

Frequently Asked Questions (FAQ) about the 2012 Medicare Sales Certification Training

Q: Why do I need to complete the certification training?

A: The Centers for Medicare & Medicaid Services (CMS) requires all companies that sell Medicare Advantage and Medicare Prescription Drug Plans to certify all sales representatives, agents, and brokers who sell these products. This information keeps everyone up-to-date on Medicare products, rules, and regulations.

Q: What is the deadline for completing the certification training?

A: You must complete this training *prior to renewing or selling any IBC Medicare Advantage or Prescription Drug Plans*.

Q: What happens if I do not complete the certification training?

A: You will not be entitled to receive commissions for the renewal or sale of any IBC Medicare Advantage or Prescription Drug Plans. IBC can only pay commissions if the appointed agent noted on the Broker of Record letter is certified prior to renewing or selling any IBC Medicare Advantage or Prescription Drug Plan.

Q: Is there a cost to complete the certification training?

A: There is no charge for you to complete this training program.

Q: How long does it take to complete the full certification training?

A: It takes approximately three to four hours to complete the full training program that covers IBC plan-specific group plans, Medicare overview, and marketing and enrollment guidelines. A minimum score of 85 percent is required for the Medicare overview, and marketing and enrollment guidelines exams. A minimum score of 90 percent (nine out of ten questions) is required for the IBC plan-specific group plans exam.

Q: If I completed the 2012 Medicare Sales Certification training with another company, am I required to complete the IBC certification as well?

A: Yes; however, you only need to complete the IBC plan-specific group plans training module. When you start the training, you will see the instructions that will allow you to register for the plan-specific training only. This module takes approximately one hour to complete and a minimum score of 90 percent (nine out of ten questions) is required on the exam. You must send IBC documentation of the certification you received from another company for Medicare overview, and marketing and enrollment guidelines. It can be sent to Andrea Fisun at andrea.fisun@ibx.com.

Q: What preparation do I need?

A: Pay close attention to the online presentation that precedes each exam and take notes. You may want to refer back to your notes when completing the exams.

Q: How many times may I take each course exam?

A: You may take each exam up to three times to obtain the minimum percent passing score.

Q: How often must I complete this certification?

A: CMS requires annual certification. The training is updated yearly to include all changes for the upcoming sales year. You'll receive a similar notification next year.

Q: How do I know who is listed as the appointed agent on the Broker of Record letter?

A: To confirm who is listed as the appointed agent on the Broker of Record letter, Producing Agents should contact their Primary Broker; and Primary Brokers should contact our Commissions Department.