



2024 Annual CMS Required Medicare Individual Plan Sales Compliance Training P&B Only – Integrity Individual

Access Granted Individual Benefit Training Only, Integrity Individual ID Code - KPINT2862

Hello,

Thank you for your interest in selling KP Medicare Products and Services. We are pleased to announce that we are, once again, providing the Annual CMS Required Individual Medicare Sales Training. This course will allow you to be eligible to market or sell individual Kaiser Permanente Medicare Advantage products during the **2024** sales period.

Please be aware that you will need to upload your **2024 CMS Compliance training certificate (AHIP or Core equivalent)**. We always strongly encourage agents to complete training by **October 1, 2023**.

Please follow the steps below:

- Go to the Convey Health Group / Miramar:Agent website: <https://miramar-agent.com>.
- Use the following Registration Code for your specific course **KPINT2862**
 - Do not share your Registration Code with your colleagues, as it is unique to your identified training needs. If you enroll and take the wrong training module, you may have to take the training again to satisfy your requirement.
- Upload your 2024 CMS Compliance training certificate (AHIP or Core equivalent).
 - If you have loaded it previously for another carrier, Convey Health Solutions / Miramar should confirm it is in their system. Be aware that validation will occur within 1-3 business days. Once your certificate is uploaded, please take the Kaiser Permanente training.
- Complete all components complete of Training Program:
 - **Welcome Letter**
 - **Benefits Guide**- Download Region Specific Benefits Guide and Attest to receipt of Benefits Guide
 - **Kaiser Permanente 2024 Individual Medicare Products & Benefits Training** A one-hour web-based course offered via Convey Health Solutions which covers region-specific KP Medicare products and benefits for the individual plan segment. **You must pass an exam that covers the Individual Products Module of the Course, with a score of 85% or higher. Only three attempts are allowed. If your computer times out once you've begun your exam, that counts as an attempt.**

Important information about the training:

- **Brokers selling Kaiser Permanente products: Please ensure your National Producer Number is included in your Miramar:Agent profile.**
- Please mark your calendar to take time away from other tasks and interruptions.
- You are encouraged to take your time on these modules and ensure you have a quiet and dedicated workspace to complete them.
- You will only have **3 attempts** to complete the exam.
- If you feel you have received this notification email in error, please reach out to us so we can have our list of required learners updated.

If your question is not addressed in the attached **Agent User Guide** or **FAQ**, please contact AnnualMedicareSales-ComplianceTraining@kp.org. For concerns related to technical issues, you can also contact Convey/Miramar:Agent Customer Service at (855) 856-7852.

Thank you.