

Today's Options Certification Details

Yes	Online Certification Required?	Notes: Todays Options requires agents to certify online each year.
No	Face to Face Certification Required?	Notes: Todays Options does not require a face to face certification
Yes	AHIP or Gorman Required?	Notes: Todays Options does not require AHIP, but their certification is offered through Gorman. This certification is offered to agents at no cost.
Yes	AHIP or Gorman Accepted for Some Modules?	Notes: Completion of AHIP satisfies some of the requirements for Gorman's General Medicare certification.
No	Reimburses the Cost for AHIP?	Notes: Todays Options will not reimburse for AHIP, but they also do not charge for their Gorman certification.

IMPORTANT PHONE NUMBERS

866-649-4423	<i>Todays Options Agent Support Line</i>
888-568-0270	<i>Todays Options Certification Support Line</i>

CERTIFICATION LINK

<http://www.uamcertification.com/>

Your Questions Answered!



2013 Medicare Advantage Training & Certification Program

1. What is Universal American's (UAM's) 2013 Medicare Advantage (MA) training and certification requirement?

To be certified for the 2013 MA enrollment year, agents must successfully complete the following UAM online training and certification programs. REMINDER: agents are required to certify in order to represent UAM's 2013 MA plans and receive corresponding compensation.

- Medicare Training & Certification (CORE)
- Compliance, Products, and Procedures (CPP) training and certification. The CPP section includes:
 - UAM-specific product training (HMO, PPO, PFFS, Network PFFS).
 - The products section includes an introduction, enrollment and Scope of Appointment training.

Note that in addition to the Compliance and Procedures training and testing, agents are required to complete product training for each UAM product they intend to represent.

2. Before I begin my training, are there any prerequisites?

Yes. Prior to beginning CORE training, agents must complete their online contracting and prerequisite requirements. For more information, see question #7.

3. Is there a cost for completing my online training?

There's no user fee or charge to UAM's contracted agents – this is a savings of up to \$100 over the cost of comparable training programs.

4. When can I access the online training programs?

The CORE training and certification program and UAM's CPP training module may be accessed beginning August 1, 2012 (date may change).

5. Where can I access the online training programs?

The CORE and CPP training and certification programs can be accessed at the following address:
www.UAMCertification.com.

6. How do I begin?

Before beginning your training, we strongly encourage you to review the user guide that is available on the site for download and printing (locate the guide at www.UAMCertification.com). The user guide contains helpful screen shots, and provides detailed information about the pop up blocker, audio requirements, user name, and more.

New users will need to register by following these important steps:

- Visit www.UAMCertification.com
- Enter your National Producer Number (NPN)
- Complete all required fields
- Create your password

After your initial visit, you may access the site by entering your Social Security Number (SSN). Or, if you are contracting for an agency, you may enter the agency's Federal Employer Identification Number (FEIN) and your login password.

7. What are UAM's contracting requirements and other prerequisites?

UAM's contract and prerequisite requirements include:

- UAM Medicare Advantage Contract
- Annual Background Check – to be completed by UAM's home office
- UAM Health Insurance Portability and Accountability Act (HIPAA) Attestation (including HIPAA training, privacy, and security)
- UAM Code of Conduct Attestation
- UAM Dual Low Income Beneficiary Training and Exam
- UAM Fraud, Waste, and Abuse (FWA) Training and Exam

8. What is covered under the CORE training and certification program?

This program covers Medicare basics, Medicare products, and corresponding regulatory requirements with a focus on Medicare Marketing Guidelines.

9. What is covered under the CPP training and certification program?

This program covers UAM corporate policies and procedures, and UAM products and services. UAM's MA products include:

- Health Maintenance Organization plans (HMO)
- Preferred Provider Organization plans (PPO)
- Private Fee-for-Service plans (PFFS)
- Network Private Fee-for-Service plans (Network PFFS)

In order to begin the CPP training, agents must first successfully complete the CORE certification. To become certified, agents must successfully complete and pass at least one CPP exam in addition to satisfying the other training/certification requirements.

10. Does each training program conclude with an exam?

Yes, the CORE and CPP programs each conclude with an exam. Exams are also included in the prerequisites section, including the Dual Low Income Beneficiary training and exam, and the Fraud, Waste, and Abuse (FWA) training and exam. All exams must be successfully passed in order to represent UAM's 2013 Medicare Advantage products.

As a reminder, agents must complete all requirements in the prerequisites section, including the HIPAA and Code of Conduct attestations.

11. May I complete only one CPP training module?

Yes, once you have satisfied the "Corporate" and "Procedures" sections of CPP training, you may then complete the training module for the product that you are contracted and appointed to offer through Universal American (whether HMO, PPO, or PFFS plans).

If you are contracted and appointed to offer more than one UAM product, you should complete the product training for each product available in your market. By certifying for all products available in a given market, you will be able to offer your clients the UAM plan that best suits their needs.

12. May I take the CORE and CPP training programs on different days?

Yes, you may take the training on different days and at different times.

Remember that you must successfully complete CORE training and certification before you may begin your CPP training.

13. Should I expect to take only one certification exam?

No, there is more than one exam. Agents will be asked to complete an exam following the completion of their CORE and CPP training modules

14. How many questions are on the exams?

The CORE certification exam contains 50 questions.
The CPP certification exams contain 20-25 questions each.

15. How long will it take to complete training and certification?

Typically, it will take about four to five hours to complete CORE and CPP training, but completion time may vary from user to user. There is no time limit on completing the certification exams. Please allow adequate time to complete your training and certification and try not to rush, as annual certification is intended to help strengthen your knowledge and understanding of the subject matter.

16. Can the training be paused if I need to step away?

Yes, the modules can be manually placed on pause, however we recommend that you do not pause an exam once it has been started.

17. What score is needed to pass the exams?

In accordance with CMS requirements, the exams must each be passed with a grade of 85% or higher.

18. How many attempts are given to pass the exams?

Agents are given two (2) attempts in which to pass each certification exam.

19. How many exams must be passed in order to be certified?

Agents must pass the CORE exam and at least one CPP exam in order to be certified. Agents who do not meet this requirement will not be able to represent UAM's 2013 MA plans.

20. If I take the exams more than once, will the questions differ?

Yes, the questions will differ because there are different versions of each exam. Questions are also shuffled and will not appear in the same order.

21. By what date must I complete my certification requirement?

We strongly recommend completing your 2013 certification by October 1, 2012. Remember that you may not accept 2013 MA enrollments unless you have successfully completed your 2013 MA training and certification requirement.

22. What if I don't pass an exam?

Agents who do not pass the CORE exam and at least one CPP exam will not be able to represent UAM's 2013 MA products. It is also important to note that agents who do not attest or pass the Dual Low Income Beneficiary training and exam will not be able to represent Universal American's 2013 Medicare Advantage products.

23. May I visit UAM University to complete my 2013 training and certification requirement?

No. UAM University does not offer the 2013 training and certification program. To complete your 2013 certification, you must visit our 2013 training and certification site at www.UAMCertification.com. If you are visiting UAM University, you may link to our training and certification site from the home page.

24. Will the online training program pause or "time out" if I step away?

Yes, the training website will pause or "time out" after 20 minutes of inactivity. To resume your training you will need to log back in and select the module/lesson you were previously reviewing. You will be returned to the point at which you had left off.

Warning: once a final exam is started, **it must be completed in the same session.** If the session pauses or "times out," it will count as an attempt.

Remember: you have only two attempts in which to successfully pass the certification exams.

25. What is the "Medicare Sales Sentinel"?

As in previous years, our online training programs are powered by our training partner, Gorman Health Group. Medicare Sales Sentinel is the name of the online training and certification platform hosted by the Gorman Health Group.

26. What if I need technical support?

Should you need assistance in using the program, call 888-568-0270 for technical support. Hours of operation are as follows: Monday-Friday, 8:00 a.m. – 7:00 p.m. Eastern time. Technical support is also available on weekends through November between the hours of 10:00 a.m. – 2:00 p.m. Eastern Time.

You may also contact technical support by e-mail as follows: uamsalescert@gormanhealthgroup.com. E-mails will be answered within 24 hours or on the next business day.

27. Is a user guide available?

Yes, as noted in question #6, a user guide is available for downloading and printing on the training and certification site (www.UAMCertification.com). The user guide contains important instructions related to using the training tool, and includes helpful screenshots. We strongly encourage agents to review this guide before beginning their training.

28. Who can I contact for additional support?

Should you have other questions or need more support, please call Agent Services as follows: 1-866-649-4423, Monday-Thursday, 8:00 a.m.-6:00 p.m. Eastern Time, Friday 8:00 a.m.-4:00 p.m. Eastern Time. Or, contact your Sales Support Team.

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A Healthy Collaboration®



2013 AGENT CERTIFICATION MEDICARE SALES SENTINEL

User Manual



A Healthy Collaboration®

WWW.UAMCERTIFICATION.COM

- Agents will begin their 2013 Medicare Advantage training and certification at www.uamcertification.com (Medicare Sales Sentinel).
- To begin the Contracting and Certification Process agents will click the Complete your Contract and/or Certification Here button.
- The agent will then be directed to Medicare Sales Sentinel.
- We encourage agents to retain this web address or save it to their favorites. This site will allow agents to return to the Medicare Sales Sentinel site to complete their Universal American Certification. Agents will also have the ability to check the status of his/her certification process by clicking on ***Check your Contracting & Certification Status Here.***

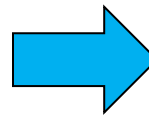


Welcome to the Universal American (UAM) Medicare Advantage certification training for 2013. We suggest that you take a few moments to review the step-by-step tutorial ([click here](#)) regarding the requirements and processes of how to become fully certified for UAM's 2013 Medicare Advantage products.

If you have already read and understand the requirements for successfully completing UAM's 2013 Medicare Advantage certification process, please click one of the following:

- **Complete your Contract and/or Certification Here** if you have not yet started the certification process and wish to begin
- **Check your Contracting & Certification Status Here** if you have already started the certification process and would like to continue. You may also review your dashboard to identify the elements of certification that you have/have not completed.

For questions or troubleshooting, please contact our Support hotline at (888) 568-0270.



**Complete your
Contract and/or
Certification Here**

**Check your
Contracting & Certification
Status Here**

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UNIVERSAL AMERICAN PROGRAM

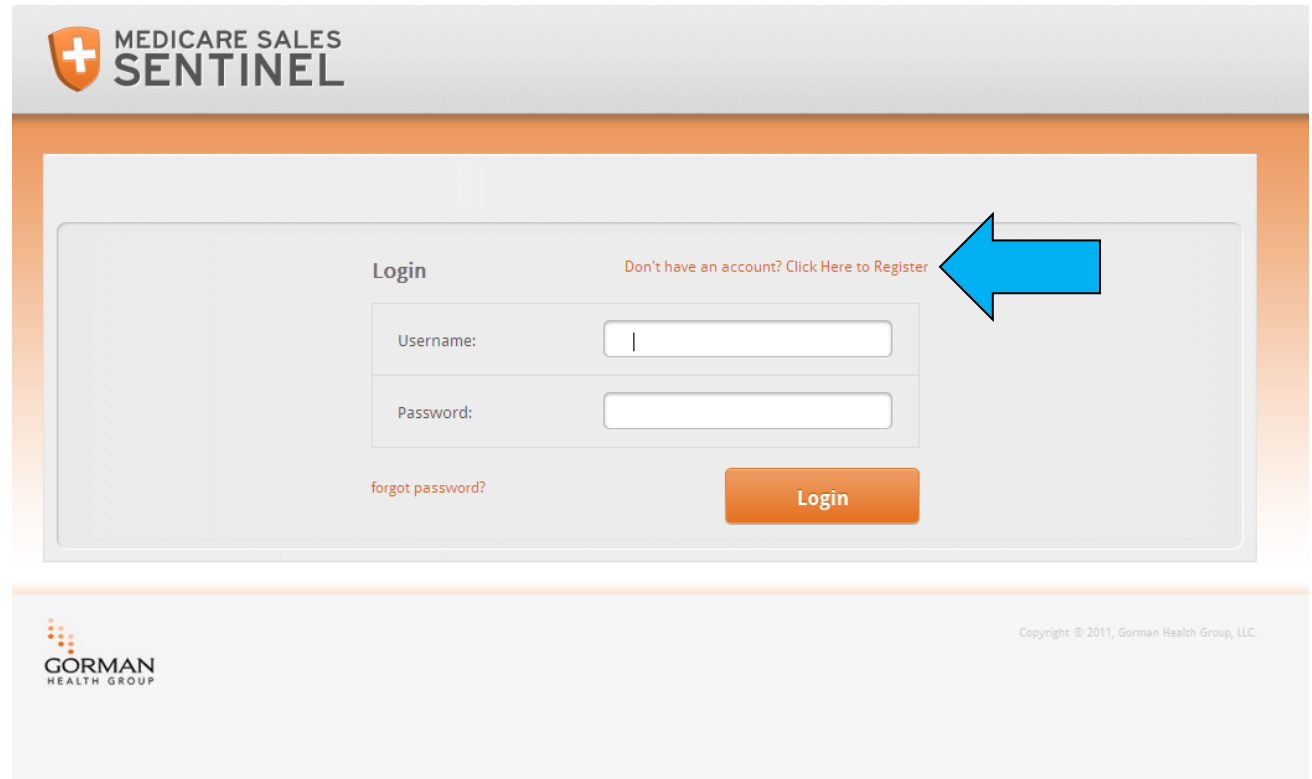
Contracting and Certification Requirements

Perquisite	Description
Program Overview Acknowledgement	Introduction and list of required program steps.
2013 Agent Contract	Revised 2013 UAM Agent Contract
Background Check	Criminal and OIG/GSA background check
2013 HIPAA Attestation	Read and attest to the 2013 HIPAA guidelines
2013 Code of Conduct Attestation	Code of Conduct review and agree
Training Integrity Attestation	Read and attest
2013 Compliance Fraud, Waste & Abuse Training and Exam	Review the material and pass the exam with a 85% or higher
2013 Dual Eligible Training and Exam	Review the material and pass the exam with a 85% or higher
2013 Core Certification Training and Exam	Must complete Gorman or AHIP Certification
2013 UAM Product Certification	Must complete each contracted product with a score of 85% or higher

LOGIN

Medicare Sales Sentinel

- First time users will need to register for an account by clicking **“Don’t have an account? Click here to Register.”**
- Returning users will need to login by entering their username and self-created Password.
- Once registered, you can retrieve a forgotten password or user name by clicking **“Forgot username?”** or **“Forgot password?”**

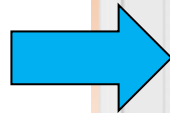


The screenshot displays the Medicare Sales Sentinel login interface. At the top, the logo consists of a shield with a white cross on an orange background, followed by the text 'MEDICARE SALES SENTINEL'. Below this is a large orange-bordered box containing the login form. The form has a 'Login' heading. To the right of the heading is a link: 'Don't have an account? Click Here to Register'. A blue arrow points to this link. The form includes two input fields: 'Username:' and 'Password:'. Below the 'Username:' field is a 'forgot password?' link. At the bottom right of the form is an orange 'Login' button. The footer of the page shows the 'GORMAN HEALTH GROUP' logo on the left and the copyright notice 'Copyright © 2011, Gorman Health Group, LLC.' on the right.

REGISTRATION

Individual or Firm?

- After selecting “**Register**,” the first screen will ask if you are registering as an individual or a firm.
- You will need to select “**Individual**” or “**Firm**.” This is done by clicking the circle next to the applicable selection.
- If registering as an individual, you will be asked to enter your Social Security Number.
- If Registering as a Firm, you will be asked to enter your FEIN.

The screenshot shows the Medicare Sales Sentinel registration interface. At the top, there is a header with a shield icon containing a white cross and the text 'MEDICARE SALES SENTINEL'. Below this is an orange horizontal bar. The main content area is titled 'Registration for Universal American Agents 2013'. It contains a question: 'Are you registering as an Individual or Corp/Agency?'. There are two radio button options: 'Individual' and 'Corp/Agency'. A blue arrow points to the 'Individual' radio button. At the bottom right of the form, there is an orange button labeled 'Next'.

REGISTRATION

Medicare Sales Sentinel

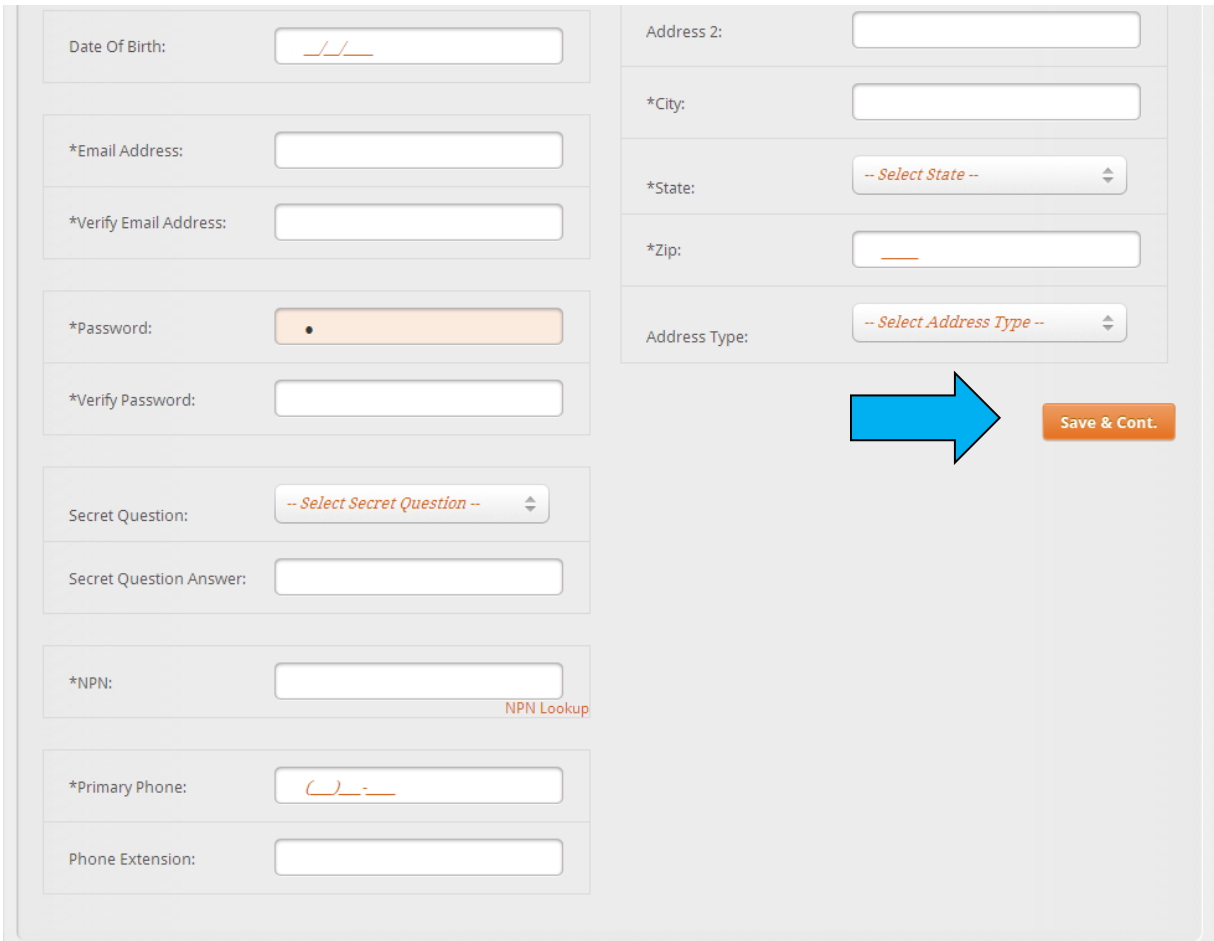
- First time users will need to complete the required fields. Required fields are indicated with an asterisk.
- If you selected to register as an individual, you will need to enter your first and last name.
- If you selected to register as a firm, you will be asked to enter your agency or corporation name.
- Agents will use their Social Security Number and firms will use their FEIN as their username, which will already be populated with the information you entered on the previous screen.

The screenshot shows the 'Medicare Sales Sentinel' registration interface. At the top is the logo with a red shield containing a white cross, followed by the text 'MEDICARE SALES SENTINEL'. Below this is a header bar with an orange gradient. The main content area is titled 'Registration for Universal American Existing Agents' and is divided into two columns. The left column is titled 'Basic Contact Info' and contains four text input fields: 'First Name:', '*Last Name:', 'Middle Name:', and 'Suffix:'. Below these is a radio button group with 'Individual' selected and 'Firm' unselected. At the bottom of this column is a text input field for 'Username/SSN:' and a checkbox labeled 'Please check this box if you are registering as the principal of an agency'. The right column is titled 'Home Address' and contains four text input fields: '*Address 1:', 'Address 2:', '*City:', and '*Zip:'. A dropdown menu for '*State:' shows '-- Select State --'. Below the 'Home Address' section is a 'Mailing Address' section with a checkbox for 'Same as Home Address' and a text input field for '*Address 1:'.

REGISTRATION CONT'D

Medicare Sales Sentinel

- Passwords will be created by the user and require the following:
 - Must be at least 8 characters long and contain at least:
 - 1 uppercase letter;
 - 1 lowercase letter;
 - 1 number; and
 - 1 special character.
- Once the registration is complete you will click “**Save and Continue**” to proceed to the next step.

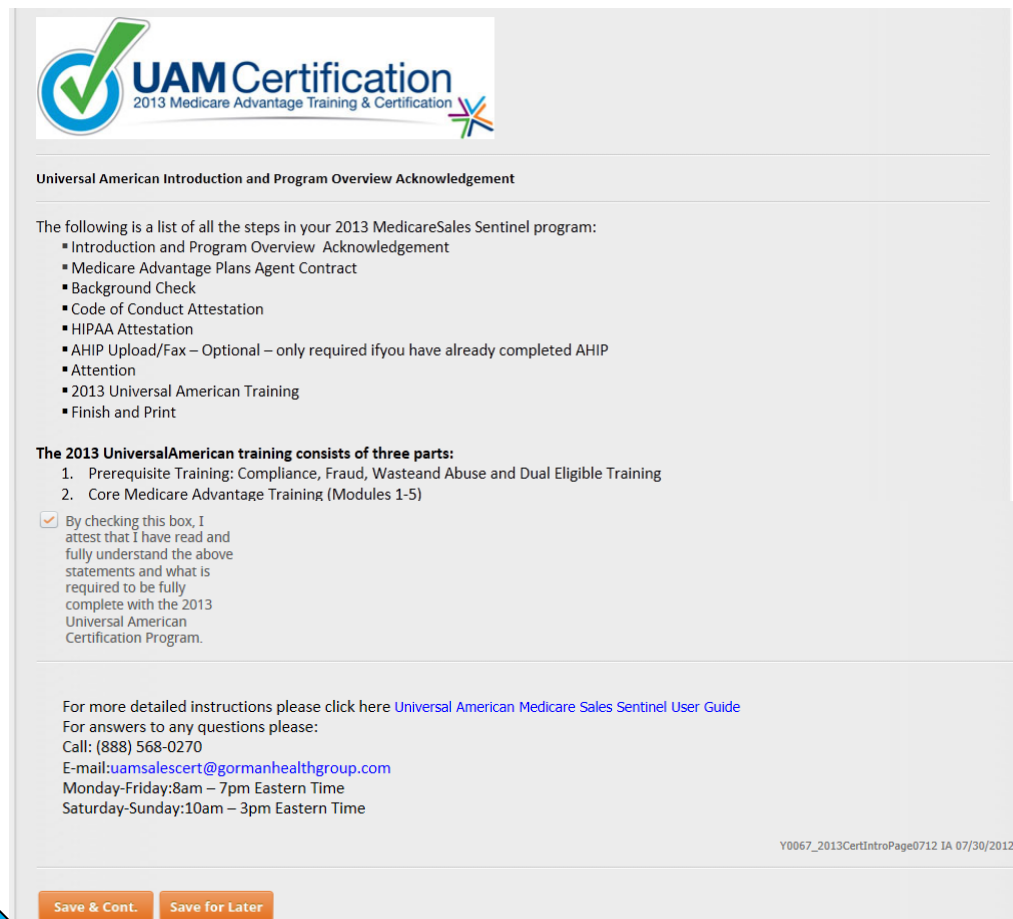



The registration form is divided into two main columns. The left column contains fields for: Date Of Birth (with a date picker icon), *Email Address, *Verify Email Address, *Password (with a strength indicator), *Verify Password, Secret Question (with a dropdown), Secret Question Answer, *NPN (with an NPN Lookup link), *Primary Phone (with a phone number format icon), and Phone Extension. The right column contains fields for: Address 2, *City, *State (with a dropdown), *Zip, Address Type (with a dropdown), and a large orange 'Save & Cont.' button. A large blue arrow points from the 'Save & Cont.' button towards the left column.

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Introduction

- The first step in the certification process will be the Introduction screen.
- This screen will give you an overview of the program and its requirements.
- You will need to click “**Save and Continue**” to proceed.



 **UAM Certification**
2013 Medicare Advantage Training & Certification

Universal American Introduction and Program Overview Acknowledgement

The following is a list of all the steps in your 2013 MedicareSales Sentinel program:

- Introduction and Program Overview Acknowledgement
- Medicare Advantage Plans Agent Contract
- Background Check
- Code of Conduct Attestation
- HIPAA Attestation
- AHIP Upload/Fax – Optional – only required if you have already completed AHIP
- Attention
- 2013 Universal American Training
- Finish and Print

The 2013 Universal American training consists of three parts:

1. Prerequisite Training: Compliance, Fraud, Waste and Abuse and Dual Eligible Training
2. Core Medicare Advantage Training (Modules 1-5)

☒ By checking this box, I attest that I have read and fully understand the above statements and what is required to be fully complete with the 2013 Universal American Certification Program.

For more detailed instructions please click here [Universal American Medicare Sales Sentinel User Guide](#)
For answers to any questions please:
Call: (888) 568-0270
E-mail: uamsalescert@gormanhealthgroup.com
Monday-Friday: 8am – 7pm Eastern Time
Saturday-Sunday: 10am – 3pm Eastern Time

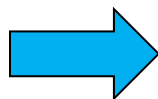
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Save & Cont. **Save for Later**

UNIVERSAL AMERICAN PROGRAM

Contract (Existing Agents Only)

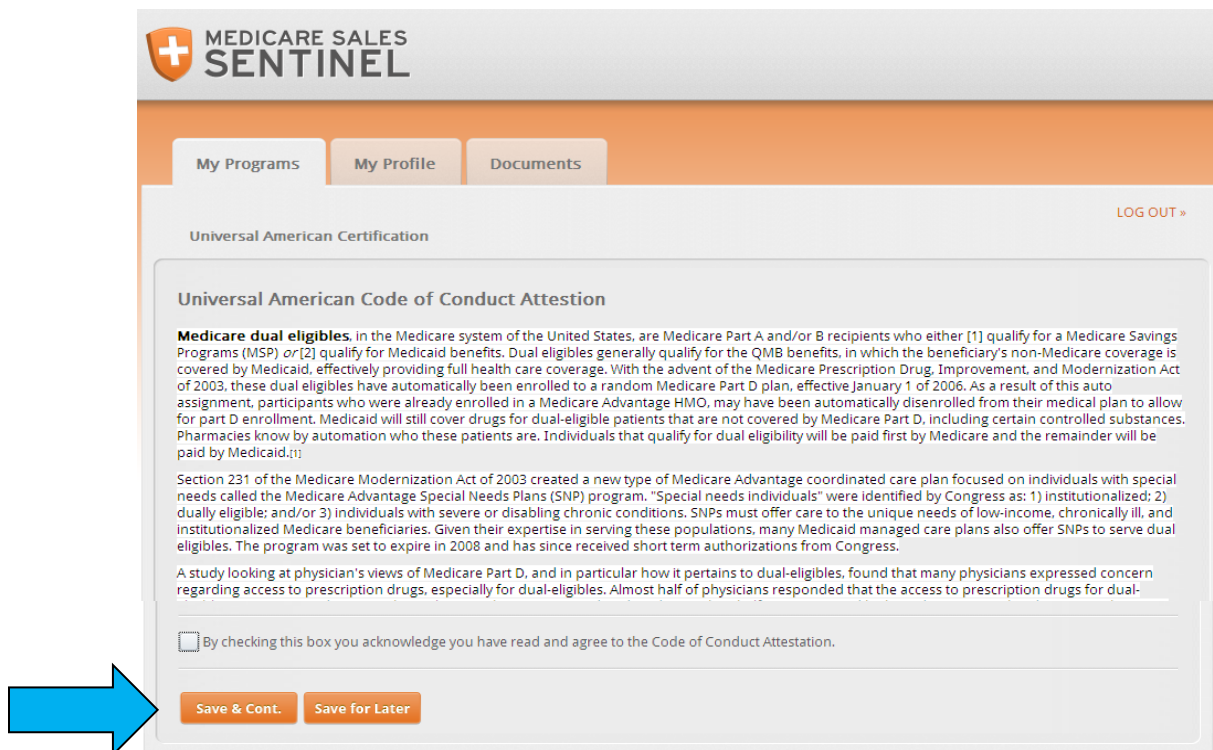
- Existing Agents will be required to complete the Universal American Contract.
- This contract will automatically authorize a background check for all states except Georgia and Mississippi.
- The agent will need to enter his/her name to complete the electronic signature of the contract.
- Click “**Save and Continue**” to Proceed to the next step.
- **New Agents will not be required to complete this step.**

The screenshot shows the Medicare Sales Sentinel website. At the top is the logo with a red cross and the text 'MEDICARE SALES SENTINEL'. Below the logo are three tabs: 'My Programs', 'My Profile', and 'Documents'. On the right side, there is a 'LOG OUT »' link. The main content area is titled 'Universal American Certification'. Below this, there is a section titled 'Universal American Contract' with a sub-header 'AGREEMENT'. The form asks the user to 'Please Print your Name' and has four input fields: 'First Name' (containing 'Universal American'), 'Middle Name' (empty), 'Last Name' (containing 'Certification'), and 'Suffix' (empty). At the bottom of the form are two buttons: 'Save & Cont.' and 'Save for Later'.

UNIVERSAL AMERICAN PROGRAM

Code of Conduct Attestation

- All agents will need to review this page and click in the box to acknowledge understanding of the Code of Conduct Attestation.
- You will need to click “**Save and Continue**” to proceed.



MEDICARE SALES SENTINEL

My Programs My Profile Documents

LOG OUT »

Universal American Certification

Universal American Code of Conduct Attestation

Medicare dual eligibles. In the Medicare system of the United States, are Medicare Part A and/or B recipients who either [1] qualify for a Medicare Savings Programs (MSP) or [2] qualify for Medicaid benefits. Dual eligibles generally qualify for the QMB benefits, in which the beneficiary's non-Medicare coverage is covered by Medicaid, effectively providing full health care coverage. With the advent of the Medicare Prescription Drug, Improvement, and Modernization Act of 2003, these dual eligibles have automatically been enrolled to a random Medicare Part D plan, effective January 1 of 2006. As a result of this auto assignment, participants who were already enrolled in a Medicare Advantage HMO, may have been automatically disenrolled from their medical plan to allow for part D enrollment. Medicaid will still cover drugs for dual-eligible patients that are not covered by Medicare Part D, including certain controlled substances. Pharmacies know by automation who these patients are. Individuals that qualify for dual eligibility will be paid first by Medicare and the remainder will be paid by Medicaid. [1]

Section 231 of the Medicare Modernization Act of 2003 created a new type of Medicare Advantage coordinated care plan focused on individuals with special needs called the Medicare Advantage Special Needs Plans (SNP) program. "Special needs individuals" were identified by Congress as: 1) institutionalized; 2) dually eligible; and/or 3) individuals with severe or disabling chronic conditions. SNPs must offer care to the unique needs of low-income, chronically ill, and institutionalized Medicare beneficiaries. Given their expertise in serving these populations, many Medicaid managed care plans also offer SNPs to serve dual eligibles. The program was set to expire in 2008 and has since received short term authorizations from Congress.

A study looking at physician's views of Medicare Part D, and in particular how it pertains to dual-eligibles, found that many physicians expressed concern regarding access to prescription drugs, especially for dual-eligibles. Almost half of physicians responded that the access to prescription drugs for dual-

☐ By checking this box you acknowledge you have read and agree to the Code of Conduct Attestation.

Save & Cont. Save for Later

UNIVERSAL AMERICAN PROGRAM

Universal American HIPAA Attestation

- All agents will need to review the HIPAA Attestation page and click in the box to acknowledge understanding with the HIPAA Attestation.
- You will need to click **“Save and Continue”** to proceed.

The screenshot shows the Medicare Sales Sentinel web interface. At the top, there's a header with the Medicare Sales Sentinel logo and the Universal American logo. Below the header, there are three tabs: 'My Programs', 'My Profile', and 'Documents'. A 'LOG OUT »' link is visible on the right. The main content area is titled 'Universal American Certification' and 'Now Completing: Universal American Existing Agents - Universal American'. Below this, there's a section titled 'Universal American HIPAA Attestation'. This section contains three bullet points explaining HIPAA, Privacy Requirements, and Security Requirements. At the bottom of this section, there is a checkbox with the text 'By checking this box you acknowledge you have read and agree to the HIPAA Attestation.' Below the checkbox are two buttons: 'Save & Cont.' and 'Save for Later'. A large blue arrow points directly to the 'Save & Cont.' button.

UNIVERSAL AMERICAN PROGRAM

AHIP

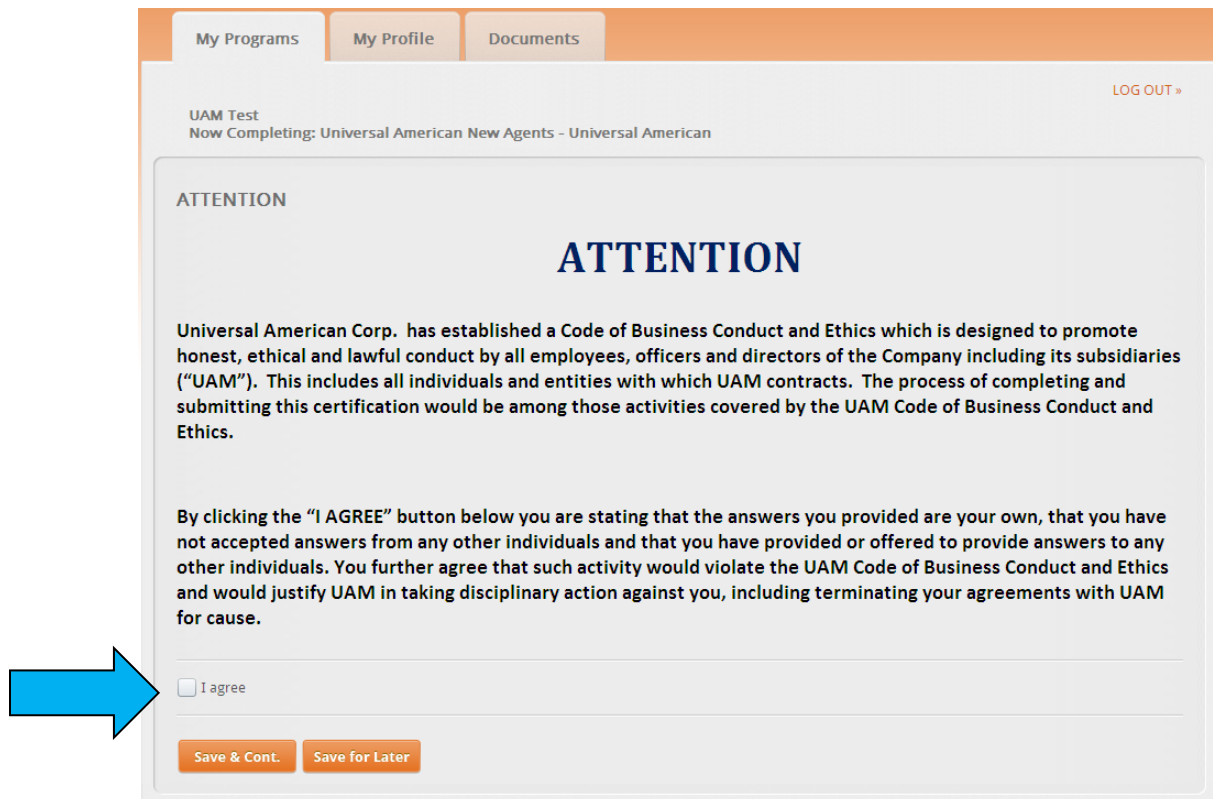
- You will have the ability to upload or fax a valid AHIP certificate.
- To upload, you will need to click the **“Upload Icon”** and locate the electronic copy on their computer . Once the file is located the agent will click **“Upload.”**
- To fax, you will need to click the **“Fax Icon.”** A fax cover sheet will become available. You will need to print the fax cover sheet and fax it with the valid AHIP certificate to the number listed.
- You can click **“Next Step.”** once an upload or fax is completed or if the agent does not have an AHIP certificate.

The screenshot shows a web interface for the Universal American New Agents - AHIP Certificate. At the top, there are three tabs: "My Programs", "My Profile", and "Documents". Below the tabs, the text "UAM Test" and "Now Completing: Universal American New Agents - Universal American" is displayed. The main heading is "Universal American New Agents - AHIP Certificate". Below this, the instructions state: "Instructions: Upload your AHIP Certificate in its original format to show completion." There are two options: "Upload" (represented by a laptop icon) and "Fax" (represented by a printer icon). A large blue arrow labeled "UPLOAD" points to the "Upload" option, and a large blue arrow labeled "FAX" points to the "Fax" option. At the bottom, there is a "Next Step" button and a note: "If you do not have your AHIP Certificate, please click 'Next Step' to continue."

UNIVERSAL AMERICAN PROGRAM

Universal American Training Integrity Attestation

- All agents will need to review this form titled **Attention** and select “I agree” to proceed.



The screenshot shows a web interface for the Universal American Program. At the top, there are three tabs: "My Programs", "My Profile", and "Documents". Below the tabs, the text reads "UAM Test" and "Now Completing: Universal American New Agents - Universal American". In the top right corner, there is a "LOG OUT »" link. The main content area is titled "ATTENTION" in large blue letters. Below this, there is a paragraph of text explaining the Code of Business Conduct and Ethics. Another paragraph states that by clicking the "I AGREE" button, the user is stating that the answers are their own and that they agree to the terms. At the bottom, there is a checkbox labeled "I agree" and two buttons: "Save & Cont." and "Save for Later". A large blue arrow points to the "I agree" checkbox.

My Programs My Profile Documents

LOG OUT »

UAM Test
Now Completing: Universal American New Agents - Universal American

ATTENTION

ATTENTION

Universal American Corp. has established a Code of Business Conduct and Ethics which is designed to promote honest, ethical and lawful conduct by all employees, officers and directors of the Company including its subsidiaries ("UAM"). This includes all individuals and entities with which UAM contracts. The process of completing and submitting this certification would be among those activities covered by the UAM Code of Business Conduct and Ethics.

By clicking the "I AGREE" button below you are stating that the answers you provided are your own, that you have not accepted answers from any other individuals and that you have provided or offered to provide answers to any other individuals. You further agree that such activity would violate the UAM Code of Business Conduct and Ethics and would justify UAM in taking disciplinary action against you, including terminating your agreements with UAM for cause.

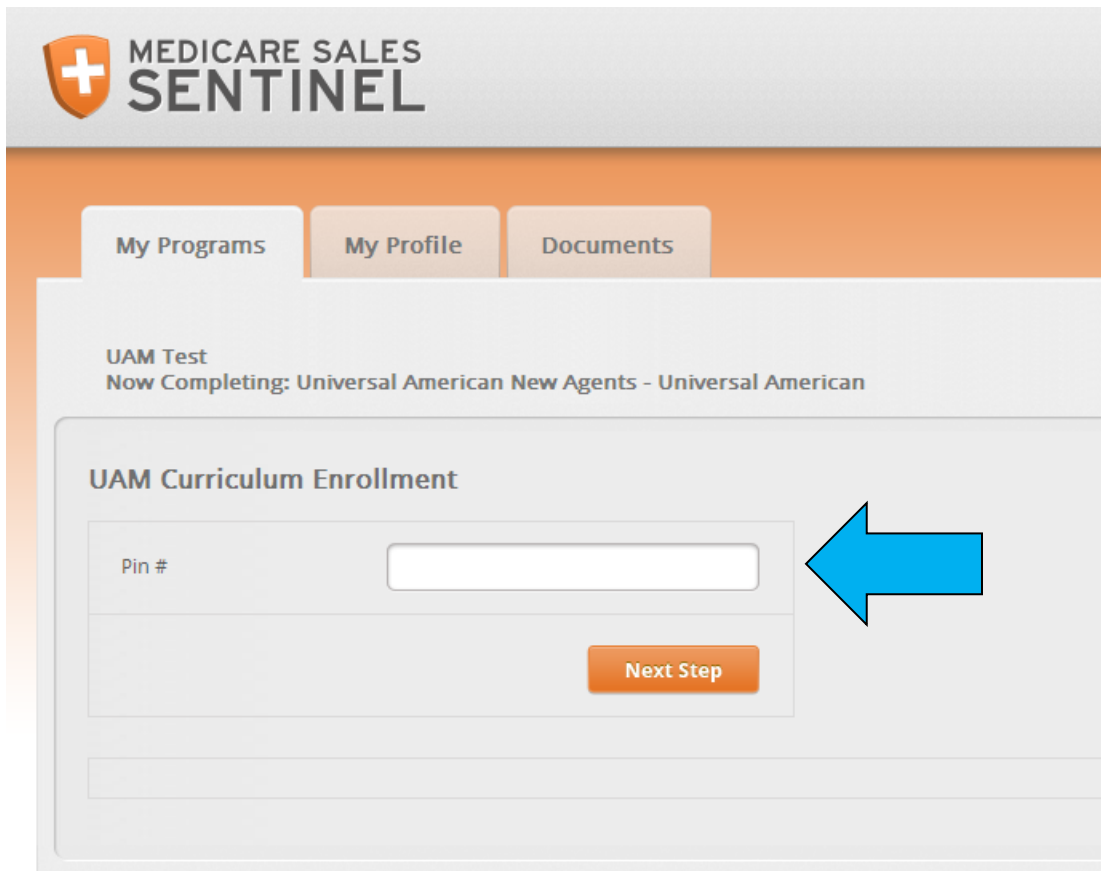
☐ I agree

Save & Cont. Save for Later

UNIVERSAL AMERICAN PROGRAM

PIN Number- New Agent Only

- New agents will be required to enter their pre-assigned PIN # and click “**Next Step**” to proceed to training.
- The PIN # is assigned/issued through Universal American’s contracting process.
- If a valid PIN # is not entered the agent will not be permitted to proceed.
- **Existing Agents will not have to complete.**



The screenshot shows the Medicare Sales Sentinel web interface. At the top is the logo with a shield containing a white cross on an orange background, followed by the text "MEDICARE SALES SENTINEL". Below the logo are three tabs: "My Programs", "My Profile", and "Documents". The "My Programs" tab is selected. Under this tab, the text reads "UAM Test" and "Now Completing: Universal American New Agents - Universal American". Below this is a section titled "UAM Curriculum Enrollment". Inside this section is a form with a label "Pin #" next to a white text input field. To the right of the input field is a large blue arrow pointing left towards the field. Below the input field is an orange button with the text "Next Step".

UNIVERSAL AMERICAN PROGRAM

Completing Curriculum

- All agents will be required to complete all prerequisite training, core training, if applicable, and product training in order to complete certification.
- Each agent is required to view each slide and score **85% or higher to pass each exam. Exam attempts are limited to 2.**

The screenshot displays the Medicare Sales Sentinel portal for Universal American Certification. The user is logged in as an existing agent. The main section is titled "Brainshark Curriculum" and instructs the user to complete the following courses to continue. Below this, there is a table of current enrollments for Universal American. The table lists various courses, their status (Enrolled), and the number of attempts remaining. A "Next Step" button is visible at the bottom of the curriculum section.

MEDICARE SALES SENTINEL

Universal American Certification
Now Completing: Universal American Existing Agents - Universal American

Brainshark Curriculum

Please complete the following courses to continue.

To complete a course, click on a course name, then click "Take Now". The course will open in a new window, which you may close once you are finished. When you are finished with all courses, please click "Next Step".

My Current Enrollments | My Prior Enrollments

Current Enrollments for Universal American

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

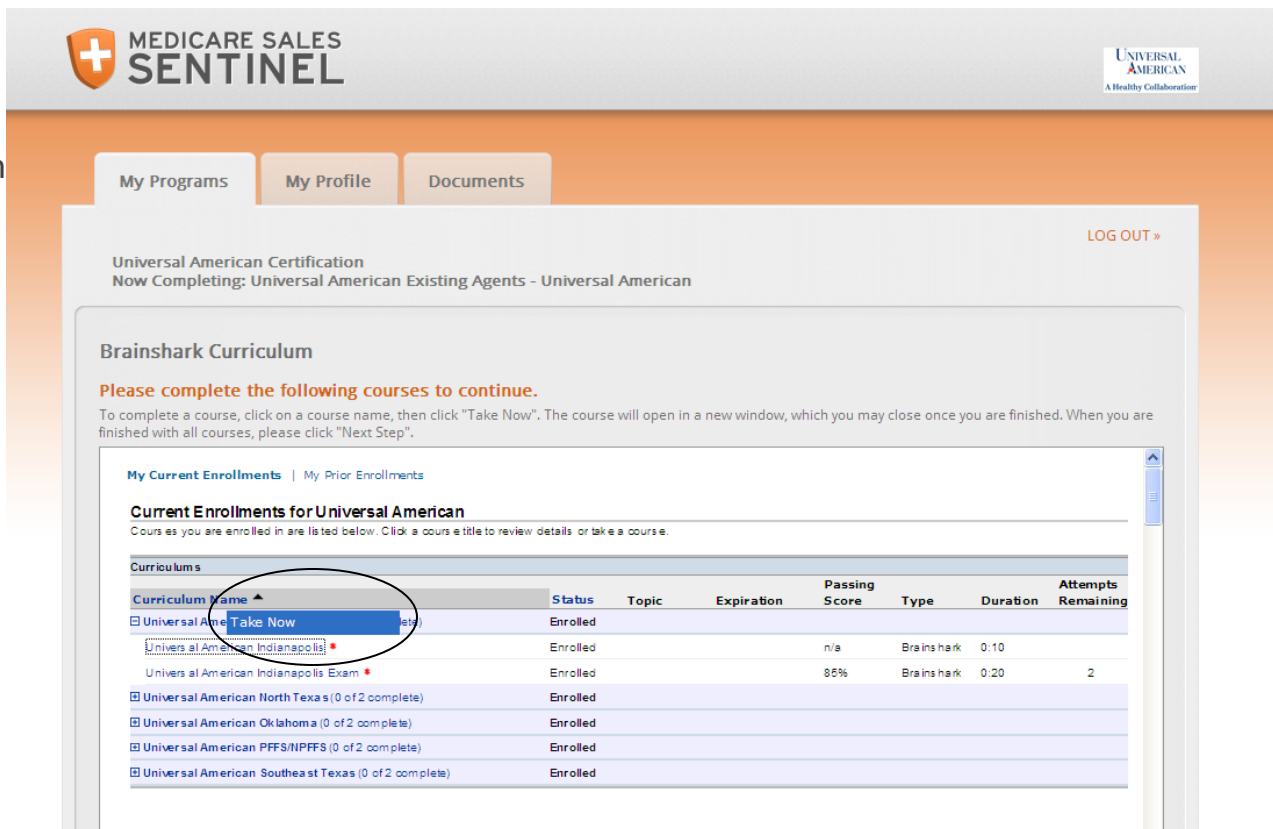
Curriculum Name	Status	Topic	Expiration	Passing Score	Type	Duration	Attempts Remaining
Universal American Take Now (complete)	Enrolled						
Universal American Indianapolis	Enrolled			n/a	Brainshark	0:10	
Universal American Indianapolis Exam	Enrolled			85%	Brainshark	0:20	2
Universal American North Texas (0 of 2 complete)	Enrolled						
Universal American Oklahoma (0 of 2 complete)	Enrolled						
Universal American PFFS/NPFFS (0 of 2 complete)	Enrolled						
Universal American Southeast Texas (0 of 2 complete)	Enrolled						

Next Step

COMPLETING THE CURRICULUM

Opening Courses/Exams

- To begin a curriculum you will need to click on the Curriculum name, select the available course, and select take now.
- Once you select take now, the training will load in another window



MEDICARE SALES SENTINEL

UNIVERSAL AMERICAN
A Healthy Collaboration

My Programs | My Profile | Documents

LOG OUT »

Universal American Certification
Now Completing: Universal American Existing Agents - Universal American

Brainshark Curriculum

Please complete the following courses to continue.

To complete a course, click on a course name, then click "Take Now". The course will open in a new window, which you may close once you are finished. When you are finished with all courses, please click "Next Step".

My Current Enrollments | My Prior Enrollments

Current Enrollments for Universal American

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	Attempts Remaining
Universal American Take Now	Enrolled						
Universal American Indianapolis	Enrolled			n/a	Brainshark	0:10	
Universal American Indianapolis Exam	Enrolled			85%	Brainshark	0:20	2
Universal American North Texas (0 of 2 complete)	Enrolled						
Universal American Oklahoma (0 of 2 complete)	Enrolled						
Universal American PFFS/NPFFS (0 of 2 complete)	Enrolled						
Universal American Southeast Texas (0 of 2 complete)	Enrolled						

COMPLETING THE CURRICULUM

Course Details

- After selecting “Take now” the screen shown to the right will appear displaying the course /exam details.
- To begin the course/exam you will need to click continue.

GORMAN HEALTH GROUP

Learning | **Catalog** | **Report**

My Current Enrollments | **My Prior Enrollments**

Current Enrollments for Test Us

Courses you are enrolled in are listed below

Curriculums

Curriculum Name ▲

2011 Medicare Sales Training and Certification (complete)

Module 1: Product Specific

Module 1 Intro * Enrolled n/a Brainshark No Audio

Module 1 Lesson 1 * Enrolled n/a Brainshark No Audio

Module 1 Exam * Enrolled n/a Brainshark 0:52

Module 2: Medicare Basics

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

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:

Slides Viewed 0% **Your Progress** **Required** 1%

* This completion criteria has already been achieved.

Cancel **Continue**

COMPLETING THE CURRICULUM

Prerequisite not met

- 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 will be able to advance to the next course. Select '**Cancel**' to return to your Current Enrollment page.

The screenshot displays the GORMAN HEALTH GROUP Learning Management System interface. A modal window is open, displaying a prerequisite warning: "Please complete all prerequisites prior to taking this course." The modal lists the following details:

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

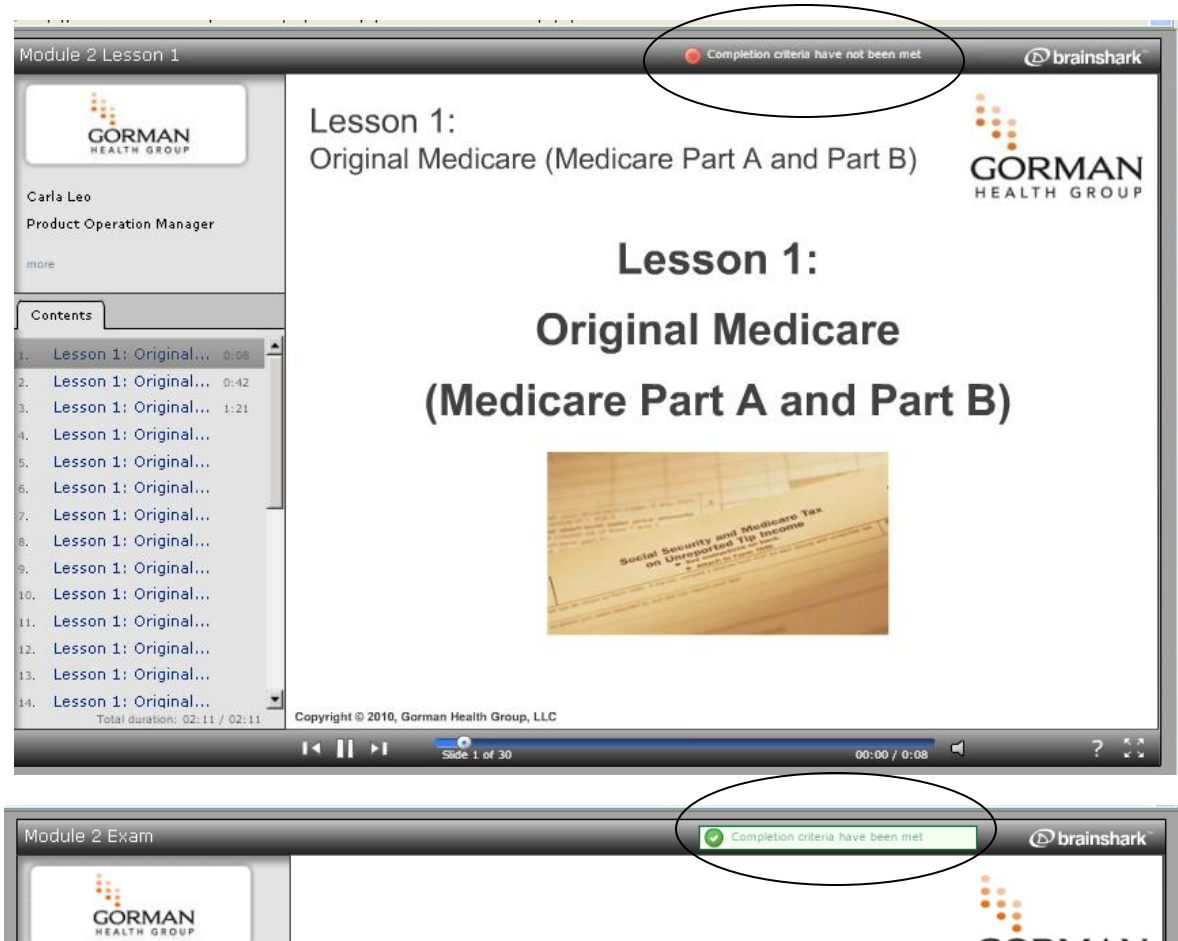
A "Cancel" button is visible at the bottom of the modal. In the background, the "Current Enrollments for Test Us" section is visible, showing a table of enrolled courses.

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 Intro *	Enrolled			n/a	Brainshark	No Audio
Module 1 Lesson 1 *	Enrolled			n/a	Brainshark	No Audio
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

COMPLETING THE CURRICULUM

Course/Exam Window

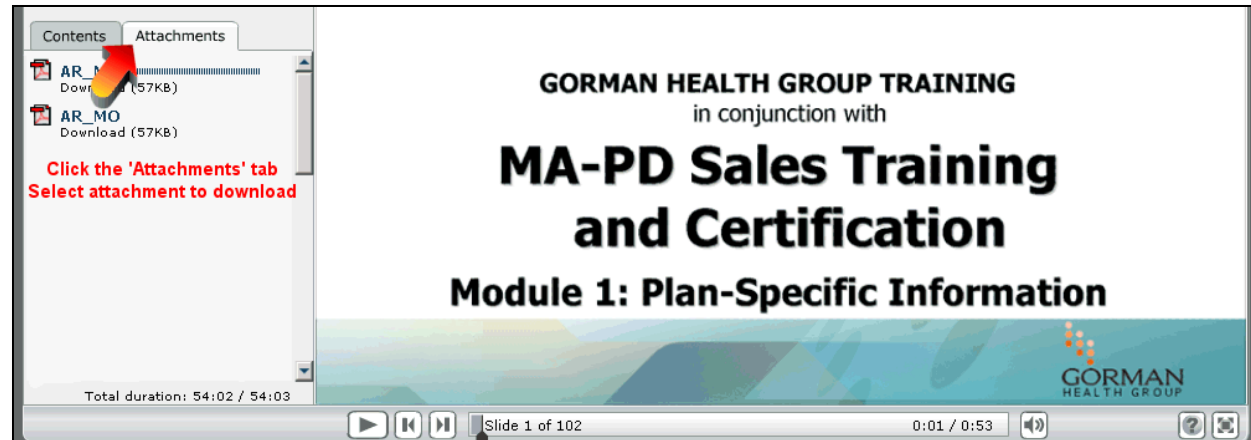
- Before you start the training, please make sure that **your volume is on**.
- **Completion Criteria Indicator:** The completion criteria indicator is displayed in the upper right hand corner of the Module Window. **RED** indicates that the completion criteria has not been met. The indicator will turn **GREEN** when you have met the completion criteria for the module.



COMPLETING THE CURRICULUM

Attachments Tab

- **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.



COMPLETING THE CURRICULUM

Interactive Course Slides and Exam Questions

- Select an answer and then click 'Submit' at the bottom right corner of the screen.
- A message will be displayed indicating if your answer is correct or incorrect.

MA-PD M1: Plan-Specific Information

Powered by Brainshark

GORMAN HEALTH GROUP

Contents Attachments

1. Welcome 0:53
2. MA-PD Sales Training ...0:
3. MA-PD Sales Training ...0:
4. MA-PD Sales Training ...0:
5. MA-PD Sales Training ...0:
6. Module 1: Plan-Specif...0:
7. Pre-Quiz 1
8. Pre-Quiz 2
9. Pre-Quiz 3
10. Pre-Quiz 4
11. Lesson 1: History of...0:53
12. Lesson 1: History of...1:15
13. Lesson 1: History of...0:48
14. Lesson 1: History of...0:11

Total duration: 50:54 / 54:03

What is an MA-PD?

- ☐ a. A stand-alone Prescription Drug Plan
- ☐ b. A Medicare Advantage Prescription Drug Plan
- ☐ c. A Medicare+Choice Plan
- ☐ d. Both A and C

Submit

Click submit after you make a selection

Slide 8 of 102

COMPLETING THE CURRICULUM

Curriculum Completion

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

- **Curriculums are made up of modules 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 Current Enrollment Screen.**
- Modules will contain courses (or lessons) and may have prerequisite requirements and completion criteria. Completion criteria is also defined by the amount of the material within each course that must be viewed and/or the amount of audio. 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, others may be required. Most Exams have a minimum passing score (85%) in order to consider complete.
- *Users are allowed only a certain number of attempts to pass the Final Exam. This number will be represented of the curriculum page next to the final exam.*

COMPLETING THE CURRICULUM

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 may count towards one of your 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.
- **Number of Attempts:** Your number of attempts will be presented to you on your training screen.

inshark.com/brainshark/you/view.asp?pi=23092499&tx=preview&dm=1&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.**



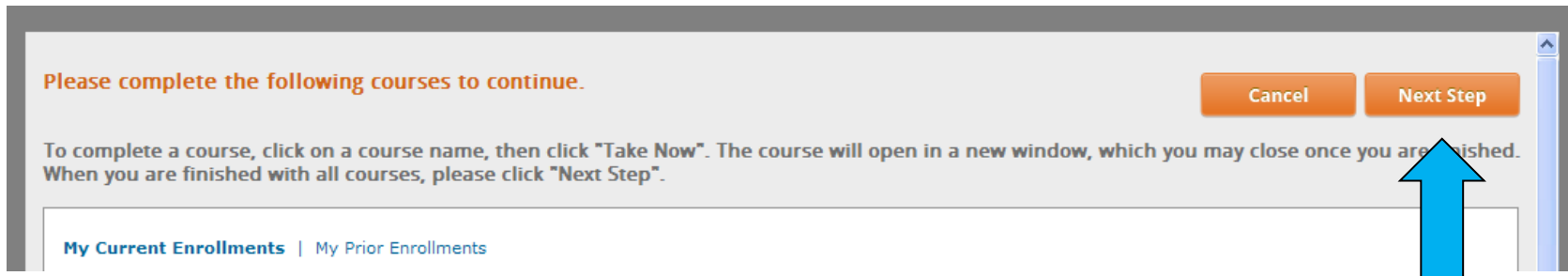
To receive Certification you must complete the review of all required training courses and must pass all exams with a minimum score of 85%.

NEXT STEP

After you have successfully passed the curriculum

Click "**NEXT STEP**" to advance in your program

Depending on your program, you may be presented with another training curriculum in My Current Enrollments or you may proceed to another required step in your program.



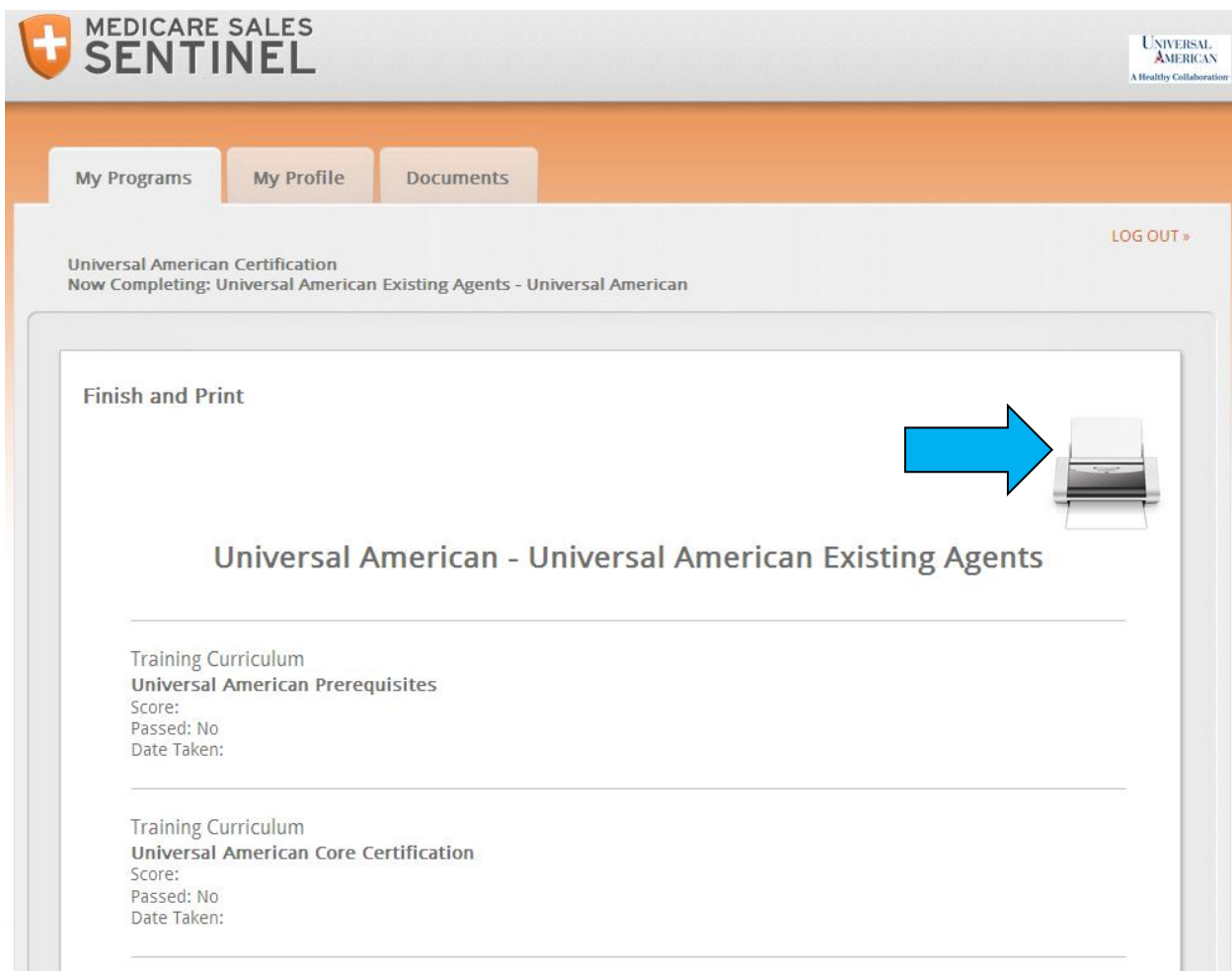
2013 Universal American requires you to complete their Compliance Fraud, Waste and Abuse and Dual Eligible Training, after you click "Next Step" you will be provided with the Core training curriculum. Once you've completed Core Training you will be provided with the Product Training curriculum.

Upon completion, please click "Next Step"

UNIVERSAL AMERICAN PROGRAM

Finish and Print

- Once you completed all required information the “**Finish and Print**” screen will become available.
- This screen will allow you to print a record of all completed program steps.
- To print this page, you will need to click on the **Printer Icon** indicated with the blue arrow.
- This is the Final step in 2012 Agent Certification Process.



MEDICARE SALES SENTINEL

Additional Information – My Programs Tab

- After logging in, returning users will be taken directly to the My Programs tab.
- The My Programs tab will display what steps are required to complete the Universal American program.
- The status indicates if the step has been completed, is incomplete, or has not started or is not required.
- If an agent needs to complete a Program Step, the step can be accessed by clicking directly on the step name. The Agent will be taken directly to the Program step if the prerequisite has been met.

UAM Test

LOG OUT »

My Programs

Program Name	Health Plan	Status	Last Activity	Current Step
Universal American New Agents	Universal American	Incomplete	7/27/2011 9:42:28 AM	Universal American Training

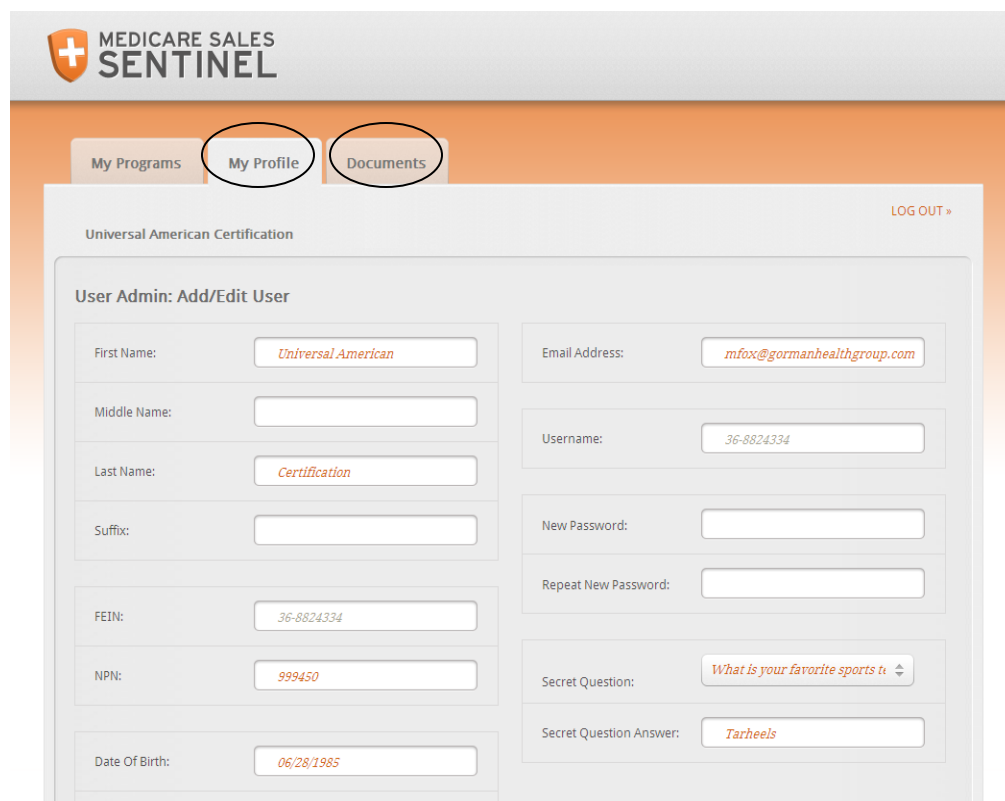
Program Steps for Universal American New Agents

Name	Status	Last Activity	Date Completed
UAM Introduction	●	7/27/2011 9:42:20 AM	7/27/2011 9:42:28 AM
Universal American Code of Conduct Attestation	●	7/27/2011 9:42:20 AM	7/27/2011 9:49:02 AM
Universal American HIPAA Attestation	●	7/27/2011 9:42:20 AM	7/27/2011 9:51:06 AM
AHIP [If Applicable]	●	7/27/2011 9:42:20 AM	
ATTENTION	●	7/27/2011 9:42:20 AM	7/27/2011 10:01:41 AM
Universal American Training	●	7/27/2011 9:42:20 AM	
Finish and Print			

MEDICARE SALES SENTINEL

Additional Information – My Profile and Documents Tabs

- The “**My Profile**” tab will display what you completed on the registration screen. You can make changes such as the spelling of a name, an address and recreate a password.
- The “**Documents**” tab will contain any documents/forms you have uploaded or faxed to the Medicare Sales Sentinel site.



The screenshot displays the Medicare Sales Sentinel web application interface. At the top, the logo features a red cross icon next to the text 'MEDICARE SALES SENTINEL'. Below the logo is a navigation bar with three tabs: 'My Programs', 'My Profile' (which is circled in red), and 'Documents' (also circled in red). The main content area is titled 'Universal American Certification' and includes a 'LOG OUT »' link in the top right corner. The primary section is 'User Admin: Add/Edit User', which contains a form with the following fields:

Field Label	Value
First Name:	Universal American
Middle Name:	
Last Name:	Certification
Suffix:	
FEIN:	36-8824334
NPN:	999450
Date Of Birth:	06/28/1985
Email Address:	mfox@gormanhealthgroup.com
Username:	36-8824334
New Password:	
Repeat New Password:	
Secret Question:	What is your favorite sports t...
Secret Question Answer:	Tarheels

Need Support?

Call: (888) 568-0270

Weekdays 8am – 7pm ET

Weekends 10am – 3pm ET

:

Email: uamsalescert@gormanhealthgroup.com

Gorman Health Group is a national health care and federal programs consultancy staffed by subject matter experts, former health plan executives and seasoned regulators. For 15 years, hundreds of clients serving millions of consumers have leveraged GHG's strategic counsel and technology solutions to achieve growth objectives, maintain compliant operations, improve market positions, and advance profitability.

