

## UnitedHealthcare 2021 Certifications Now Open!

It's that time! Starting today, you can certify to sell 2021 UnitedHealthcare® Medicare Solutions products.

### What you need to know

- **NEW!** Access 2021 UnitedHealthcare Certifications in our new learning management system called Learning Lab for simplified use, clearer assignments and easier tracking.
- **NEW!** All Certification modules and assessments are available in both English and Spanish.
- Passing the prerequisite tests (Medicare Basics Test, Ethics and Compliance Test, and AARP Course) certifies you to sell Medicare Advantage\* (MA), Prescription Drug and AARP® Medicare Supplement Insurance Plans from UnitedHealthcare plans!
- To sell Chronic or Dual Special Needs Plans (DSNP), take the Chronic/Dual SNP module and test after you have passed all your prerequisite tests.
- Don't forget to take 2021 Events Basics if you plan to conduct in-person or virtual events!

### How to take certifications

- Certification modules and tests are open 24 hours a day, seven days a week  
**Jarvis**>Knowledge Center>Learning Lab.
- You will have **six attempts** to complete an assessment with a minimum passing score of 85 percent.
- Answer a question correctly and you'll move immediately to the next question; answer a question incorrectly and you'll receive feedback that it was wrong and then you will move to the next question.

UnitedHealthcare will once again accept AHIP's Medicare + + *Fraud, Waste and Abuse Training*, which satisfies the requirement for the UnitedHealthcare Medicare Solutions Certification module, *Medicare Basics Test (including Medicare Advantage, Prescription Drug and Medicare Supplement Plans)*. If you wish to receive the \$50 discount on AHIP from UnitedHealthcare, you must access the AHIP/UHG co-branded website via the link provided in Learning Lab.

**For more information, refer to the 2021 Certification User Guide on Learning Lab. Thank you for being a partner in care to our members.**