



## American Health Insurance Plan [AHIP] Frequently Asked Questions

**1. Once I am certified with AHIP, am I fully certified with UnitedHealthCare Insurance Company and its affiliates (“United”)?**

Your 2009 Certification with AHIP will satisfy United modules: Medicare Basics, Medicare Advantage and Part D. You will still be responsible for completing Pledge of Compliance and Consumer Sensitivity and Ethics as well as modules for any other products you wish to sell.

**2. How do I let you know that I have been certified with AHIP?**

Effective November 1, 2008, a link will be available on our LearnShare site that can be accessed (or is pre-populated on your development plan if you are an ICA or employed agent). You can log onto AHIP via this link, fill out the profile form identifying your name, writing number and party ID. Here, you'll see where you can choose to submit AHIP certification. You will be given a place to choose to submit AHIP certification (Note: Please revisit after our meeting today).

**3. What if I have already completed United 2009 Certification?**

You will be eligible to sell the products you have completed modules for the 2009 season.

**4. What if I was certified with AHIP prior to November 1?**

After November 1, just log on through the United link, fill out the profile form and submit. Once United has received it, you will see confirmation of completion for AHIP certification. You will be prompted to complete Pledge of Compliance and continue with the certification process. You will find that you will have completions marked for Medicare Advantage and Part D.

**5. I passed the AHIP certification on my fourth attempt. Why isn't it showing up in LearnShare?**

To be certified with United, you must pass 2009 certification within a combined total of **three** attempts.

**6. If I didn't pass the AHIP certification within three attempts, can I take the United 2009 certification now?**

No. Unfortunately the United policy is that you must pass the certification within three attempts.

**7. Where can I find the URL to log on?**

There will be a link on the LearnShare site you can access when you log in.

**8. When will I be able to access the URL for United?**

On November 1, 2008, the URL will be active. At that time you can either take the AHIP certification, or if you have already taken it, you can submit your passing certification to United.

**9. Some carriers will pay or refund all or part of the cost of the training. Will you be reimbursing any of the cost I pay for the course?**

United will not be offering reimbursement for the AHIP course as we offer free online certification through LearnShare.

**10. How can I check on the status and see that I have received credit for the courses?**

Once United has received your passing confirmation from AHIP and completing the Pledge of Compliance, it will document it in LearnShare as completing the Medicare Basics. LearnShare will alert you that to be fully certified with United you will still need to complete Consumer Sensitivity and Ethics.

**11. Who do I contact if I have any questions or concerns?**

The Producer Help Desk (PHD) should be able to answer your questions. Contact them at 888-381-8581 from 7 a.m. to 7 p.m. CST or via e-mail at [phd@uhc.com](mailto:phd@uhc.com).

**12. Do I have to take the AHIP course to sell for United?**

No. But if you choose not to use the AHIP certification, you will need to complete the United certification.

**13. Is there any advantage to me to take the AHIP courses versus taking your online courses?**

Both courses contain content required by CMS. The only advantage to you is if you also sell for other carriers that use AHIP. Then you only have to take the certification one time and can send your results to all the carriers.

**14. Do your courses offer me any additional company specific details that make it worth my while to take yours even though I took and passes the AHIP courses?**

United could be more cost effective.

**15. What if I have a paper copy of my AHIP certification; do I send that to you?**

No, the paper copy is for your records. You will need to submit the electronic verification to United by logging onto the AHIP site through the United link on the sales portal or LearnShare. Effective November 1<sup>st</sup>, a link will be available on our LearnShare site. You can log on to AHIP through there, fill out the profile form and submit.

**16. Will the dates in LearnShare match up to the dates that appear in AHIP or on the paper certification?**

LearnShare will post the date that it is received and loaded into LearnShare.

**17. Does AHIP backdate?**

If you have already completed your 2009 Certification via AHIP, you will be allowed to log on via the United link beginning Nov 1<sup>st</sup> and submit your information.

**18. Will there be a distinction between the two courses and how they appear in LearnShare?**

Yes. United will show as 2009 Certification. AHIP will show as AHIP 2009 Certification, as the AHIP modules only satisfy Medicare Basics, Medicare Advantage and Part D. LearnShare will post the additional course(s) needed to be fully certified with United.