


2025 Molina Medicare Recertification Job Aid

Certification Cases are for agents who have already been onboarded, but need to provide proof they have completed their AHIP certification, and need to complete their Molina Training for the upcoming plan year. Recertification occurs once a year for all current agents.

Agents will receive an email (example below) to log in to the Molina recertification process.



Dear _____,

We are excited to invite you to complete our Molina Medicare Annual Certification.

To begin:

1. Please login-see below for your UserID (NPN) and Password
2. Review and update your demographic and contact information
3. Transmit your 2025 AHIP Certificate to Molina
4. Finish both quizzes and pass with 85% or greater
5. If your certification is not complete by November 30th, your Molina Medicare contract may be terminated on December 15th

If you have any questions or concerns, please reach out to us for assistance.

Thanks,

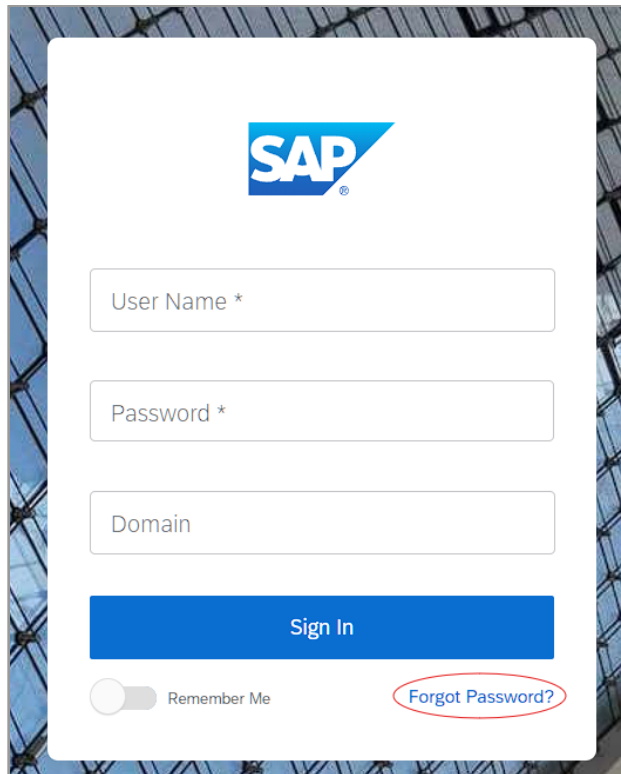
Medicare Broker Services
Phone: 866-440-9788
Email: MCRBrokerContracting@MolinaHealthCare.com

Hours of operations Monday - Friday 6:00 am - 6:00 pm MST

[Login](#)

Please use your previous password to login.

Your User Name is your NPN and the password is the one you used for onboarding, or the prior year recertification. If you do not remember your password, you can reset it by using the Forgot Password link on the page. The domain will always be molinahealthcareinc.



The image shows a SAP login interface. At the top center is the SAP logo. Below it are three input fields: 'User Name *', 'Password *', and 'Domain'. A blue 'Sign In' button is positioned below the fields. At the bottom left is a 'Remember Me' toggle switch, and at the bottom right is a 'Forgot Password?' link circled in red.

Once logged in, you can find the recertification case you are assigned. Recertification cases are found in the form of 'Onboarding-EDU-123' .

Open cases assigned to me	
Case Key	Case Name
Onboarding-EDU-4	
Onboarding-EDU-3	

The recertification process takes you through a series of forms organized as tabs across the top of the screen. The tabs will indicate when a form is not complete.

Required fields are indicated with an asterisk (*).

You may save your application and return to it at any time by using the Save Application button at the top of the application.

When you reach the end of the series of tabs, you must hit Submit or your application will not be processed.

General Tab

Complete the General tab by verifying all fields are accurate and updating as needed.

Please fill out the application below.
[If you wish to save your progress and complete the application later, click "Save" and log back in at any time.](#)
If you have completed the application, please click "Submit" which is located on the "Submit" tab.

[Save Application](#)

GeneralAHIPEducationSubmit

Please complete all required fields.

Personal Information

Salutation

First Name

Preferred First Name

Do you have a middle name? * Yes No

Last Name

Suffix

Date of Birth

SSN

NPN

Associated Agency

Home Address

Address Line 1 *

Address Line 2

City *

State *

ZIP *

Business Phone *

Contact Ext. Number

Contact Fax

Contact Email

Primary Spoken Language *

Secondary Spoken Language

3

AHIP TAB

On the AHIP tab, the system validates your current AHIP Medicare + Fraud Waste & Abuse quiz score and displays it on the screen. You must have a score greater than or equal to 90%.

If your current score is above 90% you may continue to the Education tab.

If your current score is below 90%, you have the option to navigate to the AHIP Medicare Training website to complete the certificate.

If you use the link provided, your scores are automatically transmitted to Molina.

If you do not wish to transmit your score from the AHIP Medicare Training website, you must upload a copy of your current certificate. Please note that this requires a manual review of the certificate and may delay your recertification.

Save Application

GeneralAHIPEducationSubmit Incomplete

AHIP Score 0AHIP Completion Date

Please click <https://www.ahipmedicaretraining.com/clients/molina/> to complete and transmit your certificate and select Molina Healthcare (link must be clicked in order to complete the transmission) your AHIP Medicare + Fraud Waste & Abuse to Molina.

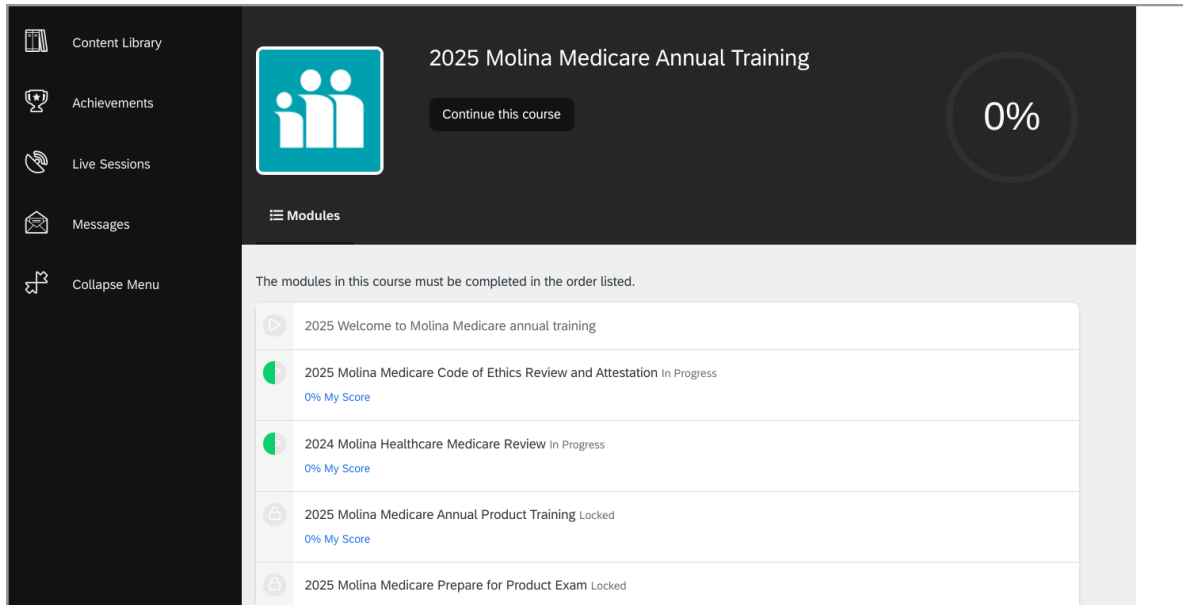
If you do not wish to transmit your AHIP certificate, you can upload a copy of your certificate here, however, there may be up to 2 – 3 weeks delay to process due to the manual verification.

AHIP Certificate Upload[↑](#) [×](#)

Education Tab

You will complete the Molina Medicare Annual Training during the recertification process. The Annual training consists of several modules that should be completed in the order presented.

On the Education tab click on the **'Start this Course'** or **"Continue this Course"** to complete your certification.



The screenshot displays the user interface for the '2025 Molina Medicare Annual Training' course. On the left is a dark sidebar with navigation options: Content Library, Achievements, Live Sessions, Messages, and Collapse Menu. The main content area has a dark header with the course title '2025 Molina Medicare Annual Training', a 'Continue this course' button, and a progress indicator showing '0%'. Below the header, a 'Modules' section contains a list of five items. The first module, '2025 Welcome to Molina Medicare annual training', is active and shows a play button icon. The second and third modules, '2025 Molina Medicare Code of Ethics Review and Attestation In Progress' and '2024 Molina Healthcare Medicare Review In Progress', are in progress and show a green circle icon with '0% My Score'. The fourth and fifth modules, '2025 Molina Medicare Annual Product Training Locked' and '2025 Molina Medicare Prepare for Product Exam Locked', are locked and show a padlock icon with '0% My Score'. A note above the list states: 'The modules in this course must be completed in the order listed.'

Begin your training by clicking on the first module -2025 Welcome to Molina annual training. Once completed, move on to the 2025 Molina Medicare- Code of Ethics Review and Attestation. The rules are listed below.

2025 Welcome to Molina Medicare annual training

FEEDBACK PREVIOUS NEXT MODULE EXIT

Welcome to the annual training for Molina Medicare!

Before you begin, please read these important notes:

- Make sure to complete each module.
- When you get to the assessment:
 - Make sure you allow at least 20 minutes to complete it.
 - You will have 3 attempts to complete this module.
 - Each time you open the module it counts as one attempt (whether it's completed or not).
 - You need to score an 85% or greater in order to pass.

Once you're finished you can review each module again if needed, but please note if you open the exam module again, you will be required to take and pass the exam.

Make sure you allow 20 minutes to complete. If you do not have the time to complete, you may save your application at the top of the screen and come back when you have enough time to complete the module.

Please fill out the application below.
 If you wish to save your progress and complete the application later, click "Save" and log back in at any time.
 If you have completed the application, please click "Submit" which is located on the "Submit" tab.

Save Application

General AHIP Education Submit Incomplete

Please complete all training courses below.

Content Library / 2025 Molina Medicare Annual Training

2025 Molina Medicare Annual Training

Modules Achievements

The modules in this course must be completed in the order listed.

2025 Welcome to Molina Medicare annual training

NOTE: Do not use the x Exit button or your results will not be saved.

Scroll to the top of the training page to find the Next Module button.

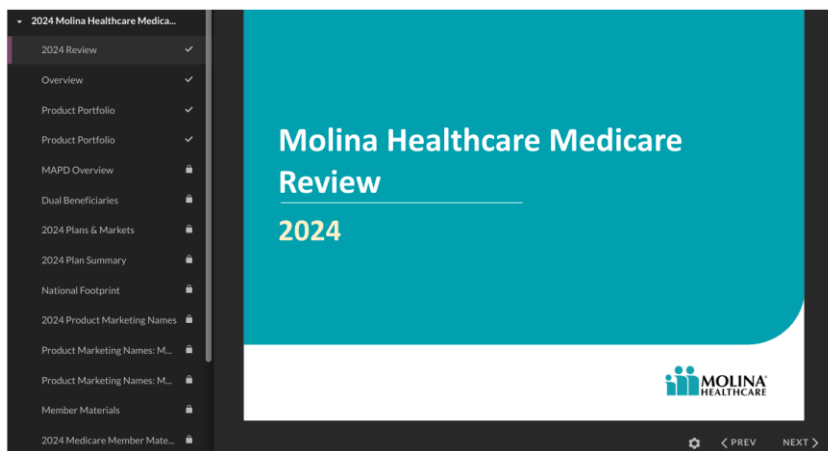
2025 Molina Medicare- Code of Ethics Review and Attestation

You must view and read each page.

You must agree to the HIPAA compliance standards.

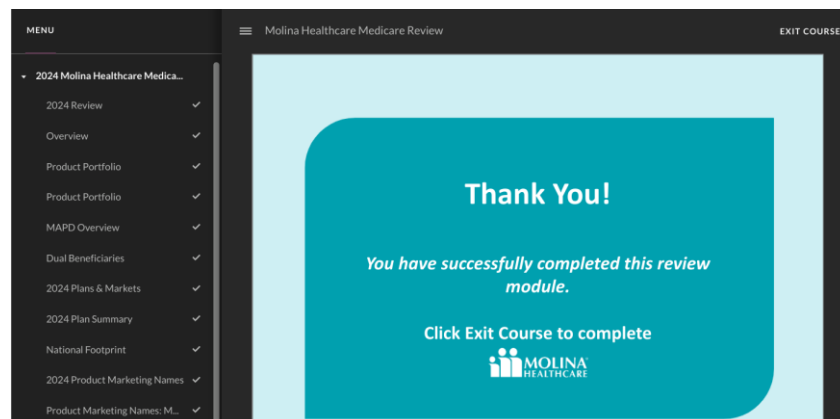
Once finished, scroll to the top to find the **NEXT MODULE** button.

2024 Molina Healthcare Medicare Review



You must read and review each slide before continuing.

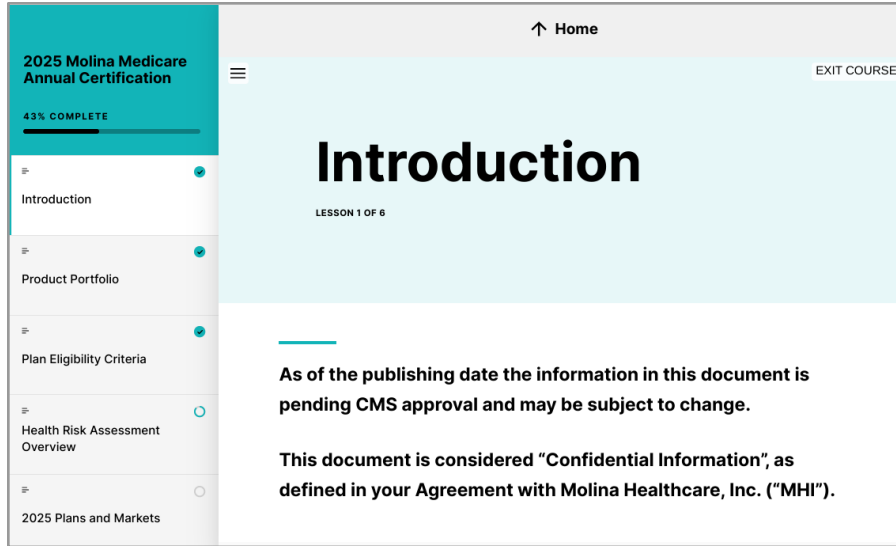
Once completed, you will receive a message confirming you have passed and may click Exit Course to continue to the next Module.



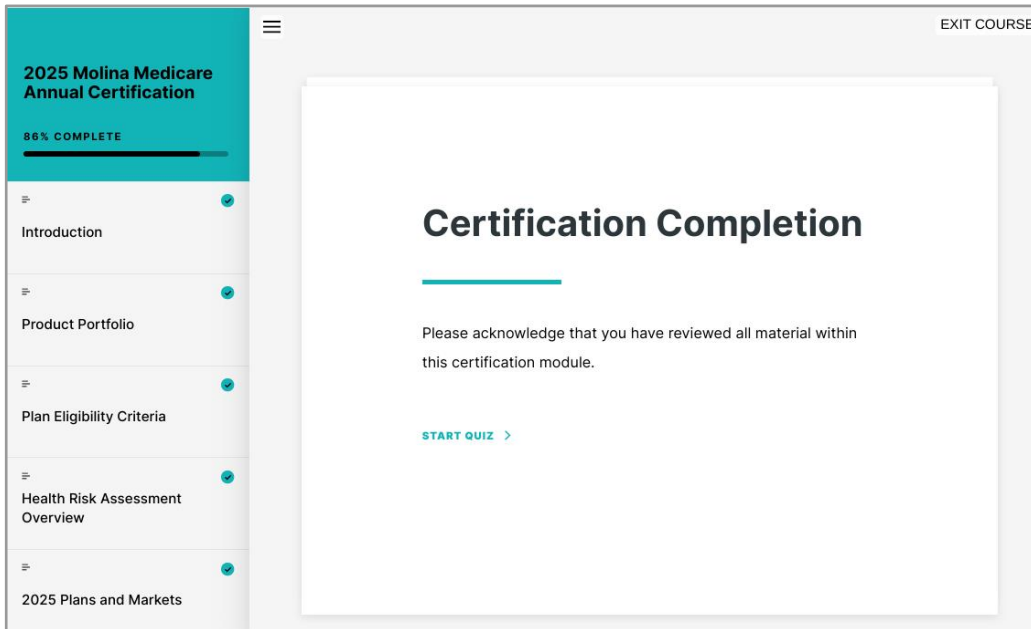
2025 Molina Medicare Product Training

You must read and review each slide before continuing.

You can view your current slide and how far you are into the module on the side of the screen.



Take the quiz when finished. This confirms you have acknowledged that you have reviewed the certification module.



Next you will move on to the Product Exam. **Make sure to read the notes before starting.**

Product Exam

STOP!

Please do **not** start the next module until you've read these important notes:

- Make sure you have at least **20 minutes** available.
- You will have **3 attempts** to complete this module.
- Each time you exit the module it counts as one attempt.
- You need to score an **85%** or greater to pass.

Please reach out to our Broker Services Team if you have any questions at 1-866-440-9788 / Broker@MolinaHealthcare.com during the business hours of Monday – Friday 6:00 am – 6:00 pm MST.

Click the NEXT button at the top to start your training.

Once you have completed the Exam, your score will show. You must score an 85% or greater within three attempts to pass.

Each time you exit the module it counts as one attempt.

Status
Complete/
Passed

Score
100%

Passmark
85%

Continue

Once you have passed the exam, click continue tab to return to the onboarding case to submit your training to Broker Services.

2025 You're not done yet, there is one last step!

● FEEDBACK ⏪ PREVIOUS ⏩ NEXT MODULE ✕ EXIT

CONGRATULATIONS!

Return to your onboarding case to **submit your training** to Broker Services to complete your training.

Once submitted, you have now completed your *2025 Molina Annual Training*. If you uploaded your AHIP, please be advised that Broker Services will need to manually review the document, this may delay the completion of your case.

Submit

This is where you will submit your recertification application when you have completed your attestations and certification training. Use the Submit button when ready.


Note - If you need to save any point, you will do so by clicking Save Application at the top of the screen.

Save Application

General AHIP Education Submit

Submit

You will see this message confirming you have submitted your annual certification.

 **Congratulations on submitting your annual certification!**