
UnitedHealthcare 2024 Certifications are now open!

We are excited to share that starting today, you can get certified to sell 2024 UnitedHealthcare Medicare Plans. That is 2 weeks earlier than last year so you can focus on AEP readiness and have more time to plan your events!

New this year!

- As we have previously communicated, the annual Conflict of Interest attestation is moving out of Certifications to an online process based on your Party ID anniversary date. An online video and a User Guide (including Frequently Asked Questions) are available to walk you through the process from start to finish. Both are located in Learning Lab: **Jarvis** > Learning Lab > Content Library > Conflict of Interest. (IFP agents can also access both on **Jarvis** > Knowledge Center > Training and Guides.)
- You asked and we listened! If you answer a certification question incorrectly, you'll receive feedback that indicates where in the study guide the correct answer is.

How to access Certifications

- Certifications can be found by visiting **Jarvis** > Knowledge Center > Learning Lab > Content Library > Search "2024 UnitedHealthcare Certifications."
- Certification modules and tests are open 24 hours a day, 7 days a week.
- You will have 6 attempts to complete the UnitedHealthcare Certifications. If you want to sell Special Needs Plans (SNP), you will need to get certified by successfully completing the C/D-SNP assessment.
- Passing scores vary according to the list below:

- Base Level assessments
 - Medicare Basics - 85%
 - Ethics & Compliance - 85%
 - AARP - 70%
- Next Level assessments
 - C/D-SNP - 85%
 - Events Basics - 80%
- When you launch an assessment, an attempt is counted when you complete the assessment. If you exit your browser before an assessment is completed, you can resume your session by clicking the continue button. If you click “start over” it will count as a new attempt.
- 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 be directed to the appropriate study guide section.
- **For more information, refer to the 2024 Certification User Guide on Learning Lab > Content Library > 2024 UnitedHealthcare Certifications or on *Jarvis* > Knowledge Center > Training & Certifications.**

For our EDC agents: AHIP and NABIP open on June 21

AHIP

- UnitedHealthcare will once again accept America’s Health Insurance Plans’ (AHIP) Medicare + Fraud, Waste and Abuse Training, which satisfies the requirement for the UnitedHealthcare Medicare Basics Assessment.
- If you wish to receive the \$50 discount on AHIP from UnitedHealthcare, beginning June 21, you must access our custom link by logging in through ***Jarvis*** to get to Learning Lab.
 - Using that link allows you to purchase your training, complete the training, and transmit your results back to Learning Lab.
 - The \$50 discount will only be applied if you use our link.

- Those who certify with AHIP will need to complete additional Base Level assessments (2024 Ethics & Compliance and 2024 AARP) to become certified to sell UnitedHealthcare Medicare Advantage (non-SNP), Prescription Drug and Medicare Supplement plans.
- You will have 6 attempts to complete the AHIP certification with a passing score of 90% or higher (each purchase consists of 3 attempts).

NABIP

- We are pleased to offer another third-party certification program as a way to earn credit for the UnitedHealthcare Medicare Basics Assessment with a passing score from the National Association of Benefits and Insurance Professionals (NABIP).
- Agents choosing to pursue the NABIP path can access our custom link, beginning June 21, by logging in through **Jarvis** to get to Learning Lab. Using that link allows you to purchase your training, complete the training, and transmit your results back to Learning Lab.
- Those who certify with NABIP will need to complete additional Base Level assessments (2024 Ethics & Compliance and 2024 AARP) to become certified to sell UnitedHealthcare Medicare Advantage (non-SNP), Prescription Drug and Medicare Supplement plans.
- You will have 6 attempts to complete the NABIP certification with a passing score of 85% or higher.

We appreciate all of the amazing work you do. We are here to support you and help you make the most of your business! Thank you!

PHD Contact information

- Phone: 888-381-8581
- Live Chat via [Jarvis](#)
- Email: phd@uhc.com