Medicare Advantage Certification Training User Guide
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How to Create an Account In the Online Learning Institute

Here are step-by-step instructions to create an account in the Online Learning Institute (OLI):

1. Visit the OLI at https://nahu.inreachce.com/. You can also access the OLI on the NAHU website by selecting “Online Learning Institute” in the Professional Development navigation drop down menu.

2. On the OLI homepage, in the upper right corner, it will say “Hello, Guest.” Place your cursor on the text for the Sign In drop down menu to appear. Click on “New Customer? Start Here.”

3. Select the “Create Your Account” link under the Forgot Password button on the login page.
4. On the next page, enter all required fields in the form, then click on the Save button in the lower right corner.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First name</td>
<td></td>
</tr>
<tr>
<td>Middle name</td>
<td></td>
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<td>Last name</td>
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<tr>
<td>Suffix</td>
<td>(None)</td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>United States</td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>City</td>
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<tr>
<td>State</td>
<td>(None)</td>
</tr>
<tr>
<td>Postal code</td>
<td></td>
</tr>
<tr>
<td>Username</td>
<td></td>
</tr>
<tr>
<td>Password</td>
<td></td>
</tr>
<tr>
<td>Confirm password</td>
<td></td>
</tr>
</tbody>
</table>

The password must be at least 7 characters long and contain at least one number.

5. You will be redirected to the OLI homepage.
6. Once you are redirected to the OLI homepage, in the upper right corner, it will say “Hello, [First Name].” You can browse NAHU educational offerings on the homepage. You can also put your cursor over “Hello, [First Name]” to view your account drop down menu.

ACCOUNT TIPS:

- Courses that are purchased will be available on the My Products page.
- REBC, RHU and ChHC designation holders are required to self-report 24 continuing professional credits every two years in their OLI account to maintain their designation(s). These credits are self-reported on the My Credit Tracking page of their OLI account. To learn more about obtaining the REBC designation or maintaining current designations, visit the NAHU website.
- Account holders can view their progress or designation status on the My Designation page in their OLI account.

If you require assistance with your OLI account, please email professionaldevelopment@nahu.org or call the NAHU Student Services Helpdesk at 844-257-0990.
Here are step-by-step instructions to purchase the Medicare Advantage Certification Training in the Online Learning Institute (OLI):

1. Visit the OLI at https://nahu.inreachce.com/. You can also access the OLI on the NAHU website by selecting “Online Learning Institute” in the Professional Development navigation drop down menu.

2. On the OLI homepage, select “Medicare” in the Browse by Subject Area. Then click the title of the Medicare Advantage Certification Training to open its details.

3. On the product’s details page, on the right side in the Purchase Options section, select the “Add to Cart” button.

4. Once you click “Add to Cart,” you will be redirected to view your cart.

5. You can return to the NAHU catalog and continue to shop by clicking the Home link or continue with your purchase by selecting the Checkout button.
6. After selecting the Checkout button, if you are not already logged in, you will be prompted to enter in your username and password. If you are a NAHU member, enter your membership username and password. If you require assistance with your login credentials, please email professionaldevelopment@nahu.org or call the NAHU Student Services Helpdesk at 844-257-0990.

7. Once you are logged in, you will view your Registration & Shipping information. In the bottom right side, select the Checkout button to continue.

Note: You will be prompted to confirm your insurance license number prior to taking the final exam. If it does not appear in your purchaser contact information, you can enter it then.

8. On the Payment page you will see your cart summary at the top.

9. Once you have completed filling out your payment information, select the “Complete Purchase” button in the lower right corner.
10. You will be redirected to your My Products page, where your Medicare Advantage Certification Training is located.

11. Click the green “Play” button of the first module to start your course. A pop-up window with the presentation will appear. You may start the presentation and pick back up where you left off at a later time.
*The last module of your course will be the final exam (module #4). When you click on the “Play” button, a pop-up window will appear. It will ask if you are taking the course for continuing education credits. Select the appropriate option. If yes, it will ask you for your professional information so that we can file your CE credits with your state Department of Insurance on your behalf.

Prior to the start of the final exam, you will be prompted to indicate your carrier(s).

The final exam cannot be paused for completion at a later time. It must be finished in one sitting. If you do not pass, you can retake the final exam at no additional charge. You have six attempts to pass the final exam. The final exam will no longer be available after the expiration of the course.
How to Access Your Medicare Advantage Certification Training

Here are step-by-step instructions to access your Medicare Advantage Certification Training in the Online Learning Institute (OLI):

1. Visit the OLI at https://nahu.inreachce.com/. You can also access the OLI on the NAHU website by selecting “Online Learning Institute” in the Professional Development navigation drop down menu.

2. On the OLI homepage, in the upper right hand corner, it will say “Hello, Guest.” Place your cursor on the text for the Sign In drop down menu to appear. Click on the “Sign In” button.

3. On the Sign In page, enter your login credentials. If you are a NAHU member, enter your membership username and password. If you require assistance with your login credentials, please email professionaldevelopment@nahu.org or call the NAHU Student Services Helpdesk at 844-257-0990.

4. Once you login, you will be directed to your My Products page.

5. On your My Products page, you will see your Medicare Advantage Certification Training.
6. Click the green “Play” button of the first module to start your course. A pop-up window with the presentation will appear. You may start the presentation and pick back up where you left off at a later time.

*The last module of your course will be the final exam (module #4). When you click on the “Play” button, a pop-up window will appear. It will ask if you are taking the course for continuing education credits. Select the appropriate option. If yes, it will ask you for your professional information so that we can file your CE credits with your state Department of Insurance on your behalf.

Prior to the start of the final exam, you will be prompted to indicate your carrier(s).

The final exam cannot be paused for completion at a later time. It must be finished in one sitting. If you do not pass, you can retake the final exam at no additional charge. You have six attempts to pass the final exam. The final exam will no longer be available after the expiration of the course.
How to Take the Final Exam For the Medicare Advantage Certification Training

Here are step-by-step instructions to complete the final exam for the Medicare Advantage Certification Training in the Online Learning Institute (OLI):

1. The last module of your course will be the final exam (module #4). When you click on the “Play” button, a pop-up window will appear. It will ask if you are taking the course for continuing education credits. Select the appropriate option. Click “Continue With These Credit Choices” to proceed.

2. Enter your contact information for course processing and your Certificate of Completion. Click “Continue” to proceed.
3. Select all carriers with whom you are affiliated. If your carriers are not listed, click “Continue” to proceed.

4. The state and course rules will appear for you to review. Click “Continue” to proceed.
5. Fill out the fields on your professional license information and click “Continue” to proceed.

6. If a proctor is required for your CE credits by your state Department of Insurance, your proctor will need to fill out the fields below. Select “Continue” to proceed.
7. The final exam will generate.

Please wait while your exam is loaded.

...randomizing questions...
8. You will be asked if you are ready to take the exam. If yes, select “Start Exam.”

* The final exam cannot be paused for completion at a later time. It must be finished in one sitting. If you do not pass, you can retake the final exam at no additional charge. You have six attempts to pass the final exam. The final exam will no longer be available after the expiration of the course.