Get Certified! UnitedHealthcare 2024 Certifications are Open!

If you haven't already, please certify to sell 2024 UnitedHealthcare Medicare Plans.

New this year!

- As we have previously communicated, the annual Conflict of Interest attestation is moving out of Certifications to an online process based on your Party ID anniversary date. An online video and a User Guide (including Frequently Asked Questions) are available to walk you through the process from start to finish. Both are located in Learning Lab: Jarvis > Learning Lab > Content Library > Conflict of Interest. (IFP agents can also access both on Jarvis > Knowledge Center > Training and Guides.)
- You asked and we listened! If you answer a certification question incorrectly, you'll receive feedback that indicates where in the study guide the correct answer is.

How to access Certifications
Certifications can be found by visiting Jarvis > Knowledge Center > Learning Lab > Content Library > Search "2024 UnitedHealthcare Certifications."
Certification modules and tests are open 24 hours a day, 7 days a week.
You will have six attempts to complete the UnitedHealthcare Certifications. If you want to sell Special Needs Plans (SNP), you will need to get certified by successfully completing the C/D-SNP assessment.

Passing scores vary according to the list below:
Base Level assessments

- Medicare Basics - 85%
- Ethics & Compliance - 85%
- AARP - 70%

Next Level assessments

- C/D-SNP - 85%
- Events Basics - 80%

When you launch an assessment, an attempt is counted when you complete the assessment. If you exit your browser before an assessment is completed, you can resume your session by clicking the continue button. If you click "start over" it will count as a new attempt.

Answer a question correctly and you'll move immediately to the next question. Answer a question incorrectly and you'll receive feedback that it was wrong and be directed to the appropriate study guide section.

For more information, refer to the 2024 Certification User Guide on Learning Lab > Content Library > 2024 UnitedHealthcare Certifications or on Jarvis > Knowledge Center > Training & Certifications.

We appreciate all of the amazing work you do. We are here to support you and help you make the most of your business! Thank you!