

# 2023 PEOPLES HEALTH CERTIFICATION INSTRUCTIONS

Peoples Health 2023 certification is completed through UnitedHealthcare's Jarvis/Learning Lab system – [www.uhcjarvis.com](http://www.uhcjarvis.com). Please note that the certification is not specific to Peoples Health. When you complete the assessments in Learning Lab, it will count for both UnitedHealthcare (if you are appointed with UHC), as well as Peoples Health. There is no separate certification for Peoples Health.

**PLEASE NOTE: To be certified for Peoples Health, it is REQUIRED that you complete the 2023 Dual and Chronic Care Special Needs Certification. This assessment is NOT OPTIONAL. If you do not complete this assessment, you will not be able to sell Peoples Health plans for 2023.**

If you will be conducting marketing and sales events, you must also complete the 2023 Events Basics assessment.

2023 Certification must be completed PRIOR to selling any Peoples Health plans with a 2023 effective date. If you do not complete 2023 certification prior to writing a plan with a 2023 effective date, it will be considered an **UNQUALIFIED SALE**.

We highly recommend that you watch the HOW TO CERTIFY video in Learning Lab before proceeding with the course review and assessments.

**Step 1:** On the home page of Jarvis, pick one of the certification paths – you only need to choose one.

- To take the UnitedHealthcare path, click the link (see below)
- If you've passed AHIP, you can load your AHIP certificate by clicking the To take the AHIP for UnitedHealthcare path (see below)

The screenshot shows the Jarvis UnitedHealthcare agent dashboard. At the top, there are logos for Jarvis and UnitedHealthcare, along with navigation links for Agent Search, Contact Us, and a user profile for JM. A search bar is also present. The main content area features a welcome message for 'Agent Name' (WID: 123456) and three summary cards: Pending Applications (0), Approved Applications (0), and Active Members (0). A large orange-bordered box highlights a notification: "It's Time to Certify! Select a link below to access certifications. (Only pick one.)" with two links: "To take the UnitedHealthcare path, [click here.](#)" and "To take the AHIP for UnitedHealthcare path, [click here.](#)". Below the notification are two search sections: "Find a Plan" with an input field for "Enter Zip Code" and a "Find Plans" button; and "Application Status" with an input field containing "6392894" and a "Find Applications" button.

**Step 2:** Watch the How to Certify Video and review the sections below prior to completing the assessments.

**RECOMMENDED: 2023 Certification Instructions** ⓘ

Optional

- ▶ 2023 Certification Instructions ⓘ
- ▶ Certification Decision Tree ⓘ
- ▶ 2023 Certification User Guide ⓘ
- ✓ ▶ **How To Certify (video 3:40)** ⓘ
- ▶ How To Certify (course) ⓘ

0% My Score

**Step 3:** Review the STUDY GUIDE: 2023 Certification Content – this is the course material for all assessments. You can leave this open when taking each assessment.

**STUDY GUIDE: 2023 Certification Content (to study for the assessments)** ⓘ

Optional

- ✓ ▶ **2023 Certification Content Study Guide** ⓘ

0% My Score

**Step 4:** Complete the 2023 Pledge of Compliance, 2023 Pledge of Compliance Agreement and the 2023 Conflict of Interest (COI).

**REQUIRED: 2023 Pledge of Compliance and Conflict of Interest** ⓘ

- ▶ 2023 Pledge of Compliance ⓘ
- ▶ 2023 Pledge of Compliance Agreement ⓘ
- ▶ 2023 Conflict of Interest (COI) ⓘ

0% My Score

**Step 5:** If you did not complete AHIP, you will need to complete the 2023 Medicare Basics Assessment, 2023 Ethics and Compliance Assessment and the 2023 AARP Assessment.

If you completed AHIP, you will not need to complete the 2023 Medicare Basics Assessment – just the 2023 Ethics and Compliance Assessment and the 2023 AARP Assessment.

▼ **REQUIRED: 2023 Base Level Certification (Medicare Advantage [Non-SNP], Prescription Drug and Medicare Supplement Plans)** ⓘ

- ▶ 2023 Medicare Basics Assessment (Medicare Advantage [non-SNP], Prescription Drug and Medicare Supplement Plans) ⓘ  
85% Passmark 0% My Score
- ▶ 2023 Ethics and Compliance Assessment ⓘ  
85% Passmark 0% My Score
- ▶ 2023 AARP Assessment ⓘ  
85% Passmark 0% My Score

**Step 6:** You must complete the 2023 Dual and Chronic Special Needs Plans (D-SNP/C-SNP) to be certified to sell Peoples Health plans for 2023. **THIS ASSESSMENT IS NOT OPTIONAL.**

> **REQUIRED TO SELL D-SNP/C-SNP: 2023 Dual and Chronic Special Needs Plans (D-SNP/C-SNP)** 🔒 ⓘ

**Step 7:** This is an optional assessment. If you plan to conduct Marketing and Sales Events (informal and/or formal), this assessment is required.

> **REQUIRED TO CONDUCT EVENTS: 2023 Events Basics** 🔒 ⓘ

And that's it! You are certified to sell Peoples Health plans for 2023. Thank you!