

Medicare, Medicare Advantage, and Compliance Requirements User Guide





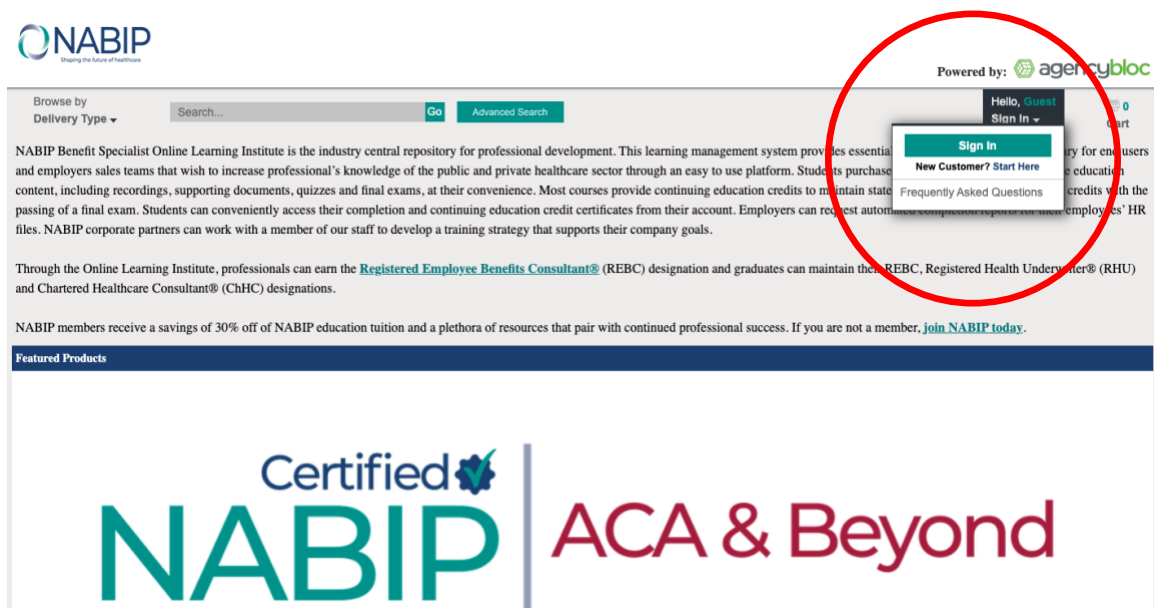
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How to Create an Account In the Online Learning Institute

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

1. Visit the OLI at <https://nabip.inreachce.com/>. You can also access the OLI on the [NABIP website](#) by selecting “Online Learning Institute” in the Professional Development section of the mega navigation 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

Password

Keep me signed in

Sign In

[Forgot Password](#)

No login? Click below to create an account online.

[CREATE YOUR ACCOUNT](#)

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

NABIP 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.

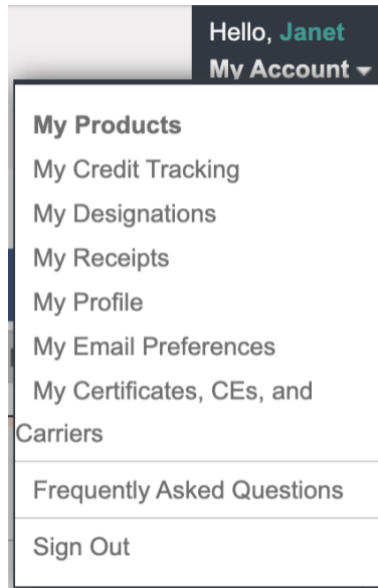
Create Your Account

Prefix	<input type="text" value="(None)"/>
*First name	<input type="text"/>
Middle name	<input type="text"/>
*Last name	<input type="text"/>
Suffix	<input type="text" value="(None)"/>
*Email	<input type="text"/>
Phone	<input type="text"/>
*Country	<input type="text" value="United States"/>
*Address	<input type="text"/> <input type="text"/> <input type="text"/>
*City	<input type="text"/>
*State	<input type="text" value="(None)"/>
*Postal code	<input type="text"/>
*Username	<input type="text"/>
*Password	<input type="password"/>
*Confirm password	<input type="password"/>

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



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

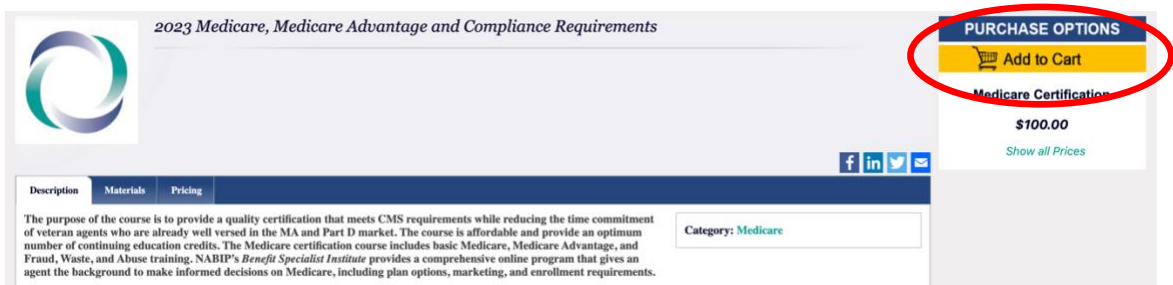


7. If you require assistance with your OLI account, please email professionaldevelopment@nabip.org or call the NABIP Student Services Helpdesk at 844-257-0990.

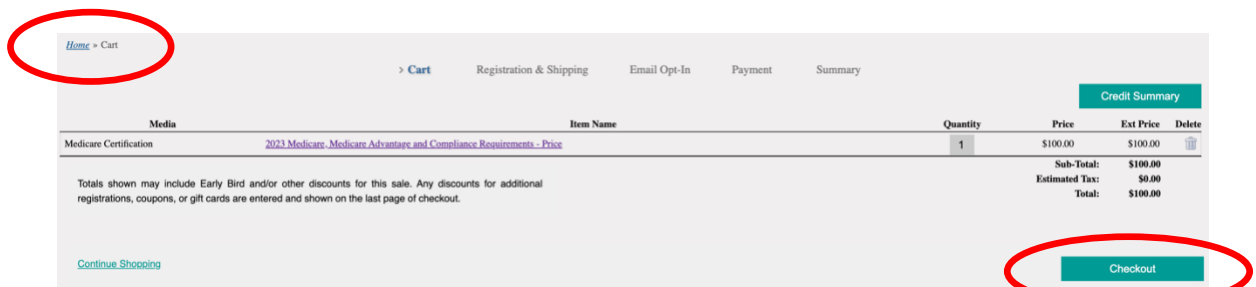
How to Purchase the Medicare Advantage Certification Training

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

1. [Click here](#) to purchase the Elevance Health PY2024 Medicare, Medicare Advantage and Compliance Requirements Certification in the OLI.
2. On the product's details page, on the right side in the Purchase Options section, select the "Add to Cart" button.



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



5. 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 NABIP member, enter your membership username and password. If you require assistance with your login credentials, please email professionaldevelopment@nabip.org or call the NABIP Student Services Helpdesk at 844-257-0990.

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

Purchaser Contact Information

Login ID: jtrautwein@nabip.org ✓
E-mail Address: jtrautwein@nabip.org ✓
First Name: Janet Last Name: Trautwein
Company: NABIP
Account ID:
Address 1: 999 E Street NW, Ste 400
Address 2:
City: Washington State: WASHINGTON D.C. Postal Code: 20004
Country: UNITED STATES
Phone Number:

Registration

2023 Medicare, Medicare Advantage and Compliance Requirements - Medicare Certification - Price
1st Registrant Email: jtrautwein@nabip.org ✓ First Name: Janet Last Name: Trautwein

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

7. On the Payment page you will see your cart summary at the top.
8. If you have a coupon code, enter the code in the text field and then click “Apply.”
9. Once you have completed filling out your payment information, select the “Complete Purchase” button in the lower right corner.

Browse by Delivery Type ▾ Search...

Hello, **Janet**
 My Account ▾ Cart

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

Cart Summary

Media	Item Name	Qty	Price	Ext Price
Medicare Certification	2023 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 ▾ 2023 ▾

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](#)

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.



The screenshot displays a course management interface for '2023 Medicare, Medicare Advantage and Compliance Requirements'. On the left, there are filters for 'Display Purchases From' (Last 365 Days), 'Start Date' (05/16/2022), 'End Date' (05/16/2023), and 'Delivery Type' (All Deliveries, Medicare Certification, Final Exam, Self-Paced Learning Module). The main content area shows a list of four units, each with a 'Play' button, 'Download Materials', and 'Quiz/Tracking' options. The 'Play' button for Unit 1 is circled in red. The status of each unit is 'INCOMPLETE'.

Unit	Course Title	Delivery Type	Purchase Date	Status
1	2023 Medicare, Medicare Advantage and Compliance Requirements: Unit 1	Self-Paced Learning Module	Jun 22, 2022	INCOMPLETE
2	2023 Medicare, Medicare Advantage and Compliance Requirements: Unit 2	Self-Paced Learning Module	Jun 22, 2022	INCOMPLETE
3	2023 Medicare, Medicare Advantage and Compliance Requirements: Unit 3	Self-Paced Learning Module	Jun 22, 2022	INCOMPLETE
4	2023 Medicare, Medicare Advantage and Compliance Requirements Final Exam	Final Exam	Jun 22, 2022	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.*

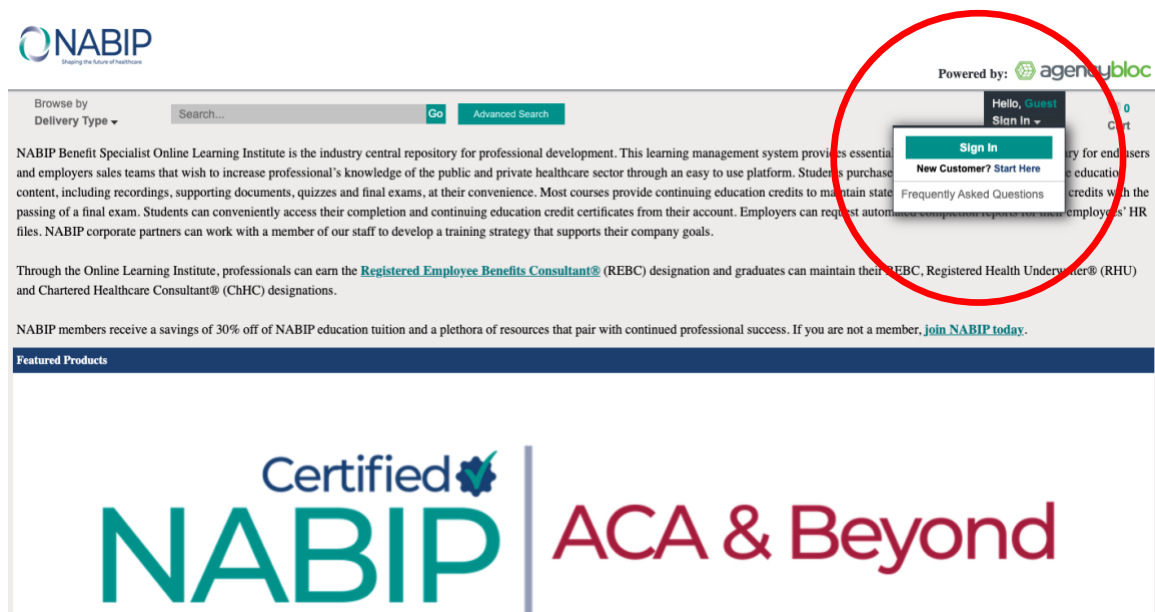
Prior to the start of the final exam, you will be prompted to indicate your carrier(s).

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://nabip.inreachce.com/>. You can also access the OLI on the [NABIP website](#) by selecting “Online Learning Institute” in the Professional Development section of the mega navigation 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 NABIP member, enter your membership username and password. If you require assistance with your login credentials, please email professionaldevelopment@nabip.org or call the NABIPF 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.



- 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.*

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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

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.

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	Certification (what is this?)
	8 credits Medicare (MMACR)
	For credit, course must be completed by:

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 2023"/>	<input type="text" value="Tester"/>	
Street Address		
<input type="text" value="123 Street"/>		
City	State	Postal Code
<input type="text" value="Cityville"/>	<input type="text" value="Illinois"/>	<input type="text" value="12345"/>
Country	Phone Number	
<input type="text" value="USA"/>	<input type="text" value="555-1212"/>	
Email Address		
<input type="text" value="medicare2023@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

- no carriers have been selected

Continue ▶

- The state and course rules will appear for you to review. Click “Continue” to proceed.
- 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 <input type="text"/> Find your NPN	New York Insurance Continuing Education <table><tr><td>License Number <input type="text"/></td><td>Expiration Date <input type="text" value="optional"/></td></tr><tr><td colspan="2">Name As Listed on License <input type="text"/></td></tr></table>	License Number <input type="text"/>	Expiration Date <input type="text" value="optional"/>	Name As Listed on License <input type="text"/>	
License Number <input type="text"/>	Expiration Date <input type="text" value="optional"/>				
Name As Listed on License <input type="text"/>					

◀ Go Back

Continue ▶

- If a proctor is required for your CE credits by your state Department of Insurance, your proctor will need to provide information. Select “Continue” to proceed.
- The final exam will generate.

Please wait while your exam is loaded.



...randomizing questions...

- 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.

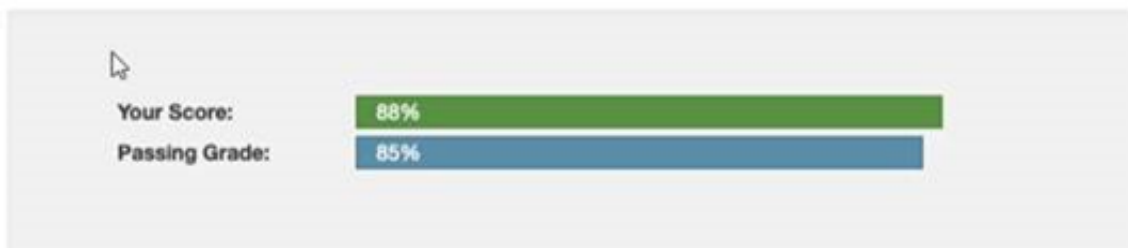
◀ Go Back

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.*

9. After you successfully complete the 2024 Medicare, Medicare Advantage and Compliance Requirements Certification, you will receive an email titled, "Your NABIP Certificate of Completion." If you selected to acquire CE credits for the course, you will receive a separate email with your state certificate showing your CE credits. Where applicable, NABIP has filed your credits with your state's Department of Insurance.

Your completion of the certification will be electronically reported to Elevance Health. There is no action required by you to inform Elevance Health of your completion.



You're Almost Ready to Sell!

Here is the next step to sell during the 2024 AEP:

To be considered Ready to Sell with Elevance Health, go to GetCertified.ElevanceHealth.com and complete Elevance Health Compliance and Product Training Modules.

There is no additional cost to complete these remaining modules, but this training is required and must be completed before you can sell during 2024 AEP.

GetCertified.ElevanceHealth.com

Congratulations!

Our processing department is now confirming your information and will be issuing you a certificate of completion shortly. The certificate will be delivered to the email address you provided during your registration.

Current processing time is approximately: **2-3 business days**

Elevance Health Agents, here's your next step:

You're ALMOST Ready to Sell! Don't forget to complete your training!

To be considered Ready to Sell, go to GetCertified.ElevanceHealth.com and complete Compliance and Product Training Modules.

There is no additional cost to complete these remaining modules, but this training is required and must be completed before you can sell during the upcoming AEP.

[Go to GetCertified.ElevanceHealth.com](https://GetCertified.ElevanceHealth.com) ➔