

ARCADIAN

Health Plan & Management Services

Network Insurance Code:

Arcadian Senior Health Division, 10102

Arcadian Health Plan 2010 Agent Certification

Welcome to the Arcadian Health Plan 2010 Certification Introduction!

Arcadian is committed to agent education and is excited to offer comprehensive agent training program in 2010! This document will provide your agency with a brief overview of our 2010 certification process to help better prepare us all for the upcoming selling season.

There are two main components to agent certification:

- 1) Medicare Advantage certification
- 2) Arcadian Health plan-specific certification

For step-by-step certification instructions, please review to the 2010 Certification Tutorial which will be released shortly.

The 2009 certification site is currently located at the following url:
<https://aim/arcadianmgt.com/cert/> (2010 version coming soon!)

Important Certification Information

Every agent must be certified for each year to sell Arcadian products.

The 2010 certification site will encompass both 2009 and 2010 selling years. This means that agents who wish to sell our 2009 products in and our 2010 products need only to complete the 2010 certification process.

The 2010 certification site will launch in the first week of September. In the meantime agents may still certify for 2009 using the current 2009 certification site. They must, however, certify again using the 2010 certification site in order to sell 2010 products.

We listened closely to agent and FMO feedback regarding the previous certification process and made several of the improvements you requested!

Highlights for 2010 Certification:

- New, streamlined sign-in process
- Multiple options for completing the Medicare Advantage portion of Certification
 - o AHIP
 - o CMS
 - o Arcadian's own
- Print functionality on training materials
- Ability to save progress while certifying, and return to complete the certification at a later date or time

2010 Certification Module Outline

- Registration
 - Email – used as username
 - Social Security Number – used as password
 - National Producer Number
 - If unknown, click on link to identify:
<https://www.nipr.com/html/PacNpnSearch.html>
 - Chosen Certification Path
 - “I would like to complete the entire certification process through Arcadian Health Plan (no AHIP, no CMS)”
 - “I have not yet certified through AHIP, but I would like to”
 - “I have certified through AHIP, and I am ready to complete Arcadian Health Plan’s plan-specific certification”
 - “I have certified through CMS, and I am ready to complete Arcadian Health Plan’s plan-specific certification”
- Demographics
- Medicare Advantage Certification
 - Through AHIP
 - Through CMS Pilot Program
 - Through Arcadian Health
- Arcadian Health Plan plan-specific Certification
- Direct Pay Payment Information
- Certificate and Arcadian Writing Number generated/reviewed

The Importance of Registration

One of the first components to our certification site is the registration section of the module. The registration module drives all of our record keeping and commission information so it is imperative that agents enter information correctly. We check the physical contract against the electronic record created during registration. However commission payments will be delayed or held due to incomplete or inaccurate registration information. Please impress upon your agents the importance of accuracy and completeness when filling out the registration module.

Below is a list of important registration components:

Email – please provide your primary contact email. This is the email address we will use to contact you throughout the year if and when necessary.

Social Security Number – we need this for identification and for direct payment information; be assured we treat all sensitive information with the utmost security and confidentiality

National Producer Number – if you do not know your National Producer Number, we've included a link to an NPN lookup tool - <https://www.nipr.com/html/PacNpnSearch.html>

All Required Demographic Information – please refer to the next page for a list of the important demographic information

A license is required for every state where you plan to market Arcadian Health Plan. At least one license is required.

Demographics Page

The following fields are required on the Demographics Page:

First Name
Last Name
Office Address
City
State
Zip Code
Phone
Cell phone
Fax
License Type
License State
License Number
Expiration Date

- if you have a SC license, please enter 12/31/2010 as your expiration date
- if you have a ME license, please enter your Continuing Education deadline
- must be in mm/dd/yyyy format (for example 10/01/2009)

A license is required for every state where you plan to market Arcadian Health Plan. At least one license is required.

Certificate and Writing Number

Upon completion of the final exam agents will receive a certificate of completion.

The certificate of completion will be emailed to the agent at the email address entered on the registration page. The certificate can be used as confirmation of certification.

The certificate also includes the agent's Arcadian Writing Number. The writing number is a ten digit number in the following format:

XXXXX-XXXXX

The writing number very important!

Agents must put their complete 10-digit Arcadian Writing Number on ALL Arcadian Health Plan applications. Commissions are paid using the 10-Digit writing number and agents will not be paid for applications that don't include a writing number