

# 2024 Certification Job Aid

What are the minimum system requirements to use SAP Workflow?

- An internet connection
- Web browser:
  - Firefox v 2+
  - Safari on Mac v 1.2+
  - Google Chrome
- Javascript and cookies enabled
- While not a requirement, Workflow is best viewed using a minimum screen resolution of 1024X768

*Helpful Hint: It is best practice to clear your cookies before starting the certification process.*

*How to clear your cookies before logging into Workflow:*

- **CHROME**
  - 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
- **EDGE**
  - Go to Settings by clicking the three dots on the URL bar (Far right side)
  - Under Clear browsing data click Choose what to clear
  - Mark Browsing history, Cookies and saved website data, Cached data and files, and Tabs I've set aside or recently closed
  - Click Clear
- **FIREFOX**
  - Click the menu button and click Library (or click the Library button in the toolbar).
  - Click History and then click Clear Recent History...
  - Set Time range to clear: to Everything.
  - Select Cookies and make sure that other items you want to keep are not selected.
  - Click Clear Now to clear all cookies and close the Clear All History window.
- **SAFARI**
  - Click on Safari (top left corner of browser) in the menu bar. Click on Preferences.
  - Select the Privacy tab.

- Click on *Manage Website Data*
- Select *Remove All* and click on *Remove now* in the popup.
- Check in *Advanced* tab if *Show Develop* menu in menu bar is selected. If not, Check the box.
- Select *Develop* in the menu bar on the top of the screen and click *Empty Caches* to clear Cache.

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

Invitation



Dear \_\_\_\_\_,

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 2024 AHIP Certificate
- Finish with the quiz and pass with 85% or greater
  - You will have three attempts to pass
  - If your certification is not complete by November 30th, your Molina Medicare contract may be terminated on December 15th

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](mailto:MCRBrokerContracting@MolinaHealthCare.com)

Hours of operations Monday - Friday 6:00 am - 6:00 pm MST

Site URL	<a href="#">Login</a>
UserID	
Password	

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".



**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.

General Certification Submit

Please complete all required fields.

**Personal Information**

Salutation: --select--  
First Name: \_\_\_\_\_  
Preferred First Name: \_\_\_\_\_  
Do you have a middle name? \*  Yes  No  
Middle Name \* \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Suffix: --select--  
Date of Birth \* \_\_\_\_\_  
SSN: \_\_\_\_\_  
NPN: \_\_\_\_\_

**Home Address**

Address Line 1 \* \_\_\_\_\_  
Address Line 2: \_\_\_\_\_  
City \* \_\_\_\_\_  
State \* \_\_\_\_\_  
ZIP \* \_\_\_\_\_  
Contact Phone \* \_\_\_\_\_  
Contact Ext. Number: \_\_\_\_\_  
Contact Fax: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Primary Spoken Language \* English  
Secondary Spoken Language: --select--

Preferred Address: \*  Legal  Mailing  Home

**Legal Address**

Legal Address Line 1 \* \_\_\_\_\_  
Legal Address Line 2: \_\_\_\_\_  
Legal City \* \_\_\_\_\_  
Legal State \* \_\_\_\_\_  
Legal Zip \* \_\_\_\_\_

**Mailing Address**

Mailing Address Line 1 \* \_\_\_\_\_  
Mailing Address Line 2: \_\_\_\_\_  
Mailing City \* \_\_\_\_\_  
Mailing State \* \_\_\_\_\_  
Mailing Zip \* \_\_\_\_\_

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 Workflow modules. If it doesn't work the first time, try again.



Please enter your username & password to access your online learning.

Show Password

Remember me on this computer

[I've forgotten my username/password](#)

### Producer Profile

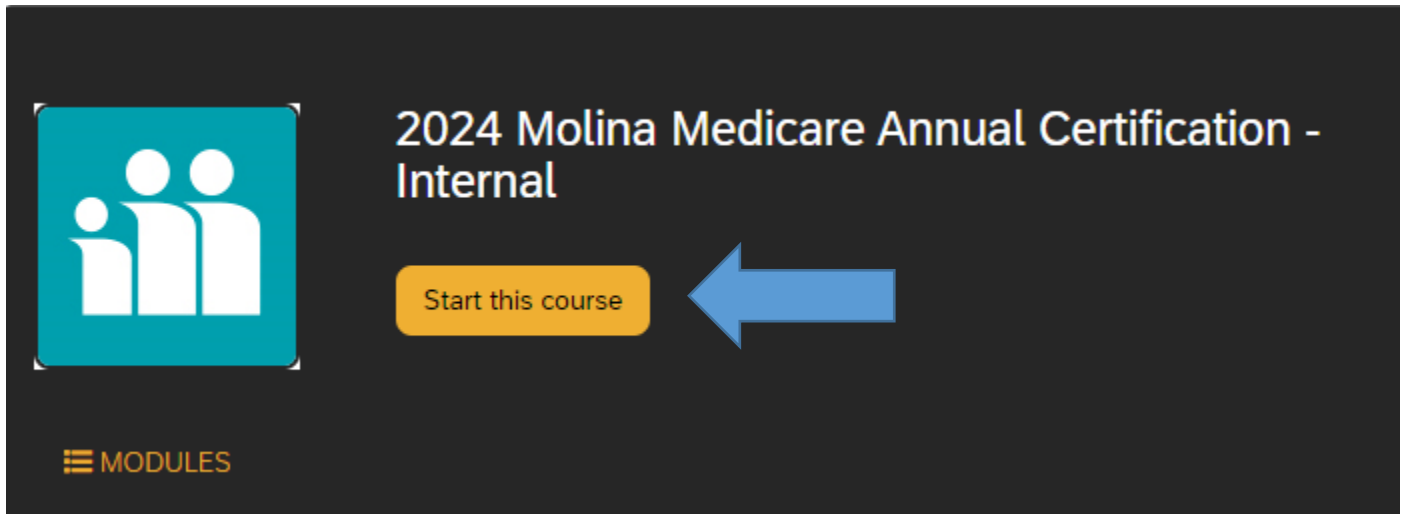
General	Certification
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The Workflow dashboard looks like this:

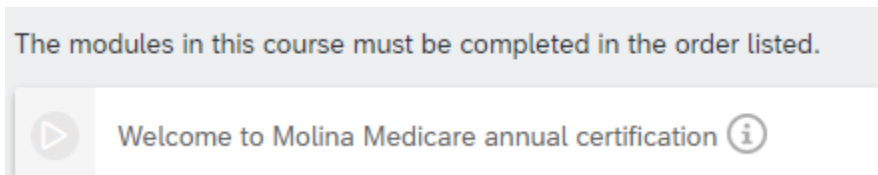
The screenshot shows a dashboard interface. On the left is a dark sidebar with navigation options: Home, Content Library, Achievements, Live Sessions, Messages, and Collapse Menu. The main content area has a dark header with the breadcrumb 'CONTENT LIBRARY / 2024 MOLINA MEDICARE ANNUAL CERTIFICATION - INTERNAL'. Below the header, there's a teal icon of three people, the title '2024 Molina Medicare Annual Certification - Internal', a 'Start this course' button, and a circular progress indicator showing '0%'. A 'MODULES' section is visible below, containing a list of course items with play icons and progress information.

Module Title	Progress
2024 Welcome to Molina Medicare annual certification	
2024 Molina Medicare Code of Ethics	
2024 Molina Combined Attestation eSignature	
2024 Proof of adherence	
2024 Medicare + Fraud Waste & Abuse	90% Passmark 0% My Score
2023 Molina Healthcare Medicare Review	0% My Score
2024 Molina Healthcare Medicare Certification Module	0% My Score

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 Medicare!

Before you begin, please read these important notes:

Make sure to complete each module.

Make sure you have a stable 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 it 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, but please note if you open the exam module again, you will be required to take and pass the exam.

Please reach out to our Broker Services Team if you have any questions at 1-866-440-9788 / Broker@MolinaHealthcare.com during the business hours of Monday - Friday 6:00 am - 6:00 pm MST.

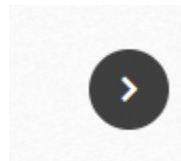
Thank you for partnering with us!

Click NEXT to start your training.

Click the NEXT button on the 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 five times.





▶▶ NEXT

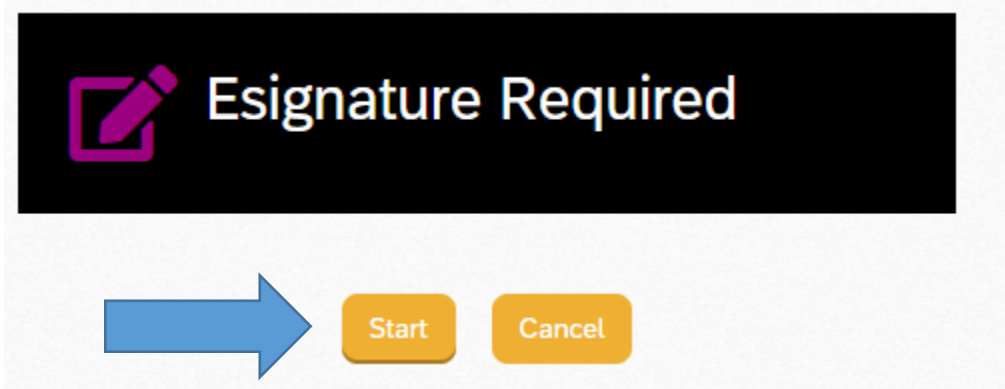
Do not use the NEXT button on the bar.

Once they click the > button 5 times, they will **now** push the NEXT button at the top of the screen.



▶▶ NEXT

The next page is Esignature Required page. Push START.





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

## Esignature Required

I agree to follow the Molina Combined Attestations found in the previous module.

Electronic Signature

I understand that checking this box constitutes a signature confirming that I have read, understood and accept the contents herein.

Save

Cancel

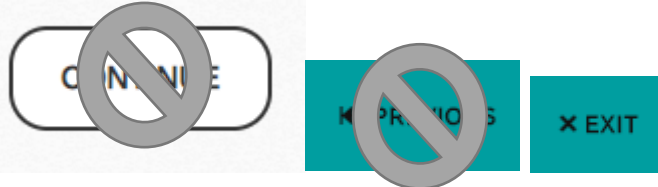
If the agent tries to skip this module by pushing NEXT, they will see this screen.

## 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.



This will bring the agent back to the dashboard. They can click on Continue this course at the top, or on the 2024 Proof of Adherence.

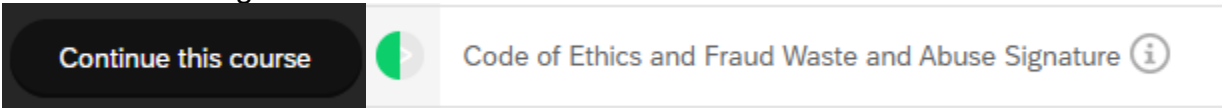
Continue this course



2024 Proof of adherence

Once the page has been signed. Click CONTINUE.

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.



Once the page has been signed. Click CONTINUE.



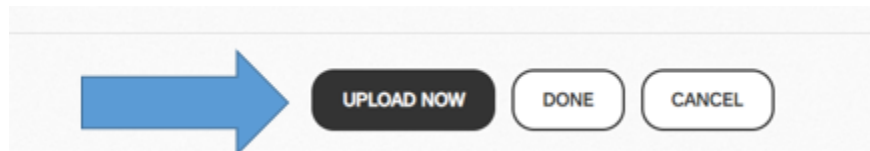
This will bring the agent back to the dashboard. They can click on Continue this course at the top, or on the CMS Approved Medicare + Fraud Waste & Abuse Module



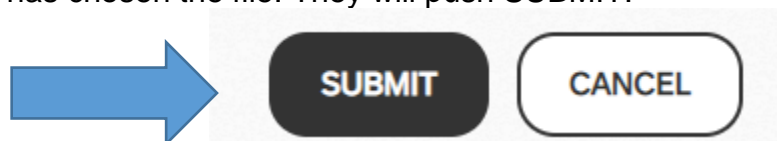
The agent will click on UPLOAD NOW to upload the 2024 approved certificate. The agent can also submit their AHIP through the AHIP website.

Please upload your AHIP Medicare + Fraud Waste & Abuse 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/internal> to go to a new window in order to complete your AHIP training.



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



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

Uploaded files:

TEST%20TEST



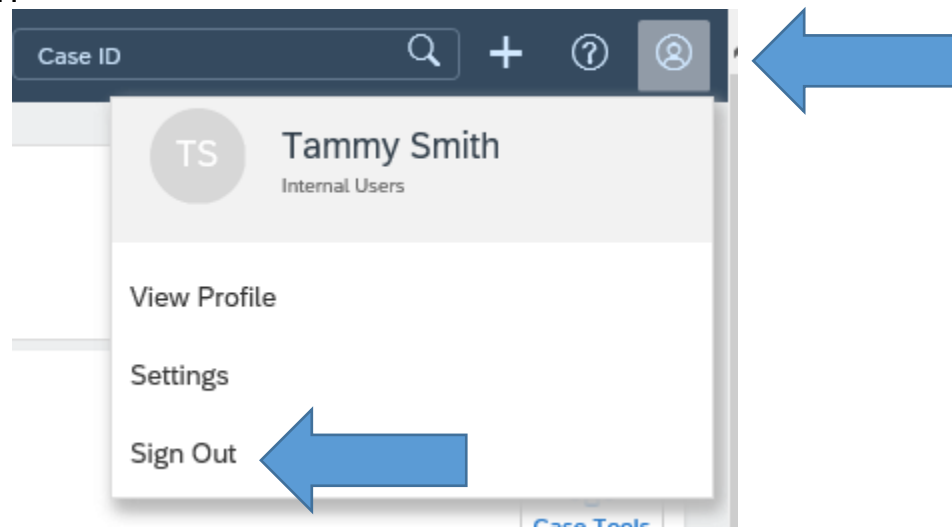
You have completed this module in a previous attempt. If you restart the module, it will initiate a new attempt and reset the completion status.

**UPLOAD AGAIN**

**DONE**

**CANCEL**

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**.



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

While in the Workflow Product Training Module, use the prompts at the top of the window in the bar.

**FEEDBACK** **PREVIOUS** **NEXT** **EXIT**

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

The last slide of the Product Modules has a quiz question. After you answer, you must click the checkmark at the bottom right of the screen

**I have reviewed all slides within this module.**


- True
- False



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 stable internet connection.

You will have **3 attempts** to complete this module.

Each time you exit the module it 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.

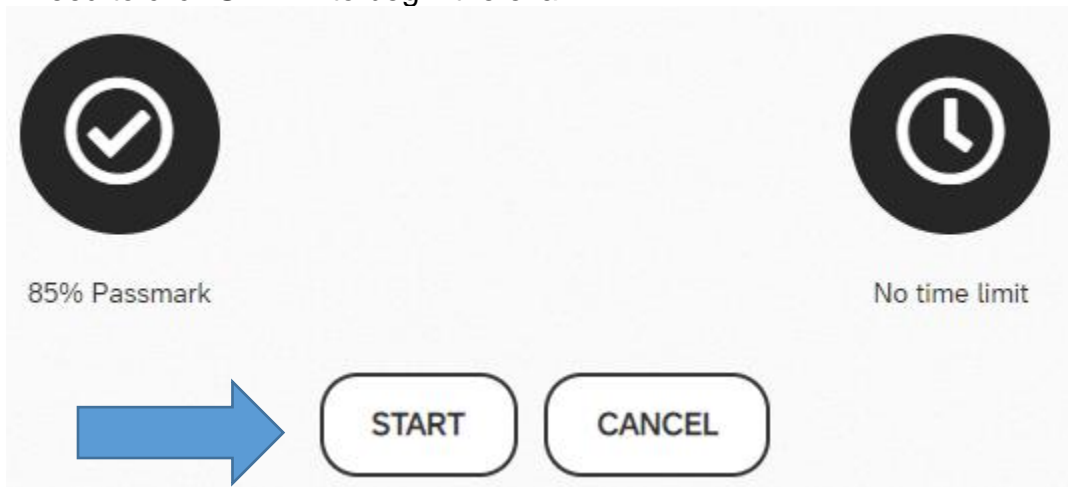
Please reach out to our Broker Services Team if you have any questions at 1-866-440-9788 / [Broker@MolinaHealthcare.com](mailto:Broker@MolinaHealthcare.com) during the business hours of Monday – Friday 6:00 am – 6:00 pm MST.

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

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



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



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 2024 You're not done yet, there is one last step! It directs the agent to submit the certification within Workflow.

## CONGRATULATIONS!

Return to your onboarding case to **submit your certification** to Broker Services to complete your Certification.

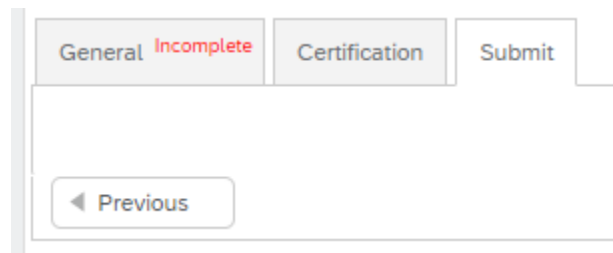
Once submitted, you have now completed your *2024 Molina Annual Certification*. Once Molina Broker Services has verified your AHIP you will receive your completion certificate via email within 2 business days.

**Certification has been completed. All 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 2024 Completion Certificate. Please do not hesitate to reach out to us with any questions or concerns.

We are excited to have you onboard for our 2024 selling year.

Molina Broker Services  
[MCRBrokerContracting@molinahealthcare.com](mailto:MCRBrokerContracting@molinahealthcare.com)  
866-440-9788



# How to update your Internet Browser

## **Firefox (minimum requirements 2+)**

Click the menu button, click Help and select About Firefox. On the menu bar click the Firefox menu and select About Firefox.

The About Mozilla Firefox *About Firefox* window opens. Firefox will check for updates and download them automatically.

When the download is complete, click Restart to update Firefox.

## **Safari on Mac (minimum requirements 1.2+)**

To check for new software, open Software Update. It's in System Settings (or System Preferences), which you can open from the Apple menu in the corner of your screen:

Choose Apple menu > System Settings. Click General on the left side of the System Settings window, then click Software Update on the right.

Or choose Apple menu > System Preferences, then click Software Update.

Once you update your OS, your Safari Browser will also be updated to the newest version.