

## ***Directions***

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- Before an agent is able to complete contracting, they must first attend a **F2F training**.
  - In order to sell Medicare Advantage plans, new producers **must attend** a face-to-face training hosted by Essence Healthcare and CoxHealth Medicare Plus sales teams. These trainings are generally held prior to the beginning of the Annual Enrollment Period (AEP) as a product roll-out meeting and then quarterly or monthly as needed throughout the year. This training covers topics such as compliance standards, marketing, sales and application processes, commissions, producer portal, and plan benefits. Trainings are held both virtually and in person.
  - It is not mandatory for re-certifying producers to attend face-to-face training, but it is helpful before completing the online recertification process.
- **AHIP Training**
  - All producers must successfully complete the most updated version of **AHIP certification**. The Centers for Medicare & Medicaid Services (CMS) requires that any producer who wants to sell Medicare Advantage Prescription Drug (MAPD) plans must complete a Medicare General Compliance and Fraud, Waste and Abuse training and certification. Only training and certification from AHIP will be accepted by Essence Healthcare.
  - A producer is allowed three attempts to pass with a minimum score of 90 percent.
  - Upon successful completion of the AHIP certification, it should be uploaded into the onboarding program.
- **Product Training**
  - Specific product training and testing must be successfully completed. A producer will receive information from the face-to-face training and the learning module to use when taking the CMS-required product assessment.
  - The test can be launched within the onboarding program of the producer portal.
  - A producer is allowed three attempts to pass with a minimum score of **85 percent**.