

## 2026 Kaiser Permanente Annual Compliance Training Broker - Walk through

### EvolveNXT Training Platform- External Brokers

1. New agents without an existing EvolveNXT profile will use the link and temporary password in the Welcome email to complete their profile and create a personal password. Then, users will log in with email address and personal password.

tm

My Drive - Google... PMP School Websites RQM Testing Links PMPKP NMA Chat UAT Resolution Log... KaiserPermanente L... Microsoft Word - U... Login Form

Welcome Back!

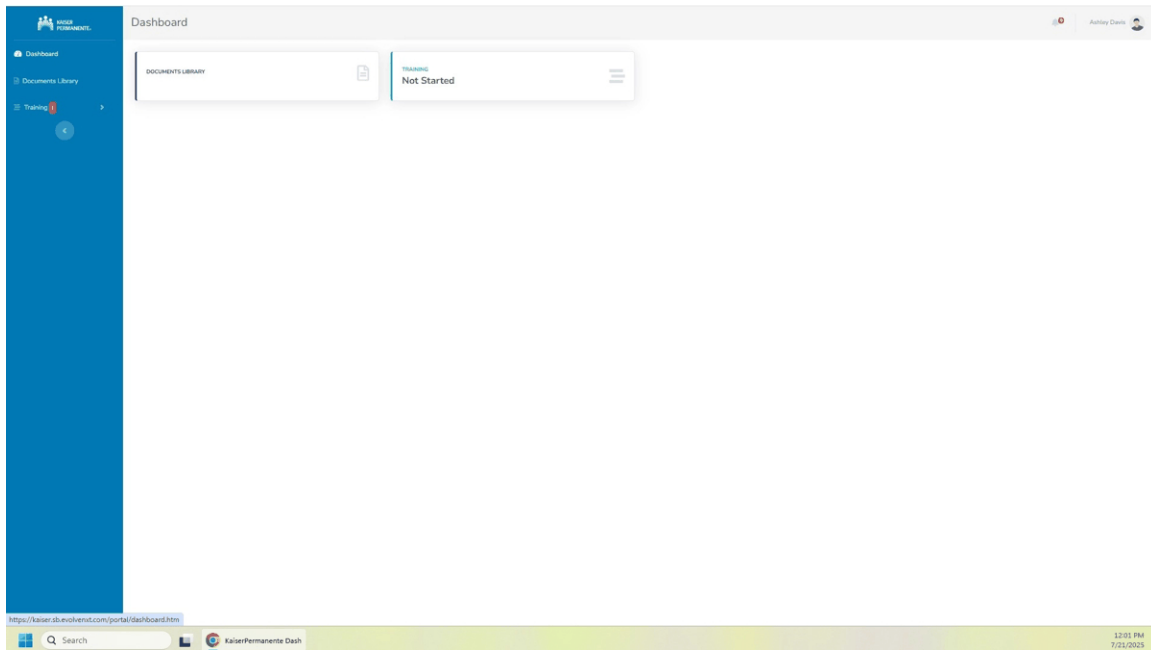
Email address  
username or email  
This field is required.

Password  
password  
This field is required.

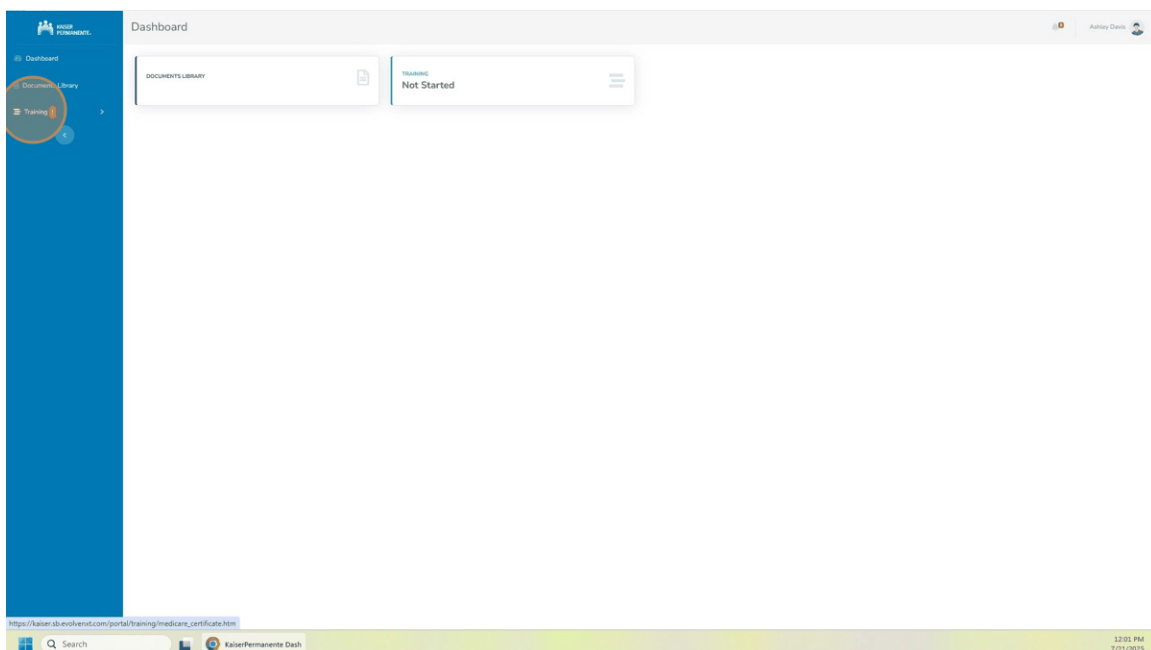
LOGIN

[Lost your password?](#)

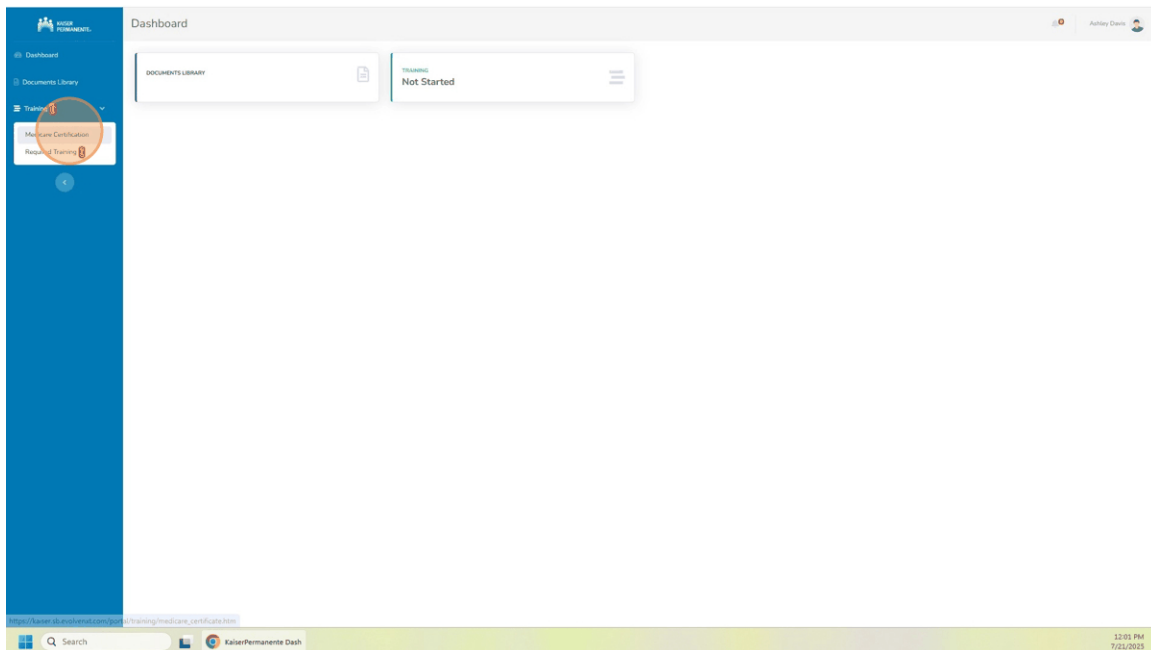
2. Broker Dashboard- Includes left side Navigation Panel and widgets linking to Documents Library and Training. The user can click on the Documents Library in the Navigation Panel or use the widget in the center of the screen. These go to the same location. The user can see the Training widget indicates progress- Not Started, In Progress, or Complete.



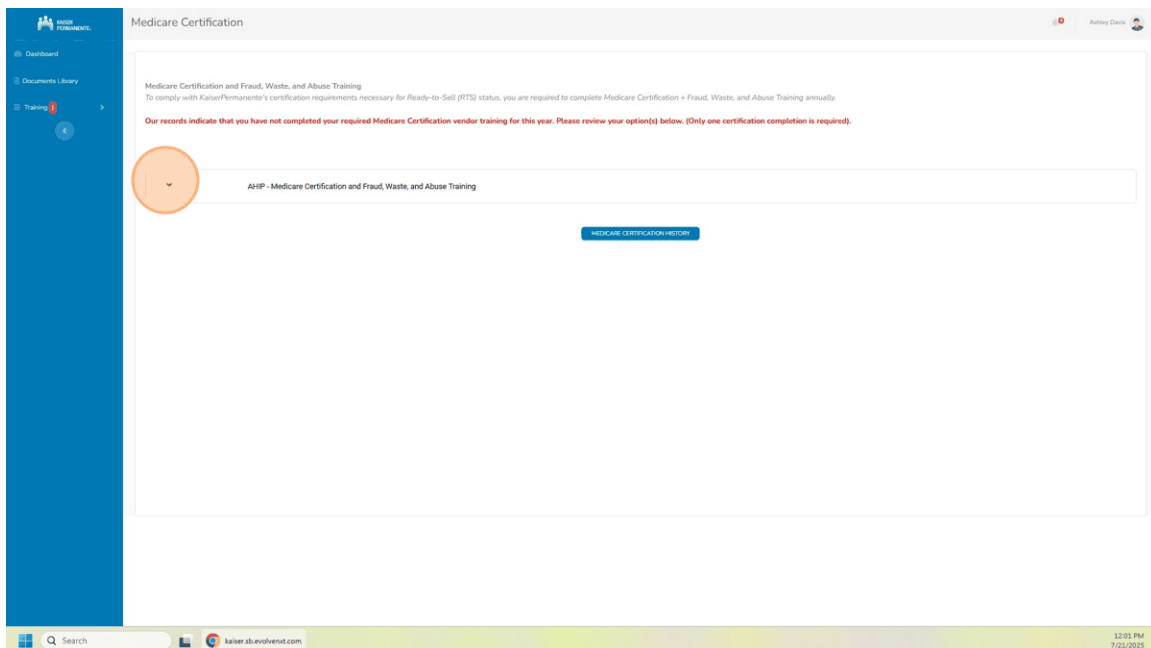
3. The Navigation Panel shows Training with a red '!' showing that there are incomplete items in the Training requirement.



- Click the drop-down arrow next to Training and the user will see there are two choices- Medicare Certification and Required Training. There will be a red '!' next to Required Training, if there are requirements to be completed.



- Click on the Medicare Certification and the user will navigate to the Medicare Certification Page. External Brokers will have instructions to open their AHIP profile and share Medicare +FWA with Kaiser Permanente.



6. Click on GO TO AHIP link.

Medicare Certification

Medicare Certification and Fraud, Waste, and Abuse Training

To comply with Kaiser Permanente's certification requirements necessary for Ready-to-Sell (RTS) status, you are required to complete Medicare Certification + Fraud, Waste, and Abuse Training annually.

Our records indicate that you have not completed your required Medicare Certification vendor training for this year. Please review your option(s) below. (Only one certification completion is required).

AHP - Medicare Certification and Fraud, Waste, and Abuse Training

AHP requires you to add Kaiser Permanente as an affiliate corporation in your AHP account so we receive your AHP completion records. Select the button below to complete AHP certification.

If you have already completed AHP certification for this plan year, please select the button below to add Kaiser Permanente as an affiliate corporation in your AHP profile. Certification completion will update within 24 hours of your affiliation update.

Please Note: If you do not see the discounted/negotiated rate on the AHP site, do not proceed with payment but submit a Support Ticket through the Kaiser Permanente Workbench Broker Portal. Reimbursements will not be issued for incorrect amounts charged/billed.

[GO TO AHIP](#)

MEDICARE CERTIFICATION HISTORY

7. Click on User Login and enter AHIP credentials to select the option 1) purchase AHIP + FWA at a discount and complete certification or 2) share AHIP certification results with Kaiser Permanente.

AHIP Medicare + Fraud, Waste, and Abuse

English You are not logged in. (Log in)

KAISER PERMANENTE

Medicare Course Home Transcript

What You'll Learn

Medicare	Fraud, Waste, and Abuse (FWA)
<ul style="list-style-type: none"><li>The basics of Medicare fee-for-service eligibility and benefits</li><li>Different types of Medicare Advantage and Part D prescription drug plans</li><li>Eligibility and coverage</li><li>Nondiscrimination training</li><li>Marketing and enrollment under the Medicare Advantage and Part D program requirements</li></ul>	<ul style="list-style-type: none"><li>How to identify FWA</li><li>An overview of the industry efforts in detecting fraud</li><li>Legal tools to combat FWA</li><li>Understand both the human and financial cost of FWA</li><li>Review Medicare Parts C and D Fraud, Waste, and Abuse and General Compliance requirements</li><li>Who commits FWA</li><li>Reporting FWA: loopholes and obligations</li></ul>

Your Course Purchase Might Be Taxed

In some states digital and online educational courses are subject to sales tax. If these tax laws apply to your state, you'll see the sales taxes added at checkout starting June 1, 2024. If you have any questions or concerns about this change, please don't hesitate to reach out to AHIP's support team at [Support@AHIPInsuranceEducation.org](mailto:Support@AHIPInsuranceEducation.org).

Ready to Get Started?

Contact your plan administrator for training requirements and enrollment discounts if applicable.

User Login

Username (NPN or email)

Password

[Login](#)

[Forgot your username?](#)

[Forgot your password?](#)

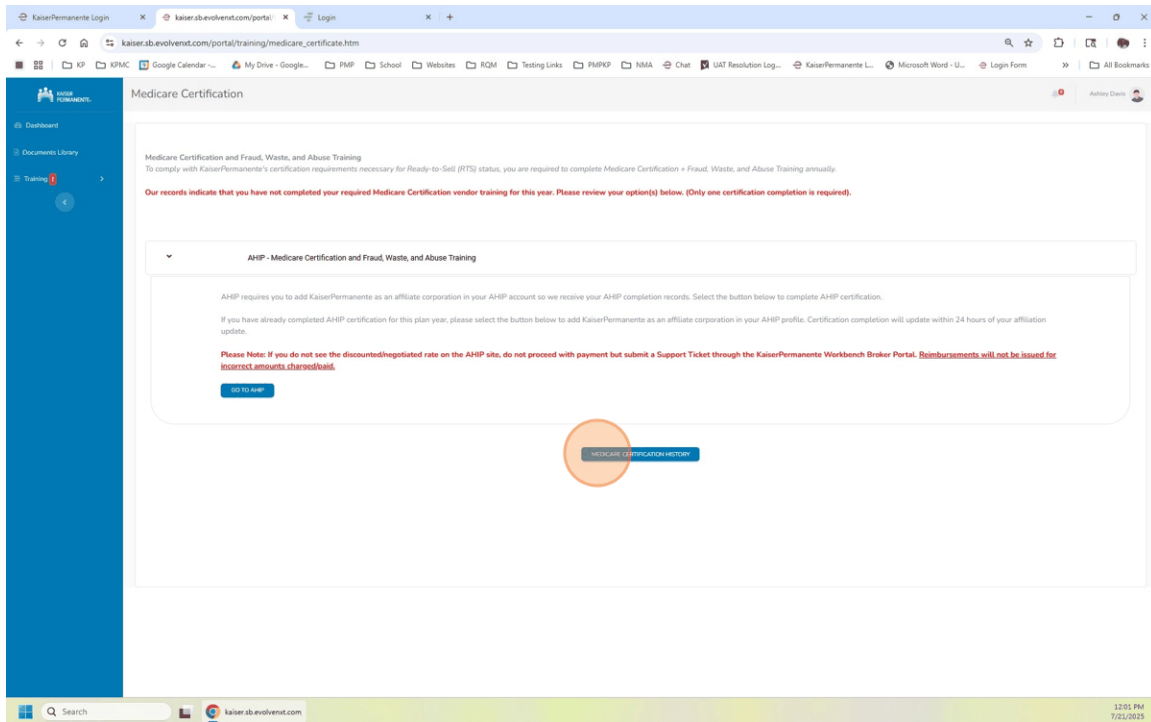
Registration

First time visitor?

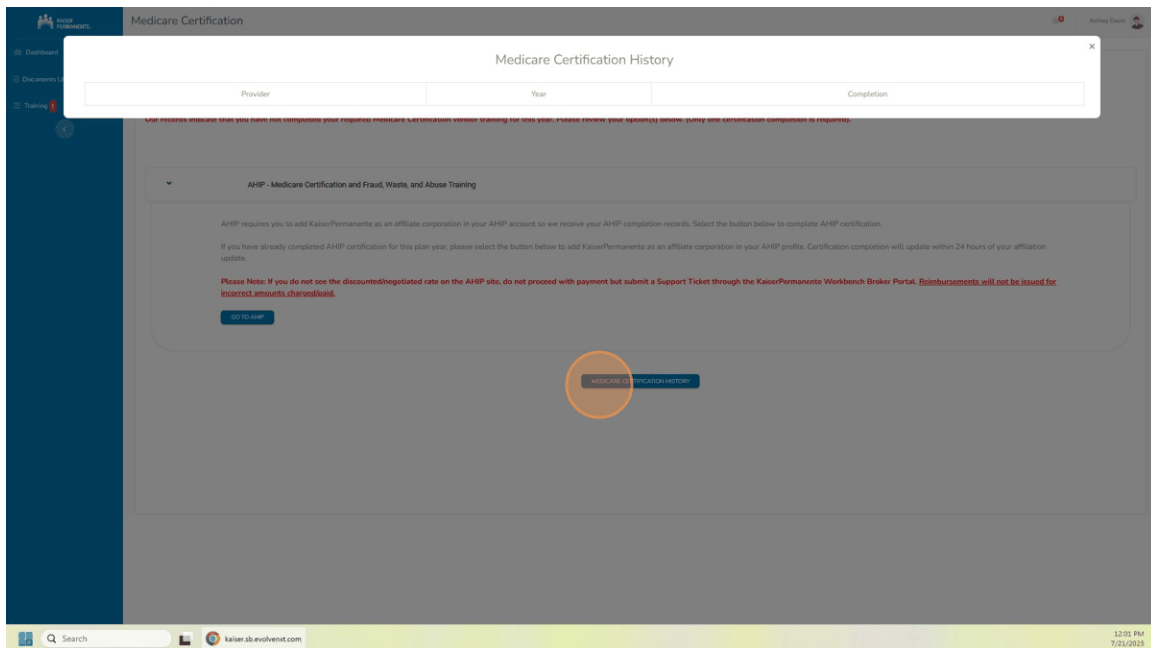
[Create a New Account](#)

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8. Navigate back to the EvolveNXT tab in the browser. It will take one day for the AHIP certification to be updated on this page.



9. Results will be recorded in Medicare Certification History when they are received electronically.



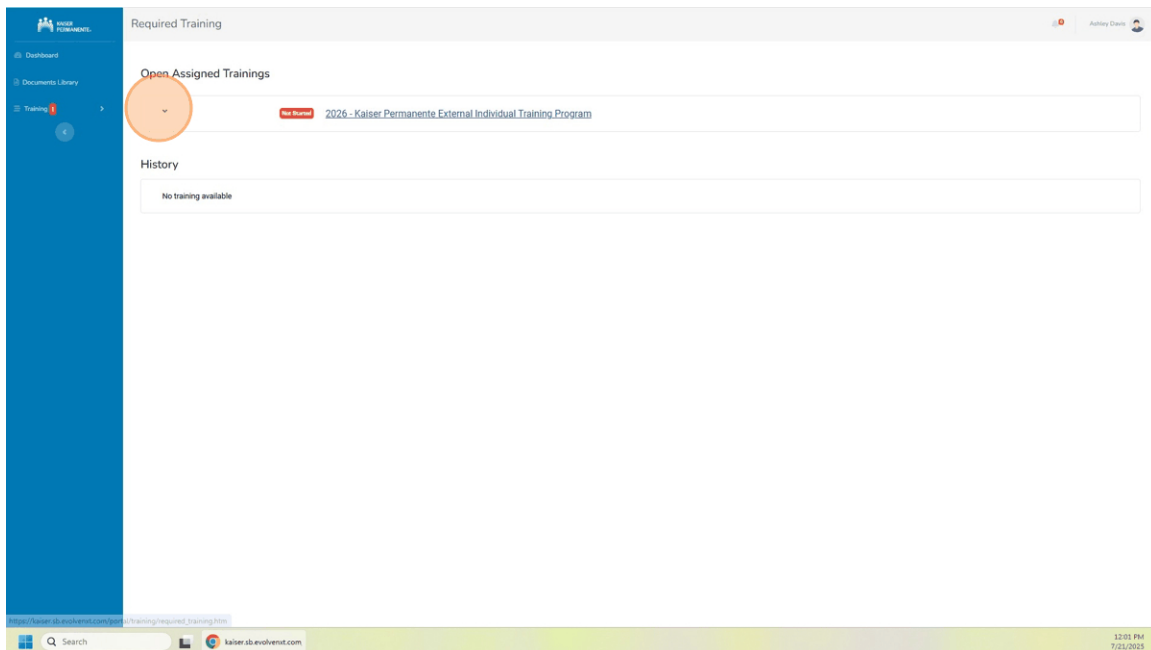
## 10. Click on Training to open drop-down in the Navigation Panel.

The screenshot shows the Kaiser Permanente Medicare Certification portal. On the left, a blue navigation panel contains links for Dashboard, Documents Library, and Training. The Training link is highlighted with a red circle. The main content area is titled 'Medicare Certification' and contains instructions for completing AHP certification. A red message states: 'Our records indicate that you have not completed your required Medicare Certification vendor training for this year. Please review your option(s) below. (Only one certification completion is required).' Below this, a dropdown menu is open, showing 'AHP - Medicare Certification and Fraud, Waste, and Abuse Training'. The page also includes a 'GO TO AHP' button and a 'MEDICARE CERTIFICATION HISTORY' button. The browser address bar shows 'https://kaiser.ab.evolvet.com/portal/training/medicare\_certification.htm'.

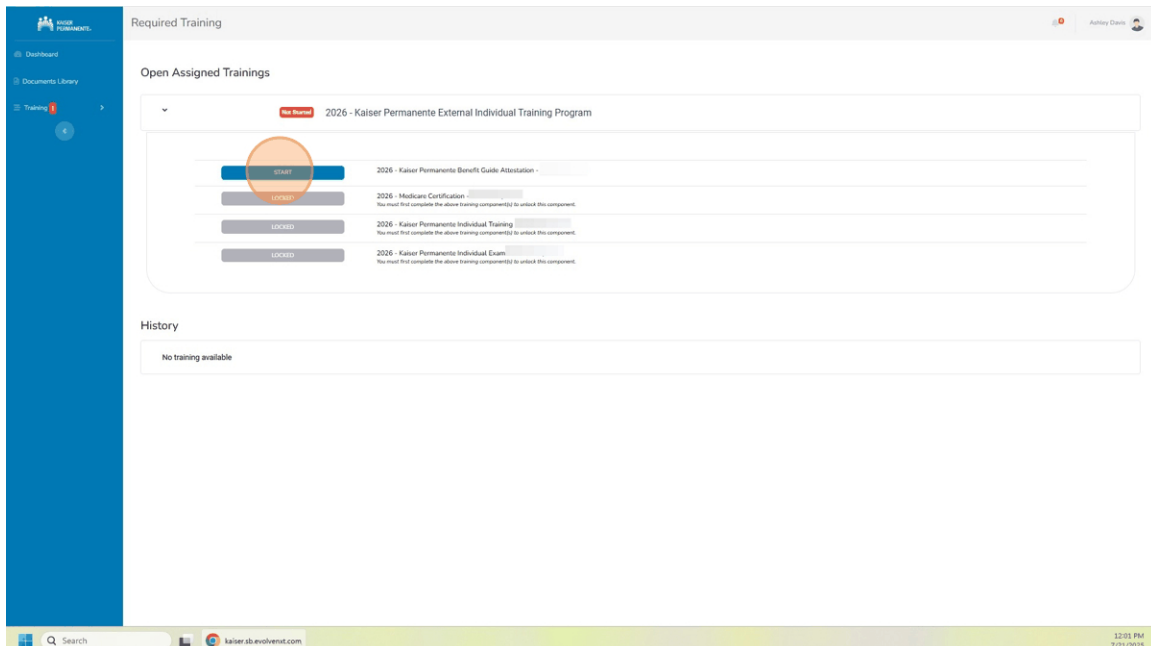
## 11. Click on Required Trainings to open Required Training page.

This screenshot shows the same Medicare Certification page, but with the 'Required Trainings' option highlighted in the Training dropdown menu on the left navigation panel. The main content area remains the same, displaying the AHP certification requirements and the red message about incomplete training. The 'GO TO AHP' and 'MEDICARE CERTIFICATION HISTORY' buttons are still visible. The browser address bar now shows 'https://kaiser.ab.evolvet.com/portal/training/required\_training.htm'.

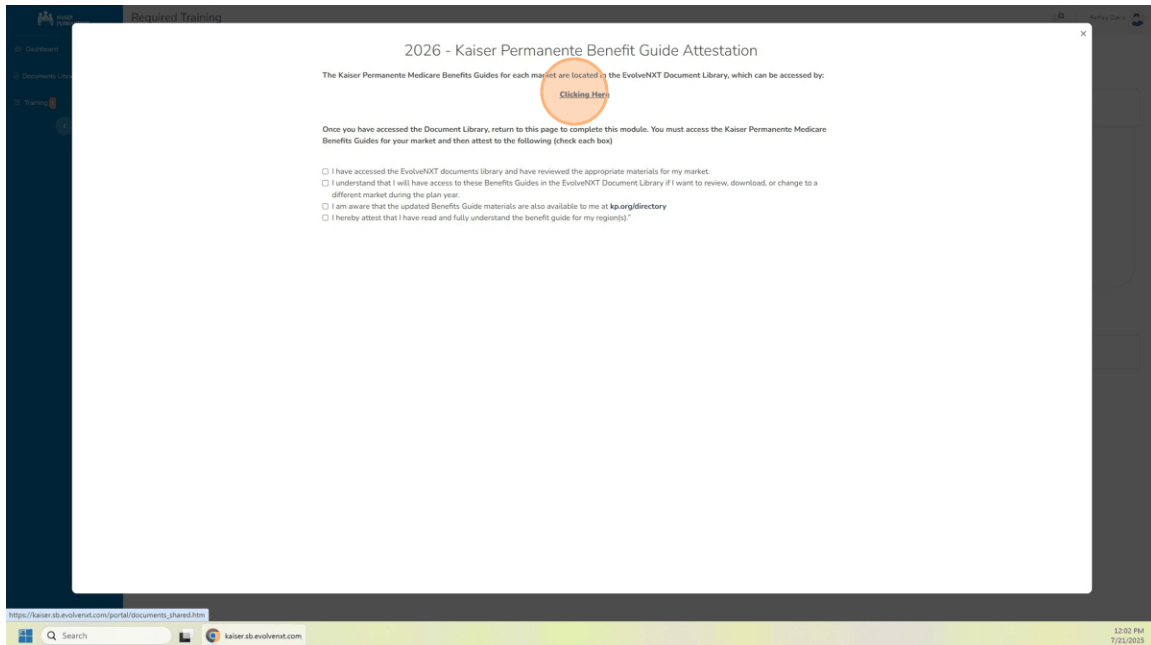
12. In Required Training page, the assigned training program will show the status of the training- Not Started, In Progress, and Complete. Click the arrow to open the training modules.



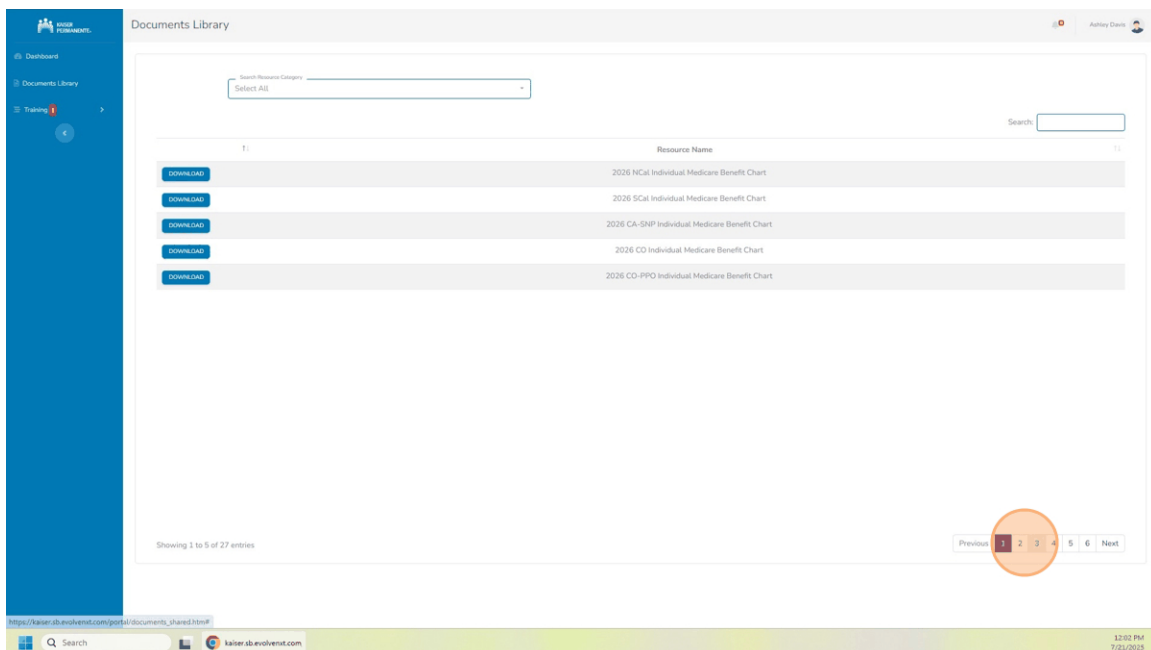
13. Click Start to begin the first module- Benefit Guide Attestation.



#### 14. Benefit Guide Attestation will provide a link to the Document Library- Clicking Here.



#### 15. Document Library - navigate through the pages on the bottom to find the one(s) that apply to your sales activities.





16. Some documents can be downloaded or viewed as a .pdf, some can only be downloaded.

Documents Library

Search Resource Category: Select All

Search:

Resource Name
2026 CA Individual Medicare Benefit Guide
2026 CO Individual Medicare Benefit Guide
2026 GA Individual Medicare Benefit Guide
2026 HI Individual Medicare Benefit Guide
2026 MAS Individual Medicare Benefit Guide

Showing 21 to 25 of 27 entries

Previous 1 2 3 4 5 6 Next

https://kaiser.ab.evolvetm.com/jportal/documents\_shared.html

Search

kaiser.ab.evolvetm.com

12:02 PM 7/21/2023

17. When you have reviewed the appropriate Benefits Guide, use the navigation bar to return to Training>Required Training>Required Training page.

Documents Library

Search Resource Category: Select All

Search:

Resource Name
2026 CA Individual Medicare Benefit Guide
2026 CO Individual Medicare Benefit Guide
2026 GA Individual Medicare Benefit Guide
2026 HI Individual Medicare Benefit Guide
2026 MAS Individual Medicare Benefit Guide

Showing 21 to 25 of 27 entries

Previous 1 2 3 4 5 6 Next

https://kaiser.ab.evolvetm.com/jportal/training/required\_training.htm

Search

kaiser.ab.evolvetm.com

12:02 PM 7/21/2023

## 18. Your training status is now In Progress.

The screenshot shows the 'Required Training' page in the Kaiser Permanente system. The left sidebar contains links to 'Dashboard', 'Documents Library', and 'Training'. The main content area is titled 'Required Training' and includes a section for 'Open Assigned Trainings'. A dropdown arrow is circled in orange, indicating the next step. Below this, the 'History' section shows 'No training available'. The browser address bar displays 'https://kaiser.ab.evolvet.net/portal/training/required\_training.htm' and the page footer shows the time as 12:02 PM on 7/21/2023.

## 19. Click Continue on the Benefits Guide Attestation module.

The screenshot shows the 'Required Training' page with the 'Open Assigned Trainings' section expanded. A 'CONTINUE' button is circled in orange, indicating the next step. The training list includes '2026 - Kaiser Permanente External Individual Training Program' and several other modules: '2026 - Kaiser Permanente Benefits Guide Attestation', '2026 - Medicare Certification', '2026 - Kaiser Permanente Individual Training', and '2026 - Kaiser Permanente Individual Exams'. The 'History' section again shows 'No training available'. The browser address bar displays 'https://kaiser.ab.evolvet.net/portal/training/required\_training.htm' and the page footer shows the time as 1:02 PM on 7/21/2023.

20. Click the Attestation checkboxes to make the Attestation.

2026 - Kaiser Permanente Benefit Guide Attestation

The Kaiser Permanente Medicare Benefits Guides for each market are located in the EvolveNXT Document Library, which can be accessed by:

[Clicking Here](#)

Once you have accessed the Document Library, return to this page to complete this module. You must access the Kaiser Permanente Medicare Benefits Guides for your market and then attest to the following (check each box)

- ☒ I have accessed the EvolveNXT documents library and have reviewed the appropriate materials for my market.
- ☐ I understand that I will have access to these Benefits Guides in the EvolveNXT Document Library if I want to review, download, or change to a different market during the plan year.
- ☐ I am aware that the updated Benefits Guide materials are also available to me at [kp.org/directory](#)
- ☐ I hereby attest that I have read and fully understand the benefit guide for my region(s).

21. The link to the up-to-date Benefits Guides is available in this page.

2026 - Kaiser Permanente Benefit Guide Attestation

The Kaiser Permanente Medicare Benefits Guides for each market are located in the EvolveNXT Document Library, which can be accessed by:

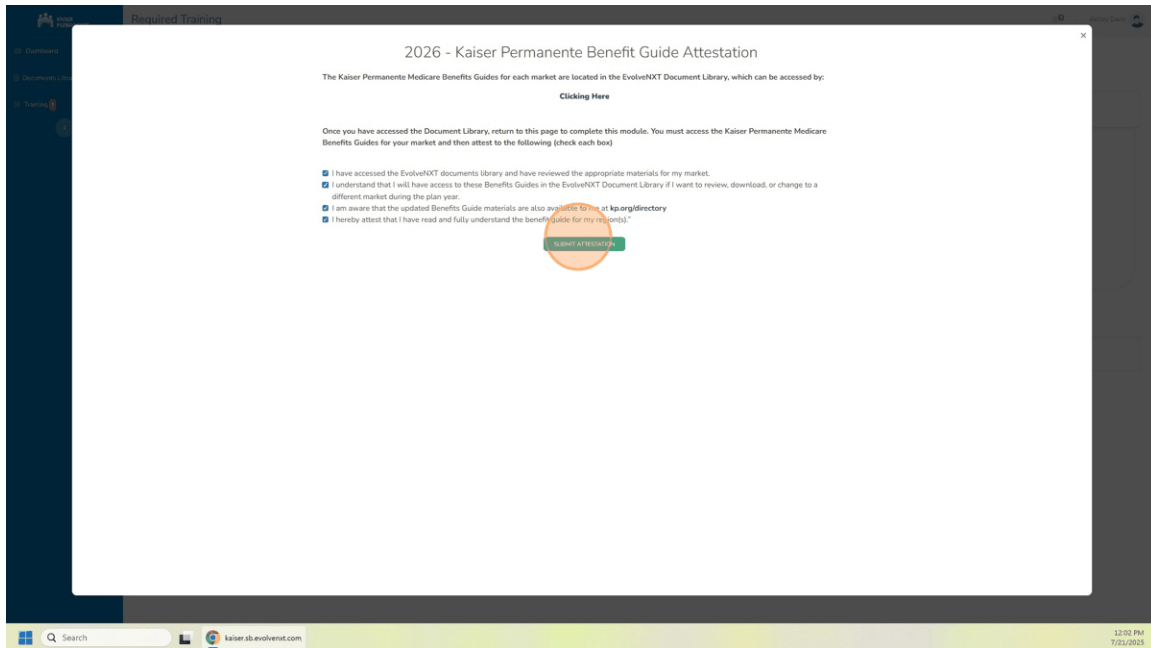
[Clicking Here](#)

Once you have accessed the Document Library, return to this page to complete this module. You must access the Kaiser Permanente Medicare Benefits Guides for your market and then attest to the following (check each box)

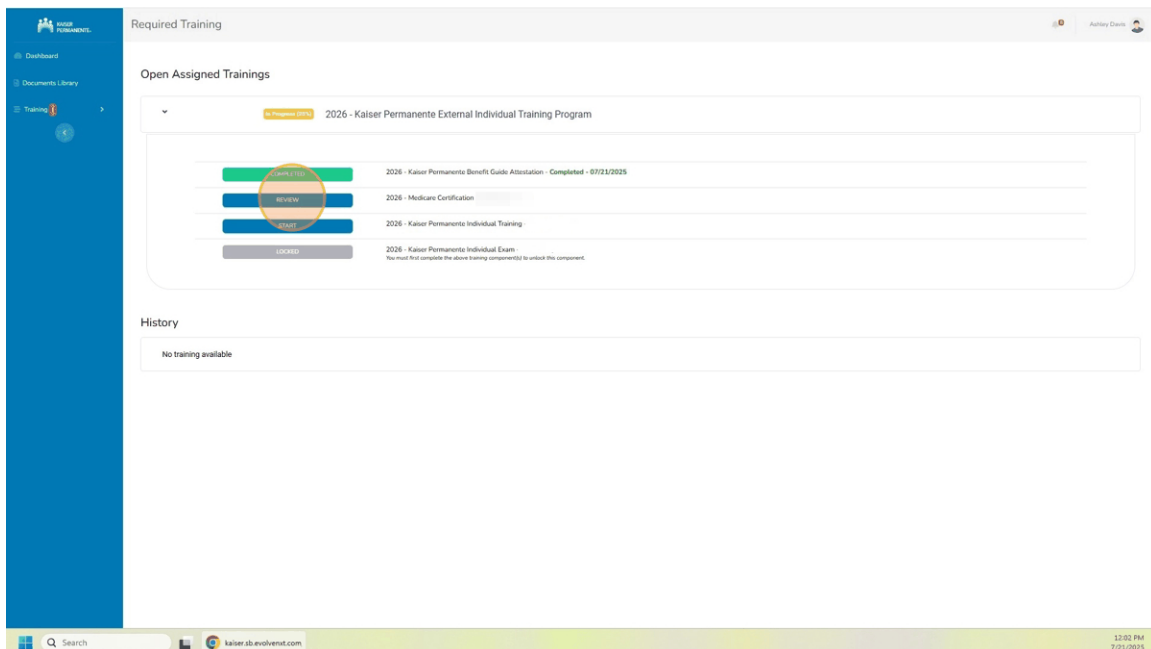
- ☒ I have accessed the EvolveNXT documents library and have reviewed the appropriate materials for my market.
- ☒ I understand that I will have access to these Benefits Guides in the EvolveNXT Document Library if I want to review, download, or change to a different market during the plan year.
- ☒ I am aware that the updated Benefits Guide materials are also available to me at [kp.org/directory](#)
- ☒ I hereby attest that I have read and fully understand the benefit guide for my region(s).

[Submit Attestation](#)

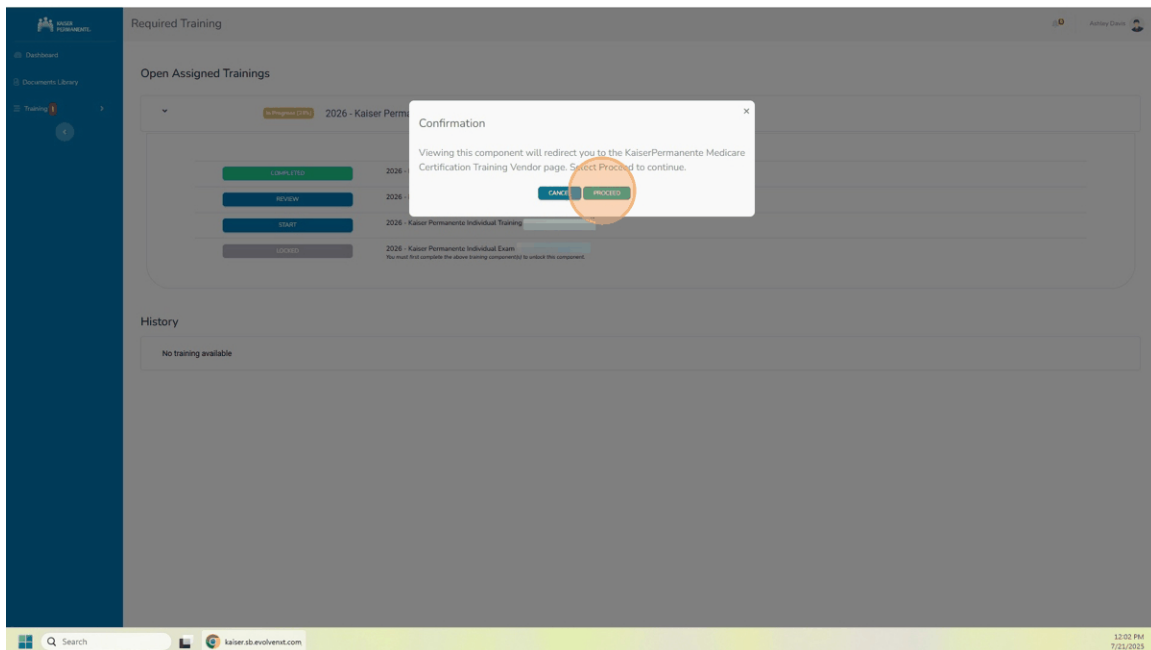
22. When the boxes are all checked, **SUBMIT ATTESTATION** appears. Click on the button to submit. The window will close, and you will be on the Required Training page.



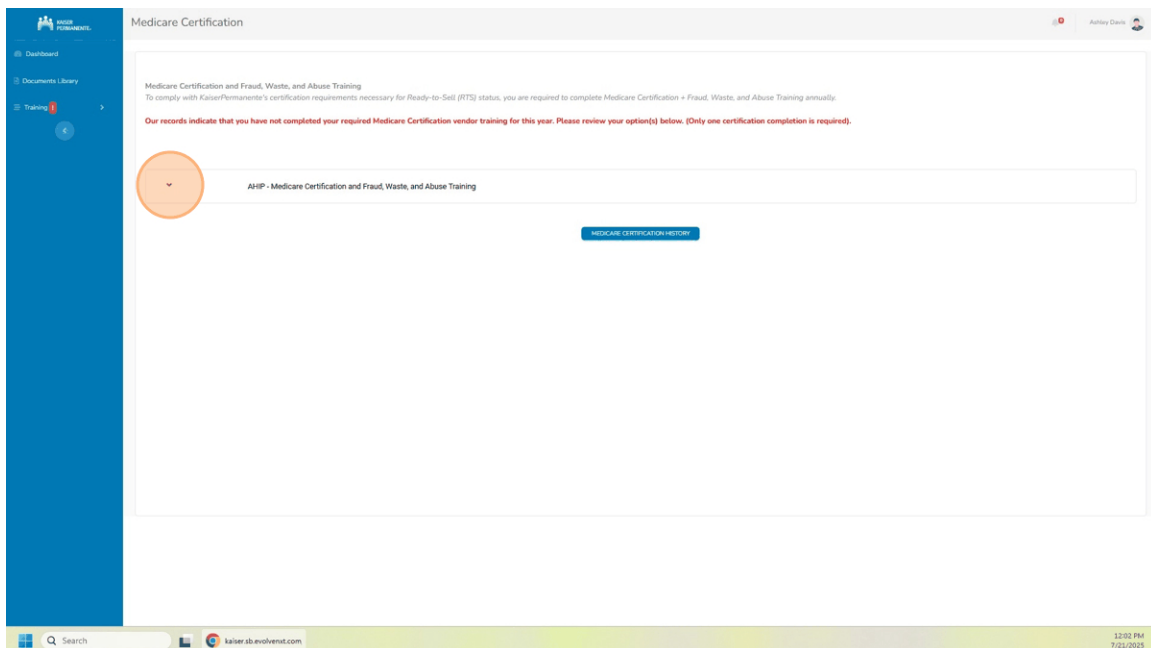
23. The Benefits Guide Module is now **COMPLETE** and there is a Completed date next to it. Medicare Certification is the next module. You can click **REVIEW** to go back to that page.



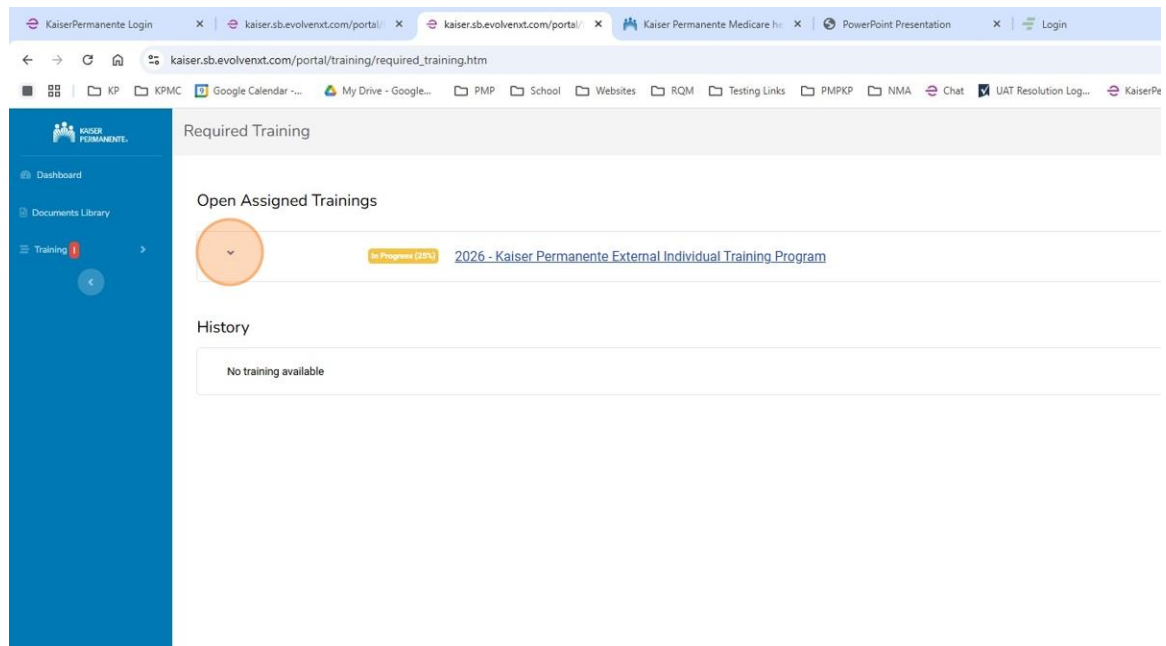
24. You will click PROCEED on the pop-up confirmation to go to the Medicare Certification page.



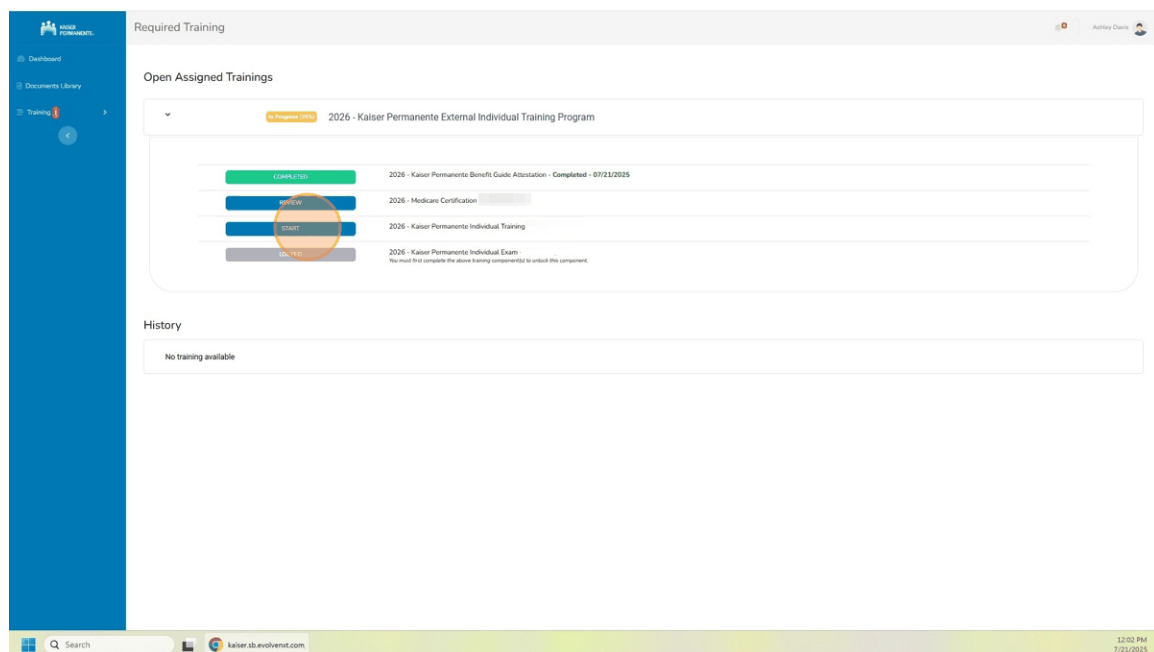
25. This is the same Medicare Certification page that provides the ability to link AHIP certification. You can complete this step if you haven't yet. Or you can go back and complete the rest of the training. The full program will not be complete until all the modules are complete.



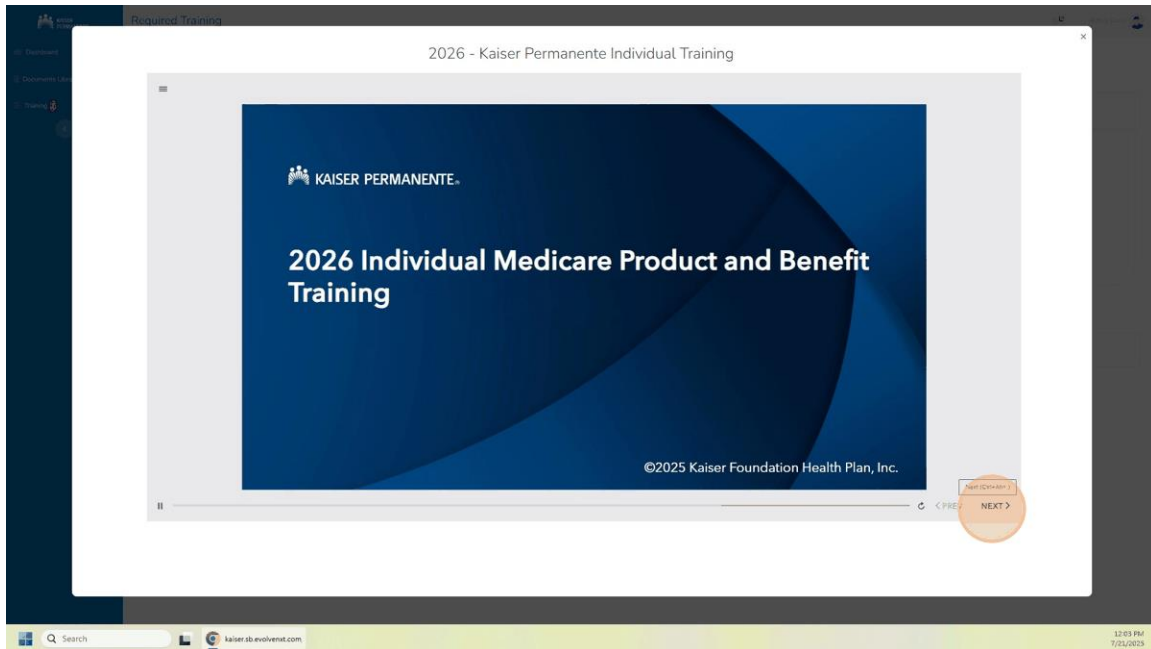
26. Use the Navigation Panel to click Training>Required Training> and Required Training page and click the arrow.



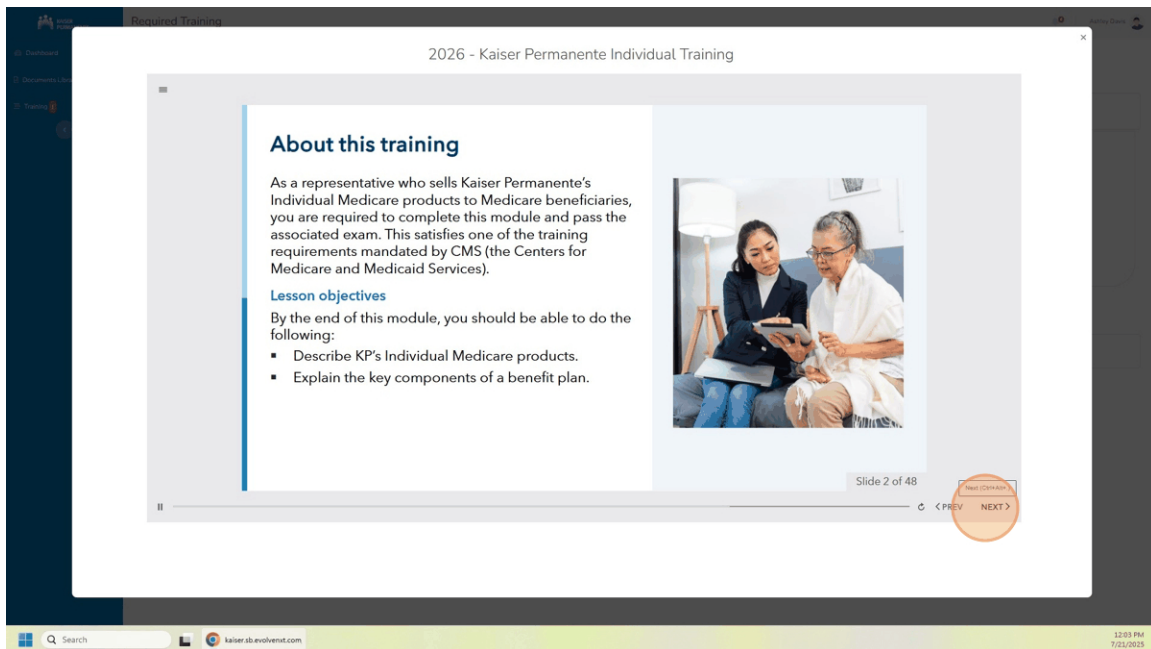
27. You can click START next to the 2026 Kaiser Permanente Individual Training module.



28. This will open the training program.



29. Use the NEXT and PREV arrows to navigate the training program.




30. There will be knowledge checks through the training. They are not graded. When you have completed the training, click the X at the top of the window to go back to the Required Training page.

2026 - Kaiser Permanente Individual Training

## Knowledge checks

Training module contains several knowledge check questions which are not graded. They are included to help ensure your understanding of the material and help you prepare for the graded exam you must take after completing this module.



31. When you have completed the training, you can click START next to the exam.

Required Training

Open Assigned Trainings

2026 - Kaiser Permanente External Individual Training Program	
Completed	2026 - Kaiser Permanente Benefits Guide Attestation - Completed - 07/21/2025
Review	2026 - Medicare Certification
Completed	2026 - Kaiser Permanente Individual Training - Completed - 07/21/2025
START	2026 - Kaiser Permanente Individual Exam

History

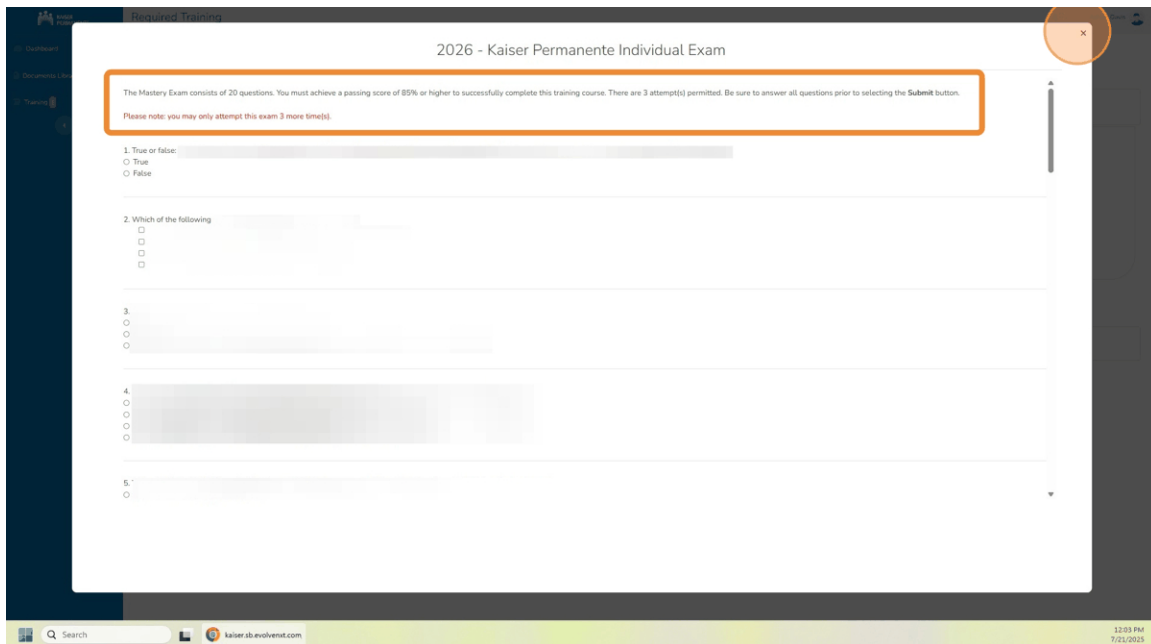
No training available

12:03 PM 7/21/2025

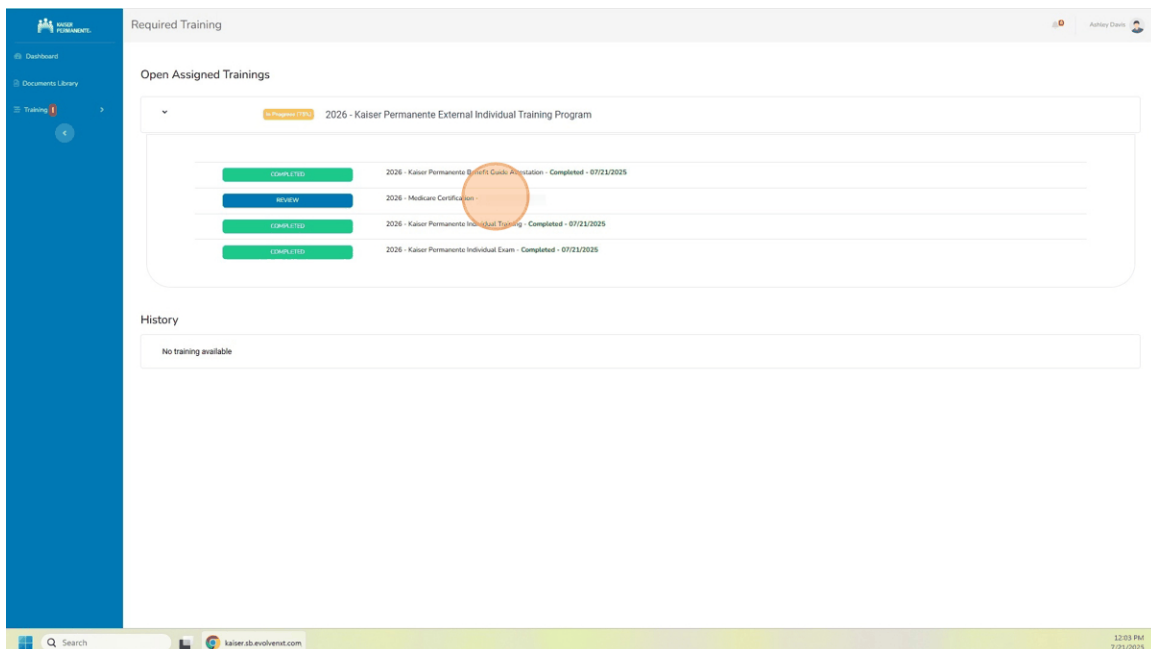
32. There are twenty questions on the exam, and you must receive at least 85% to pass. There are three attempts available. A fourth attempt can be granted upon request. If you



close the exam after it is open, it WILL save progress. When you have finished, click the X at the top of the window and go back to the Required Training Page.



33. The Medicare Certificate module will complete when the data from AHIP is received electronically.



34. NOTE- BROKERS WHO HAVE BEEN IDENTIFIED TO SELL ONLY GROUP PRODUCTS WILL HAVE ONLY THE GROUP TRAINING MODULE ON THE REQUIRED TRAINING PAGE. Click Start next to that module and complete it. There is no exam for this module.

The screenshot shows the 'Required Training' page in the Kaiser Permanente system. The left sidebar contains navigation links: 'Dashboard', 'Documents Library', and 'Training' (which is highlighted with a red notification icon). The main content area is titled 'Required Training' and includes a user profile for 'Steven Scott'. Below the title, there is a section 'Open Assigned Trainings' with a red heading 'Brokers who only sell Group Medicare Products'. A dropdown menu is set to 'In Progress (10%)', showing a list of training modules. The first module, '2026 - Kaiser Permanente External Group Training Program', is highlighted with an orange box. Below this, there are three rows of training modules, each with a status button and a description: '2026 - Kaiser Permanente Benefit Guide Attestation - Completed - 07/01/2025' (with a 'COMPLETED' button), '2026 - Medicare Certification - Mark Complete' (with a 'REVIEW' button), and '2026 - Kaiser Permanente Group Training - Mark Complete' (with a 'START' button, which is highlighted with an orange box). At the bottom, there is a 'History' section with the text 'No training available'.

35. NOTE- BROKERS WHO HAVE BEEN IDENTIFIED TO SELL BOTH INDIVIDUAL AND GROUP PRODUCTS WILL HAVE BOTH INDIVIDUAL AND GROUP TRAINING MODULE ON THE REQUIRED TRAINING PAGE. These agents will follow the above steps and then

click Start next to the Group training module and complete it. There is no exam for this module.

The screenshot shows the 'Required Training' page for Christopher Rodriguez. The left sidebar has a blue background with the Kaiser Permanente logo and navigation links: Dashboard, Documents Library, and Training (selected). The main content area has a header 'Required Training' and a red title 'Agents that sell BOTH Individual and Group Medicare Products'. Below this is a section 'Open Assigned Trainings' with a dropdown menu showing '2026 - Kaiser Permanente External Individual and Group Training Program'. A list of training modules follows, each with a status button and completion date:

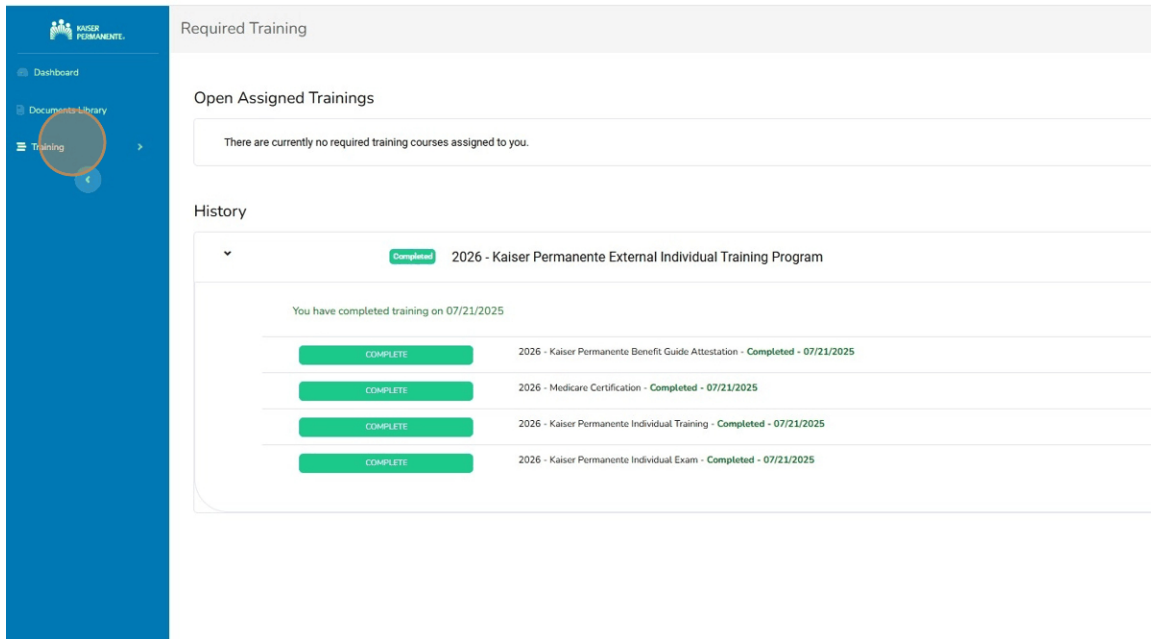
Status	Training Module	Completion Date
COMPLETED	2026 - Kaiser Permanente Benefit Guide Attestation	Completed - 07/14/2025
REVIEW	2026 - Medicare Certification	Completed - 07/14/2025
COMPLETED	2026 - Kaiser Permanente Individual Training	Completed - 07/14/2025
COMPLETED	2026 - Kaiser Permanente Individual Exam	Completed - 07/14/2025
START	2026 - Kaiser Permanente Group Training	

Below the list is a 'History' section with a dropdown menu.

36. When all the modules are complete, the training program will move to the HISTORY of the Required Training Page

The screenshot shows the 'Required Training' page after all modules are completed. The left sidebar is the same. The main content area has a header 'Required Training' and a section 'Open Assigned Trainings' with a message: 'There are currently no required training courses assigned to you.' Below this is a 'History' section with a dropdown menu showing '2026 - Kaiser Permanente External Individual Training Program' with a 'Completed' status.

37. Each module will have a completion date. The navigation panel will no longer have the red '!'.



38. The Dashboard will show the Training is Complete

