



# 2012 AGENT CERTIFICATION MEDICARE SALES SENTINEL

User Manual



A Healthy Collaboration®

# WWW.UAMCERTIFICATION.COM

- Agents will begin their 2012 Medicare Advantage training and certification at [www.uamcertification.com](http://www.uamcertification.com) (Medicare Sales Sentinel).
- To begin the Contracting and Certification Process agents will click the **“Complete your Contract and/or Certification Here”** button.
- The agent will then be directed to Medicare Sales Sentinel.
- We encourage agents to retain this web address or save it to their favorites. This site will allow agents to return to the Medicare Sales Sentinel site to complete their Universal American Certification. Agents will also have the ability to check the status of his/her certification process by clicking on **“Check your Contracting & Certification Status Here.”**

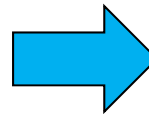


Welcome to the Universal American (UAM) Medicare Advantage certification training for 2012. We suggest that you take a few moments to review the step-by-step tutorial ([click here](#)) regarding the requirements and processes of how to become fully certified to sell UAM's 2012 Medicare Advantage products.

If you have already read and understand the requirements for successfully completing UAM's 2012 Medicare Advantage certification process, please click one of the following:

- **Complete your Contract and/or Certification Here** if you have not yet started the certification process and wish to begin
- **Check your Contracting & Certification Status Here** if you have already started the certification process and would like to continue. You may also review your dashboard to identify the elements of certification that you have/have not completed.

For questions or troubleshooting, please contact our Support hotline at (888) 568-0270.



**Complete your  
Contract and/or  
Certification Here**

**Check your  
Contracting & Certification  
Status Here**

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# UNIVERSAL AMERICAN PROGRAM

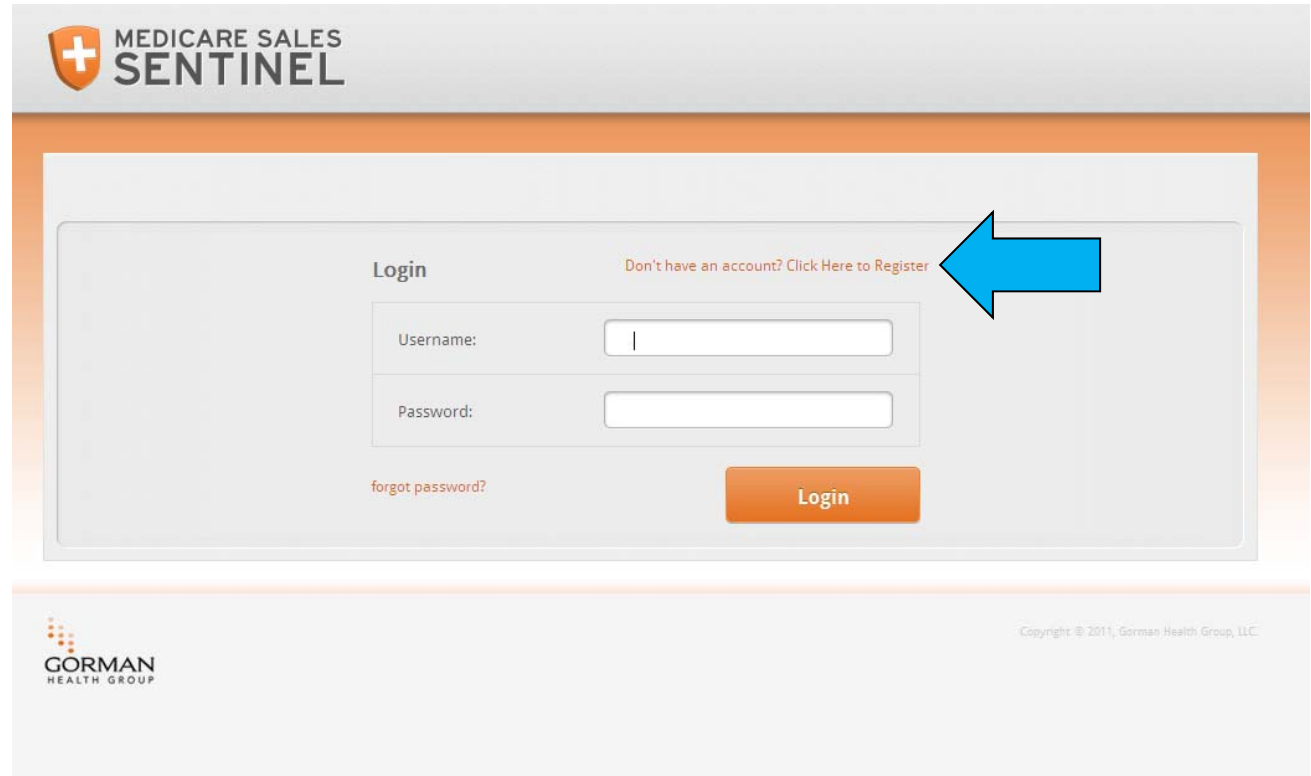
## Contracting and Certification Requirements

Perquisite	Existing Agent Requirement	New Agent Requirement	Description
2012 Agent Contract	Yes	No	Revised 2012 UAM Agent Contract
Background Check	Yes	No	Criminal and OIG/GSA background check
2012 HIPAA Attestation	Yes	Yes	Read and attest to the 2012 HIPAA guidelines
2012 Code of Conduct Attestation	Yes	Yes	Code of Conduct review and agree
2012 Dual Eligible Training and Exam	Yes	Yes	Review the material and pass the exam with a 85% or higher
2012 Fraud, Waste & Abuse Training and Exam	Yes	Yes	Review the material and pass the exam with a 85% or higher
2012 Core Certification	Yes	Yes	Must complete Gorman or AHIP Certification
2012 UAM Product Certification	Yes	Yes	Must complete each contracted product with a score of 85% or higher

# LOGIN

## Medicare Sales Sentinel

- **ATTENTION :**  
If this is your first time certifying with Universal American for 2012 you must register for a new account.
- To register for a new account **Please click “Don’t have an account? Click here to Register.”**
- Returning users will need to login by entering their username (Social Security Number) and self-created Password.
- Once registered, you can retrieve a forgotten password by clicking **“Forgot password?”**



The screenshot shows the Medicare Sales Sentinel login interface. At the top left is the Medicare Sales Sentinel logo. Below it is a login form with the following elements:

- Username:** A text input field with a cursor.
- Password:** A password input field.
- Login:** An orange button.
- forgot password?:** A link below the password field.
- Don't have an account? Click Here to Register:** A link in red text at the top right of the form, with a blue arrow pointing to it.

At the bottom left is the GORMAN HEALTH GROUP logo, and at the bottom right is the copyright notice: "Copyright © 2011, Gorman Health Group, LLC."

# REGISTRATION

## Individual or Firm?

- After selecting “**Register**,” the first screen will ask if you are registering as an individual or a firm.
- You will need to select “**Individual**” or “**Firm**.” This is done by clicking the circle next to the applicable selection.
- If registering as an individual, you will be asked to enter your Social Security Number.
- If Registering as a Firm, you will be asked to enter your FEIN.



MEDICARE SALES  
**SENTINEL**

Registration for Universal American Agents 2012

Are you registering as a firm or individual?

Individual

Firm

Next

# REGISTRATION

## Medicare Sales Sentinel

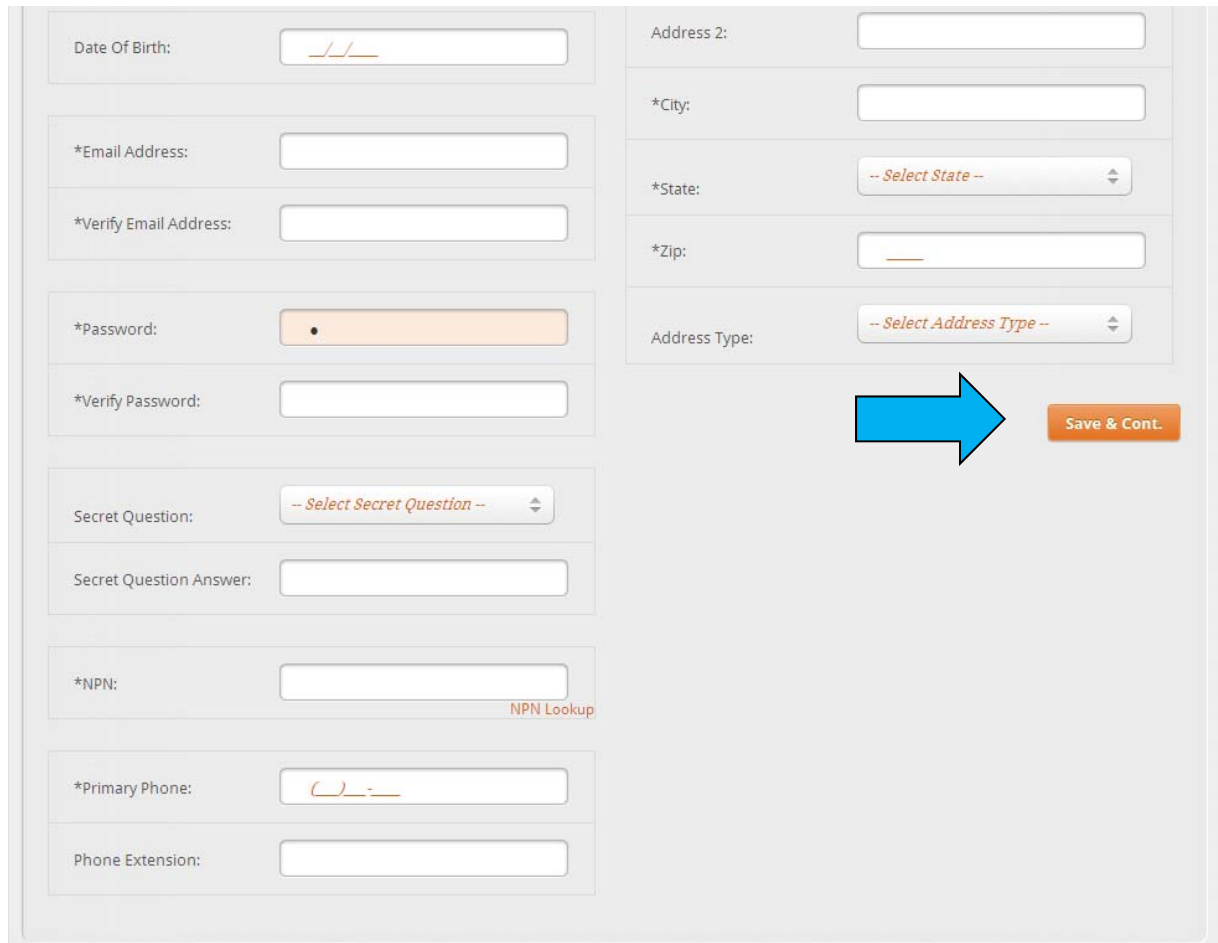
- First time users will need to complete the required fields. Required fields are indicated with an asterisk.
- If you selected to register as an individual, you will need to enter your first and last name.
- If you selected to register as a firm, you will be asked to enter your agency or corporation name.
- Agents will use their Social Security Number and firms will use their FEIN as their username, which will already be populated with the information you entered on the previous screen.

The screenshot shows the 'Medicare Sales Sentinel' registration interface. At the top left is the logo, which consists of a white cross on an orange shield followed by the text 'MEDICARE SALES SENTINEL'. Below the logo is a header bar with the text 'Registration for Universal American Existing Agents'. The form is divided into two main columns: 'Basic Contact Info' on the left and 'Home Address' on the right. Under 'Basic Contact Info', there are four text input fields: 'First Name:', '\*Last Name:', 'Middle Name:', and 'Suffix:'. Below these is a radio button selection for 'Individual' (selected) and 'Firm'. Under 'Home Address', there are four text input fields: '\*Address 1:', 'Address 2:', '\*City:', and '\*Zip:'. A dropdown menu for '\*State:' is set to '-- Select State --'. Below the 'Home Address' section is a 'Mailing Address' section with a checkbox for 'Same as Home Address' and a '\*Address 1:' text input field. At the bottom of the 'Basic Contact Info' column, there is a 'Username/SSN:' text input field with a masked pattern '\_\_\_\_-\_\_\_\_-\_\_\_\_' and a checkbox labeled 'Please check this box if you are registering as the principal of an agency'.

# REGISTRATION CONT'D

## Medicare Sales Sentinel

- Passwords will be created by the user and require the following:
  - Must be at least 8 characters long and contain at least:
    - 1 uppercase letter;
    - 1 lowercase letter;
    - 1 number; and
    - 1 special character.
- Once the registration is complete you will click “**Save and Continue**” to proceed to the next step.



The registration form is divided into two columns. The left column contains fields for: Date Of Birth (with a date picker icon), \*Email Address, \*Verify Email Address, \*Password (with a strength indicator), \*Verify Password, Secret Question (with a dropdown menu), Secret Question Answer, \*NPN (with an NPN Lookup link), \*Primary Phone (with a phone number icon), and Phone Extension. The right column contains fields for: Address 2, \*City, \*State (with a dropdown menu), \*Zip, and Address Type (with a dropdown menu). A blue arrow points to the 'Save & Cont.' button at the bottom right of the form.

# UNIVERSAL AMERICAN PROGRAM

## Introduction

- The first step in the certification process will be the Introduction screen.
- This screen will give you an overview of the program and its requirements.
- You will need to click “**Save and Continue**” to proceed.

Universal American Intro

2012 Agent Certification

Welcome to the Universal American (UAM) Medicare Advantage certification process for 2012. The process this year has been streamlined for your convenience. **Please note that all agents, regardless if you have contracted with UAM in the past, are required to register for certification this year.** Any past usernames or logins are no longer valid. Please follow the simple instructions below:

1. Open <http://www.uamcertification.com/>
2. Click on *Complete your Contract and/or Certification Here*, and then *Don't have an account? Click here to Register*.
3. When prompted, select how you are registering (firm or individual), enter your social security number and then complete all fields on the Registration Page and create a password. Remember this password.
4. Once you have registered you will be prompted to login. **Your username will be your social security number.** Your password will be what you have chosen during the registration process.
5. Once you have logged in, you will be taken to the first step of the Universal American Program. Please complete each step as directed.
6. To view the required steps to complete your certification, click on the My Programs tab at the top of the screen. This dashboard will have all of the required components of your certification. Complete each component, in order. A green circle mark will appear next to each completed component. Once all required components are completed you will be able to view/print a certificate for that component.
7. The dashboard will make clear any components of the certification process that require further action on your part with a yellow alert diamond.
8. Any items marked with a red X means that you have failed that requirement and will not be able to sell that product. **You are only allowed 2 attempts to pass each certification exam. A score of at least 85% is required for passing.**
9. If you cannot complete all of the certification components at one time, you may login at a later time to do so. **You do not register again.** Simply login using your social security number and chosen password.

For more detailed instructions please click here  
<http://www.uamcertification.com/files/UniversalAmericanMedicareSalesSentinelUserGuide.pdf> for a *User Manual and Tutorial*

For answers to any questions please:

Call: (888) 568-0270  
Email: [uamsalescert@gormanhealthgroup.com](mailto:uamsalescert@gormanhealthgroup.com)

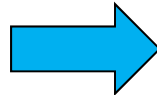
Monday-Friday: 8am – 7pm ET  
Saturday-Sunday: 10am – 3pm ET

Save & Cont. Save for Later

# UNIVERSAL AMERICAN PROGRAM

## Contract (Existing Agents Only)

- Existing Agents will be required to complete the Universal American Contract.
- This contract will automatically authorize a background check for all states except Georgia and Mississippi.
- The agent will to check the box to acknowledge reading and agreeing to the contract.
- Click “**Save and Continue**” to Proceed to the next step.
- Agents will be required to provide an electronic signature to execute the contract.
- **New Agents will not be required to complete this step.**



The screenshot displays the Medicare Sales Sentinel web interface. At the top, there is a header with the Medicare Sales Sentinel logo and navigation tabs for 'My Programs', 'My Profile', and 'Documents'. A 'LOG OUT' link is visible in the top right corner. The main content area is titled 'Universal American Certification' and contains a section for the 'Universal American Contract'. Underneath, there is an 'AGREEMENT' section with the instruction 'Please Print your Name'. This section includes four input fields: 'First Name' (containing 'Universal American'), 'Middle Name' (empty), 'Last Name' (containing 'Certification'), and 'Suffix' (empty). At the bottom of the form, there are two buttons: 'Save & Cont.' and 'Save for Later'.

# UNIVERSAL AMERICAN PROGRAM

## Code of Conduct Attestation

- All agents will need to review the Code of Conduct Attestation page and click in the box to acknowledge understanding of the Code of Conduct Attestation .
- You will need to click “**Save and Continue**” to proceed.

Code of Conduct: Overview

Universal American is committed to conducting business in a legal and ethical manner. The company Code of Conduct contains the company's expectations of each employee, agent and/or delegated entity to ensure their job is done in an honest, ethical and lawful way to protect not only the Company, but also you.

Below is an overview of the company's Code of Conduct. It is not meant to cover all of the information in the Code, but to provide highlights of key topics included in the Code.

It is difficult to anticipate every decision or action an employee, agent and/or delegated entity may face; therefore if you have doubts about the right ethical or legal choice, consult an appropriate supervisor until you receive proper guidance.

**Conflict of Interest**  
A conflict of interest occurs when an employee's, agent's and/or delegated entity's personal or private interests conflicts with the interests of the company. Always take care about the appearance of a conflict. Even if there is no actual conflict, the appearance might cause lack of confidence or may harm the reputation of the company.

**Company Assets**  
Every employee, agent and/or delegated entity has a personal duty to protect the physical and intangible assets of the company and ensure their efficient use. Employees, agents and/or delegated entities may not take for themselves personally, opportunities that are discovered through the use of company property, data or position. These opportunities may not be shared with a third party or invested in without first offering it to the company.

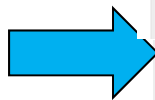
**Network Use**  
The company has the right to monitor and/or review any information on an employee's, agent's or delegated entity company computer or electronic device. Internet activity, email and other electronic communication is also subject to monitoring and review. These tools may not be used to commit illegal acts or break company policies such as, discrimination, harassment, pornography or solicitation. To guard network security, passwords may not be shared and software may not be put on computers without IT approval. No employee, agent and/or delegated entity should take part in the illegal use, copying, distribution or modification of computer software. This includes software from outside sources or developed internally. The Terms of Use of all software must be followed.

**Confidential Information / Privacy**  
Current or previous employees, agents and/or delegated entities may not use confidential information for their own personal use or share that data with others outside of the company. Confidential Information is any non-public data that might be of use to competitors; of interest to the press; or harmful to the company or its customers.

**Relationships with Customers & Vendors**  
Each employee, agent and/or delegated entity should deal fairly with the company's suppliers, customers and competitors. Prices, costs, products, services or other non-public data should not be discussed with a competitor. To ensure compliance with the Federal False Claims Act, employees, agents and/or delegated entities are not allowed to knowingly submit false claims to a government program.

By checking this box you acknowledge you have read and agree to the HIPAA Attestation.

**Save & Cont.**   **Save for Later**



# UNIVERSAL AMERICAN PROGRAM

## HIPAA Attestation

- All agents will need to review the HIPAA Attestation page and click in the box to acknowledge understanding of the HIPAA Attestation.
- You will need to click “**Save and Continue**” to proceed.

HIPAA Business Associates  
CONTRACT PRIVACY ADDENDUM

**I. GENERAL PROVISIONS**

**Section 1. Effect.** The terms and provisions of this Addendum are incorporated in and shall supersede any conflicting or inconsistent terms and provisions of the Agreement to which this Addendum is attached, including all exhibits or other attachments thereto and all documents incorporated therein by reference (this “Agreement”), effective as the effective date of the agent’s contract into the company. Any ambiguity in this Addendum shall be resolved to permit the Company to comply with the HIPAA Privacy Standards.

**Section 2. Amendment.** Agent and the Company agree to amend this Addendum to the extent necessary to allow either Agent or the Company to comply with the Privacy Standards (45 C.F.R. Parts 160 and 164), the Standards for Electronic Transactions (45 C.F.R. Parts 160 and 162) and the Security Standards (45 C.F.R. Part 142) (collectively, the “Standards”) promulgated or to be promulgated pursuant to the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and the Health Information Technology for Economic and Clinical Health Act of 2009, (“HITECH Act”), and any other applicable federal or state regulations or statutes as they may be amended, from time to time. Agent and the Company will fully comply with all applicable Standards and other applicable federal or state regulations or statutes and will amend this Addendum to incorporate any material required by the Standards, such regulations or statutes.

**Section 3. Definitions.** Capitalized terms used herein without definition shall have the respective meanings assigned to such terms in Part IV of this Addendum.

**II. OBLIGATIONS OF AGENT**

**Section 1. Use and Disclosure of Protected Health Information.** Agent may use and disclose Protected Health Information only as required to satisfy its obligations under this Agreement, as permitted herein, or as required by law, but shall not otherwise use or disclose any Protected Health Information. Agent shall not, and shall ensure that its directors, officers, employees, contractors and agents do not, use or disclose Protected Health Information in any manner that would constitute a violation of the Privacy Standards if done by the Company, except that Agent may use Protected Health Information if necessary (i) for the proper management and administration of Agent, (ii) to carry out the legal responsibilities of Agent or (iii) to provide Data Aggregation services relating to the health care operations of the Company. Agent hereby acknowledges that, as between Agent and the Company, all Protected Health Information shall be and remain solely the property of the Company, including any and all forms thereof developed by Agent in the course of fulfilling its obligations pursuant to this Agreement. Agent further represents that, to the extent Agent requests the Company to disclose Protected Health Information to Agent, such request is only for the minimum Protected Health Information necessary for the accomplishment of Agent’s purpose.

**Section 2. Safeguards Against Misuse of Information.** Agent agrees that it will use all appropriate safeguards including administrative and physical security measures and will follow Company directives when transmitting or storing Protected Health Information electronically to prevent the use or disclosure of Protected Health Information other than pursuant to the terms and conditions of this Addendum. Agent agrees that it shall also ensure such safeguards are implemented with any third party with which it contracts.

**Section 3. Agent’s Duty to Mitigate.** Agent agrees to mitigate to the extent practicable any harmful effect that is known to Agent of a use or disclosure of Protected Health Information by Agent in violation of this Addendum. Agent shall take any prompt

By checking this box you acknowledge you have read and agree to the Code of Conduct Attestation.

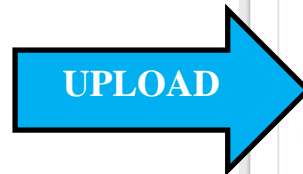
**Save & Cont.** **Save for Later**



# UNIVERSAL AMERICAN PROGRAM

## AHIP

- You will have the ability to upload or fax a valid AHIP certificate.
- To upload, you will need to click the **“Upload Icon”** and locate the electronic copy on their computer . Once the file is located the agent will click **“Upload.”**
- To fax, you will need to click the **“Fax Icon.”** A fax cover sheet will become available. You will need to print the fax cover sheet and fax it with the valid AHIP certificate to the number listed.
- You can click **“Next Step.”** once an upload or fax is completed or if the agent does not have an AHIP certificate.



### 2012 Universal American New Agents - 2012 AHIP

Instructions:  
Upload your 2012 AHIP in its original format to show completion.

If you need to upload your 2012 AHIP for this plan year, use the link below to browse for the saved file and upload to the website, or click the Fax link to print a cover sheet with instructions for sending the certificate via fax.

Please note that if you choose to fax your AHIP certificate, the CMS Core training and exam may still be listed in your curriculum. We recommend faxing your AHIP certificate prior to beginning the Training portion of your Certification. If your AHIP is deemed invalid for this plan year, you will be required to take Core Certification training and exam.



Upload



Fax

If you do not have an AHIP Certificate, please click "Next Step" to continue.

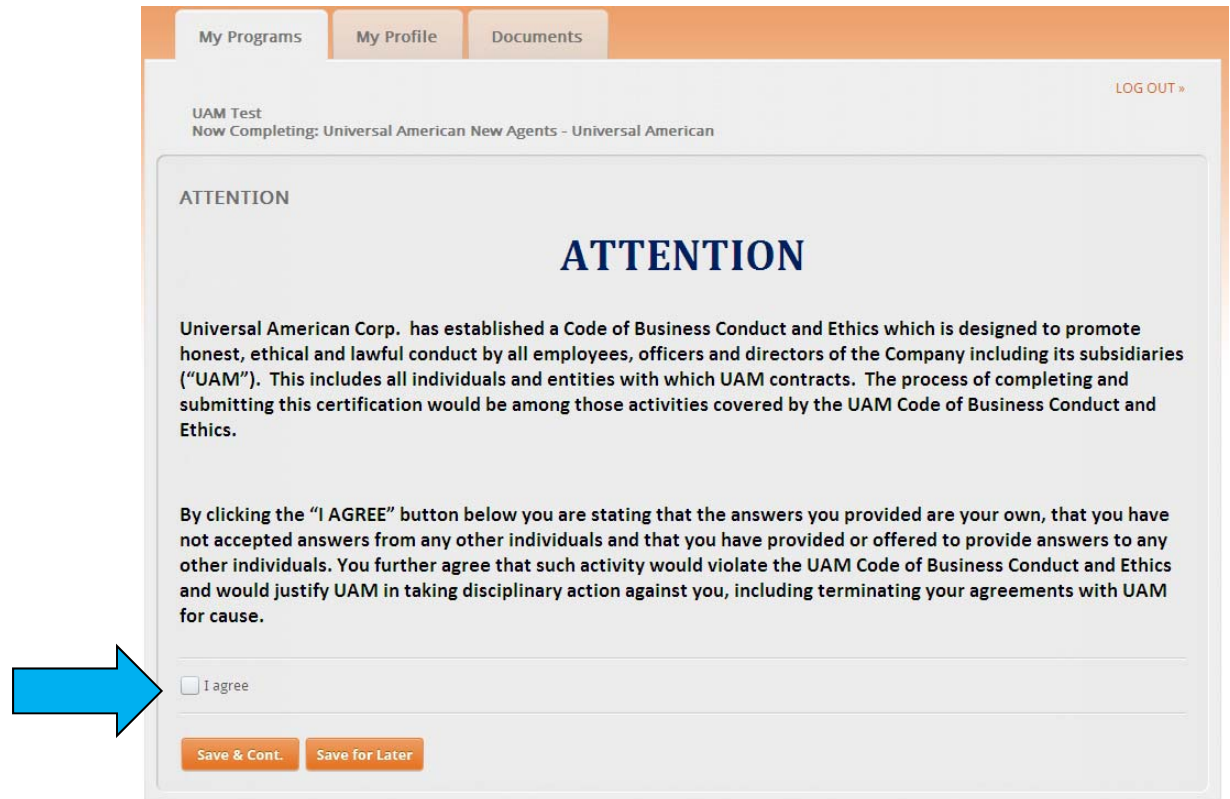
[Next Step](#)



# UNIVERSAL AMERICAN PROGRAM

## ATTENTION

- All agents will need to review this form titled **Attention** and select “I agree” to proceed.



The screenshot shows a web interface for a 'UAM Test'. At the top, there are navigation tabs for 'My Programs', 'My Profile', and 'Documents'. A 'LOG OUT »' link is in the top right corner. The main content area is titled 'ATTENTION' and contains the following text:

UAM Test  
Now Completing: Universal American New Agents - Universal American

**ATTENTION**

Universal American Corp. has established a Code of Business Conduct and Ethics which is designed to promote honest, ethical and lawful conduct by all employees, officers and directors of the Company including its subsidiaries (“UAM”). This includes all individuals and entities with which UAM contracts. The process of completing and submitting this certification would be among those activities covered by the UAM Code of Business Conduct and Ethics.

By clicking the “I AGREE” button below you are stating that the answers you provided are your own, that you have not accepted answers from any other individuals and that you have provided or offered to provide answers to any other individuals. You further agree that such activity would violate the UAM Code of Business Conduct and Ethics and would justify UAM in taking disciplinary action against you, including terminating your agreements with UAM for cause.

I agree

At the bottom of the form are two buttons: 'Save & Cont.' and 'Save for Later'. A large blue arrow points to the 'I agree' checkbox.

# UNIVERSAL AMERICAN PROGRAM

## Completing Curriculum

- All agents will be required to complete all Prerequisite training, 2012 Core training, if applicable, and Universal American product training in order to complete certification.
- Each agent is required to view each slide and score **85% or higher to pass each exam. Exam attempts are limited to 2.**

**MEDICARE SALES SENTINEL**

UNIVERSAL AMERICAN  
A Healthy Collaboration

My Programs | My Profile | Documents

LOG OUT »

Universal American Certification  
Now Completing: Universal American Existing Agents - Universal American

**Brainshark Curriculum**

Please complete the following courses to continue.

To complete a course, click on a course name, then click "Take Now". The course will open in a new window, which you may close once you are finished. When you are finished with all courses, please click "Next Step".

My Current Enrollments | My Prior Enrollments

**Current Enrollments for Universal American**  
Courses you are enrolled in are listed below. Click a course title to review details or take a course.

Curriculum Name	Status	Topic	Expiration	Passing Score	Type	Duration	Attempts Remaining
Universal American Take Now (0 of 2 complete)	Enrolled						
Universal American Indianapolis	Enrolled			n/a	Brains hark	0:10	
Universal American Indianapolis Exam	Enrolled			85%	Brains hark	0:20	2
Universal American North Texas (0 of 2 complete)	Enrolled						
Universal American Oklahoma (0 of 2 complete)	Enrolled						
Universal American PFFS/NPFFS (0 of 2 complete)	Enrolled						
Universal American Southeast Texas (0 of 2 complete)	Enrolled						

Next Step

# COMPLETING THE CURRICULUM

## Opening Courses/Exams

- To begin a curriculum you will need to click on the Curriculum name, select the available course, and select take now.
- Once you select take now, the training will load in another window

**MEDICARE SALES SENTINEL**

UNIVERSAL AMERICAN  
A Healthy Collaboration

My Programs | My Profile | Documents

LOG OUT »

Universal American Certification  
Now Completing: Universal American Existing Agents - Universal American

### Brainshark Curriculum

Please complete the following courses to continue.

To complete a course, click on a course name, then click "Take Now". The course will open in a new window, which you may close once you are finished. When you are finished with all courses, please click "Next Step".

**My Current Enrollments** | My Prior Enrollments

#### Current Enrollments for Universal American

Courses you are enrolled in are listed below. Click a course title to review details or take a course.

Curriculum Name	Status	Topic	Expiration	Passing Score	Type	Duration	Attempts Remaining
<input type="checkbox"/> Universal American Take Now	Enrolled						
<input type="checkbox"/> Universal American Indianapolis	Enrolled			n/a	Brainshark	0:10	
<input type="checkbox"/> Universal American Indianapolis Exam	Enrolled			85%	Brainshark	0:20	2
<input type="checkbox"/> Universal American North Texas (0 of 2 complete)	Enrolled						
<input type="checkbox"/> Universal American Oklahoma (0 of 2 complete)	Enrolled						
<input type="checkbox"/> Universal American PFFS/MPFFS (0 of 2 complete)	Enrolled						
<input type="checkbox"/> Universal American Southeast Texas (0 of 2 complete)	Enrolled						

# COMPLETING THE CURRICULUM

## Course Details

- After selecting “Take now” the screen shown to the right will appear displaying the course /exam details.
- To begin the course/exam you will need to click continue.

The screenshot shows a user interface for Gorman Health Group. On the left, a sidebar menu includes 'Learning', 'Catalog', and 'Reports'. The main content area displays 'Current Enrollments for Test Us' and a table of curriculums. A modal window is open in the center, titled 'You are about to take the following course', showing details for 'Module 1 Intro' (2011 Master, 5 slides, no audio). It includes a progress indicator (0% slides viewed) and a note that completion criteria has been achieved. 'Cancel' and 'Continue' buttons are at the bottom of the modal. A blue arrow points to the 'Continue' button. The background table lists various modules and their durations.

Curriculum Name	Enrollment Status	Duration
2011 Medicare Sales Training and Certification (complete)		
Module 1: Product Specific	Enrolled	
Module 1 Intro	Enrolled	n/a
Module 1 Lesson 1	Enrolled	n/a
Module 1 Exam	Enrolled	0:52
Module 2: Medicare Basics	Enrolled	
Module 2 Intro	Enrolled	n/a
Module 2 Lesson 1	Enrolled	2:11
Module 2 Exam	Enrolled	n/a
Module 3: Medicare Marketing Regulations & Enrollment	Enrolled	

# COMPLETING THE CURRICULUM

## Prerequisite not met

- If you select a course where a prerequisite has not been completed, this screen will display a notification letting you know that you need to complete another course before you will be able to advance to the next course. Select **'Cancel'** to return to your Current Enrollment page.

The screenshot shows a web interface for Gorman Health Group. A modal window is displayed with the following text:

Please complete all prerequisites prior to taking this course.

Course Name: Module 2 Intro  
 Course Description: 2011 Master  
 Number Of Slides: 5  
 Course Duration: No Audio

A **Cancel** button is visible at the bottom of the modal.

Below the modal, a table titled "Curriculums" is visible. The table has the following columns: Curriculum Name, Status, Topic, Expiration, Passing Score, Type, and Duration.

Curriculum Name	Status	Topic	Expiration	Passing Score	Type	Duration
2011 Medicare Sales Training and Certification Program (0 of 9 complete)	Enrolled					
Module 1: Product Specific	Enrolled					
Module 1 Intro	Enrolled			n/a	Brainshark	No Audio
Module 1 Lesson 1	Enrolled			n/a	Brainshark	No Audio
Module 1 Exam	Enrolled			n/a	Brainshark	0:52
Module 2: Medicare Basics	Enrolled					
Module 2 Intro	Enrolled			n/a	Brainshark	No Audio
Module 2 Lesson 1	Enrolled			n/a	Brainshark	2:11
Module 2 Exam	Enrolled			n/a	Brainshark	No Audio
Module 3: Medicare Marketing Regulations & Enrollment	Enrolled					
Module 3 Intro	Enrolled			n/a	Brainshark	No Audio

# COMPLETING THE CURRICULUM

## Course/Exam Window

- Before you start the training, please make sure that **your volume is on**.
- **Completion Criteria Indicator:** The completion criteria indicator is displayed in the upper right hand corner of the Module Window. **RED** indicates that the completion criteria has not been met. The indicator will turn **GREEN** when you have met the completion criteria for the module.

Module 2 Lesson 1

Completion criteria have not been met

brainshark

GORMAN HEALTH GROUP

Carla Leo  
Product Operation Manager

Contents

1. Lesson 1: Original... 0:08
2. Lesson 1: Original... 0:42
3. Lesson 1: Original... 1:21
4. Lesson 1: Original...
5. Lesson 1: Original...
6. Lesson 1: Original...
7. Lesson 1: Original...
8. Lesson 1: Original...
9. Lesson 1: Original...
10. Lesson 1: Original...
11. Lesson 1: Original...
12. Lesson 1: Original...
13. Lesson 1: Original...
14. Lesson 1: Original...

Total duration: 02:11 / 02:11

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Lesson 1:  
Original Medicare (Medicare Part A and Part B)

GORMAN HEALTH GROUP

Lesson 1:  
Original Medicare  
(Medicare Part A and Part B)

Social Security and Medicare Tax on Unreported Tip Income

Slide 1 of 30

00:00 / 0:08

Module 2 Exam

Completion criteria have been met

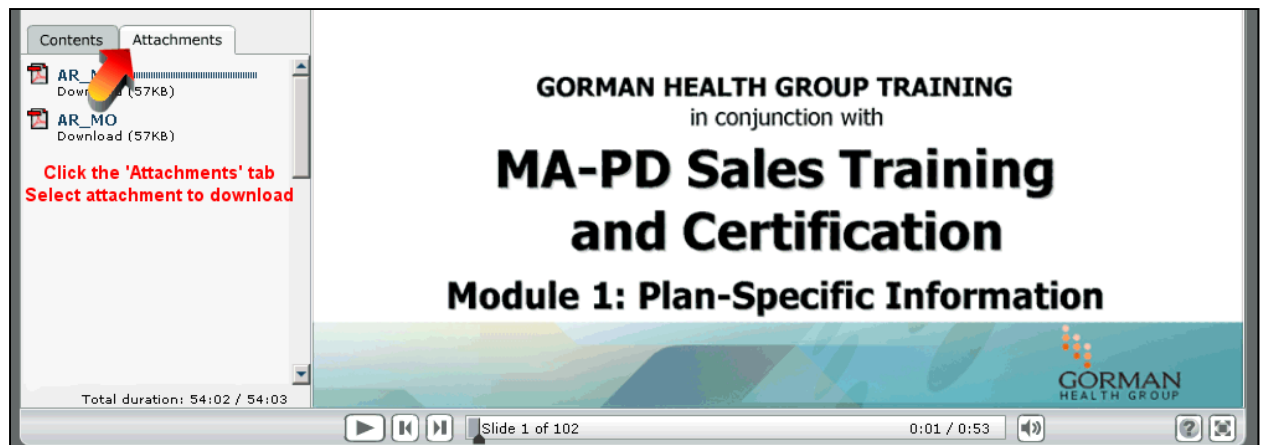
brainshark

GORMAN HEALTH GROUP

# COMPLETING THE CURRICULUM

## Attachments Tab

- **Attachments Tab:** During all of the Module trainings, there are two tabs displayed on the left-hand side of the window. One is titled 'Contents' and the other is titled 'Attachments'. The attachments listed can be downloaded to help you during the training.
- Simply click on one of the attachments listed to open or save the attachment to your PC.



# COMPLETING THE CURRICULUM

## Interactive Course Slides and Exam Questions

- Select an answer and then click “**Submit**” at the bottom right corner of the screen.
- A message will be displayed indicating if your answer is correct or incorrect.

MA-PD M1: Plan-Specific Information Powered by Brainshark

**GORMAN HEALTH GROUP**

What is an MA-PD?

- a. A stand-alone Prescription Drug Plan
- b. A Medicare Advantage Prescription Drug Plan
- c. A Medicare+Choice Plan
- d. Both A and C

Submit

Click submit after you make a selection

Contents Attachments

- Welcome 0:53
- MA-PD Sales Training ...0:
- MA-PD Sales Training ...0:
- MA-PD Sales Training ...0:
- MA-PD Sales Training ...0:
- MA-PD Sales Training ...0:
- Module 1: Plan-Specif...0:
- Pre-Quiz 1
- Pre-Quiz 2
- Pre-Quiz 3
- Pre-Quiz 4
- Lesson 1: History of...0:53
- Lesson 1: History of...1:15
- Lesson 1: History of...0:48
- Lesson 1: History of...0:11

Total duration: 50:54 / 54:03

Slide 8 of 102

# COMPLETING THE CURRICULUM

## Curriculum Completion

Here are some more details on how your trainings are compiled and what they consist of.

- **Curriculums are made up of modules and exams. Each of your curriculums will have a specific set of completion criteria guidelines that are set by your Plan. You may have more than one curriculum in your Current Enrollment Screen.**
- Modules will contain courses (or lessons) and may have prerequisite requirements and completion criteria. Completion criteria is also defined by the amount of the material within each course that must be viewed and/or the amount of audio. These criteria can be found under 'Course Details.'
- Exams follow each module of the curriculum and are very helpful study resources. We highly recommend that users complete the individual module exams in preparation for the Final exam. An exam criterion also varies by Plan. Some exams are optional, others may be required. Most Exams have a minimum passing score (85%) in order to consider complete.
- *Users are allowed only a certain number of attempts to pass the Final Exam. This number will be represented of the curriculum page next to the final exam.*

# COMPLETING THE CURRICULUM

## Exams

- You will be able to review your course materials prior to selecting the Exam.
- After your review of the modules, click on the Exam link. Once you begin the Exam, you must complete it in its entirety. **Ending the Exam without completion may result in a failing score and will count towards one of your opportunities to pass the Exam.** You will be able to review the course material again, if needed, prior to taking the Exam a second time.
- **Number of Attempts:** You will be limited to 2 attempts to complete each Exam.

inshark.com/brainshark/vu/view.asp?pi=23092499&tx=preview&dm=1&slid=3

### MA-PD Sales Training and Certification Final Exam

- **Once you advance past this slide to the first exam question, it will count as a Final Exam Attempt and you *MUST* complete the entire exam within a single session.**
- If you score less than **85%**, you will only be allowed one retake of the Final Exam to receive a passing score.
- Your score will be provided upon completion of the Final Exam and your results will be sent to your organization. Upon passing, you will also be able to print a Certification of Completion.
- **If you are not ready to complete the Final Exam, please close this browser window to return to the Curriculum Overview page.**

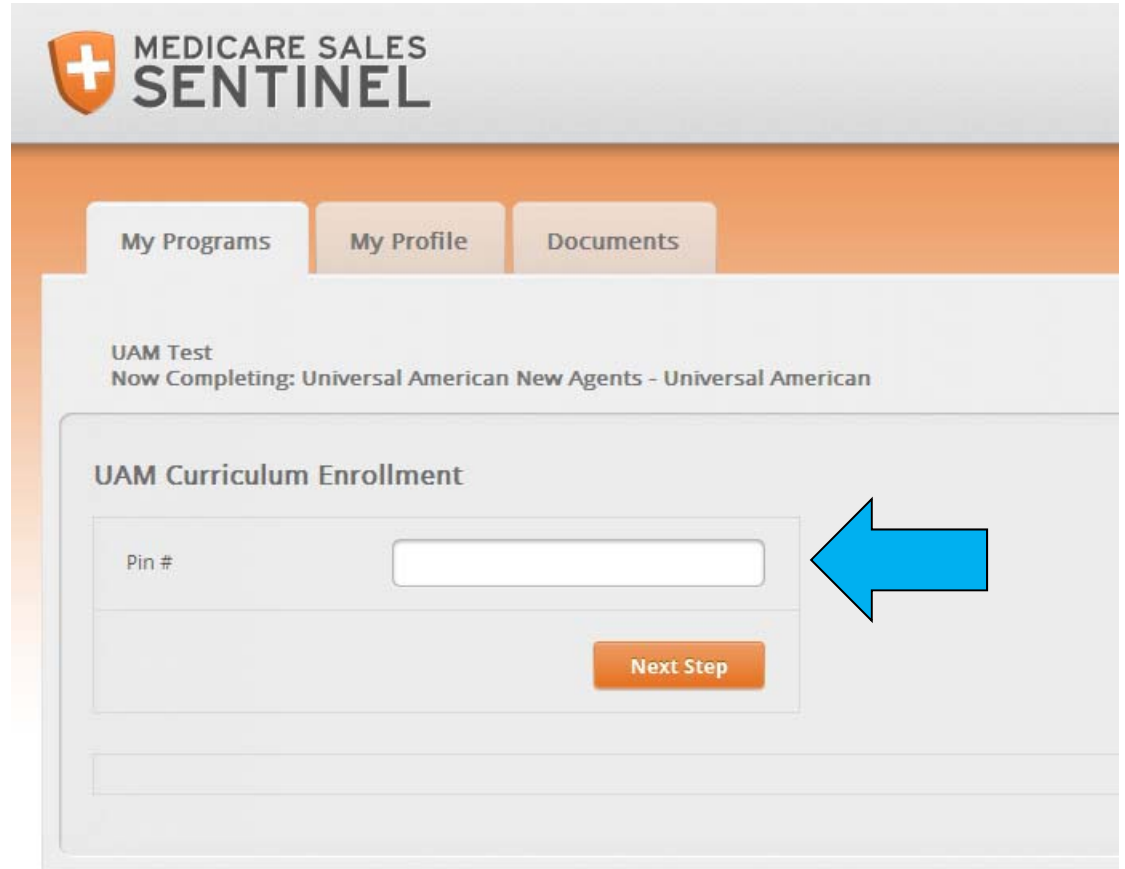


**To receive Certification you must complete the review of all required training courses and must pass all exams with a minimum score of 85%.**

# UNIVERSAL AMERICAN PROGRAM

## PIN Number- New Agent Only

- After completing the Prerequisite Trainings and the 2012 Core Training if applicable. New agents will be required to enter their pre-assigned PIN # and click **“Next Step”** to proceed to the Universal American Product training
- The PIN # is assigned/issued through Universal American’s contracting process.
- If a valid PIN # is not entered the agent will not be permitted to proceed to Universal American Product Training.
- **Existing Agents will not have to complete.**



The screenshot displays the Medicare Sales Sentinel interface. At the top, there is a header with a red cross icon and the text 'MEDICARE SALES SENTINEL'. Below the header, there are three tabs: 'My Programs', 'My Profile', and 'Documents'. The main content area shows 'UAM Test' with the subtitle 'Now Completing: Universal American New Agents - Universal American'. Underneath, there is a section titled 'UAM Curriculum Enrollment'. This section contains a 'Pin #' label next to an empty text input field. A blue arrow points to this input field. Below the input field is an orange button labeled 'Next Step'.

# UNIVERSAL AMERICAN PROGRAM

## Completing Curriculum

- After you have completed all required courses and exams with a passing score of 85% or higher.
- You can click “**Next Step**” to proceed.

MEDICARE SALES SENTINEL

UNIVERSAL AMERICAN  
A Healthy Collaboration

My Programs My Profile Documents

LOG OUT »

Universal American Certification  
Now Completing: Universal American Existing Agents - Universal American

### Brainshark Curriculum

Please complete the following courses to continue.

To complete a course, click on a course name, then click "Take Now". The course will open in a new window, which you may close once you are finished. When you are finished with all courses, please click "Next Step".

My Current Enrollments | My Prior Enrollments

#### Current Enrollments for Universal American

Courses you are enrolled in are listed below. Click a course title to review details or take a course.

Curriculum Name	Status	Topic	Expiration	Passing Score	Type	Duration	Attempts Remaining
Universal American Indianapolis	Enrolled			n/a	Brains hark	0:10	
Universal American Indianapolis Exam	Enrolled			85%	Brains hark	0:20	2
Universal American North Texas (0 of 2 complete)	Enrolled						
Universal American Oklahoma (0 of 2 complete)	Enrolled						
Universal American PFFS/NPFFS (0 of 2 complete)	Enrolled						
Universal American Southeast Texas (0 of 2 complete)	Enrolled						

Next Step

# UNIVERSAL AMERICAN PROGRAM

## Finish and Print

- Once you completed all required information the “**Finish and Print**” screen will become available.
- This screen will allow you to print a record of all completed program steps.
- To print this page, you will need to click on the **Printer Icon** indicated with the blue arrow.
- This is the Final step in 2012 Agent Certification Process.

MEDICARE SALES SENTINEL

UNIVERSAL AMERICAN  
A Healthy Collaboration

My Programs My Profile Documents

LOG OUT »

Universal American Certification  
Now Completing: Universal American Existing Agents - Universal American

Finish and Print

Universal American - Universal American Existing Agents

Training Curriculum  
Universal American Prerequisites  
Score:  
Passed: No  
Date Taken:

Training Curriculum  
Universal American Core Certification  
Score:  
Passed: No  
Date Taken:

# MEDICARE SALES SENTINEL

## Additional Information – My Programs Tab

- After logging in, returning users will be taken directly to the My Programs tab.
- The My Programs tab will display what steps are required to complete the Universal American program.
- The status indicates if the step has been completed, is incomplete, or has not started or is not required.
- If an agent needs to complete a Program Step, the step can be accessed by clicking directly on the step name. The Agent will be taken directly to the Program step if the prerequisite has been met.

UAM Test LOG OUT »

Program Name	Health Plan	Status	Last Activity	Current Step
Universal American New Agents	Universal American	Incomplete	7/27/2011 9:42:28 AM	Universal American Training

Program Steps for Universal American New Agents

Name	Status	Last Activity	Date Completed
<a href="#">UAM Introduction</a>	●	7/27/2011 9:42:20 AM	7/27/2011 9:42:28 AM
Universal American Code of Conduct Attestation	●	7/27/2011 9:42:20 AM	7/27/2011 9:49:02 AM
Universal American HIPAA Attestation	●	7/27/2011 9:42:20 AM	7/27/2011 9:51:06 AM
AHIP [If Applicable]	●	7/27/2011 9:42:20 AM	
ATTENTION	●	7/27/2011 9:42:20 AM	7/27/2011 10:01:41 AM
Universal American Training	●	7/27/2011 9:42:20 AM	
Finish and Print			

# MEDICARE SALES SENTINEL

## Additional Information – My Profile and Documents Tabs

- The “**My Profile**” tab will display what you completed on the registration screen. You can make changes such as the spelling of a name, an address and recreate a password.
- The “**Documents**” tab will contain any documents/forms you have uploaded or faxed to the Medicare Sales Sentinel site.

The screenshot displays the Medicare Sales Sentinel interface. At the top, the logo features a red cross in a white shield next to the text 'MEDICARE SALES SENTINEL'. Below the logo is a navigation bar with three tabs: 'My Programs', 'My Profile', and 'Documents'. The 'My Profile' tab is selected and circled in red. The main content area is titled 'Universal American Certification' and includes a 'LOG OUT' link in the top right corner. Below this is a section titled 'User Admin: Add/Edit User' containing a form with the following fields:

First Name:	<input type="text" value="Universal American"/>	Email Address:	<input type="text" value="mfox@gormanhealthgroup.com"/>
Middle Name:	<input type="text"/>	Username:	<input type="text" value="36-8824334"/>
Last Name:	<input type="text" value="Certification"/>	New Password:	<input type="password"/>
Suffix:	<input type="text"/>	Repeat New Password:	<input type="password"/>
FEIN:	<input type="text" value="36-8824334"/>	Secret Question:	<input type="text" value="What is your favorite sports t"/>
NPN:	<input type="text" value="999450"/>	Secret Question Answer:	<input type="text" value="Tarheels"/>
Date Of Birth:	<input type="text" value="06/28/1985"/>		

## Need Support?

**Call: (888) 568-0270**

**Weekdays 8am – 7pm ET**

**Weekends 10am – 3pm ET**

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**Email: [uamsalescert@gormanhealthgroup.com](mailto:uamsalescert@gormanhealthgroup.com)**

Gorman Health Group is a national health care and federal programs consultancy staffed by subject matter experts, former health plan executives and seasoned regulators. For 15 years, hundreds of clients serving millions of consumers have leveraged GHG's strategic counsel and technology solutions to achieve growth objectives, maintain compliant operations, improve market positions, and advance profitability.

