

2021 Brand New Day Agent Certification

Frequently Asked Questions

How do I log back in?

Go to www.brandnewday.mindflash.com. Enter the email address you received for the module invitation. Password: Enter the password that you used when you first logged in (e.g. 1 lower case, 1 upper case, 1 character, 1 number).

I forgot my password, how do I reset my password?

Go to www.brandnewday.mindflash.com

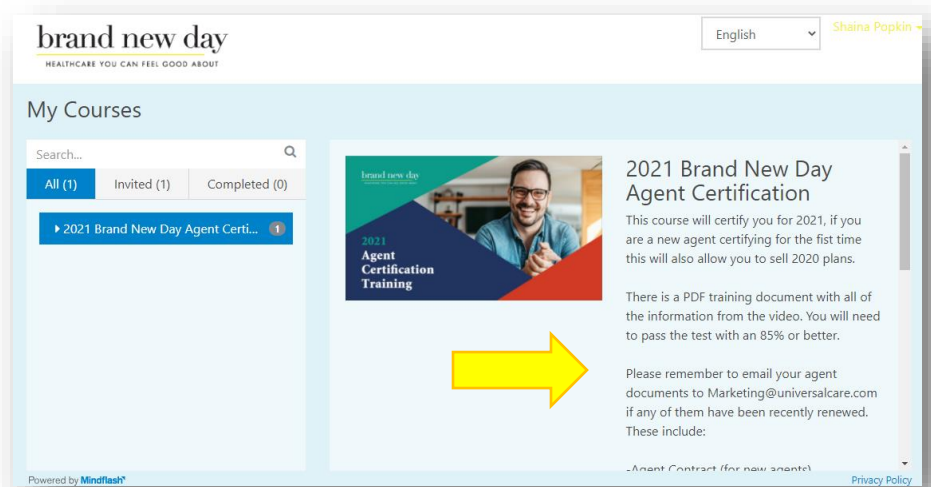
Click on 'Forgot my password' and follow the prompts to completion.

How do I start the 2021 Agent Certification?

Click on the 'Invited' tab on the My Courses section.

Click on the drop down arrow '2021 Brand New Day Agent Certification' to see the module that is required to be completed.

Scroll to the bottom of this screen then click "Get Started" to start the course.



The screenshot shows the 'My Courses' section of the 'brand new day' website. The header includes the logo and the tagline 'HEALTHCARE YOU CAN FEEL GOOD ABOUT'. The user's name 'Shaina Popkin' and the language 'English' are visible in the top right. The 'My Courses' section has a search bar and three tabs: 'All (1)', 'Invited (1)', and 'Completed (0)'. A course titled '2021 Brand New Day Agent Certification' is listed with a 'Get Started' button. A yellow arrow points to the 'Get Started' button. The course details include a video thumbnail, a description, and a PDF training document.

brand new day
HEALTHCARE YOU CAN FEEL GOOD ABOUT

English Shaina Popkin

My Courses

Search...

All (1) Invited (1) Completed (0)

▶ 2021 Brand New Day Agent Certi... 1

2021 Agent Certification Training

2021 Brand New Day Agent Certification

This course will certify you for 2021, if you are a new agent certifying for the first time this will also allow you to sell 2020 plans.

There is a PDF training document with all of the information from the video. You will need to pass the test with an 85% or better.

Please remember to email your agent documents to Marketing@universalcare.com if any of them have been recently renewed. These include:

- Agent Contract (for new agents)

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I'm lost and don't understand Mindflash. What do I need to do?

You received an invitation by email from Marketing@Universalcare.com. Click on the link to register into the course by following the instructions in the email. Once you click on the link, Mindflash will prompt you to create a unique password.

You must complete the entire modules of the 2021 Agent Certification in order to receive a certificate.

Once you review the module, continue to the exam until you get to the end. You must receive an overall passing score of at least 85% to get your certificate.

I failed the exam, how do I retake it?

If you did not receive a passing score of 85%, you can retake the course by logging in and clicking on 'My Courses'. Once you land on this page, you want to click on the drop down arrow and select the course you want to retake. Once you click on the course, to the right you will see a blue button that says 'Retake'. You can retake the course up to 3 times.

I retook my exam 3 times and did not pass, what do I do?

Email Marketing@Universalcare.com with the subject line: Mindflash – Broker Certification: Unlock Exam. In the body of your email provide us with the following information:

Agent/Broker Name:	<i>John Smith</i>
FMO Name (if applicable):	<i>123Health FMO</i>
Re-attempting Course:	<i>All or Overview of Universal Care/Brand New Day</i>
Registered Email on Mindflash:	<i>JSmith@HealthFMO.com</i>
Best way to contact you: (e.g. email, cell, etc)	<i>Email</i>

I passed the exam, what's next?

You've completed module and passed the exam with an 85% or higher. The next step is to send the following documents:

1. 2021 AHIP or NAHU Certificate
2. CA Department of Insurance License
3. Errors & Omissions (E&O)
4. Agent Contract*
5. W9, Direct Deposit Form and a Voided Check

**If you are part of an FMO, please check with your FMO about the Contract with Brand New Day. Some will send that in on your behalf.*

In order to be certified with Brand New Day, you need to send in the following documents (in one email) to Marketing@universalcare.com. Once you provide this information, the Broker Support

team will process and you can begin to sell the plan. We will contact you if there are any discrepancies with your application.

If you have any questions please email Marketing@universalcare.com or call 1-866-255-4795 ext. 2018.