



Agent Onboarding Certification Instructions

- Access UHC's Jarvis system at www.uhcjarvis.com
- Create an Optum ID or log in with an existing Optum ID
- The following information will be needed to register in Jarvis:
 - Party ID (provided to you by Peoples Health)
 - Social Security Number or Tax Identification Number (last four digits only)
 - ZIP Code (your mailing preference as designated on your appointment application)

Once in Jarvis, please click the link for **Knowledge Center** and then the link for **Learning Lab** (under Training & Certifications). For your appointment with Peoples Health to occur, tests (assessments) must have an 85% or higher passing rate within six (6) attempts.

Please follow these steps to review the instructions, user guide, reference guide and what's new.

1. Click on the box "**2022 UnitedHealthcare Certifications (Prerequisites Required)**".
2. Read the instructions in the black box and click the button for 'Continue this learning path'.
3. Review the 2022 Certification Instructions.
4. Review the 2022 Certification User Guide.
5. Review the 2022 Certification Reference Guide.
6. Review 2022 Certification What's New.

Once reviewed, you should see 100% completion for this section.

To continue, please follow the next steps:

1. Click on the 2022 Pledge of Compliance and review.
2. Click on the 2022 Pledge of Compliance Agreement and complete.
3. Click on the 2022 Conflict of Interest (COI) and complete.

Once completed, you should see 100% completion for this section.

To move on, please **PICK ONLY ONE** of the following learning paths to continue the certification process:

1. **2022 UnitedHealthcare** – These tests (assessments) will include the 2022 Medicare Basics, 2022 Ethics and Compliance and the 2022 AARP Module. *You must have 100% completion if you choose this path.*
2. **2022 AHIP** – Choose this path if you want to complete the AHIP course, 2022 Ethics and Compliance and the 2022 AARP Module. *You must have 100% completion if you choose this path.*
3. **2022 Servicing** – This learning path is for Servicing Agents ONLY. *You must have 100% completion if you choose this path.*

PLEASE NOTE: To complete certification for Peoples Health, you must then click on the '**2022 UnitedHealthcare Certifications (Products & Events)**' box to access the 2022 Chronic Condition and Dual Special Needs Plans Certification test. **This is not optional and required by Peoples Health.**

If you choose to host informal and/or formal sales events, you must also complete the '**2022 Events Basics**' test (assessment). This is only required if you will host sales events.