

Broker Training, Testing and Recertification



All agents desiring to sell Coventry Health Care's Medicare products must complete initial on-line training and successfully pass an online exam. Thereafter, agents are required to complete annual recertification online to be able to sell Coventry Health Care's Medicare products.

In accordance with this policy, we are pleased to provide you with the accompanying information that provides more detail.

If you have any questions, please contact the Broker Services Unit at 1-866-714-9301 Monday – Friday 8:00 a.m. – 8:00 p.m. ET

Summary of Policy and Procedures:

During the annual certification / recertification process, the agent must attest he/she has not been convicted of or charged with a criminal offense related to health care, or debarred, excluded or otherwise ineligible for participation in federally funded health care programs. The agent must successfully complete the online general compliance and product testing with a minimum passing score of 80% or better and do so within three testing attempts. Otherwise, *Targeted Training* for the agent is required before being granted a final (fourth) attempt to pass a new online test. Failure to reach or exceed a passing score in the allotted number of attempts (4 total) prohibits an individual's ability to sell or receive compensation for sales. In addition, exhaustion of four testing attempts will require a 12-month waiting period before an agent is eligible to attempt to certify again.

1. The agent will go to the website at www.advantrafreedom.com and click on "BROKER" under the AdvantraFreedom logo; click on "LOGIN/REGISTER" and then login in as a RETURNING BROKER using the e-mail address and password previously established.
2. The agent will review the course modules, marketing guidelines, code of conduct, and obtain the Broker Producer Guide.
3. Two blocks will appear stating "I attest...", and the agent will then select the appropriate statement and click "TAKE EXAM".
4. The General Compliance exam consists of multiple choice and True/False questions.
5. If the agent passes the General Compliance exam with a score of 80% or greater and within the three attempts limit, he/she will automatically proceed to the product specific exams.
6. The product specific exams consist of multiple choice and True/False questions.

IMPORTANT NOTICE: This communication is intended for Coventry contracted brokers only and is not intended for distribution to Coventry members or potential applicants. This communication is for the sole use of the intended broker recipient(s) and such recipients may be obligated by contract to maintain the confidentiality of the information contained herein. Distribution of this communication by Coventry contracted brokers to unauthorized recipients without Coventry approval is prohibited.



Field Communication Continued

7. If the agent passes the product specific exam with a score of 80% or greater and within the three-attempt limit, the next screen will show both general compliance and product test scores in the upper left corner.
 - a. The agent is instructed to click on the "LOGIN" link prior to leaving the site.
 - b. NOTE: Failure to register will result in the loss of the test scores and require the agent to re-test.
8. If an agent fails to pass either test with a score of 80% or greater and within three attempts or less, he/she will be locked out of the website and unable to proceed with registration.
 - a. The agent will be required to contact their upline for *Targeted Training*.

Please be advised:

Targeted Training is time-sensitive. There is a 14-day turnaround time to complete the training and re-examination. Targeted Training consists of in-depth review of the training modules with the agent's direct upline. Upon completion of Targeted Training, and in order to re-test, the agent and upline need to sign the Targeted Training form that is provided by Coventry and submit it to the Broker Service Unit (BSU). The BSU will then contact the agent and give instructions on how to proceed to re-test.