Training**

HOW TO CERTIFY

ANTHEM/AMERIGROUP

Directions

EXAMPLE OF ANTHEM CERTIFICATION

10 AHIP Medicare Fraud, Waste and Abuse

Medicare Course Header Transcript

AHIP Medicare Training (Recertification)

Completion Transmissions

Send your results to Blue Shield of California.

Transmit Not at this time

AHIP Medicare Training (Recertification)

- 2020 - Part 1 - Overview of Medicare Program, Basics, Choices, Eligibility and Benefits
- 2020 - Part 2 - Medicare Health Plans
- 2020 - Part 3 - Medicare Part D, Prescription Drug Coverage
- 2020 - Part 4 - Medicare Medicare Advantage and Part C Plans
- 2020 - Part 5 - Enrollment Qualifies Medicare Advantage and Part D Plans
- 2020 - Part Exam

AHIP Fraud, Waste & Abuse Training

- 2020 - Fundamentals Training
- 2020 - Medicare Fraud, Waste, & Abuse
- 2020 - Update Counseling

Credits

Purchase additional credits

Arizona (3 credit hours) - (Available After)

Certification

- AHIP Medicare Certification

Completion Transmissions

- UnitedHealthcare transmitted 07/02/2019 (See Status)
- Amerigroup Corporation transmitted 07/01/2019 (See Status)
- WestCare Group transmitted 07/01/2019 (See Status)
- BCAN Health Plan transmitted 07/01/2019 (See Status)
- Cigna HealthSpring transmitted 07/01/2019 (See Status)
- Health Care Service Corporation transmitted 07/01/2019 (See Status)
- Anthem transmitted 07/01/2019 (See Status)
- Humana (Brokers) transmitted 07/01/2019 (See Status)

11 Certification Portal Transcript

2020 Compliance Training (All Courses) 100% complete

Courses

- AHIP Medicare Training
- Fraud, Waste & Abuse Assessment
- Foundation Basics
- Foundation Basics Assessment
- Risk Prevention
- Risk Prevention Assessment
- Sales Event Reporting
- Sales Event Reporting Assessment
- Tools for Compliant Selling
- Tools for Compliant Selling Assessment

My courses

- Foundation Basics
- Foundation Basics
- Foundation Basics
- Foundation Basics
- Foundation Basics Assessment
- Foundation Basics Assessment
- Foundation Basics Assessment
- Foundation Basics Assessment
- Fraud, Waste & Abuse Assessment
- Fraud, Waste & Abuse Assessment
- Fraud, Waste & Abuse Assessment
- Fraud, Waste & Abuse Assessment
- HMO Plans
- HMO Plans
- HMO Plans
- HMO Plans
- HMO Plans Assessment
- HMO Plans Assessment
- HMO Plans Assessment
- HMO Plans Assessment
- Part D Plans
- Part D Plans
- Part D Plans
- Part D Plans
- Part D Plans Assessment
- Part D Plans Assessment
- Part D Plans Assessment
- Part D Plans Assessment
- Part D Plans Assessment
- Part D Plans Assessment
- PPO Plans
- PPO Plans
- PPO Plans
- PPO Plans
- PPO Plans Assessment

12

Return to Home Page

To exit an activity prior to completion, please click the Certification Portal link at the top of the screen to return to your home page.

Contact Us

If you are experiencing issues with any functionality on this site, please do not hesitate to contact us.

NOTE: The preferred browser is Google Chrome.

Phone: 855-277-6687

Email: Broker.Support

Links to Resources

- User Guide
- Producer Online News
- CustomPoint User Guide
- Sales Event Reporting Guide
- Terms of Service Agreement
- Standards of Ethical Business Conduct

FWA Attestation

I certify that I have completed the Fraud, Waste & Abuse training. I understand the requirements and will incorporate them in my daily work.

1 I agree

2 I acknowledge the Anthem Standards of Ethical Business Conduct document is available to me in the Resources Section.

I agree

Submit questionnaire

STEP 10:

- You will be redirected to the AHIP site using the Anthem carrier license. If you have already completed your AHIP certification, you'll see the option to transmit your certification to this carrier.
- Select **Transmit**.
- Once transmitted, this carrier will show up under the **Completion Transmissions** section.

STEP 11:

- When your AHIP certification has been transmitted, return to the Anthem Certification Portal.
- Select **Fraud, Waste & Abuse Assessment**.

STEP 12:

- Here you will agree to the **FWA Attestations**, declaring that you have completed the training and agree to all the guidelines described therein.
- Select **Submit questionnaire**, then click the blue **Certification Portal** link in the menu on the left to return to the home page.

HOW TO CERTIFY

ANTHEM/AMERIGROUP

Directions

EXAMPLE OF ANTHEM CERTIFICATION

13 Certification Portal Transcript

2020 Compliance Training (All Courses) 100% complete

Courses

- AHIP Medicare Training
- Fraud, Waste & Abuse Assessment
- Foundation/Basics
- Foundation/Basics Assessment
- Risk Prevention
- Risk Prevention Assessment
- Sales Event Reporting
- Sales Event Reporting Assessment
- Tools for Compliant Selling
- Tools for Compliant Selling Assessment

My courses

- Foundation/Basics
- Foundation/Basics
- Foundation/Basics
- Foundation/Basics Assessment
- Foundation/Basics Assessment
- Foundation/Basics Assessment
- Foundation/Basics Assessment
- Foundation/Basics Assessment
- Fraud, Waste & Abuse Assessment
- Fraud, Waste & Abuse Assessment
- Fraud, Waste & Abuse Assessment
- Fraud, Waste & Abuse Assessment
- HMO Plans
- HMO Plans
- HMO Plans
- HMO Plans
- HMO Plans Assessment
- HMO Plans Assessment
- HMO Plans Assessment
- HMO Plans Assessment
- Part D Plans
- Part D Plans
- Part D Plans
- Part D Plans
- Part D Plans Assessment
- Part D Plans Assessment
- Part D Plans Assessment
- Part D Plans Assessment
- Part D Plans Assessment
- Part D Plans Assessment
- PPO Plans
- PPO Plans
- PPO Plans
- PPO Plans
- PPO Plans Assessment

STEP 13:

- Select **2020 Compliance Training (All Courses)** section, then complete the following courses:
 - **Foundation/Basics**
 - **Risk Prevention**
 - **Sales Event Reporting**
 - **Tools for Compliant Selling**

14 Mode

2020 Product Basics—Building a Foundation

Product Basics

Building a Foundation

Next

STEP 14:

- For each course, use the arrows to move to the next slide or return to a previous one.
- After each module, return to the Courses section and take the Assessment associated with the module you just completed.

15 Foundation/Basics 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

Summary of your previous attempts

Attempt	Completed	Marks / 10	Grade / 100	Feedback
1	Tuesday, July 2, 2019, 06:02 PM	9	90	You have successfully passed this assessment. Please click the "Certification Portal" link at the upper left portion of the screen to return to your home page.

Highest grade: 90 / 100.

Overall feedback

You have successfully passed this assessment. Please click the "Certification Portal" link at the upper left portion of the screen to return to your home page.

Re-attempt quiz

STEP 15:

- Each of the assessments contains 10 questions and you need a score of 90% to pass.
- Once you're finished, you will be given your score and the ability to re-attempt the exam.

HOW TO CERTIFY

ANTHEM/AMERIGROUP

Directions

EXAMPLE OF ANTHEM CERTIFICATION

16

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 AMP 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/producer 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 MAPD products, you are required to complete the PDP training module in addition to the MA training to be considered for MAPD products
- Agents wanting to sell SNP plans must take both the SNP and Part D modules as part of their certification, as well as the HMO or PPO module, depending on the type of SNP plan 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 non-compliant and non-commissionable sale.

My Certifications

Course	Progress	Status
2020 Compliance Training (All Courses)	100%	complete
2020 HMO	100%	complete
2020 PDP	100%	complete
2020 PPO	100%	complete
2020 SNP	100%	complete
2019 Compliance Training (All Courses)	100%	complete
2019 HMO	100%	complete
2019 PDP	100%	complete
2019 PPO	100%	complete
2019 SNP	100%	complete
2018 Compliance Training (All Courses)	100%	complete
2018 HMO	100%	complete

STEP 16:

- Under **2020 Compliance Training**, start the following product training courses:
 - 2020 HMO
 - 2020 PDP
 - 2020 PPO
 - 2020 SNP

17

2020 HMO Plans

Medicare Advantage
Health Maintenance Organization (HMO) Plans



Next

STEP 17:

- In each course, use the left and right arrows to move forward or backward in the module.

18

HMO Plans 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 80% 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

Summary of your previous attempts

Attempt	Completed	Marks / 10	Grade / 100	Feedback
1	Thursday, July 2, 2019, 10:00:32 PM	10	100	You have successfully passed this assessment. Please click the "Certification Portal" link at the upper left portion of the screen to return to your home page.
2				

Highest grade: 100 / 100.

Continue the last attempt

STEP 18:

- After each course, take the associated exam.
- Finish all the product courses and exams to finish your Anthem certification!