

Select Health Medicare 2023 – 2024 Product Training

As we begin preparations to certify agents on our 2024 plans, we want to share some helpful hints to ensure agents can quickly and thoroughly navigate this process.

- ✓ Both AHIP and NABIP (formerly NAHU) certification are accepted and approved for SelectHealth.
- ✓ **When beginning your certification with either of these organizations, choose to electronically submit your results to SelectHealth. By doing this, your score/completion will be sent directly to SelectHealth. There is no need to submit your certificate.**
- ✓ Please remember that you must complete one of these certifications prior to completing our product certification.

Product training must be completed by **December 31, 2023** to be ready to sell 2024 plans January 1. To get a jump on training, agents can complete product training in one of two ways, the choice is yours!

- ✓ **Option 1** – Annual product training begins July 6, 2023, and contains overall plan details and benefit information for 2023. With nearly six-months of selling opportunity, with our 5-Star rating, there's lots of time remaining.
- ✓ **Option 2** – Beginning September 1, 2023, the product training will be updated to contain our 2024 product details.
- ✓ Agents can choose to complete the module beginning July 6, 2023, to satisfy the requirement and be considered ready to sell for 2024. New agents that complete the module after June 30, 2023, will be considered ready to sell for 2023 and 2024. Agents who wish to view the module with the 2024 benefits can complete the module beginning September 1.
- ✓ **Please note: 2024 benefit information will be emailed to all agents who complete the product training module prior to September 1, 2023.**
- ✓ To access the product certification through our agent portal, Link, follow these steps:
 - On the main landing page, hover over the Medicare tab.
 - Choose **2024 Medicare Product Training** to begin the module.
 - At the end of the module, be sure to print and save your completion certificate for your records. You do not need to submit it following completion.
 - Be certain to follow directions while completing the module to ensure your training and exam are recorded.

Remember, agents must be licensed, appointed, and certified with 2023 AHIP or NAHU certification training prior to completing our product training module. Contact Stephanie.Crandall@selecthealth.org for appointment.

Link Agent Portal Helpful Hints

- ✓ For security purposes and effective business management, agents need to log into the Link agent portal on a regular basis.
- ✓ By not logging in annually, your account will be disabled. If this happens, please contact Agent Relations at **801-442-7708, option 3**.
- ✓ To access the Link system, go to: **selecthealth.org/link/manage**.
- ✓ Bookmark the page only *after* you're fully logged in, including 2-step verification, to avoid getting a *Forbidden* error. If you get this error, clear your browsing history, access **selecthealth.org/link/manage**. Fully log in, including 2-step verification, then bookmark the page.
- ✓ If you've forgotten your username, contact Agent Relations at **801-442-4908**.
- ✓ Now is a great time to become familiar with the Link agent portal. For training contact <mailto:jordan.larrabee@selecthealth.org>.
- ✓ If you have any issues with 2-step verification or PingID, contact our helpdesk at **801-442-7979, option 2**. Mention you are a non-employee/external user. For additional support, please contact Conner.Midgley@selecthealth.org or **801-442-1126**.

Additional questions about SelectHealth Product training? Please contact your Account Executive.