



## 2025 Annual CMS Medicare Sales Compliance Training- Kaiser Permanente

Access Granted Individual Benefit Training, External Connectors

Hello,

Thank you for your interest in selling KP Medicare Products and Services. We are pleased to announce that the 2025 Annual CMS Individual Medicare Sales Training is now available. This course will allow you to be eligible to market or sell Individual Kaiser Permanente Medicare Advantage products during the 2025 sales period.

The training program will require you to upload your **2025 CMS Compliance Training Certificate (AHIP or Core equivalent)**. It is recommended to complete the training by **October 1, 2024**.

Please follow the steps below:

- Go to the Convey Health Group / Miramar:Agent website: <https://miramar-agent.com>.
- Use the following Registration Code for your specific course **KPExtInd3149**
  - Do not share your Registration Code with your colleagues, as it is unique to your identified training needs. If you enroll and take the wrong training module, you may have to retake the training to satisfy your requirements.
- Upload your 2025 CMS Compliance training certificate (AHIP or Core equivalent).
  - If you have loaded it previously for another carrier, Convey Health Solutions / Miramar should confirm it is in their system. Be aware that validation will occur within 1-3 business days. Once your certificate is uploaded, please take the Kaiser Permanente training.
- Complete all components of the Training Program:
  - **Welcome Letter**
  - **Benefits Guide**- Download Region Specific Benefits Guide and Attest to receipt of the Benefits Guide
  - **Kaiser Permanente 2025 Individual Medicare Products & Benefits Training** A one-hour web-based course offered via Convey Health Solutions that covers region-specific KP Medicare products and benefits for the individual plan segment. **You must pass an exam covering the Course's Individual Products Module, with a score of 85% or higher.**

### Important information about the training:

- **Brokers selling Kaiser Permanente products: Please ensure your National Producer Number is included in your Miramar:Agent profile.**
- Please mark your calendar to take time away from other tasks and interruptions.
- You are encouraged to take your time on these modules and ensure a quiet and dedicated workspace to complete them.
- You will only have **3 attempts** to complete the exam.
- **If your computer times out once you have begun the exam, it will count as an attempt.**
- If you feel you have received this notification email in error, please contact us so we can update our list of required learners.

If your question is not addressed in the attached **Agent User Guide** or **FAQ**, please contact [AnnualMedicareSales-ComplianceTraining@kp.org](mailto:AnnualMedicareSales-ComplianceTraining@kp.org). For technical issues, you can also contact Convey/Miramar:Agent Customer Service at (855) 856-7852.

Thank you.