

August 24, 2010

**Universal American:  
2011 MA/PDP Agent Training & Certification Program**

Universal American's comprehensive **2011 MA/PDP Agent Training & Certification Program** is here! We're offering it ONLINE and in partnership with Gorman Health Group, a well-known Medicare training leader\*.

This online program is normally priced at about \$100 per certification. We are pleased to extend these special cost offers just for being an agent with Universal American:

- No upfront fees or costs for our 2011 Training & Certification Program!
- You're charged nothing (that's \$0!) if you submit 10 or more enrollments during the Annual Enrollment Period (AEP).
- In January you're charged *only* half the cost (that's \$50) if you submitted less than 10 enrollments during the Annual Enrollment Period (AEP).

Designed with the support of the Gorman Health Group, this training will help you sell our Medicare products effectively and compliantly.

**About the Program:**

During our training and certification program, we'll share with you our Universal American products for 2011, and provide detailed training on Medicare, Medicare products, Medicare marketing, and the latest enrollment regulations for the 2011 selling season.

**Features:**

- Each training module is narrated, with summary slides
- UAM background, enrollment training and product training all online
- Convenient on-demand training; CMS compliant
- Continued access to modules even after you've completed the certification.
- Phone and e-mail technical support\*\*
- Sessions available 24/7, online following launch; No need to schedule sessions in advance.

**SESSIONS & LAUNCH DATES: Available as of August 25th**

1. CMS Medicare Training [with certification exam] (will also accept AHIP for #1.)
2. UAM Product Training [with certification exam]
3. UAM Enrollment Requirements Module [with exam]

**About the exam:**

Each component is followed by an exam. A pass rate of 85% for each earns you your 2011 certification.

Note: Our 2011 Training & Certification program will be available *online only*, which means all certification exams will also be online (no printed certification exams available).

### **CE Credits Available**

Your 2011 MA & PDP Training & Certification can be converted to valuable Continuing Education (CE) credit, for an additional cost of \$12, payable online by credit card.

### **How to Register:**

- To learn how to complete the registration and/or troubleshoot, [click here](#).
- On the August 25 launch date, access the training program at [www.uamcertification.com](http://www.uamcertification.com).
- To access the Gorman training site, you'll be required to provide your National Provider Number (NPN). If you don't know your NPN, a look-up tool is available on the site.
- You may be required to agree to a new Agent Contract. Details to come.

[Click here](#) to view the states and counties where our MA and PDP products are available for 2011.

**Stay tuned!** We'll soon make our roadshow schedule available. The sessions will be dedicated to product and enrollment training, with a special focus on local markets. Watch your e-mail for more details.

Certification programs will be available on the August 25<sup>th</sup> launch date. And remember: this program is available at NO COST up-front, and *free of charge* if submitting 10 enrollments during the AEP.

*The Annual Enrollment Period begins on November 15. Stay ahead of the curve! Complete your required 2011 training & certification now, before the season gets underway.*

**Have questions?** Contact our Sales Support Team at 1-800-538-1053.

\*Gorman Health Group is a national Medicare professional services organization staffed by licensed agents, former health plan executives and veteran CMS regulators.

\*\*Support hours: Monday – Friday 8 a.m. -7 p.m. ET; with weekend support from September 3-October 25, 2010, 10 a.m.-3 p.m. ET. Dial: (888) 568-0270.