Certification Job Aid

You must use Google Chrome

Helpful Hint: It is best practice to clear your cookies before starting the certification process. (Instructions at bottom of job aid.)

The agent will receive an email invitation from Molina to begin their certification –

MOLINA
HEALTHCARE

Dear   Agent Name   ,

We are excited to invite you to complete our Molina Medicare Annual Certification.
To begin:

- Please login-see below for your UserID and Password
- Review and update your demographic and contact information
- Follow the easy step-by-step prompts through the certification
- Upload your 2021 AHIP or other CMS approved Medicare + Fraud Waste & Abuse Certificate
- Finish with the quiz and pass with 85% or greater
  - You will have three attempts to pass

If you have any questions or concerns, please reach out to us for assistance.
Thanks,

Medicare Broker Services
Phone: 866-440-9788
Email: MCRBrokerContracting@MolinaHealthCare.com

Site URL	Login
UserID	
Password	Molina@:

Log into Workflow/Onboarding with credentials provided in email. If password shows Please use your previous password to login, and you do not remember your password, use the Forgot Password at the bottom of the login screen. Domain will always be "molinahealthcareinc".

SAP

🛑 User cannot be identified

User Name *

Password *

Domain
molinahealthcareinc

Sign In

⬤　Remember Me   **Forgot Password?**

Verify and update your demographics on the general tab. Some fields will be prepopulated. If any field with an * is not completed, you will not be able to submit your certification.

- **Principal Agents** will need to mark the box if they are producing or non-producing. This will take them to the correct certification.

The agent **must** click on the certification tab, not the next button at the bottom. If they click on the next button at the bottom, or do not sign out properly, they will get the LITMOS Login Screen. Agents will never sign into LITMOS. They are set to Single Sign on through Workflow.

If the agent gets the sign on screen, the agent will need to click on the General tab in Workflow, then the Certification tab. Never click the Next button at the bottom. This will reset the LITMOS modules. If it doesn't work the first time, try again.

Producer Profile

General	Certification
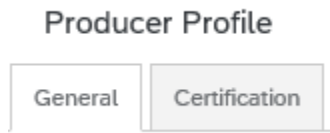
On the Certification tab, you will see your LITMOS certification to complete. Click on the 2021 Medicare Annual Certification icon at the bottom of your screen.
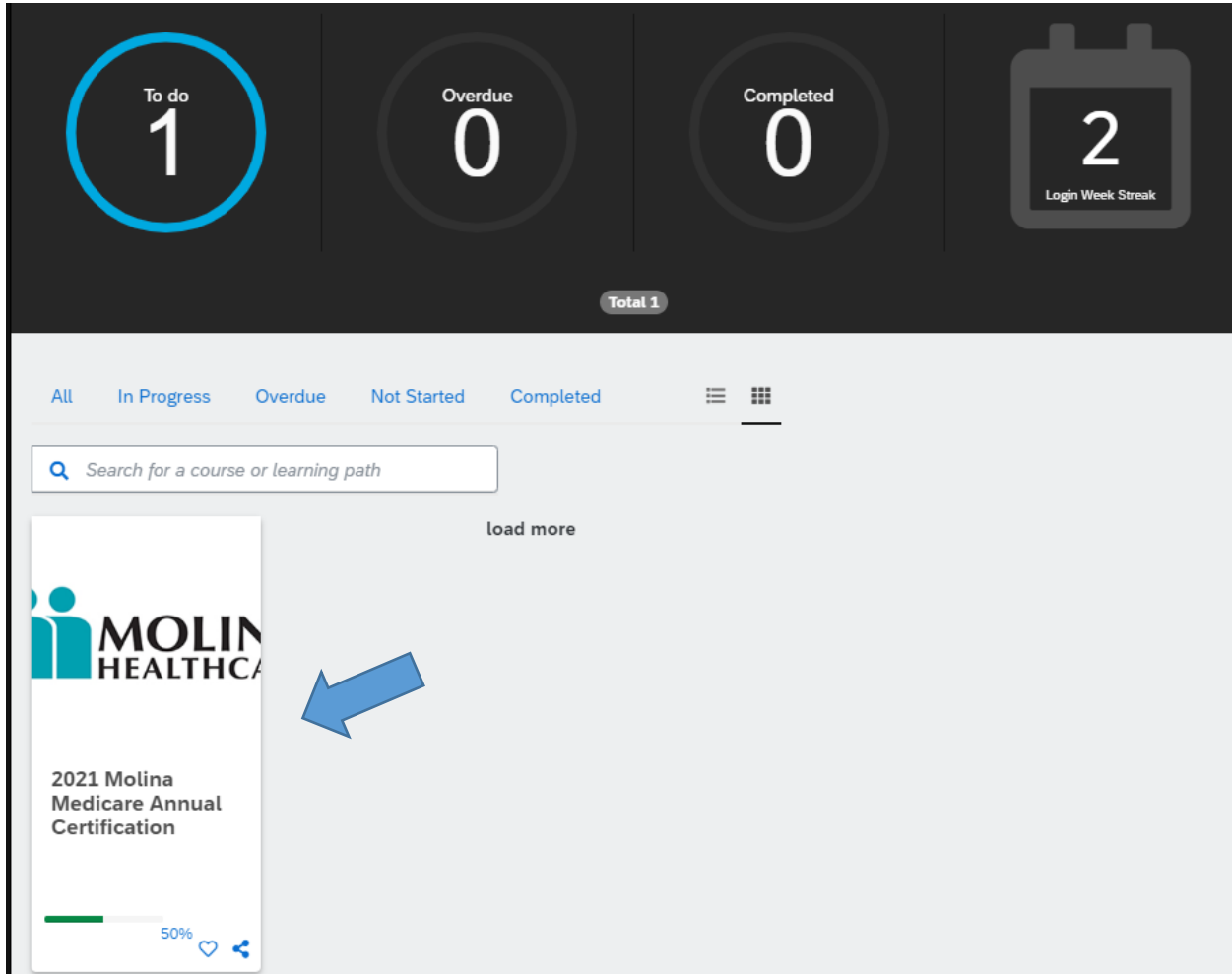
The LITMOS dashboard looks like this:

2021 Molina Medicare Annual Certification

Annual certification for external brokers

Start this course

☰ Modules

The modules in this course must be completed in the order listed.

▷ Welcome to Molina Medicare annual certification ⓘ

🔒 2021 Code of Ethics and Fraud Waste and Abuse Locked ⓘ

🔒 Code of Ethics and Fraud Waste and Abuse Signature Locked ⓘ

🔒 CMS Approved Medicare + Fraud Waste & Abuse Training Certificate Locked

100% Passmark

🔒 Molina 2021 Product Training v7 Locked

🔒 Prepare for Test Locked ⓘ

🔒 2021 Molina Product Training Exam Locked

85% Passmark

🔒 One More Step Locked

To start, click on Start this Course next to the Molina Healthcare icon.
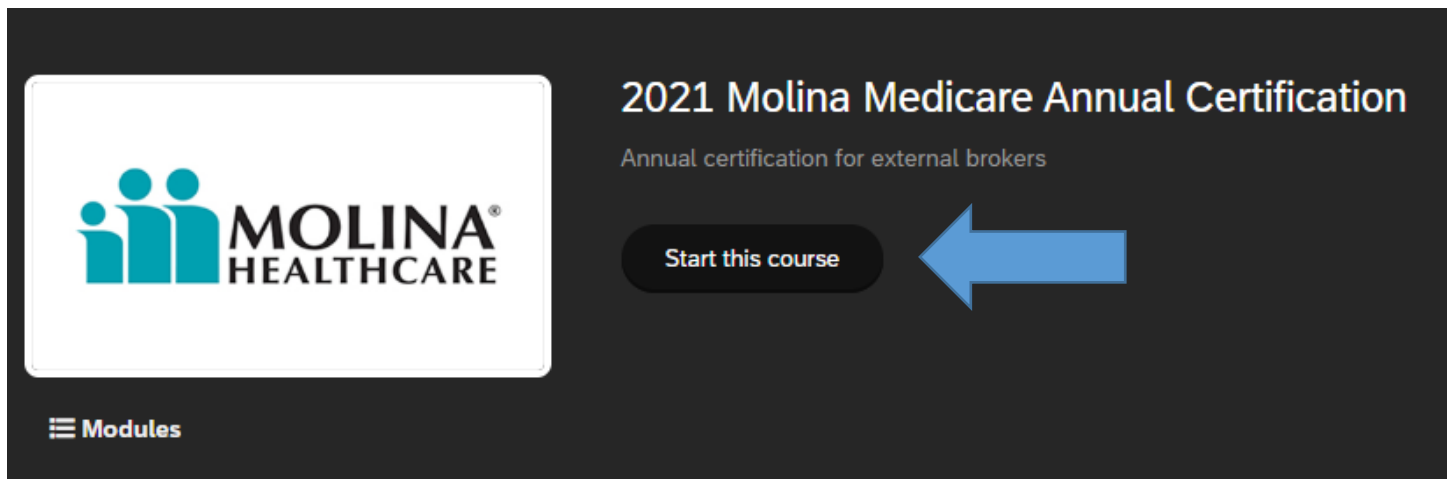
You can also click on the Module itself. The modules must be completed in order.
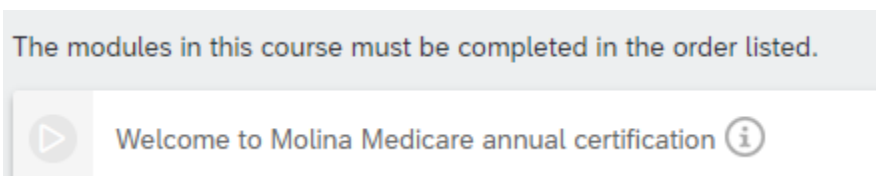
The Welcome page is an overview of the process.

Welcome to the annual certification for Molina Healthcare!

Before you begin, please read these important notes:
- Make sure to complete each required module.
- Make sure you have a solid internet connection.
- When you get to the assessment:
  - Make sure you allow at least 20 minutes to complete it.
  - You will have 3 attempts to complete this module.
  - Each time you open the module counts as one attempt (whether it's completed or not).
  - There are 14 questions in total.
  - You need to score an 85% or greater in order to pass.

Once you're finished you can review each module again if needed.

Please reach out to our Broker Services Team if you have any questions.

1-866-440-9788 / Broker@MolinaHealthcare.com

Thank you for partnering with us!

Click NEXT to start your training.

Click the NEXT button on the teal bar on the upper right-hand side.

The next module is the Code of Ethics & Fraud Waste and Abuse section. The agent will read the page then click on the > on the right side of the screen six times.
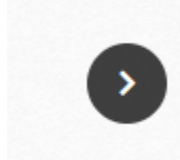
Do not use the NEXT button on the teal bar.
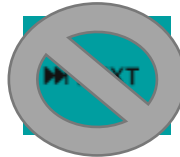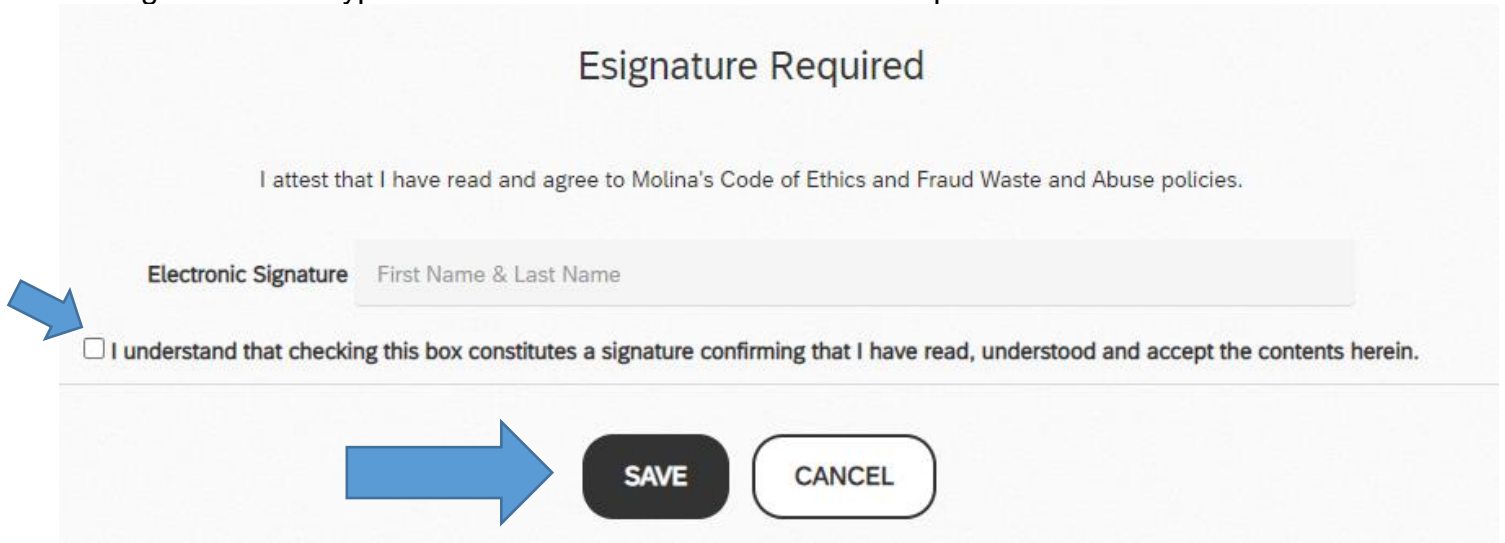
Once they click the > button 6 times, they will **now** push the NEXT button at the top of the screen.
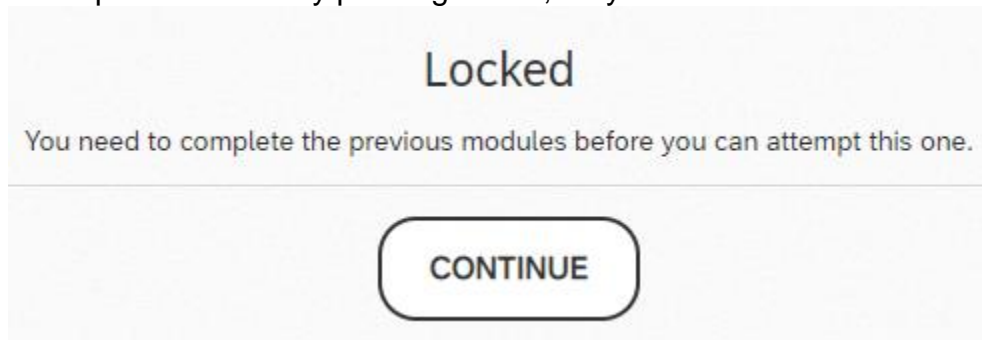
The next page is Esignature Required page. Push START.

The agent will now type their name and check the box to accept. The click SAVE.

Esignature Required

I attest that I have read and agree to Molina's Code of Ethics and Fraud Waste and Abuse policies.

Electronic Signature   First Name & Last Name
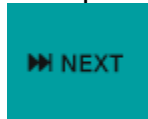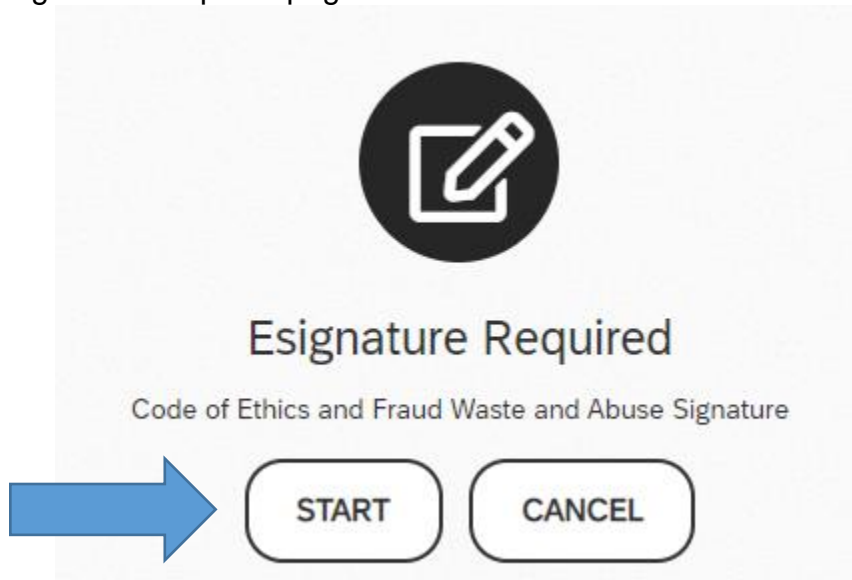
☐ I understand that checking this box constitutes a signature confirming that I have read, understood and accept the contents herein.

SAVE   CANCEL

If the agent tries to skip this module by pushing NEXT, they will see this screen.

Locked

You need to complete the previous modules before you can attempt this one.

CONTINUE

The agent needs to click on EXIT. CONTINUE AND PREVIOUS do not work.
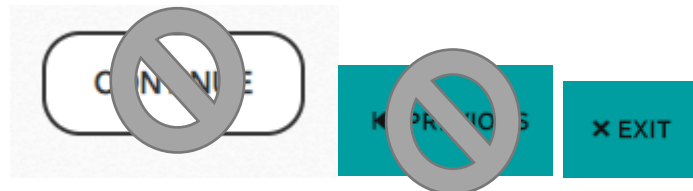
✕ EXIT

This will bring the agent back to the dashboard. They can click on Continue this course at the top, or on the Code of Ethics Signature Module.

Continue this course   Code of Ethics and Fraud Waste and Abuse Signature ⓘ
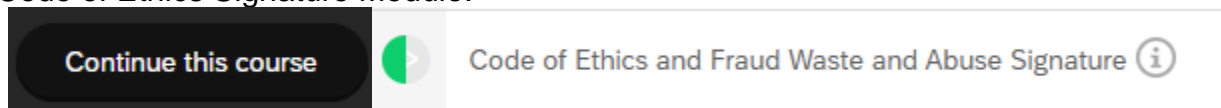
Once the page has been signed. Click CONTINUE.

CONTINUE

This will bring the agent back to the dashboard. They can click on Continue this course at the top, or on the CMS Approved Medicare + Fraud Waste & Abuse Module

Continue this course

CMS Approved Medicare + Fraud Waste & Abuse Training Certificate

100% Passmark

The agent will click on UPLOAD NOW to upload the 2021 approved certificate.

Please upload your CMS Approved Medicare + Fraud Waste & Abuse Training Certificate. This may include:
- AHIP
- NAHU
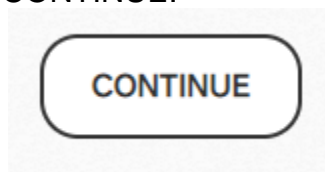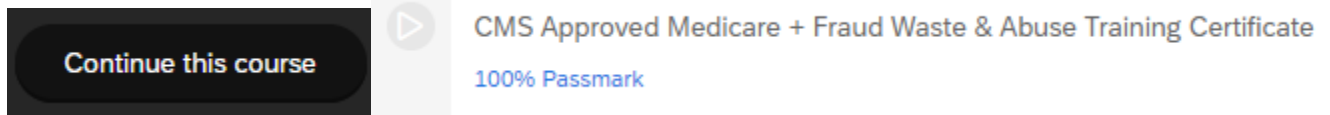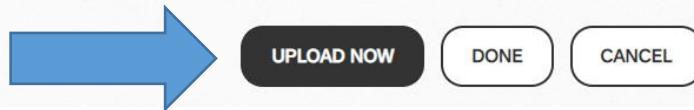- Other CMS approved certificate

If you do not have your CMS Approved Medicare + Fraud Waste & Abuse Training Certification completed, please hold down CTRL and click https://www.ahipmedicaretraining.com/clients/molina to go to a new window.

UPLOAD NOW   DONE   CANCEL

If the agent does not have a CMS approved certificate, they must click on the link while holding down the CONTROL (CTRL) key on the keyboard, to get to our Molina specific AHIP screen. This will give the agent a $50 discount on taking the certification as long as the agent passes within the 3 attempts.

The agent will select CHOOSE A FILE to upload under Upload My Assignment.
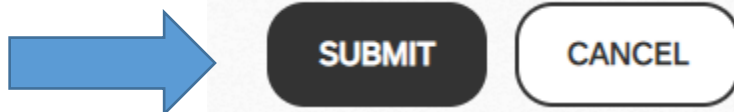
Upload My Assignment

* is required field

- Accepted file types: pdf, jpg, jpeg, png, gif, bmp, doc, docx, ppt, pptx, avi, wmv, mpg, mpeg, 3gp, flv, m4v, mp4, mp3, wav, mid, xls, xlsx, htm, html, txt, mov, rtf, key, pages, numbers, psd
- Max file size: 250 MB

Choose a file

Once the agent has chosen the file. They will push SUBMIT.

SUBMIT   CANCEL

The screen will show the uploaded files. If the agent chose the wrong file, they can UPLOAD AGAIN. If the file is accurate, they will press the DONE button

Uploaded files:

TEST%20TEST

> **!** You have completed this module in a previous attempt. If you restart the module, it will initiate a new attempt and reset the completion status.

UPLOAD AGAIN   DONE   CANCEL

This is where a NON-PRODUCING Principal Agent stops. They do not need to complete the rest of the certification. See the instructions for completing the certification at the bottom of the job aid.

This will bring the agent back to the dashboard. They can click on Continue this course at the top, or on the Molina 2021 Product Training V7.

Continue this course   ▷   Molina 2021 Product Training v7

If the agent gets a **blank screen, or a screen that shows OOPS, the file will not load**, they are NOT IN CHROME. The agent will need to sign out of their workflow by clicking on the person icon and choosing SIGN OUT.

Case ID   🔍   +   ⑦   ⑧

TS   **Tammy Smith**
Internal Users

View Profile

Settings

Sign Out

Case Tools
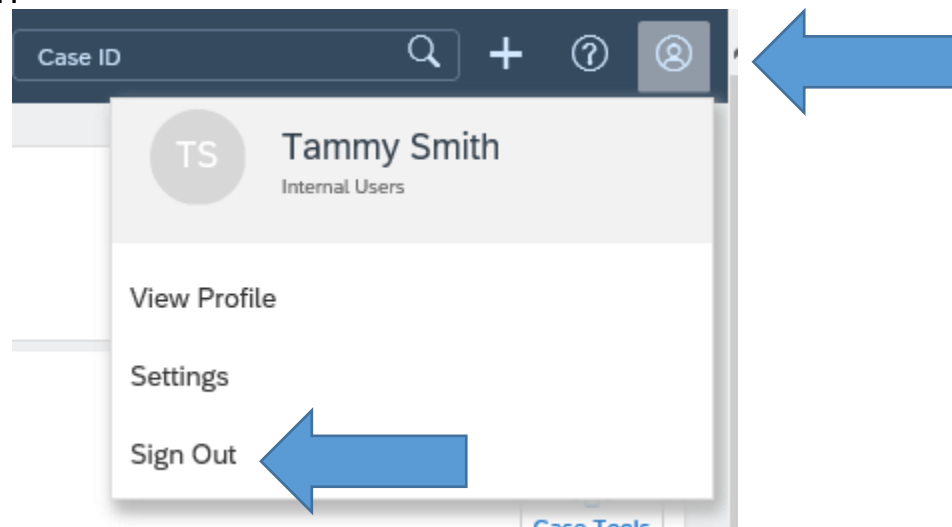
The agent can then log into Workflow without errors occurring in a CHROME browser.

While in the LITMOS Product Training Module, be sure to use the prompts at the top of the window in the teal bar.

💬 FEEDBACK   ⏮ PREVIOUS   ⏭ NEXT   ✕ EXIT

and not the previous and next buttons on the bottom of the onboarding system.

Be sure to turn on the sound so you can hear what each slide is discussing. If needed, you can use the closed captioning within the slide.

During the product training and quiz, please use the prompts within the slides to ensure completion of each section.

NEXT

Once the agent has completed the Product Training Module, it will again take them to the Dashboard. They can click on Continue this course at the top, or on the Prepare for Test Module.

Continue this course   ▷   Prepare for Test ⓘ
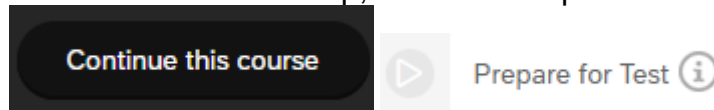
The Prepare for Test Module is an overview of what the agent needs to complete the final exam.

STOP!

Please do **not** start the next module until you've read these important notes:
- Make sure you have at least **20 minutes** available.
- Make sure you have a solid internet connection.
- You will have **3 attempts** to complete this module.
- Each time you open the module counts as one attempt.
- There are 14 questions in total for this assessment.
- You need to score an **85%** or greater in order to pass.

Please reach out to our Broker Services Team if you have any questions.
- 1-866-440-9788 / Broker@MolinaHealthcare.com

Click the NEXT button at the top to start your certification.

Just as the Module states, click the NEXT button on the teal bar.

▶▶ NEXT

The agent will need to click START to begin the exam.

85% Passmark   No time limit

START   **CANCEL**

The agent will have 14 questions to complete. They need to press NEXT QUESTION button at the bottom of the question. It will keep a running total of how many more questions you must answer.

NEXT QUESTION   14 Questions remaining

When the agent completes the certification, they will get a screen showing if they passed, their score and what the required score was to pass. If Agent passes, they will press CONTINUE. If not, they can retake the test up to 2 more times. If they still do not pass, they will need to wait 24 hours. The agent should review the Product Training Module while this time passes.

Status: Complete/ Passed   Score: 92%   Passmark: 85%

CONTINUE
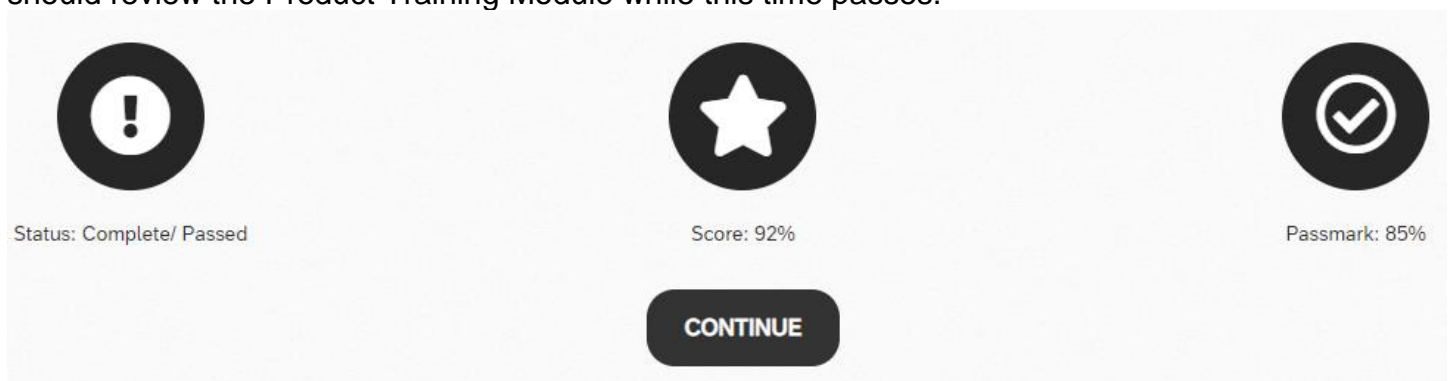
The very last module is One More Step. It directs the agent to submit the certification within Workflow.

CONGRATULATIONS!

You have now completed your *2021 Molina Annual Certification*. Once Molina Broker Services has verified your CMS Approved *Medicare + Fraud Waste & Abuse Training Certificate* you will receive your completion certificate within 2 business days.

Please go to the top of your onboarding case to **submit your certification** to Broker Services.

Certification has been completed. All agents and Principal Agents will follow the next steps.

Once the course has been completed, the agent will need to scroll back up to the workflow tabs. Go to the Submit tab and submit your certification or it will not be sent for review.

If any section has not been completed, the corresponding tab will show incomplete.
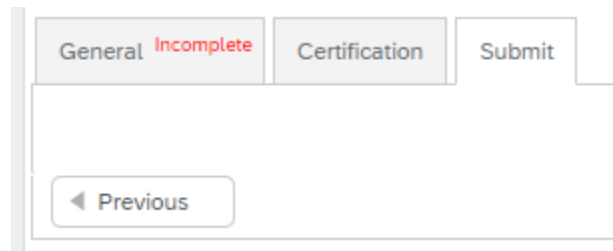
Go back to that tab and complete the missing fields. You may have to search for what is missing. Look for the * and find which field is empty.

In one to two business days, you will receive your 2021 Completion Certificate. You will be ready to sell once all Principal Agents in your upline have certified. Please do not hesitate to reach out to us with any questions or concerns.

We are excited to have you onboard for our 2021 selling year.

Molina Broker Services
MCRBrokerContracting@molinahealthcare.com
866-440-9788

How to clear your cookies:

- *Clear your cookies before logging into Workflow*
  - *Go to Settings by clicking the three dots on the URL bar (Far right side)*
  - *Scroll down to Privacy and security*
  - *Choose Clear browsing data*
  - *Under Basic*
    - *Time range should be All time*
    - *Check mark Browsing history, Cookies and other site data, Cached images and files*
  - *Choose Clear data*
  - *Close your Chrome window*
  - *Open a new Chrome window*

7/6/2020