



Medicare Sales Training & Certification Program User Manual

2011 Retail Site

Medicare Advantage Training and Certification Modules

The training program contains modules, each of which includes a series of pre-quiz questions and lessons. Modules one, two and have a module exam and there is a cumulative final exam:

Module	What's Covered
Module 1 – Medicare Basics	This modules speaks to Original Medicare (Medicare Part A and Part B), Medicare Advantage (also referred to as Part C), Medicare Modernization Act, and Prescription Drug Coverage (Medicare Part D).
Module 2 – Medicare Marketing Regulations and Enrollment	This module speaks to CMS Medicare Managed Care Election Periods and Eligibility, Marketing Guidelines and Ethics, and Provider Marketing.
Final Exam	Comprehensive exam covering materials explained in Modules 1 & 2.

Rigorous Testing and Certification Requirements: To proceed to the next module, participants must first pass the exam given at the end of each module. Participants must pass a comprehensive final exam.

To receive certification, participants must pass the final exam with a minimum score of 85%. Participants are limited to 3 **opportunities** to complete and pass Gorman Health Group's Medicare Training and Certification Program **final exam**.

Resources and Reference Tools: During the training, participants will have access to critical reference documents, including a glossary of terms and the CMS Marketing Manual, etc. Be sure to take notes of your own also.

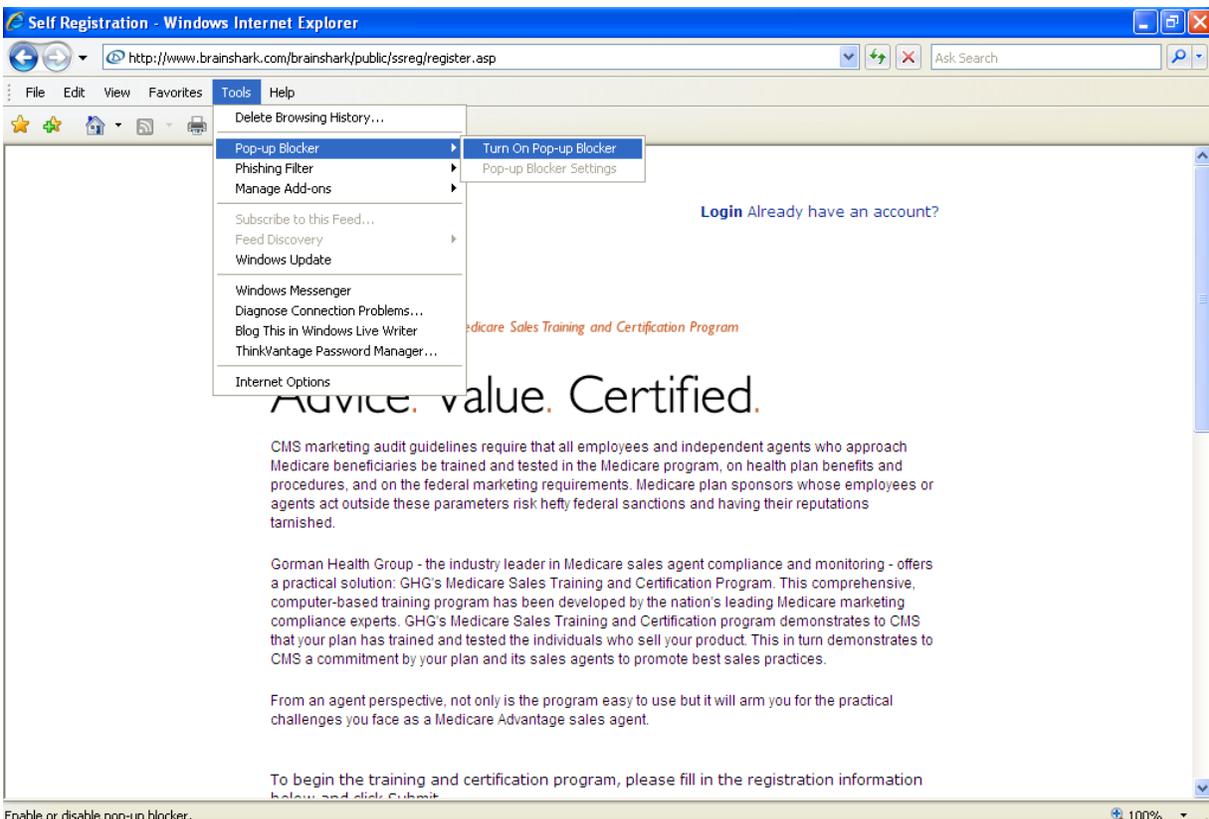
Accessing the Link (URL or registration website)

To access the training, you must first register to receive a username and password. The Registration link must have been distributed and received electronically via email. The link must not be distributed via hard copy.

1. The link must be opened or entered into an Internet Window Address Bar in its entirety to work properly. This can be done by clicking on the electronically received link using the computer's mouse.
2. If the link does not open here are some tips:
 - a. Hold down the 'CTRL' key on the keyboard while clicking on the distributed link, or
 - b. Using the mouse, **highlight the entire link**, click the **right mouse button**, and select '**copy**' from the pop-up window. Open Internet Explorer, click the right mouse button and select "paste" into the Address Bar, then press 'enter' on the keyboard.
 - c. Your computer settings may require you to **allow access to pop-ups** to open the modules. If this is the case follow these steps:

Click on the row beneath your address bar that asks if you wish to allow access to this pop up.

Click on the option to allow pop ups for this site. You will now be able to proceed with the training.



Registration Page – 2011 Retail Site

You must complete the following registration page and acknowledgment to get your username and password. Follow these instructions thoroughly to ensure that your Medicare Advantage Training and Certification are properly tracked. You must meet and accept the condition statements listed.



Advice. Value. Certified.

CMS marketing audit guidelines require that all employees and independent agents who approach Medicare beneficiaries be trained and tested in the Medicare program, on health plan benefits and procedures, and on the federal marketing requirements. Medicare plan sponsors whose employees or agents act outside these parameters risk hefty federal sanctions and having their reputations tarnished.

Gorman Health Group - the industry leader in Medicare sales agent compliance and monitoring - offers a practical solution: GHG's Medicare Sales Training and Certification Program. This comprehensive, computer-based training program has been developed by the nation's leading Medicare marketing compliance experts. GHG's Medicare Sales Training and Certification program demonstrates to CMS that your plan has trained and tested the individuals who sell your product. This in turn demonstrates to CMS a commitment by your plan and its sales agents to promote best sales practices.

From an agent perspective, not only is the program easy to use but it will arm you for the practical challenges you face as a Medicare Advantage sales agent.

To begin the training and certification program, please fill in the registration information below and click Submit.

Need Support? Call 877.401.8999 or email salestraining@gormanhealthgroup.com

CURRICULUM NAME: 2011 Retail Site Main

FIRST NAME: *

LAST NAME: *

E-MAIL: *
(e.g. someone@company.com)

CONFIRM E-MAIL: *
(e.g. someone@company.com)

PASSWORD: *

CONFIRM PASSWORD: *

PHONE: *

LICENSE #: **

AGENCY NAME: *

NPN #: *[NPN lookup]

LICENSE STATE: **

LOGIN

Already have an account?

Step 1 Complete the registration form found on this page

Step 2 Successfully complete all required training modules shown on the curriculum page on the next screen

Step 3 Print/save your certificate showing successful completion of the course

Step 4 Share the certificate with the plan carriers you will be selling for this year

QUICK START

SALES TRAINING & CERTIFICATION USER MANUAL

Returning user
Click Here

Click here for user
manual

Complete the registration boxes on the top of the screen. NOTE: Required fields (*) Required for CE Credits (**)

Already Registered [Login]

When you want to log back into the training, do not re-register by completing the boxes on the right. Instead, click on the link at the top of the registration page: **Login: Already have an account?** (See 1st arrow at the top of page 4) This will take you to the login page where you can enter your username and password:

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Gorman Health Group - the practical solution. GHG computer-based training compliance experts. GHG that your plan has trained CMS's commitment.

To begin the training below and click Submit

CURRICULUM NAME: 201
FIRST NAME: First
LAST NAME: Last
E-MAIL: email@emailgoeshere.com

Enter your login information here



The login form is titled "GORMAN HEALTH GROUP" and includes the following fields and options: "Username:" with a text input containing "Active User Name Here"; "Password:" with a masked input of "*****"; "Company:" with a dropdown menu set to "Gorman Health Group 2010"; a checked checkbox for "Remember my Username and Password"; a "Log in" button; a "Forgot your password?" link; and a "Bookmark this page" button. A "[close]" button is located at the top right of the form area.

Continuing Education: This course is approved for 4 Continuing Education credits in many states (shown in the License State list). You can select whether or not you would like to purchase Continuing Education credits for your successful completion of this course.

CE Credits?

CONTINUING EDUCATION (ADDITIONAL \$12.00)

This course is approved for 4 Continuing Education credits in many states (shown in the License State list above). Would you like to receive Continuing Education credits for your successful completion of this course?

Yes No

TOTAL PRICE: \$99.00

CREDIT CARD #:

EXPIRATION: Jan 2010

NAME ON CARD:

SECURITY CODE: What's this?

ZIP CODE:

** Required only if pursuing Continuing Education credits

By submitting this information I acknowledge that I have read, understand and agree to all of the information above as well as the Terms and Conditions listed in the Service Agreement Terms of Use.

powered by 

Click Submit to process registration and payment

About Gorman Health Group (www.gormanhealthgroup.com) A national Medicare professional services organization staffed by licensed agents, former health plan executives and veteran CMS regulators. For 15-years, hundreds of clients serving thousands of agents and brokers have leveraged Gorman Health Groups marketing and sales solutions to meet training and certification requirements, maintain compliant sales operations, and improve their Medicare Advantage market position.

Payment: Enter your credit card information with expiration date, security code click submit to register and process your payment.

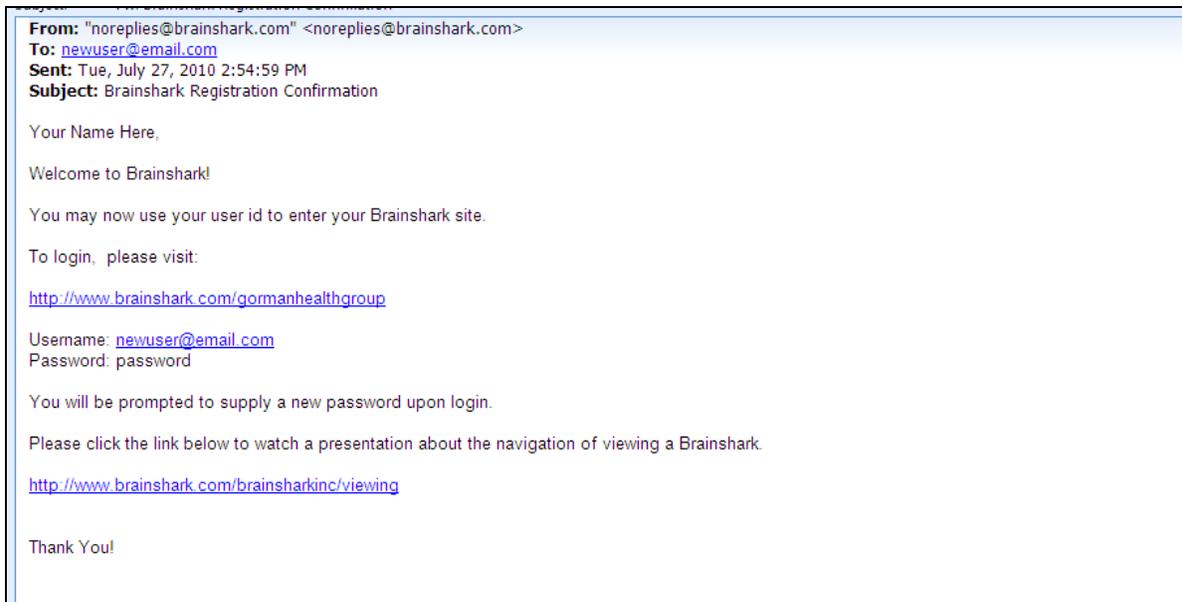


Click 'Submit' to login and processes your payment.

Remember: Your email address is your username and you'll assign your own password.

AGENTS: It is important that the email address you provide on the registration page is active and regularly monitored. Information about your Medicare Advantage certification will arrive through the email address you provide.

Your Username and Password will be emailed to you at the email address you used to register. This email will be from support@brainshark.com.
Keep this email – **DO NOT DELETE**. Keep it for your records.



When logging back into the training the Login screen will not provide your username and password. You will have to access this information from the email you received from support@brainshark.com.

Forgot Password

If you forget your password click on the 'Forgot your password?' link and enter your email address or username and click submit.

The image shows two screenshots of the Gorman Health Group login page. The left screenshot shows the login form with fields for Username, Password, and Company, and a 'Forgot your password?' link. An arrow points to this link with the text 'Click the forgot your password link'. The right screenshot shows the password reset form with fields for Email Address and Username, and 'Submit' and 'Back to Login' buttons. An arrow points to the Email Address field with the text 'Enter email address here and click submit'.

You will receive an email with instruction on how to reset your password. Click on the link provided in the email:

From: noreplies@brainshark.com [mailto:noreplies@brainshark.com]
Sent: Wednesday, August 19, 2009 12:11 PM
To: {Registered Name and Email}
Subject: Reset Brainshark Username and Password

(Registered Name),

This email was sent in response to a request to reset your Brainshark password.

Email address: (Your email address displayed here)
Or
Username: (Your username displayed here)

To reset your password and access your account, click on the following link:

<http://www.brainshark.com/ghg/bb0b63d2-125d-4829-8ee0-046a0f480dde/al/>

You will be prompted to create a new password. For security purposes, this link will expire in 24 hours.

If you did not request to have your password reset, please notify your system administrator.

Thank you!

Next choose a new password and click "log in":

Products & Services Solutions Support Company

Reset your password

Please choose a new password

New Password:

Confirm Password:

*** July Release of Brainshark ***

We are pleased to announce a new product release is now available
[Click Here.](#)
to learn about the latest enhancements to our application.

30-Minute Webinars

Aug 4th-PowerPoint Makeovers from an MVP
Aug 11th-Leveraging the "Trusted Gallery"
Aug 18th-How to Make a Mobile-Friendly Presentation

[Register for any of the above.](#)

You will then be logged back into the training site. Remember to save your new password!

NPN Lookup

If you do not know your NPN number click the 'NPN Lookup' link to lookup your NPN with your social security number, license number or FEIN.

AGENCY NAME: *

NPN #: *[NPN lookup]

LICENSE STATE: **



NPN Search

Individual	SSN:	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Last Name:	<input type="text"/>		
	<input type="button" value="Reset"/>	<input type="button" value="Submit Query"/>		

License	License #:	<input type="text"/>	State:	<input type="text"/>
	<input type="button" value="Reset"/>	<input type="button" value="Submit Query"/>		

Agency	FEIN:	<input type="text"/>
	<input type="button" value="Reset"/>	<input type="button" value="Submit Query"/>

Need Support?

Call 877.401.8999 or email salestraining@gormanhealthgroup.com

Your Learning Locker

All of your training curriculums will be in the same learning locker under one username. You will maintain access to courses that you have completed as long as those courses are active. The Learning Locker will display your completion status for each course. Select the course you would like to review/complete under 'My Current Enrollments' (or 'My Prior Enrollment' for completed curriculums). Your status for each course will appear in the Status column.

By clicking the course title you'll be able to 'Take Now' or 'Display Course Details.'

Learning Locker powered by **brainshark**

Navigation: Learning | Catalog | Reporting | My Profile | My Applications | Help & Training | What's New | Logout

My Current Enrollments | My Prior Enrollments

Your Enrollments

Current Enrollments for Test User Test User

Courses you are enrolled in are listed below. Click a course title to review details or take a course.

Curriculum Name	Status	Topic	Expiration	Passing Score	Type	Duration
2011 Medicare Sales Training and Certification Program (0 of 9 complete)	Enrolled					
Module 1: Product Specific	Enrolled					
Module 1 Exam *	Enrolled			n/a	Brainshark	0:52
Module 2: Medicare Basics	Enrolled					
Module 2 Intro *	Enrolled			n/a	Brainshark	No Audio
Module 2 Lesson 1 *	Enrolled			n/a	Brainshark	2:11
Module 2 Exam *	Enrolled			n/a	Brainshark	No Audio
Module 3: Medicare Marketing Regulations & Enrollment	Enrolled					
Module 3 Intro *	Enrolled			n/a	Brainshark	No Audio
Module 3 Lesson 1 *	Enrolled			n/a	Brainshark	No Audio

Display Course Details will provide the completion criteria for the course and any prerequisite courses set by your Plan:

My Current Enrollments > Course Details

Course: Module 1 Exam

2011 Master

Topic:

Enrollment: Open

Number Of Slides: 3

Duration: 0:52

To complete course: You must view 1% of the slides.

*Prerequisites:

Curriculum	Course
2011 Medicare Sales Training and Certification Program	Module 1 Lesson 1

*Only applies to the "2011 Medicare Sales Training and Certification Program" curriculum. Other curriculums may impose different prerequisites for this course.

You can expand or collapse a curriculum or module to view its courses. Click the plus or minus button:

Curriculum Name	Status	Date Completed	Expiration	Passing Score	Type	Duration
2011 Medicare Sales Training and Certification Program (9 of 10 complete)	Complete	2010-07-27				
Module 1: Product Specific	Complete					
Module 2: Medicare Basics	Complete					
Module 3: Medicare Marketing Regulations & Enrollment	Incomplete					

Print Certificate

Selecting a Course:

When ready to complete a course click 'Take Now:'

Module	Status	Expiration	Score	Provider	Audio
Module 1: Product Specific	Complete				
Module 1 Intro *	Complete	2010-07-27	n/a	Brainshark	No Audio
Module 1 Lesson 1 *	Complete	2010-07-27	n/a	Brainshark	No Audio
Module 1 Exam *	Complete	2010-07-27	n/a	Brainshark	0:52
Module 2: Medicare Basics	Complete				
Module 2 Intro *	Complete	2010-07-27	n/a	Brainshark	No Audio
Module 2 Lesson 1 *	Complete	2010-07-27	n/a	Brainshark	2:11
Module 2 Exam *	Complete	2010-07-27	n/a	Brainshark	No Audio
Module 3: Medicare Marketing Regulations & Enrollment	Incomplete				
Module 3 Intro *	Incomplete	2010-07-27	n/a	Brainshark	No Audio
Module 3 Lesson 1 *	Incomplete	2010-07-27	n/a	Brainshark	No Audio
Module 3 Exam *	Complete	2010-07-27	n/a	Brainshark	No Audio
Final Exam *	Incomplete	2010-07-27	85%	Brainshark	No Audio

You will be prompted to continue:

Current Enrollments - Windows Internet Explorer
http://www.brainshark.com/brainshark/learning/MyLearning.asp

You are about to take the following course

Course Name: Module 1 Intro
Course Description: 2011 Master
Number Of Slides: 5
Course Duration: No Audio
Completion Criteria:

	Your Progress	Required
Slides Viewed	0%	1%

* This completion criteria has already been achieved.

Cancel Continue

If you select a course where a prerequisite has not been completed this screen will display a notification letting you know that you need to complete another course before you'll be able to advance to the next course. Hit 'Cancel' to return to your Current Enrollment page:

Please complete all prerequisites prior to taking this course.

Course Name: Module 2 Intro
Course Description: 2011 Master
Number Of Slides: 5
Course Duration: No Audio

Cancel

Module Window

Before you start the training, please make sure that **your volume is on**. You'll need to also listen to the Gorman training or you may miss many of the training points.

Completion Criteria Indicator: The completion criteria indicator is displayed in the upper right hand corner of the Module Window. **RED** indicates that the completion criteria has not been met and will turn **GREEN** when you have met the completion criteria for the module.

Module 2 Lesson 1 - Windows Internet Explorer
http://www.brainshark.com/brainshark/vu/view.asp?pi=zGDzEhC5hz2CHoz0&popup=1

Module 2 Lesson 1

Completion criteria have not been met

brainshark

GORMAN HEALTH GROUP

Lesson 1:
Original Medicare (Medicare Part A and Part B)

GORMAN HEALTH GROUP

Lesson 1:
Original Medicare
(Medicare Part A and Part B)

Social Security and Medicare Tax on Unreported Tip Income

Copyright © 2010, Gorman Health Group, LLC

Slide 1 of 30 00:00 / 0:08

Done Internet 100%

Module 3 Lesson 1 * Enrolled n/a Brainshark

Duration
No Audio
No Audio
0:52
No Audio
2:11
No Audio
No Audio
No Audio

Completion Criteria Met -Green indicator

Module 2 Exam - Windows Internet Explorer
http://www.brainshark.com/brainshark/vu/view.asp?pi=zHKzJbLduz2CHoz0&popup=1

Module 2 Exam

Completion criteria have been met

brainshark

GORMAN HEALTH GROUP

Lesson 1:
Original Medicare (Medicare Part A and Part B)

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Lesson 1:
Original Medicare
(Medicare Part A and Part B)

Social Security and Medicare Tax on Unreported Tip Income

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Slide 1 of 30 00:00 / 0:08

Done Internet 100%

Module 3 Lesson 1 * Enrolled n/a Brainshark

Additional Module Window Features: Tools and Help icon

The screenshot shows a presentation window titled "MA-PD M2: Medicare Basics" with the GORMAN HEALTH GROUP logo. The main content area displays "Lesson 1: Original Medicare (Medicare Part A and Part B)" and a list of topics, including "Part B Coinsurance". A "Tools and Help" button is visible in the bottom right corner of the content area. The presentation player at the bottom shows "Slide 27 of 64" and a timer at "0:00 / 0:20".

This screenshot is similar to the one above, but with the "Tools" menu open in the bottom right corner. The menu includes the following options: "E-mail a Question", "FAQ", "View Slide Notes", "Viewer Help", and "Player Settings". The rest of the presentation content and player controls remain the same.

View Slide Notes: Click to view voice-over scripting for each slide. Voice-over scripting is written out for each slide for those users without sound. Ensure that the volume is on, on your computer, to listen to the Gorman training or you will miss many of the training points.

msn MA-PD M2: Medicare Basics - MSN Explorer

MA-PD M2: Medicare Basics Powered by Brainshark

GORMAN HEALTH GROUP

Lesson 1: Original Medicare (Medicare Part A and Part B)

- Part B Coinsurance
 - Coinsurance is the percentage of the Medicare-approved amount that a beneficiary pays after satisfying the Part B deductible.
 - The percentage depends upon the service, and is generally Medicare-approved amount for most doctor services, outpatient preventive services and durable medical equipment.

Click 'View Slide Notes' to view voice-over scripting for each slide.

Tools

- E-mail a Question
- FAQ
- View Slide Notes
- Viewer Help
- Player Settings

Total duration: 17:40 / 30:12

Slide 27 of 64 0:00 / 0:20

msn MA-PD M2: Medicare Basics - MSN Explorer

MA-PD M2: Medicare Basics Powered by Brainshark

GORMAN HEALTH GROUP

Lesson 1: Original Medicare (Medicare Part A and Part B)

- Part B Coinsurance
 - Coinsurance is the percentage of the Medicare-approved amount that a beneficiary pays after satisfying the Part B deductible.
 - The percentage depends upon the service, and is generally 20% of the Medicare-approved amount for most doctor services, outpatient therapy, preventive services and durable medical equipment.

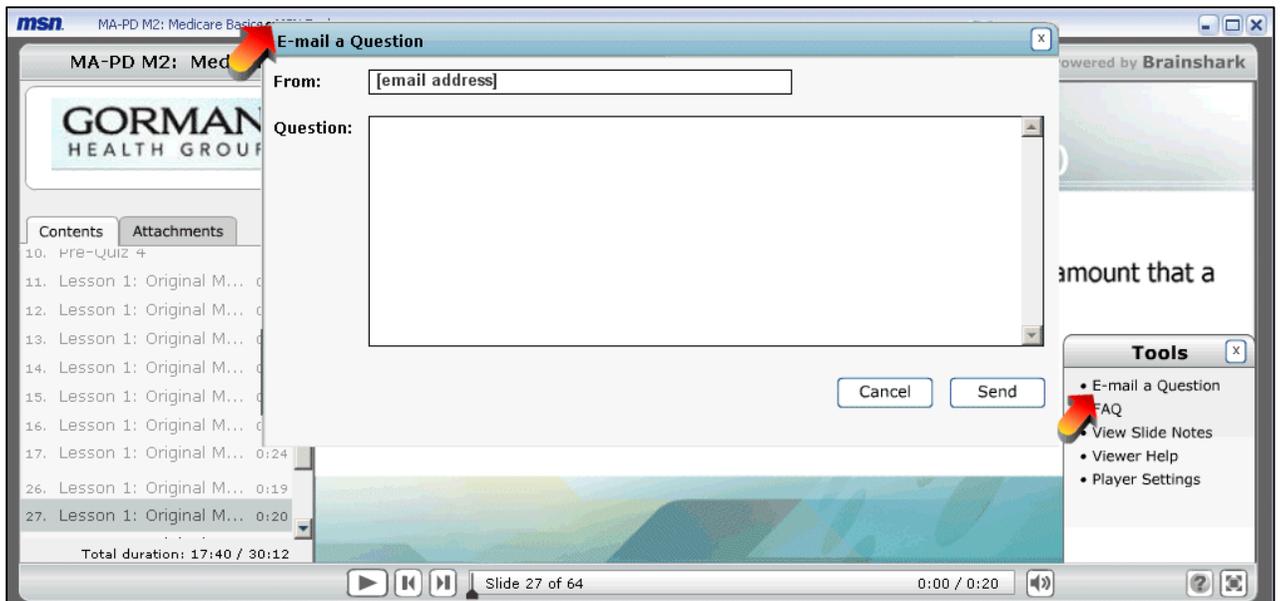
Part B Coinsurance is the percentage of the Medicare-approved amount that a beneficiary pays after satisfying the Part B deductible.

Voice-Over scripting is written out for each slide for those users without sound.

Total duration: 17:40 / 30:12

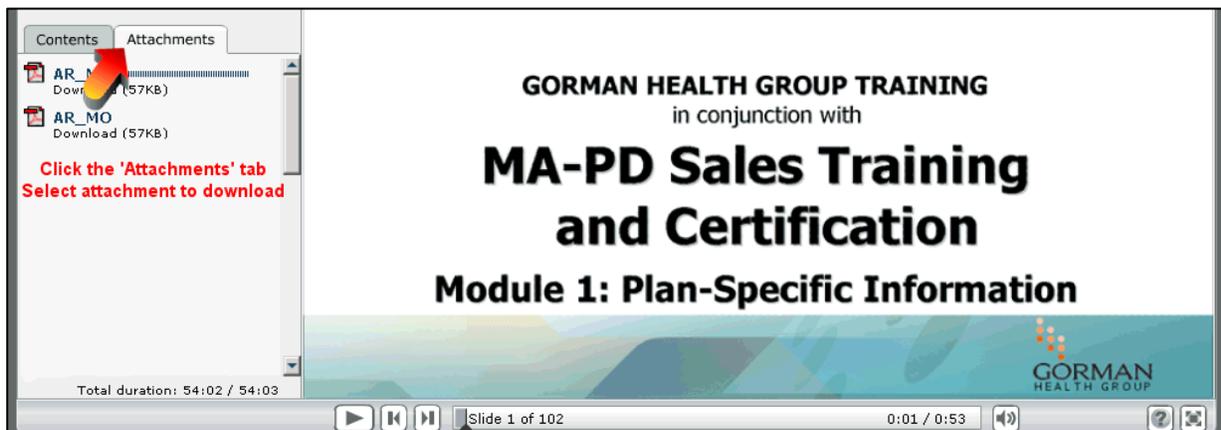
Slide 27 of 64 0:00 / 0:20

E-Mail a Question: From the Tools & Help window, click to send a question regarding the training course directly to Gorman Health Group. Questions are generally answered within 1 business day by Gorman Health Group.

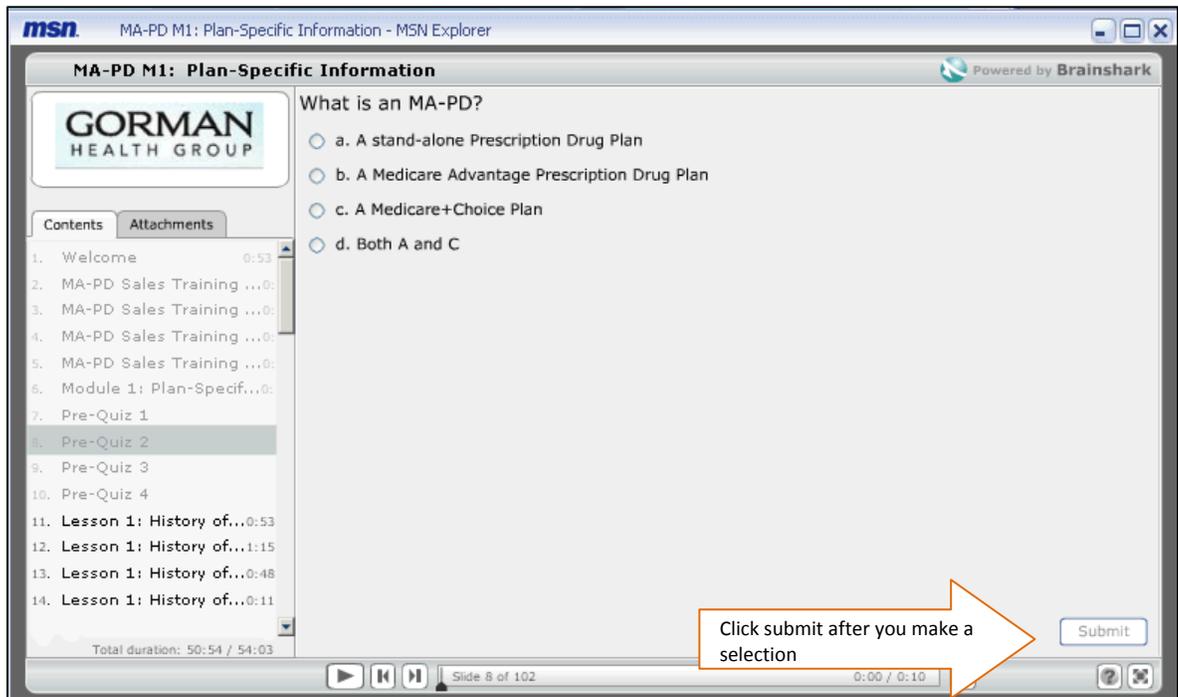


Attachments Tab: During all of the Module trainings, there are two tabs displayed on the left-hand side of the window. One is titled '**Contents**' and the other is titled '**Attachments**'. The attachments listed can be downloaded to help you during the training.

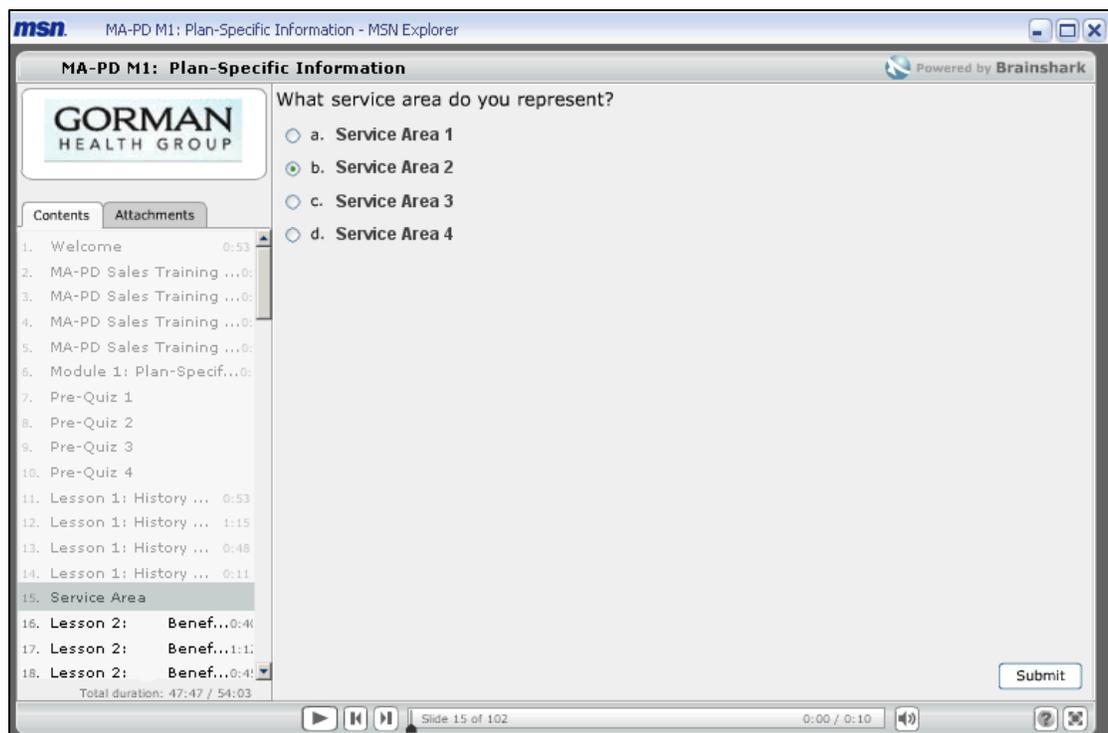
Simply click on one of the attachments listed to open or save the attachment to your PC.



Interactive Module Slides Question slides are interactive slides. Select an answer and then click 'Submit' at the bottom right corner of the screen.



Certain Question slides are designed to skip part of the training based on the answer given. This allows you to review only the slides applicable to the service area you represent.



Module

Completion: After a course or exam is completed, you must close the viewing window and return to your Learning Locker to make your next course selection.

Module 1: Plan Specific Information Exam

- You have finished the Sales Training and Certification Module 1 training course.
- Once you begin the exam, you **MUST** complete the entire exam within a single session.
- Before you can advance to the next module you must receive a passing score of **85%** or higher on the module exam.
- Questions are worth different values, so take your time.
- Upon completion of the exam, your score will be provided to you, and your results will be sent to the Health Plan.
- ***Close this browser window if you want to return to the Curriculum Overview Page to advance to the exam.***



Curriculums, Modules, Courses and Exams

Here are some more details on how your trainings are compiled and what they consist of.

Curriculums are made up of modules, the module's courses and exams. Each of your curriculums will have a specific set of completion criteria guidelines that are set by your Plan. You may have more than one curriculum in your Learning Locker if you are completing training for more than one Health Plan.

Modules will contain courses (or lessons) and may have prerequisite requirements and completion criteria. Completion criteria is also defined by the certain amount of the material within each course that must be viewed and/or the amount of audio that you are required to listen to for each course. These criteria can be found under 'Course Details.'

Exams follow each module of the curriculum and are very helpful study resources. We highly recommend that users complete the individual module exams in preparation for the Final exam. An exam criterion also varies by Plan. Some exams are optional, or they may be required. Most Exams have a minimum passing score in order to consider complete.

Users are allowed only three attempts to pass the Final exam.

Final Exams

The Final Exam is a cumulative exam of all your module courses within your curriculum. You will be able to review your course materials prior to selecting the Final Exam.

After your review of the modules, click on the Final Exam link. Once you begin the Final Exam, you must complete it in its entirety. Ending the Exam without completion, may result in a failing score and will count towards one of your two opportunities to pass the Final. You will be able to review the course material again, if needed, prior to taking the Final exam a second time.

Final Exam v1 - Windows Internet Explorer
nshark.com/brainshark/vu/view.asp?pi=23092499&tx=preview&dm=18&slid=3

MA-PD Sales Training and Certification Final Exam

- **Once you advance past this slide to the first exam question, it will count as a Final Exam Attempt and you *MUST* complete the entire exam within a single session.**
- If you score less than **85%**, you will only be allowed one retake of the Final Exam to receive a passing score.
- Your score will be provided upon completion of the Final Exam and your results will be sent to your organization. Upon passing, you will also be able to print a Certification of Completion.
- **If you are not ready to complete the Final Exam, please close this browser window to return to the Curriculum Overview page.**

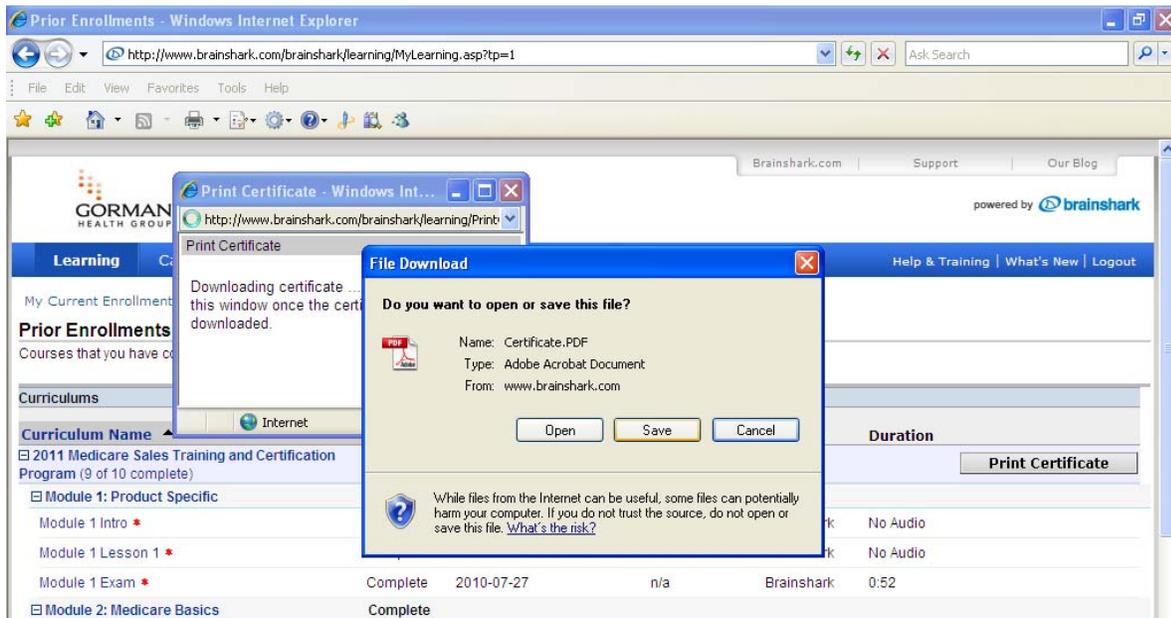
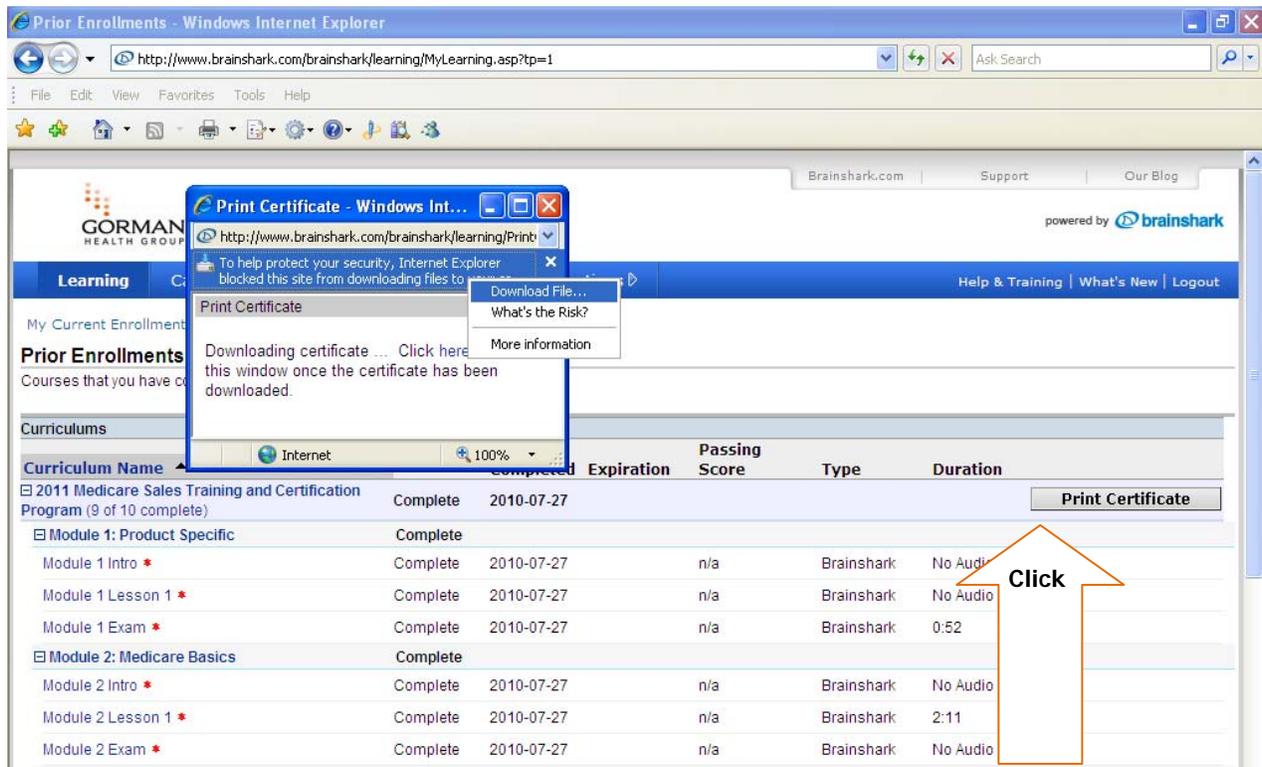


To receive Certification you must complete the review of all required training courses and must pass the comprehensive final exam with a minimum score of 85%.

You have a limit of three opportunities to complete and pass final exam.

Certificate of Completion:

To Print a Certificate click on the 'Print Certificate' link to Print and/or save the training certificate as a PDF.



Please keep this document for your records.

Gorman Health Group 2010



Test User Test User

Congratulations on Passing 2011 Medicare Sales Training and
Certification Program

Tuesday, July 27, 2010