Agent Certification Guide

Introduction

Each year you are required to complete the UCLA Health Plan Certifications.

The training resource guide will provide the information necessary to complete the exam.

There will be 20 randomized questions for you to answer. You will have 3 attempts to obtain a passing score of 90%.

Login Page

UCLA Health | Medicare ADVANTAGE PLAN

Training and Certification Portal

New Users

First Name *

Last Name *

Email *

Confirm Email *

CA License *

NPN *

REGISTER

Returning Users

NPN *

SIGN IN

NEED HELP SIGNING IN?

1. **First time users, Complete the "New Users" section & click 'Register'**

Note: the email that your register with, is the email address that your certification certificate will be sent to.

2.

Returning Users, enter your NPN & click "SIGN IN"

You'll have 3 attempts to obtain a passing score of 90% on the certification exam.

Home Page

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Click the "EXAM" Icon to take the Certification Exam.
Note: you have 3 attempts to obtain a 90% Exam icon will be greyed out once all three attempts are exhausted or exam has been passed

Click the "INFO" icon to view test attempt count.

HELP

Click "HELP" to get contact information to the certification department

Click the "RESOURCES" Icon to open the Certification Training Page
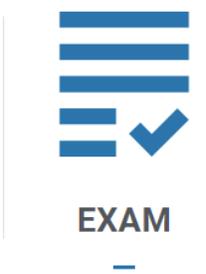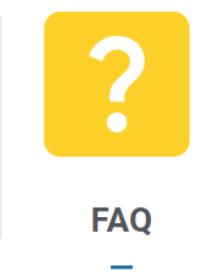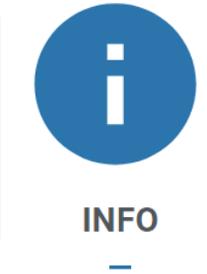
RESOURCES   **EXAM**   **FAQ**   **INFO**   **CERTIFIED**

[No Title]

Click the "PDF" Icon to retrieve a copy of your certification. *Once exam is passed icon will turn red allowing you to click*

Click the "FAQ" Icon to open the FAQ page

Clicking the Resources and FAQ buttons will open in separate tabs.

Be sure to read through the Resources Guide section prior to taking the exam.

Resources Page

This Resource Guide will provide you with all the information you need to prepare for the certification exam!

UCLA Health

Medicare ADVANTAGE PLAN

Training & Certification

Training Content

- Part 1: UCLA Health Medicare Advantage Plan Background
- Part 2: CMS – Required Agent Training
  - Medicare basics
  - Communication and Marketing requirements
  - Eligibility/Enrollment/Disenrollment
- Part 3: UCLA Health Medicare Advantage HMO Plans
  - Enrollment
  - 2025 Plan Overview
  - Broker Tools and resources
- Part 4: Certification Test

Exam Page – Selecting an Answer

UCLA Health | Medicare ADVANTAGE PLAN

💡 Tip: you can open the certification training page in a new tab while taking the exam →

RESOURCES   FAQ   HELP

Exam

1. True or False? Starting January 1, 2025, after a member's Out of Pocket drug costs reach $2,000, they will pay nothing for generic or brand name medications at any Tier level.

Select your answer →

○   TRUE
○   FALSE

CONFIRM

Number of questions completed/remaining →   1 / 5   NEXT ›

SUBMIT

DO NOT refresh your page during the exam, otherwise you will have to restart the exam!

Exam – Confirming an Answer

UCLA Health | Medicare ADVANTAGE PLAN

RESOURCES   FAQ

Exam

1. True or False? Starting January 1, 2025, after a member's Out of Pocket drug costs reach $2,000, they will pay nothing for generic or brand name medications at any Tier level.

Selected answer

✓ TRUE
○ FALSE

"Confirm" your selection, you will not be able to go back or change your answer once you confirm

CONFIRM

1 / 5   NEXT ›

SUBMIT

DO NOT refresh your page during the exam, otherwise you will have to restart the exam!
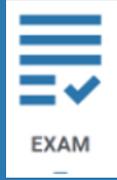
Exam – Correct/Incorrect Notification

You will be notified whether you've answered the question correctly.

Exam – Advancing to next Question

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RESOURCES   FAQ

Exam

1. True or False? Starting January 1, 2025, after a member's Out of Pocket drug costs reach $2,000, they will pay nothing for generic or brand name medications at any Tier level.

✓ TRUE

○ FALSE

CONFIRM

1 / 5   NEXT ›

SUBMIT

Click "NEXT" to advance to the next question.
Note: once you advance you cannot go back to the previous questions

DO NOT refresh your page during the exam, otherwise you will have to restart the exam!

UCLA Health | **Medicare ADVANTAGE PLAN**
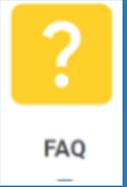
- Must score a 90% or higher within 3 attempts.

- An attempt is NOT registered until 'Submit' is clicked upon the last question.

- You must complete the test in one sitting, progress is not saved. However, an attempt is NOT registered if you lose your connection.

- If you pass, the certificate of completion will be available to download, and a copy will be emailed to you and UCLA Contracting.

- For the best experience please use a desktop or laptop computer for your exam. Tablets or Mobile phones are not supported.

- Do not refresh your browser while in the middle of the test. You will lose all progress and begin again at question 1.

Certification Certificate

You will receive an email with a link to the pdf of your certification certificate. You can also access your certificate by logging back into *uclacertifications.com* and clicking the PDF link on the home page

Certificate of Achievement

This acknowledges that

Test Slot 74137413

Has Succesfully PASSED Certification Training

UCLA Health Medicare Advantage Plan

2025

7/23/2024

UCLA Health | **Medicare ADVANTAGE PLAN**
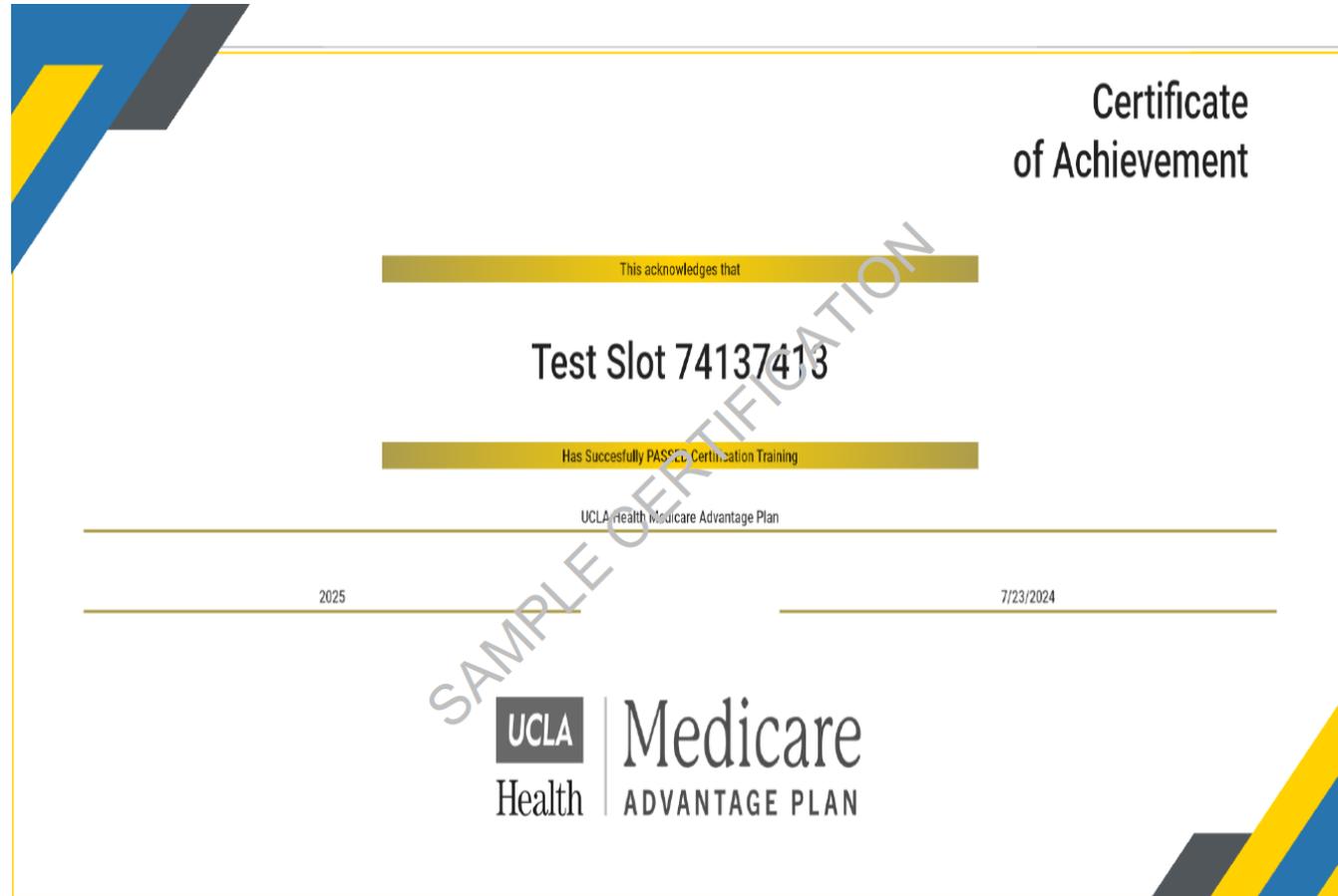
GOOD LUCK!

For questions, please reach out to Berwick Insurance Group's Certification Team

888–745–2320
Certifications@berwickinsurance.com