

SelectHealth Advantage[®] 2022-2023 Product Training

As we prepare for 2023 AEP, we want to share some helpful hints to ensure agents can quickly and thoroughly navigate this process.

- > Both AHIP and NAHU certification are accepted and approved for SelectHealth.
- > Upon completion of your certification, choose to submit your results to SelectHealth. By doing this, your score/completion will be sent directly to SelectHealth. There is no need to submit your certificate.
- > Please remember that you must complete one of these certifications at a pass rate of 85% prior to completing our product training.

Product training must be completed by December 31, 2022 to be ready to sell 2023 plans January 1.

- > Product training will be available mid-July.
- > Access the product training through our agent portal, Link.
 - Choose Agent Tools on the main landing page, then use the filters on the left-hand side to locate the link.
 - Choose Plan Year: 2023
 - Product: Medicare
 - Under the 2023 Medicare Advantage Product Certification heading, click on the blue link with the same name.
 - Once you've completed the module, follow the directions to record your training completion and print your certificate.
 - It's not necessary to email a copy of your certificate. Please keep it for your records.

- Be certain to follow directions when completing the module to ensure your training is recorded.

Link Agent Portal Helpful Hints

- > For security purposes and effective business management, agents need to log into the Link agent portal on a regular basis.
- > By not logging in annually, your account will be disabled. If this happens, please contact Agent Relations at **801-442-7708**.
- > To access the Link system, go to: **selecthealth.org/link/manage**.
- > Bookmark the page only after you're fully logged in, including 2-step verification, to avoid getting a Forbidden error. If you get this error, clear your browsing history, access **selecthealth.org/link/manage**, log in (including 2-step verification), then bookmark the page.
- > If you've forgotten your username, contact Agent Relations at **801-442-4908**.
- > Now is a great time to become familiar with the Link agent portal. For training contact **jordan.larrabee@selecthealth.org**.
- > If you have any issues with 2-step verification or PingID, contact our helpdesk at **801-442-7979**, option 2.