DevotedHealth

Our PY2024 Registration is now available in our Agent Portal! We have top doctors, cutting edge technology, and personalized care teams that help us provide high quality healthcare to our members. Our goal is to keep our onboarding and certification experience easy and allow agents to complete the process in a few simple steps.

Our Onboarding and Certification Process

- Account creation for Devoted Health's Agent Portal
- W-9 & Direct Deposit *(Direct Payees only)*
- Agent Questionnaire
- Code of Conduct Acknowledgement
- Agent Agreement
- Background Check Consent
- Core Medicare Training or equivalency upload (AHIP or Pinpoint
  - CMS Fraud, Waste & Abuse & Compliance Training
- Devoted PY2024 Certification Training & Exam
  - Agents will have 3 attempts to pass the training exam with a minimum score of 85% *(If the agent is unable to pass within 3 attempts, they will need to certify for PY2025)*
  - *Each time the exam is opened (initiated) it will count as an attempt and must be completed in one sitting (~40 min).*

- License Check RTS
- Status**

The agent's progress will be saved if they cannot complete the certification all at once — they will be able to continue at a later time with the exception of the Devoted Health training exam.

What happens once the appointment process is complete?

Once the appointment process for the agent's respective state(s) is complete, they will receive an email notification that they're "Ready to Sell" (RTS) for PY2024*. Agents cannot market or sell Devoted Health benefits until they receive this email.

How to get started in Agent Portal

1. Create an Account using **[INSERT LINK]** (Existing Agents: log into your existing account)
2. Complete Onboarding
3. Start the Certification Process

Important Things To Know

- If you have completed the Core Medicare training, we accept AHIP, PinPoint and NABIP (formerly NAHU) certificates. If not, you can now complete the **AHIP training** and get a $50 discount. The link will also be available in our certification workflow.
- The Devoted Health Product Training & Exam informs you on how to compliantly market Devoted Health benefits and satisfy the annual CMS Medicare Compliance Program requirements.
- To receive renewals for business sold in prior years, you must be licensed and appointed to sell Medicare products per state laws and recertified annually.
- Completing the PY2024 Certification will also allow you to market PY2023 benefits in our current service areas. A face-to-face certification is not required.
- For more guidance, please refer to the Devoted Agent Portal Quick Start Guide or visit us at www.devoted.com/brokers.