



Medicare Advantage Certification Training User Guide



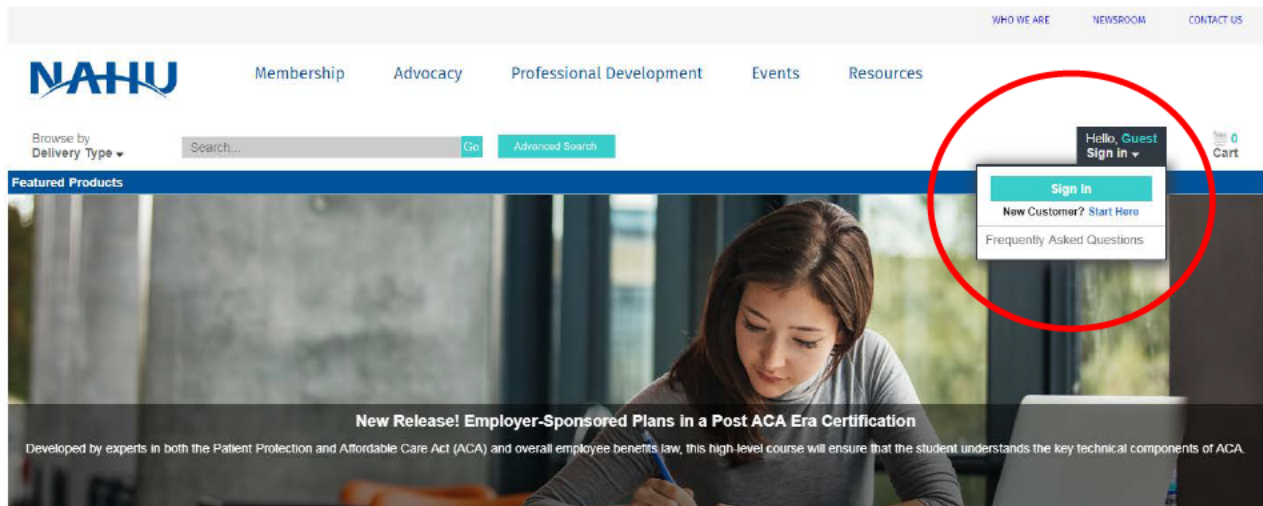
Table of Contents

How to Create an Account	1
How to Purchase the Medicare Advantage Certification Training	4
How to Access Your Medicare Advantage Certification Training	8
How to Take the Final Exam	10

How to Create an Account In the Online Learning Institute

Here are step-by-step instructions to create an account in the Online Learning Institute (OLI):

1. Visit the OLI at <https://nahu.inreachce.com/>. You can also access the OLI on the [NAHU website](#) by selecting "Online Learning Institute" in the Professional Development navigation drop down menu.
2. On the OLI homepage, in the upper right corner, it will say "Hello, Guest." Place your cursor on the text for the Sign In drop down menu to appear. Click on "New Customer? Start Here."



3. Select the "Create Your Account" link under the Forgot Password button on the login page.

Sign In to Access Online Learning Institute

Username

Required

Password

Required

☐ Keep me signed in

No login? Click below to create an account online.

***PLEASE NOTE: NAHU strongly recommends clearing internet browser cookies for the best experience using the upgraded member portal website.**

NAHU recently upgraded the member portal to offer members new features and self service capabilities. Users will only need to clear internet browser cookies one time as a result of the website upgrade.

Not sure how to clear browser cookies? [Click here for step by step instructions.](#)

4. On the next page, enter all required fields in the form, then click on the Save button in the lower right corner.

Create Your Account

Prefix

(None) ▾

*First name

Middle name

*Last name

Suffix

(None) ▾

*Email

Phone

*Country

United States ▾

*Address

*City

*State

(None) ▾

*Postal code

*Username

*Password


*Confirm password

The password must be at least 7 characters long and contain at least one number.

Save

Cancel

5. You will be redirected to the OLI homepage.



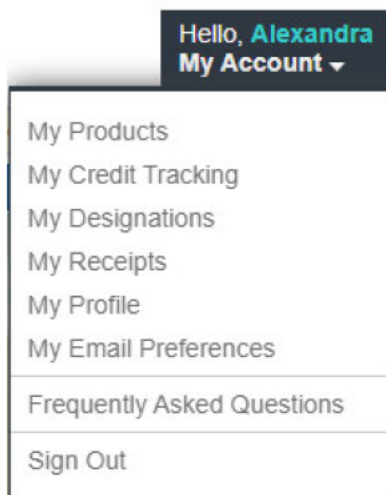
[Sign Out](#) [Alexandra](#) [Cart](#)

[WWW.NAHU.ORG](#) [MY NAHU](#) [ONLINE LEARNING INSTITUTE](#) [EVENTS](#) [STORE](#) [JOIN NAHU](#)

You are now being redirected to the InReach website to access your benefits. If you are not redirected automatically within 10 seconds, please click the gray button below.

[InReach Login](#)

6. Once you are redirected to the OLI homepage, in the upper right corner, it will say “Hello, [First Name].” You can browse NAHU educational offerings on the homepage. You can also put your cursor over “Hello, [First Name]” to view your account drop down menu.



If you require assistance with your OLI account, please email professionaldevelopment@nahu.org or call the NAHU Student Services Helpdesk at 844-257-0990.



How to Purchase the Medicare Advantage Certification Training In the Online Learning Institute

Here are step-by-step instructions to purchase the Medicare Advantage Certification Training in the Online Learning Institute (OLI):

1. Visit the OLI at <https://nahu.inreachce.com/>. You can also access the OLI on the [NAHU website](#) by selecting "Online Learning Institute" in the Professional Development navigation drop down menu.
2. On the OLI homepage, select "Medicare" in the Browse by Subject Area. Then click the title of the Medicare Advantage Certification Training to open its details.
3. On the product's details page, on the right side in the Purchase Options section, select the "Add to Cart" button.

2021 Medicare, Medicare Advantage and Compliance Requirements

The purpose of the course is to provide a quality certification that meets CMS requirements while reducing the time commitment of veteran agents who are already well versed in the MA and Part D market at an affordable price with optimum number of continuing education credits awarded. The Medicare certification course is divided into three parts Basic Medicare, Advanced Medicare, and Notable Compliance Issue and Market Changes. NAHU's *Benefit Specialist Institute* provides an online comprehensive program that gives an agent the background to make informed decisions on Medicare, including plan options, marketing and enrollment requirements.

This curriculum will cover:

- Most Common Compliance Issues Facing Plan Sponsors and Agents
- Changes in CMS Guidelines
- Trends in the Marketplace
- Medicare Supplement

Category: Medicare

PURCHASE OPTIONS

Add to Cart

Medicare Certification
\$100.00
[Show all Prices](#)

4. Once you click "Add to Cart," you will be redirected to view your cart.
5. You can return to the NAHU catalog and continue to shop by clicking the Home link or continue with your purchase by selecting the Checkout button.

[Home - Cart](#)

> Cart Registration & Shipping Payment Summary

Media	Item Name	Quantity	Price	Ext Price	Delete
Medicare Certification	2021 Medicare, Medicare Advantage and Compliance Requirements - Price	1	\$100.00	\$100.00	

Totals shown may include Early Bird and/or other discounts for this sale. Any discounts for additional registrations, coupons, or gift cards are entered and shown on the last page of checkout.

[Continue Shopping](#)

Checkout

6. After selecting the Checkout button, if you are not already logged in, you will be prompted to enter in your username and password. If you are a NAHU member, enter your membership username and password. If you require assistance with your login credentials, please email

professionaldevelopment@nahu.org or call the NAHU Student Services Helpdesk at 844-257-0990.

7. Once you are logged in, you will view your Registration & Shipping information. In the bottom right side, select the Checkout button to continue.

Note: You will be prompted to confirm your insurance license number prior to taking the final exam. If it does not appear in your purchaser contact information, you can enter it then.

NAHU Membership Advocacy Professional Development Events Resources

Browse by Delivery Type Search... Go Advanced Search

Hello, Medic My Account 1 Cart

Home > Cart > Registration & Shipping

Cart > Registration & Shipping Payment Summary

Purchaser Contact Information

Login ID: [input] ✓

E-mail Address: [input] ✓

First Name: [input] Last Name: [input]

Medicare 2021 Tester

Insurance License Number [input]

Company: [input]

Member ID: [input]

Address 1: [input]

Address 2: [input]

City: [input] State: ALABAMA Postal Code: [input]

Country: UNITED STATES

Phone Number: [input]

Registration

2021 Medicare, Medicare Advantage and Compliance Requirements - Medicare Certification - Price

1st Registrant Email: [input] ✓ First Name: Medicare 2021 Last Name: Tester

[Continue Shopping](#) **Checkout**

Have a Question? See our FAQ's Privacy Policy

LIVE CHAT AVAILABLE

Account Support - (844) 257-0990
Technical Support - (877) 880-1335
Email Us
CCPA & GDPR

8. On the Payment page you will see your cart summary at the top.
9. Once you have completed filling out your payment information, select the "Complete Purchase" button in the lower right corner.

[WHO WE ARE](#)
[NEWSROOM](#)
[CONTACT US](#)

[Membership](#)
[Advocacy](#)
[Professional Development](#)
[Events](#)
[Resources](#)

Browse by Delivery Type ▾

Hello, Medicare 2021
My Account ▾
 1 Cart

[Home](#) » [Cart](#) » [Registration & Shipping](#) » [Payment](#)

[Cart](#)
[Registration & Shipping](#)
> [Payment](#)
[Summary](#)

Cart Summary

Media	Item Name	Qty	Price	Ext Price
Medicare Certification	2021 Medicare, Medicare Advantage and Compliance Requirements - Price	1	\$100.00	\$100.00
			Sub-Total:	\$100.00
			Tax:	\$0.00
			Total:	\$100.00

Coupon Code
 Coupon: Enter coupon code, then click "Apply".

Gift Card
 Gift Card: Enter gift card code, then click "Apply".

Billing Information
Payment Method
☒ Credit Card

Credit Card Number: (No spaces or dashes)
 Expiration Date: 1 - Jan ▾ 2021 ▾
 CVV #: [\(what's this?\)](#)
☐ Use my contact information
 Name on Card:
 Street Address:
 Street Address 2:
 City:
 State: ALABAMA ▾
 Postal Code:
 Country: UNITED STATES ▾

Receipt Email
 If you would like a copy of your receipt emailed to additional addresses, please specify the addresses below.
 Also send receipt to:

[Continue Shopping](#)

Have a Question?
 See our FAQ's
 Privacy Policy

Account Support - (844) 257-0990
 Technical Support - (877) 880-1335
[Email Us](#)
[CCPA & GDPR](#)

10. You will be redirected to your My Products page, where your Medicare Advantage Certification Training is located.
11. Click the green "Play" button of the first module to start your course. A pop-up window with the presentation will appear. You may start the presentation and pick back up where you left off at a later time.

▼ Refine your results

Display Purchases From

Last 365 Days

Start Date:

06/23/2019

End Date:

06/22/2020





B Delivery Type

All Deliveries

Self-Paced Learning Module

Medicare Certification

2021 Medicare, Medicare Advantage and Compliance Requirements

1	 <div>Medicare, Medicare Advantage and Compliance Requirements: Unit 1</div> <div> <div>Play</div> <div>Download Materials</div> <div>Quiz/Tracking</div> </div>	<div>Delivery Type:</div> <div>Self-Paced Learning Module</div>	<div>Purchase Date:</div> <div>May 18, 2020</div>	INCOMPLETE
<div>Purchased: May 18, 2020</div> <div>Expires: Aug 16, 2020 06:23 PM ((GMT-05:00) Eastern Time (US & Canada))</div> <div>Receipt</div>				
2	 <div>Medicare, Medicare Advantage and Compliance Requirements: Unit 2</div>	<div>Delivery Type:</div> <div>Self-Paced Learning Module</div>	<div>Purchase Date:</div> <div>May 18, 2020</div>	INCOMPLETE
3	 <div>Medicare, Medicare Advantage and Compliance Requirements: Unit 3</div>	<div>Delivery Type:</div> <div>Self-Paced Learning Module</div>	<div>Purchase Date:</div> <div>May 18, 2020</div>	INCOMPLETE
4	 <div>2021 Medicare, Medicare Advantage and Compliance Requirements</div>	<div>Delivery Type:</div> <div>Medicare Certification</div>	<div>Purchase Date:</div> <div>May 18, 2020</div>	INCOMPLETE

**The last module of your course will be the final exam (module #4). When you click on the “Play” button, a pop-up window will appear. It will ask if you are taking the course for continuing education credits. Select the appropriate option. If yes, it will ask you for your professional information so that we can file your CE credits with your state Department of Insurance on your behalf.*

Prior to the start of the final exam, you will be prompted to indicate your carrier(s).

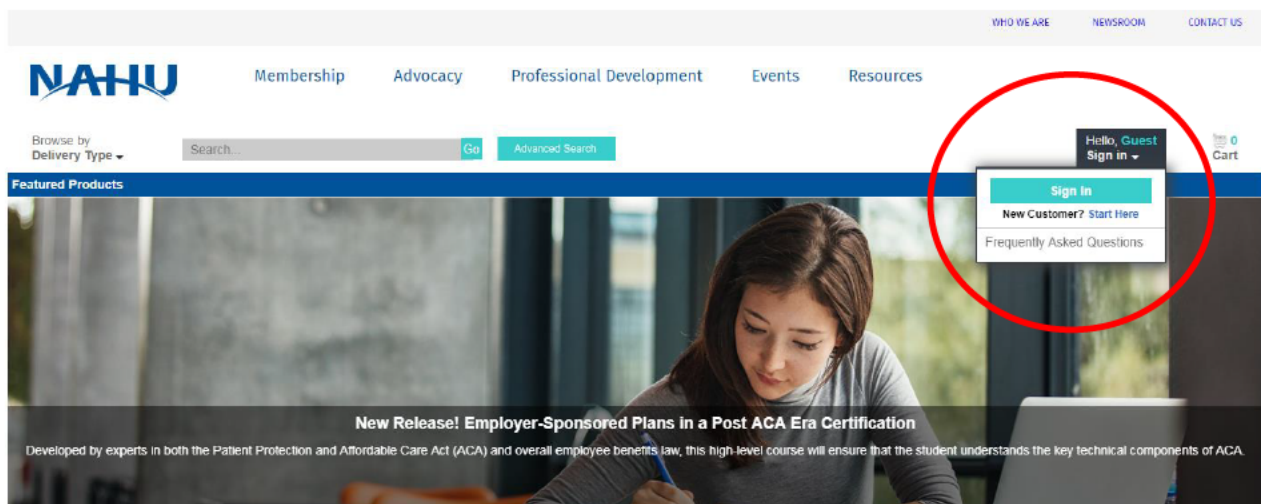
The final exam cannot be paused for completion at a later time. It must be finished in one sitting. If you do not pass, you can retake the final exam at no additional charge. You have six attempts to pass the final exam. The final exam will no longer be available after the expiration of the course.



How to Access Your Medicare Advantage Certification Training

Here are step-by-step instructions to access your Medicare Advantage Certification Training in the Online Learning Institute (OLI):

1. Visit the OLI at <https://nahu.inreachce.com/>. You can also access the OLI on the [NAHU website](#) by selecting "Online Learning Institute" in the Professional Development navigation drop down menu.
2. On the OLI homepage, in the upper right hand corner, it will say "Hello, Guest." Place your cursor on the text for the Sign In drop down menu to appear. Click on the "Sign In" button.



3. On the Sign In page, enter your login credentials. If you are a NAHU member, enter your membership username and password. If you require assistance with your login credentials, please email professionaldevelopment@nahu.org or call the NAHU Student Services Helpdesk at 844-257-0990.
4. Once you login, you will be directed to your My Products page.
5. On your My Products page, you will see your Medicare Advantage Certification Training.

▼ Refine your results

Display Purchases From

Last 365 Days

Start Date:

06/23/2019

End Date:

06/22/2020

Delivery Type

All Deliveries

Self-Paced Learning Module

Medicare Certification

2021 Medicare, Medicare Advantage and Compliance Requirements

1	<div>Medicare, Medicare Advantage and Compliance Requirements: Unit 1</div> <div> <div>Play</div> <div>Download Materials</div> <div>Quiz/Tracking</div> </div>	<div>Delivery Type:</div> <div>Self-Paced Learning Module</div>	<div>Purchase Date:</div> <div>May 18, 2020</div>	INCOMPLETE
2	<div>Medicare, Medicare Advantage and Compliance Requirements: Unit 2</div>	<div>Delivery Type:</div> <div>Self-Paced Learning Module</div>	<div>Purchase Date:</div> <div>May 18, 2020</div>	INCOMPLETE
3	<div>Medicare, Medicare Advantage and Compliance Requirements: Unit 3</div>	<div>Delivery Type:</div> <div>Self-Paced Learning Module</div>	<div>Purchase Date:</div> <div>May 18, 2020</div>	INCOMPLETE
4	<div>2021 Medicare, Medicare Advantage and Compliance Requirements</div>	<div>Delivery Type:</div> <div>Medicare Certification</div>	<div>Purchase Date:</div> <div>May 18, 2020</div>	INCOMPLETE

- Click the green “Play” button of the first module to start your course. A pop-up window with the presentation will appear. You may start the presentation and pick back up where you left off at a later time.

**The last module of your course will be the final exam (module #4). When you click on the “Play” button, a pop-up window will appear. It will ask if you are taking the course for continuing education credits. Select the appropriate option. If yes, it will ask you for your professional information so that we can file your CE credits with your state Department of Insurance on your behalf.*

Prior to the start of the final exam, you will be prompted to indicate your carrier(s).

The final exam cannot be paused for completion at a later time. It must be finished in one sitting. If you do not pass, you can retake the final exam at no additional charge. You have six attempts to pass the final exam. The final exam will no longer be available after the expiration of the course.



How to Take the Final Exam For the Medicare Advantage Certification Training

Here are step-by-step instructions to complete the final exam for the Medicare Advantage Certification Training in the Online Learning Institute (OLI):

1. The last module of your course will be the final exam (module #4). When you click on the “Play” button, a pop-up window will appear. It will ask if you are taking the course for continuing education credits. Select the appropriate option. Click “Continue With These Credit Choices” to proceed.



2021 Medicare, Medicare Advantage + Compliance Requirements (MMACR)

Additional credit options are available for this course. - (click to learn more)
You must either add or decline these optional credits now.

Purchased	NAHU Certification (what is this?)
	8 credits 2021 Medicare (MMACR) For credit, course must be completed by: 06/30/2021

or

Insurance Continuing Education (what is this?)

Select a State

2. Enter your contact information for course processing and your Certificate of Completion. Click “Continue” to proceed.

Enter Your Contact Information

This information will be used when processing your course and will appear, as entered, on your Certificate of Completion.

First Name	Last Name	
<input type="text" value="Medicare 2021"/>	<input type="text" value="Tester"/>	
Street Address		
<input type="text" value="1212 New York Ave, Suite 1100"/>		
City	State	Postal Code
<input type="text" value="Washington"/>	<input type="text" value="District of Columbia"/>	<input type="text" value="20005"/>
Country	Phone Number	
<input type="text" value="USA"/>	<input type="text" value="202-595-0796"/>	
Email Address		
<input type="text" value="medicare2021@inreachce.com"/>		

This is where we will send your Certificate of Completion and other emails related to this course.
Please provide an email account that you regularly check. We will never sell, share, or spam your email address.
To enter multiple email addresses, separate them with a semicolon or comma.

[Continue ▶](#)

3. Select all carriers with whom you are affiliated. If your carriers are not listed, click “Continue” to proceed.

Identify Your Carriers

Please select all carriers with whom you are affiliated. If your carriers are not listed, click Continue to proceed.

Your Carriers
<div>- no carriers have been selected</div>
<input type="text" value="Choose a Carrier"/>

[Continue ▶](#)

4. The state and course rules will appear for you to review. Click “Continue” to proceed.

Rules for New York Insurance Continuing Education

- Exam is closed book. An New York state approved monitor **MUST** be present before you may access the exam. **COVID-19 UPDATE: THIS RULE IS TEMPORARILY SUSPENDED.**
- Effective January 1, 2008, a licensee will no longer receive credit for any course previously completed for continuing education credit. Licensees must maintain records of completed continuing education courses and will be held responsible if a course is repeated.
- Courses approved for internet may not be downloaded.
- Upon successful completion of this course you will be issued a Certificate of Course Completion. This document is necessary for your license renewal. Retain this document.

Rules for NAHU MMACR

- The course material consists of three interactive modules. The course is self-directed and may be completed at your own pace; however, the entirety of the course material must be completed prior to accessing your final exam.
- Your exam is closed book. You will have 6 attempts to pass this exam.
- The certification exam requires a passing score of 85%. Prior to taking the exam you will be asked to identify your carriers. Unless otherwise noted, your carrier will be automatically notified when you successfully pass your final exam.
- In order to receive insurance continuing education, you must select your state and provide your insurance license information prior to taking the final exam. If you fail to pass the exam with an 85% on your first attempt, but have achieved a 70% or higher then your insurance continuing education credits will still be posted to your state, but the course will remain incomplete and your certification will not be reported to your carrier until you take the exam and pass it with an 85% or higher.

5. Fill out the fields on your professional license information and click “Continue” to proceed.

In order to process your course we need the following information:

National Producer Number

[Find your NPN](#)

District of Columbia Insurance Continuing Education

License Number

Expiration Date

(optional)

Name on License

(optional)

[Go Back](#)

[Continue](#)

6. If a proctor is required for your CE credits by your state Department of Insurance, your proctor will need to fill out the fields below. Select “Continue” to proceed.

This will be attempt number 1 at completing this exam.

Please have your proctor fill out the information below:

I am qualified as a proctor because I am:

- select an option -

Proctor's Name (First & Last)

Proctor's Job Title

Proctor's Company/Agency Name

Proctor's Telephone

Proctor's Address

Proctor's City

Proctor's State

Proctor's Zip

Address Where Exam Taken

[Go Back](#)

[Continue](#)

7. The final exam will generate.

Please wait while your exam is loaded.



...randomizing questions...

8. You will be asked if you are ready to take the exam. If yes, select “Start Exam.”

Are you ready for the exam?

You are about to begin the exam for your course. You must complete the exam in one sitting. If you choose to leave before finishing you will need to start the exam from the beginning when you return.

- **Do NOT use your browser's "back" button during the exam.**

If you are ready to begin, click the "Start Exam" button to proceed. If not, click the "Go Back" button at the bottom left of this page to return to the course material.

Upon successful course completion, you will be required to print out and complete the Affidavit of Personal Responsibility.

[Click here](#) to view the affidavit now if you wish. Upon course completion, your affidavit will also be emailed to you.

As a reminder, this exam is closed book. If you have any open browsers or tabs that contain this course's material, please close them now.

[Go Back](#)

[Start Exam](#)

** The final exam cannot be paused for completion at a later time. It must be finished in one sitting. If you do not pass, you can retake the final exam at no additional charge. You have six attempts to pass the final exam. The final exam will no longer be available after the expiration of the course.*