

Priority Health Certification Journey User Guide: Your self-service portal to being Certified for Priority Health Medicare

Please take the time to read this information as it will help you to be successful with certification.

SELF-SERVICE PORTAL

We know that it can be confusing to meet the requirements for each carrier when you are preparing for Annual Enrollment Period (AEP) each year. The uncertainty can become an added stressor for some agents. For ease of use, we have made the certification training portal with Priority Health self-service.

What that means is: you can tell when you have completed everything needed and are **“Ready to Sell”** with Priority Health Medicare.

Here’s How -

- Once logged in, open your **Transcript section** of your personal portal. If you see Print Certificate in the Transcript section, you are complete and certified!
- No need to tell Priority Health that you are certified, as we get an automated report daily.
- **You can print your certificate if you need a copy.**

IMPORTANT TO NOTE:

The Priority Health Medicare Certification portal is NOT the same as the “Agent Center” on Priorityhealth.com. Book-mark the Certification link.

IF YOU ARE A RETURNING USER:

Login using your NPN as username and the password is one you would have created. If you cannot remember the password, use the forgot password feature on the home page.

IF YOU ARE NEW TO MAPD CERTIFICATION: You must first request access on the Agent center at <https://www.priorityhealth.com/agent/center/medicare/mapd/certification#/agent> and we will send your confirmation email once it is processed. THEN:

Get Started by registering as an Agent- Everyone is a First time visitor to start!

- Click this link: [Click here to register](#)
- In the upper left corner of the screen, locate “First time visitors” then click on **Click here to register.**
- **Registration ID:** Use your National Producer Number (NPN)
- **Access Code:** PH2022
- **Click on the greyed out box that says “Lookup NPN using NIPR”**

- Under the heading “Search by SSN & Last Name” enter your SSN number and Enter your Last Name in the proper fields
- Click “submit Query”
- Click “use this NPN”
- Click “submit”
- Update your personal information and create a new password (and save it for future use). Please note we need the correct information here to ship out your kits. No PO boxes.

REQUIREMENTS – (shown under the [Certifications Section](#))

A reminder - Each year agents must:

- Take a Core CMS training that pertains to the upcoming AEP (this year will be the 2022 season) such as Pinpoint, AHIP, NAHU and pass its test to gain a certificate of completion. The certificate for anything other than Pinpoint will need to be uploaded into the Certifications Section on your portal for credit.
- Take Priority Health’s Agent Product training pertaining to the upcoming AEP (2022)
- Pass the exam following PH Product Training
- Complete the attestation that you have received our materials (on your portal in Resources) and agree to follow our policies and procedures.

TRAIN ME

Open the [Resources section](#) in your Certification Portal. This is where you will find your Agent Training Booklet. This contains the presentation slides and guides for testing and attestations. You can print these out if that would be helpful to you. Our test is “Open Book” and you can refer to these documents while training as well.

Click on the [Event Calendar](#). Note the two tabs: My Events and Events Calendar. Choose an available event from the list. Click Add to Calendar. You will receive reminder emails for the event from both the system and the administrator. The event link will be included in the administrator email for a Live Web event. If you chose an in-person event then you will need to drive to the event and attend.

IF there are no available Live Events, you can return to the certifications tab and take the on-demand Product Certification Training in our Portal. We will not be providing the link for those trainings until our Live certifications have been available for a few weeks.

I NEED HELP

Please call our agent servicing line at 800-970-7379 for assistance from a trained representative for questions on the Certification Portal. If you have problems with the Pinpoint Core Training section, you should call Pinpoint directly at: 603-880-8143. Assistance is available M – F from 8:30 am – 5:00 pm EST.