



2022 Instructions

Certification Training and Test



Questions? Contact Broker Services

Email: medicarebrokerintake@agewellnewyork.com or Call: 1-718-696-0244
agewellnewyork.com



- In a browser, navigate to AgeWell New York Broker Portal at:
<https://agewellnewyork.com/brokers/>
- Enter your credentials:
Username: E-mail Address
Password: National Producer Number (NPN)
- Click **Log In**

Problem with Log In?

Email Broker Services at:

medicarebrokerintake@agewellnewyork.com

A screenshot of the login page for AgeWell New York Health Plans. At the top is the company logo. Below it, the text "Username or Email Address" is followed by a text input field containing "Email Address". Underneath, the text "Password" is followed by a text input field containing "National Producer Number (NPN)". Below the password field is a checkbox labeled "Remember Me". A large blue button with the text "Log In" is positioned below the checkbox. At the bottom of the page, there is a link "Lost your password?" and a link "Back to AgeWell New York".

AgeWell
NEW YORK
HEALTH PLANS

Username or Email Address

Email Address

Password

National Producer Number (NPN)

Remember Me

Log In

Lost your password?

— Back to AgeWell New York



- On the Broker Welcome page, select **Broker Training & Testing** from the sidebar menu

[Home](#) > [Brokers](#)

Welcome Brokers

We invite you to partner with AgeWell New York to help provide your clients and our members with high-quality and affordable health care coverage.

AgeWell New York Medicare Advantage Prescription Drug Plans are personalized and easy to understand. Health Plan options are available for those with Medicare and those with Medicare and Medicaid residing in the New York Metropolitan area including the Bronx, Brooklyn, Manhattan, Nassau, Queens, Suffolk and Westchester counties.

Benefit highlights:

- Access to a large network of physicians and hospitals.
- Dental, hearing and vision.
- Acupuncture and chiropractic care.

Brokers

[Health Plan Options](#)

[2021 Enrollment Materials & Resources](#)

[Find a Provider](#)

[Formulary](#)

[Health & Wellness Benefits](#)

[Broker Training & Testing](#)





- On the Broker Training and Testing page, select **2022 CERTIFICATION/ PRODUCT TRAINING & TEST**

Broker Training & Testing

Brokers are required to complete training, test and certify annually to sell AgeWell New York's Medicare Advantage Prescription Drug products.

The training and testing information can be provided to CMS upon request. CMS may request information that includes, but is not limited to, training tools, training exams policies and procedures, and documentation demonstrating evidence of completion.





- Enter your **National Producer Number (NPN)** on the indicated box, then click continue

A screenshot of a web form for the "2022 AgeWell New York Certification/ Product Training & Test". The form includes the AgeWell logo at the top, the title of the training, and a prompt to "Enter Your National Producer Number (NPN) to Access This Training:". Below the prompt is a text input field with a red border and a red arrow pointing to it from the right. At the bottom of the form is a green "Continue" button with a right-pointing arrow.

2022 AgeWell New York Certification/ Product Training & Test

Enter Your National Producer Number (NPN) to Access This Training:

Continue ▶



2022 AgeWell New York Certification/ Product Training & Test

STEP 1

Fill in this section with your First Name, Last Name and Email address

First name

Last name

Email address

Step 2

Click the green link

Click the link below to begin training

LINK -> 2022 CERTIFICATION TRAINING PRESENTATION

Step 3

Select the box

By clicking this box, I confirm that I reviewed AgeWell New York's 2022 Certification Training presentation including product benefits to its entirety.

Step 4

Click start

Start ▶

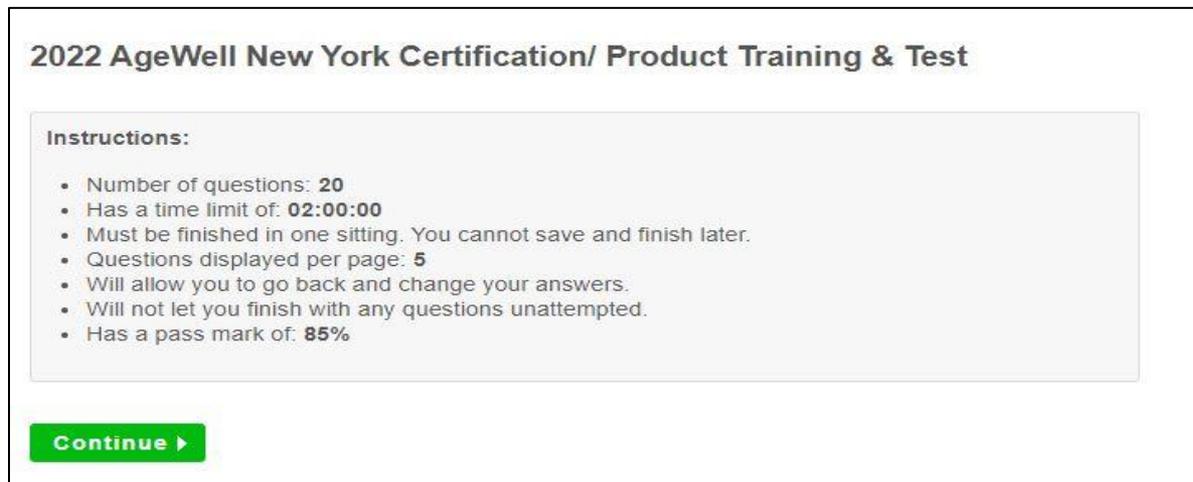


- When you click the link from the previous page another screen will open in your computer browser with a PDF version of the training presentation.
- Once you have completed the entire training presentation. Exit the screen.

The slide has a blue header bar at the top. On the right side of the header is the AgeWell New York Health Plans logo. The main text on the slide reads "2022 AGENT BROKER CERTIFICATION TRAINING" in a large, blue, sans-serif font. Below this text is a black and white aerial photograph of a city skyline, likely New York City, with the text "The Way to Age Well in New York" overlaid in a white, italicized font. At the bottom of the slide, there is a paragraph of small text: "Confidential information for our valued partners. This is not to be shared with consumers. 2022 plans may not be discussed with anyone before October 1, 2021. These plans may not be sold until October 15, 2021 and must be done so in compliance with CMS requirements. This is not intended to be used as marketing material for the general public. Do not distribute, reproduce, edit, or delete any portion of this presentation training without the express permission of AgeWell New York." The date "8/11/2021" is in the bottom left corner and the number "2" is in the bottom right corner.



- After exiting the training presentation screen, you will be taken to the test instructions page (see image below).
- Click **Continue** to start test.



- Upon answering all the question on the test, click **Finish Now**
- Then click **Confirm Finish Now** to submit test



PASSING TEST

- If you get a score of 85% or above, you have met the test requirements. You will automatically see your test results and have the option to download the Certificate of Completion, this information will also be sent via email.

Feedback

Congratulations! You have completed and met all requirements to sell AgeWell New York's **2022** Medicare Advantage Prescription Drug Plans. To download your Certification of Completion click the link below, you will also receive a copy of your certificate by e-mail for your records.

To request 2022 materials, download the **2022 Marketing Material Request Form** here.

If you have any questions, contact AgeWell New York broker services by phone (718) 696-0244 or email medicarebrokerintake@agewellnewyork.com



Download Certificate





FAILING TEST

- If you do not achieve a score of 85% or above, you get three (3) chances to get a passing score of 85% or above. You may retake the test by clicking on the link **CLICK HERE TO RETAKE TEST**.

Feedback

Sorry, you must re-take the test. Please click on the link below to re-take the 2022 Certification Test.

You have three (3) attempts to pass. If you need assistance or additional training, contact AgeWell New York broker services by phone (718) 696-0244 or email medicarebrokerintake@agewellnewyork.com

CLICK HERE TO RETAKE TEST