



**Regence**  
Oregon and Utah



**Regence**  
Idaho and select counties of Washington

## Agent training and certification is here! Regence Medicare Advantage PPO/HMO Plans and Regence Medicare Script PDP Plans

**Complete your training by Sept. 30, 2016.**

In order to sell and receive commissions for 2017 products sold to new clients and to receive commission on existing clients, you must recertify by **Sept. 30, 2016**.

To remain compliant with the Centers for Medicare & Medicaid Services' (CMS) regulations, we require that producers are certified annually to sell 2017 Regence Medicare Advantage and Medicare Script plans. **AHIP training is required**; you will be prompted to upload your AHIP certificate once you log into the Gorman training online. If you will not be completing the AHIP training, you do have the option of purchasing the Gorman Core training to satisfy the Medicare Rules and Regulations requirements.\* [CLICK HERE to register and access the 2017 Regence Medicare Annual Training & Certification](#)

**Regence Medicare  
Advantage and Part  
D certification  
training must be  
completed by *Sept.*  
*30, 2016*. No  
exceptions will be  
granted.**

[CLICK HERE to register and access the 2017 Regence Medicare Annual Training & Certification](#)

**NOTE: You must register for the 2017 certification by clicking the above link.**

**Need assistance?** Call our Producer Support line at **(800) 557-0555** M-F 8am-5pm PST. Before hours, M-F 5am-8am PST and weekends (starting 9/1) 7am-12pm PST, you can contact Gorman at **(877) 206-1540** or email [salestraining@gormanhealthgroup.com](mailto:salestraining@gormanhealthgroup.com)



The online training is divided into several modules to allow you to complete as much or as little of the training as you can at once. You have the ability to upload your AHIP certificate for Core and Compliance. If you have not completed AHIP you will have the option to purchase the Gorman Core training to satisfy these requirements.

**Based on changes to the AHIP training for 2017 you are now required to take the Fraud, Waste and Abuse (FWA) training through CMS (and upload certificate) or through Gorman. There won't be an option to upload an AHIP FWA certificate within the Regence certification training this year.** This year's certification training includes, at no charge, the Plan specific module.

**Only selected agents are being invited to train this year.** If you did not receive an invitation directly from Regence or from your FMO, you may not be allowed to certify for 2017. Even if you complete the certification and pass the exam, you will not be allowed to be certified unless you have been invited specifically. Please call your Medicare Sales Executive or Medicare Sales Producer Support if you have questions at 800-557-0555.

To get you started, please utilize the attached informative User Guide and Program Checklist that includes easy-to-follow instructions for navigating through the training modules and exams. **Remember, you must complete the certification training by Sept. 30, 2016.** We appreciate your continued partnership. Have a great, successful season!

\*As with last year you will have the option to receive Continuing Education (CE) credits for completing the Gorman Core Medicare Certification course. You will receive 5 CE credits for the training. If you elect this option you will be responsible for the \$16 cost. Gorman Compliance, Fraud, Waste and Abuse option to receive 2 CE credits if available in your state for \$10. Please note CE purchase is OPTIONAL. **CE Credits are not available in Oregon or Washington.**