# 2025 Certification Training – Quick Start Guide

## ACCESS TRAINING SITE:

| | |
|---|---|
| **Login** | Training Site Link |
| **Username** | National Producer Number (NPN) |
| **Password** | Select "Forgot password?" as needed. |

## Supported Browsers:

Chrome, Microsoft Edge, Safari

## For technical support, contact:

| | |
|---|---|
| **Medicare Agent Support** | (800) 557-0555 |
| **Select "Request Support"** | Top right corner on training site page. |
| **Local Medicare Broker Manager** | ID, OR, UT, WA |

## Certification Deadlines:

| | |
|---|---|
| **Existing Agents** | **September 16, 2024** |
| **New Agents** | Within 30-days of the certification invitation date. New agents who complete the 2025 certification training will also be certified for the remainder of 2024. No additional certification training is required. |

## Registration for new users:

**Register to Complete Medicare Certification**

**First time visitors**

1 **Click here to register**

2
Registration ID: National Producer Number (NPN) Required
Access Code: Regence2025 Required

**Returning users**

Username: *

Password: *

**Log In**

Forgot password?

Forgot username?

Continue

3 Select Lookup NPN using NIPR.
Enter SSN, Last Name and select Submit Query.
Name and NPN will display.
If no results found, search by License. Enter license number, select a state from the drop-down menu and select Submit Query.

4 Complete sections on profile page, select Register.
Create and confirm password.
Set security question and answer.
Select Register.
*CMS training provider will be updated on the Certifications page.*
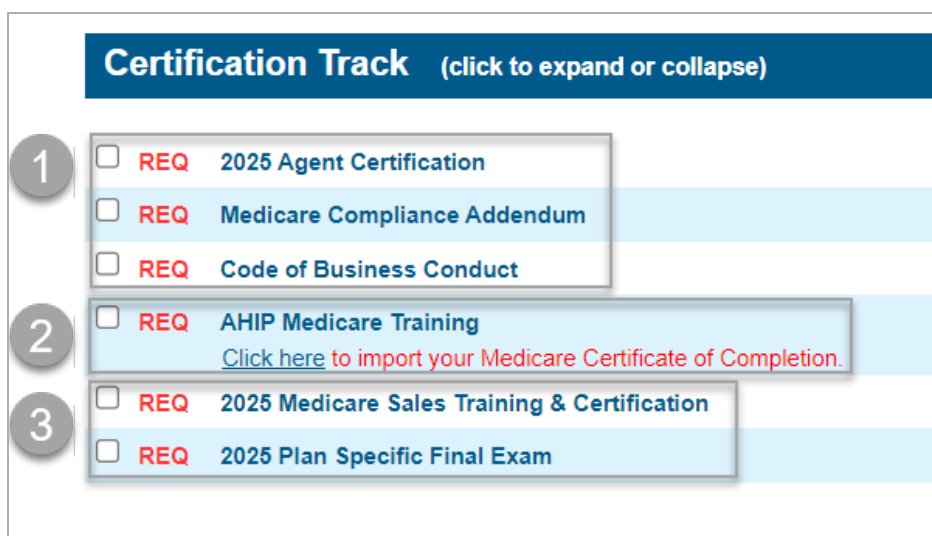
# Regence

## Basic navigation:

1. Certification training modules
2. Certificate of Completion
3. Training slides, quick start guides, CMS publications
4. Submit request for technical support
5. Update contact information, password, security question.
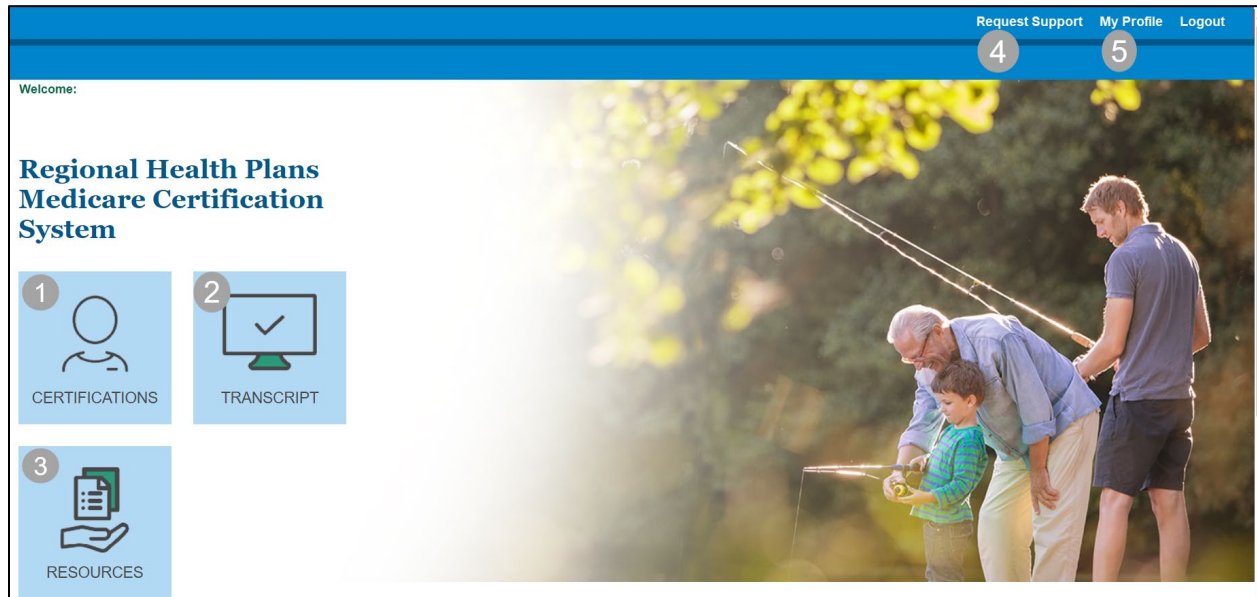


## Training instructions:

Select the Certifications tile on the home screen. Courses must be completed in sequential order.

1. Select the first course title to begin and complete the first 3 attestations.
2. Click **AHIP Medicare Training** to transmit your AHIP certificate, allow 24 hours for transmission, or select **Click here** to manually upload your AHIP certificate.
3. Complete the **2025 Medicare Sales Training & Certification** and **Final Exam**.

## Medicare Core, Compliance, and FWA:

Beginning with 2025, Regence will only accept **AHIP Medicare + Fraud, Waste, and Abuse Training** to satisfy the national training requirement. IMPORTANT: The certificate must include Fraud, Waste, & Abuse.

- AHIP Medicare Training will show **Complete** when certificate is received.

## AHIP Certificate upload:

To manually upload the AHIP certificate from your computer, select **Click here** to import your Medicare Certificate of Completion
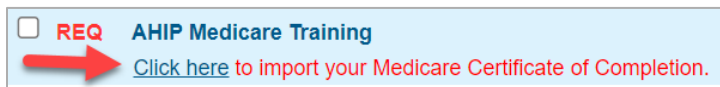


1. Enter training completion date.
2. Select AHIP from the drop-down menu.
3. Select Choose File, locate folder, click file name and Open.
4. Check the attestation box and submit.



Certificate will show a "pending" status until approved (*within 24 hours*). Users can continue with training up to the final exam while AHIP is in a pending status.

## Training completion:

Select each module in sequential order by clicking the course title. Each module must show **Complete** before being able to progress to the next section. At the end of each course, click **Complete this Program**. Refresh browser if needed (Ctrl + F5 or click ↻ in your browser window) and move to the next module.

Agents have 3 attempts to pass the Final Exam of 20 questions. After Completing the exam, select Submit. Upon achieving a passing score, select **View Answer Feedback** and **View Results Summary** for Testing results. NOTE: Agents will not receive a confirmation email of completion, but appointments will be updated to indicate the updated certification.

## Resources & Transcripts

Select **Resources** on the top toolbar to access training slides, quick start guides, and CMS publications. All documents are available for download.

Select the **Transcript** tile from the home page and select **Print Certificate** to download the certificate of completion. All courses must show complete.

Congratulations!