



Certification Instructions

What's New in 2023

Follow the instructions below to help access the right courses and modules.
(All modules are also available in Spanish.)

1 From Jarvis, click on the **certification path link near the top of the screen (in the news article scroll)**. This will take you directly to Learning Lab and the courses you need to complete for certification.

2 When the path opens in Learning Lab, you will find some **RECOMMENDED courses**. These are optional but highly recommended. There is a **Study Guide** where you'll find all the content you need to know to pass the assessments.

3 Complete all the **REQUIRED courses: Pledge of Compliance, Conflict of Interest, and the 3 Base Level Assessments** (Medicare Basics, Ethics & Compliance, and AARP). Six attempts* are allowed on each assessment. Completing the Pledge of Compliance and the Conflict of Interest (COI) and successfully passing all 3 base level assessments with 85% or higher passing score will certify you to sell Medicare Advantage (non-SNP), Prescription Drug, and Medicare Supplement Plans.

4 Complete any **Next Level assessments** if you wish to certify to sell more than the base level. For example, if you want to sell **D-SNP and/or C-SNP**, complete that assessment; if you want to conduct any marketing/sales events, complete the **Events Basics** assessment. If you have been invited to sell any other products, those assessments will appear on your Home Page.

i For more detailed instructions, review the **Certification User Guide** located on Jarvis>Knowledge Center or in Learning Lab>any Certification Path>Instructions course. You may also use the **Decision Tree** to help you understand which certifications are required.

* An attempt is counted when you complete the assessment or if you restart a previous attempt.