

COMPLIANCE Alert

6/27/13

Coming Soon: 2014 Medicare Advantage (MA) Sales Training and Certification

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Universal American's (UAM's) Sales Training and Certification Program will soon be available. The Centers for Medicare & Medicaid Services (CMS) requires that all sales representatives, agents and brokers who are licensed and appointed to sell Medicare Advantage (MA) or Medicare Advantage Prescription Drug (MA-PD) plans complete their annual training and certification.

As an MA plan sponsor, UAM is responsible for ensuring that all of our agents and brokers possess in-depth knowledge of Medicare health and drug plan operations, and regulations to best serve and protect people with Medicare.

Brokers and agents selling Medicare products are required to be trained and tested annually on Medicare rules and regulations and on details specific to the plan products that they sell. CMS mandates that agents and brokers must pass their required training with a score of 85% or higher.

Starting August 1, you'll be able to take UAM's online MA Sales Training and Certification Program that can be accessed on your computer or laptop and is available 24 hours, seven days a week. The certification typically takes about four hours to complete. We highly recommend you prepare and schedule your time accordingly. UAM allows a maximum of two attempts for successful completion. Please appreciate how seriously CMS and UAM take agent and broker training.

The online Training includes practice exams and our easy-to-view dashboard that keeps track of all your progress in real time.

Training content is based on CMS's Medicare Managed Care Manual, Medicare Prescription Drug Benefit Manual and other federal regulations. It covers: agent and broker requirements; Medicare basics; enrollment and disenrollment; beneficiary protection; marketing regulations; sales/marketing events; plan-specific products; Code of Conduct; and fraud, waste and abuse.

We encourage you to complete the training and certification program well before October 1, 2013, when Medicare marketing begins. Well-trained and knowledgeable agents/brokers are better equipped to assist people with Medicare and give them a better plan experience.

More detailed information and updates about UAM's 2014 MA Sales Training and Certification Program will be sent to you soon.

Medicare Advantage sales certification helps us all to ***Do the Right Thing.***

Y0067_AGT_CompAlert2_0613_IA 6/25/2013