

> Medicare Advantage (MA) and
Prescription Drug Plan (PDP)
Training

› Ready to Sell

There are 3 steps to being Ready to Sell

1. Contracting
2. AHIP Certification
3. Product Training

> Step 1 –Get Contracted

- Medicare Advantage (MA) and Prescription Drug Plans (PDP) require a separate contract from our other products
- For example, if you are already contracted with Mutual of Omaha for Medicare Supplement, you will need to sign a different contract for MA and PDP.
- Once we have received your Contract, you will receive an email advising to take your training

> Email

- The email will advise contract has been received and pending completion of the required Training.
- The email advises
 - Where Training resides: Sales Professional Access(SPA)<http://mutualofomaha.com/broker>
 - How to navigate to the training links
 - When you should be able to access the training
 - In addition, not to access training using a corporation producer # , but your personal producer # instead. The training taken will be applied to the corporation.

09/05/2019

Producer Number:

Thank You for submitting your contracting request. Your status is pending until required AHIP and Product training has been completed. **Training will not be available until the end of next business day after receipt of this email**

AHIP, Prescription Drug Plan and Medicare Advantage Product Training are available through Sales Professional Access (SPA) - www.mutualofomaha.com/broker.

Select: Product - Medicare Solutions - Medicare Advantage or Prescription Drug Plans -
Select a state - Select the Product Training link.

Product training will automatically load into our system. Please allow 24 hours for this to take place.

**You must log into SPA with your personal log in information. You will not be able to access the link if you log in with your Corporation's log in information.

If you are having trouble registering for access on SPA please contact:

If you are a broker, please call 1-800-693-6083.

If you are an advisor, please call 1-877-617-5589.

Phone 1-800-867-6873

Email CONTRACTSANDAPPOINTMENTS@MUTUALOFOMAHA.COM

> Sales Professional Access

- If you are not registered for SPA, you will need to register in order to access training.
- You will need the 7-digit production # you received in the email advising you to take training.
- Go to <http://mutualofomaha.com/broker> and choose Sign up at the bottom of the login screen.

09/05/2019

Producer Number:



Thank You for submitting your contracting request. Your status is pending until required AHIP and Product training has been completed. **Training will not be available until the end of next business day after receipt of this email**

AHIP, Prescription Drug Plan and Medicare Advantage Product Training are available through Sales Professional Access (SPA) - www.mutualofomaha.com/broker.

Select: Product - Medicare Solutions - Medicare Advantage or Prescription Drug Plans -

Sign-in to your account

Username or email address

Password

Show Password

Sign in

Forgot your password?

Don't have an account? [Sign up](#)

ase allow 24 hours for this to

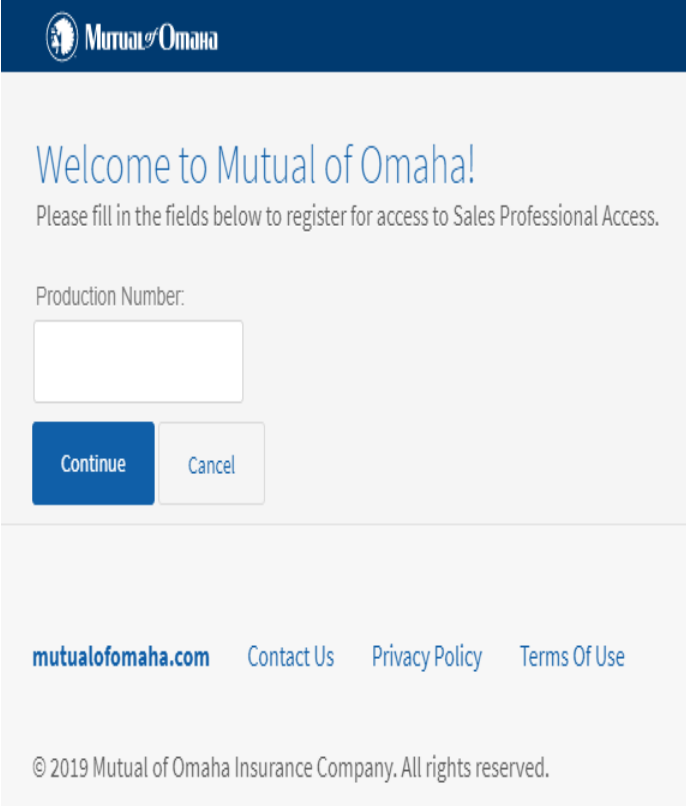
on. You will not be able to
formation.

e contact:

[HA.COM](#)

> Create an account

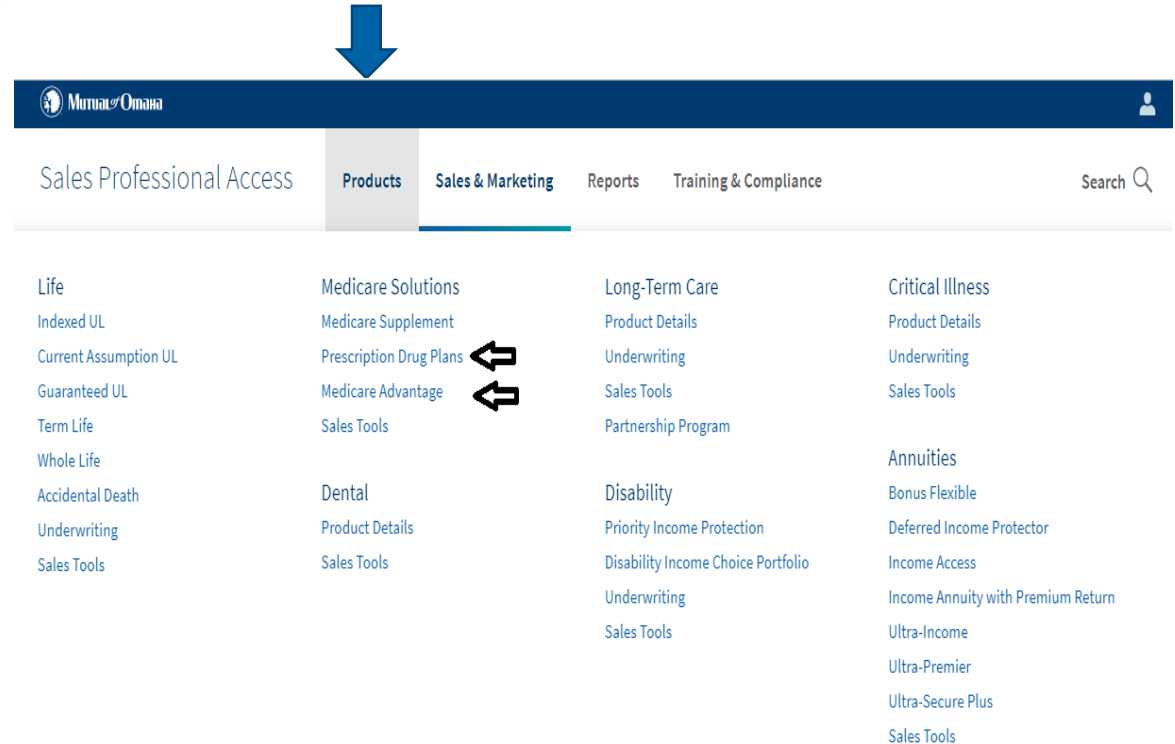
- Enter your production number and click Continue
- Fill in your date of birth, read and accept the Terms and Conditions, click Continue
- Create your user name and password
- Answer 3 security questions, select a security image and create a security phrase, and
- Select “Sign Up”



The screenshot shows the Mutual of Omaha registration interface. At the top is the Mutual of Omaha logo. Below it, the text reads "Welcome to Mutual of Omaha!" followed by "Please fill in the fields below to register for access to Sales Professional Access." There is a text input field labeled "Production Number:" with a white border. Below the input field are two buttons: a blue "Continue" button and a white "Cancel" button with a blue border. At the bottom of the page, there are links for "mutualofomaha.com", "Contact Us", "Privacy Policy", and "Terms Of Use". A copyright notice at the very bottom states "© 2019 Mutual of Omaha Insurance Company. All rights reserved."

> Accessing Training on SPA

- Click on Products on the menu bar
- Select Medicare Advantage or Prescription Drug Plans



The screenshot shows the Mutual of Omaha SPA interface. A blue arrow points to the 'Products' menu item in the top navigation bar. The 'Products' menu is expanded, showing a grid of product categories. Two red arrows point to 'Prescription Drug Plans' and 'Medicare Advantage' in the second column of the grid.

Life	Medicare Solutions	Long-Term Care	Critical Illness
Indexed UL	Medicare Supplement	Product Details	Product Details
Current Assumption UL	Prescription Drug Plans	Underwriting	Underwriting
Guaranteed UL	Medicare Advantage	Sales Tools	Sales Tools
Term Life	Sales Tools	Partnership Program	
Whole Life			Annuities
Accidental Death	Dental	Disability	Bonus Flexible
Underwriting	Product Details	Priority Income Protection	Deferred Income Protector
Sales Tools	Sales Tools	Disability Income Choice Portfolio	Income Access
		Underwriting	Income Annuity with Premium Return
		Sales Tools	Ultra-Income
			Ultra-Premier
			Ultra-Secure Plus
			Sales Tools

> Navigation on Medicare Advantage/Prescription Drug Plans Page

Top of page

Sales Professional Access

Products

Sales & Marketing

Reports

Training & Compliance

Medicare Advantage

Combine everything into one easy plan, even drug coverage.

Medicare Supplement

Prescription Drug Plans

Medicare Advantage

Sales Tools

Viewing content for

Colorado



Comprehensive, affordable coordinated health care with plenty of built-in extras such as dental and vision coverage, Silver Sneakers and low drug copays - all from plans that start at \$0 per month premium.

Training links towards the middle of the page

[Looking to sell a Medicare Advantage Plan?](#)

Any producer selling a Medicare Advantage Plan is required to complete product-specific training and America's Health Insurance Plans (AHIP) training that meets the requirements established by The Centers for Medicare & Medicaid Services (CMS) each year.

AHIP Training

The Medicare and Fraud, Waste, and Abuse training is required each year. Take your AHIP training at a discounted rate.

[AHIP Training](#)



Use this link if transmitting your certification from another carrier.

Product Training

Learn the details of Mutual of Omaha's Medicare Advantage Plans by completing this required training before selling.

[Product Training](#)



In order to complete product training, you must be contracted to sell Medicare Advantage Plans.

> Step 2 -AHIP Certification

AHIP Training

The Medicare and Fraud, Waste, and Abuse training is required each year. Take your AHIP training at a discounted rate.

[AHIP Training](#)

Use this link if transmitting your certification from another carrier.

> AHIP Training

- You will need to Login or Create a New Account
- Taking AHIP through Mutual of Omaha, your cost is only \$125
- On the AHIP site, is a User Guide to assist you through the process including transmitting to Mutual of Omaha
- If you have taken AHIP via another carrier, you can still transmit by accessing AHIP link on SPA to transmit your results.

AHIP

Medicare
+ Fraud, Waste and Abuse

Mutual of Omaha

Login

Quick Links

User Guide ←

[AHIP Insurance Education](#)

[AHIP Conferences](#)

[AHIP Home](#)

Contact Us

For Technical Support:

866.234.6909

Support@AHIPInsuranceEducation.org

Marketing Medicare Advantage + Fraud, Waste and Abuse

Introducing a new way of learning that saves you valuable hours you need to grow your business.

Now there's one single source for both Medicare and Fraud, Waste and Abuse (FWA) training. Our comprehensive online program gives you the background to make informed decisions on Medicare, including plan options, marketing, enrollment requirements, and FWA guidelines.

What You'll Learn

Medicare

- The basics of Medicare fee-for-service eligibility and benefits
- The different types of Medicare Advantage and Part D prescription drug plans
- Eligibility and coverage
- Nondiscrimination training
- Marketing and enrollment under the Medicare Advantage and Part D program requirements

Fraud, Waste & Abuse (FWA)

- How to identify FWA
- An overview of the industry efforts in detecting fraud
- Legal tools to combat FWA
- Understand both the human and financial cost of FWA
- Review Medicare Parts C and D Fraud, Waste, and Abuse and General Compliance requirements
- Who commits FWA
- Reporting FWA, loopholes and obligations

Get started today! Login or create an account below.

User Login

Username (NPN or Email)

Password

Login

[Forgot your username?](#)

[Forgot your password?](#)

Registration

First time visitor?

Create a New Account

CMS-Approved
Federal Marketplace
Training for Agents
& Brokers
Enroll today

Disability,
Part I (Primer)

Training that
drives careers
Enroll today

› Step 3-Product Training

Product Training

Learn the details of Mutual of Omaha's Medicare Advantage Plans by completing this required training before selling.

[Product Training](#)

In order to complete product training, you must be contracted to sell Medicare Advantage Plans.

> Product Training

- After you have clicked on Product Training box, a new tab will open for Litmos training site.
- A “Hello” popup message will display. Click Continue.
- The dashboard screen will display showing all the training modules the producer has been signed up for
- The courses are listed chronologically
- Select which course, and appropriate year to launch

The screenshot displays the Litmos training dashboard for Mutual of Omaha. At the top, there are four circular progress indicators: 'To do' (4), 'Overdue' (0), 'Completed' (0), and 'Log In Week Screen' (1). Below these, a navigation bar includes 'All', 'In Progress', 'Overdue', 'Not Started', and 'Completed'. The main content area shows three course cards for Mutual of Omaha, with red arrows pointing to them. The courses are: '2019 Mutual of Omaha Medicare Advantage Training', '2019 Mutual of Omaha Rx Prescription Drug Plan', and '2020 Mutual of Omaha Medicare Advantage Training'. A calendar for August 2019 is visible on the right, and a 'Recent Achievements' section shows a trophy icon.

> Continued..

- Product Training module will display. Click the Left/Right arrows to navigate through the module.
- The page will refresh and you will be returned to the Product Training Course to begin the Product Test.
- Page will refresh, click 'Start' button to begin Assessment
- Once you have completed the Test , you will receive a page advising if passed or failed including your score.

The screenshot displays the Mutual of Omaha Rx course interface. At the top, a navigation bar includes 'Home', 'Course Library', 'Achievements', and 'Live Sessions'. Below this, the 'Course Library / PDP Product Training Course' path is shown. The main content area features a dark header for the 'PDP Product Training Course' with a progress indicator showing 50% completion. A blue button labeled 'Continue this course' is highlighted with a red arrow. Below the header, a 'Modules' section lists 'PDP Producer Training' (completed) and 'Product Assessment' (85% Passmark), with a red arrow pointing to the assessment. The bottom portion of the screenshot shows the '2019 PDP Product Assessment' screen, which displays '85% Passmark' and 'No time limit'. A red arrow points to the 'START' button. The assessment text states: 'Completion of the Product Assessment is required to sell 2019 PDP plans. Please click on the "Additional References" tab to download resources relevant to this assessment. Producers must achieve a score of 85% to pass. Failure to pass the course three times will result in producer being unable to market the plan for the 2019 plan year. Upon completion, your results will be sent to Mutual of Omaha. You will receive notification when all requirements have been met and you are ready to sell.'

> Courses

- You can view the courses you have completed by selecting Completed from the menu bar

The screenshot displays a user interface for viewing completed courses. At the top, a dark bar shows 'Total 3'. Below this, a menu bar includes 'All', 'In Progress', 'Overdue', 'Not Started', and 'Completed' (which is highlighted). Three course cards are shown, each with the Mutual of Omaha Rx logo and a 100% completion bar. The first card is circled in green. To the right, a 'Calendar' widget shows a grid for September 2019, with the 19th highlighted in yellow. A legend below the calendar identifies 'AVAILABLE SESSIONS' (blue square), 'REGISTERED SESSIONS' (green square), and 'PAST SESSIONS' (grey square). The bottom of the interface is labeled 'Recent Achievements'.

Total 3

All In Progress Overdue Not Started **Completed**

Mutual of Omaha Rx
2019 Mutual of Omaha Rx Prescription Drug Plan
100%

Mutual of Omaha Medicare Advantage
2020 Mutual of Omaha Medicare Advantage Training
100%

Mutual of Omaha Rx
2020 Mutual of Omaha Rx Prescription Drug Plan Training
100%

Calendar

September 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

AVAILABLE SESSIONS REGISTERED SESSIONS PAST SESSIONS

Recent Achievements

Need Assistance

- Contact:
 - Contracting questions 1-800-867-6873
 - SPA Access/Navigation 1-800-693-6083