

## 2010 Agent On-line MAPD Certification Training

Appointed agents are required to complete a Medicare training program and pass the certification exams before they are eligible to promote or sell Regence MedAdvantage or Part D products in 2010.

Training is crucial as we have had to make some significant changes to our 2010 Medicare product portfolio to comply with new mandates from CMS (Centers for Medicare & Medicaid Services). Like many other carriers, we have been required to reduce the number of plans we offer and expand the differences between the remaining plans. In order to submit new 2010 applications or to switch your existing Regence clients to another one of our plans, you must complete your training and certification by the end of October 2009.

We are excited to inform you that Regence is offering you the opportunity to complete your 2010 Medicare training and certification on-line. We have partnered with Gorman Health Group to devise a convenient, comprehensive on-line training and testing program. The program is FREE for our appointed agents, and consists of three training modules and two exams.

If you have acquired certification on Medicare basics, marketing and enrollment through AHIP or another carrier, please provide verification to your Regence Individual Sales Executive. We may be able to accept that certification as a suitable equivalent to Modules 2 and 3.

### INSTRUCTIONS for on-line training

Here is the link to the on-line training and certification program:

[www.brainshark.com/gormanhealth/signup.aspx?c=248859&g=38042](http://www.brainshark.com/gormanhealth/signup.aspx?c=248859&g=38042)

Follow the 10 steps below to Register and access your "Curriculum Chart" that contains the 3 training modules and 2 exams.

1. Cut and paste the URL into a web browser address window. Or press CTRL and click directly on the link above.
2. Fill out the Registration page: Name (First and Last) and Email Address are required
3. Click Submit
4. Your User Name and Password will appear on the next screen.
5. Please enter you User Name and Password
6. Click Log In
7. On the next screen click the Medicare Advantage Certification Button
8. The next screen will show the courses you have enrolled in
9. Click on the first highlighted course title
10. The Training will launch

**Please Note:** After completing Registration, you will receive an email from "**noreplies**" (**noreplies@brainshark.com**) containing your username and password. **Save this email.** You will need it for any subsequent logins. The username will be your email address + a string of 6 numbers. The password is a unique alphanumeric string determined by Gorman/Brainshark.

The on-line training and exam programs are consecutive, in that you must complete the components in the order they appear in your curriculum chart:

- Module 1 - Regence Information – plan-specific content
- Module 1 Exam
- Module 2 - Medicare Basics
- Module 3 - Medicare Marketing and Enrollment
- Final Exam (contains questions from Modules 2 and 3 only)

You must also score at least 85% on both exams to obtain our Medicare certification from Regence. Each exam offers a "second chance" if you score below 85% on your first attempt. However, you will not be able to continue to the Module 2 and 3 training if you score below 85% on two attempts at the Module 1 exam.

If you have any questions regarding this training or our MedAdvantage/Part D products, please contact your [Regence Individual Sales Executive](#).

Best Regards,  
Regence BlueShield of Idaho Sales Operations