

2021 Certification Job Aid

You must use Google Chrome.

Receive email from Molina –



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".



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

First Name

Preferred First Name

Do you have a middle name? * Yes No

Middle Name *

Last Name

Suffix

Date of Birth *

SSN

NPN

Tax Classification Individual

Associated Agency

Preferred Address: * Legal Mailing Home

Home Address

Address Line 1 *

Address Line 2

City *

State *

ZIP *

Contact Phone *

Contact Ext. Number

Contact Fax

Email Address

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 *

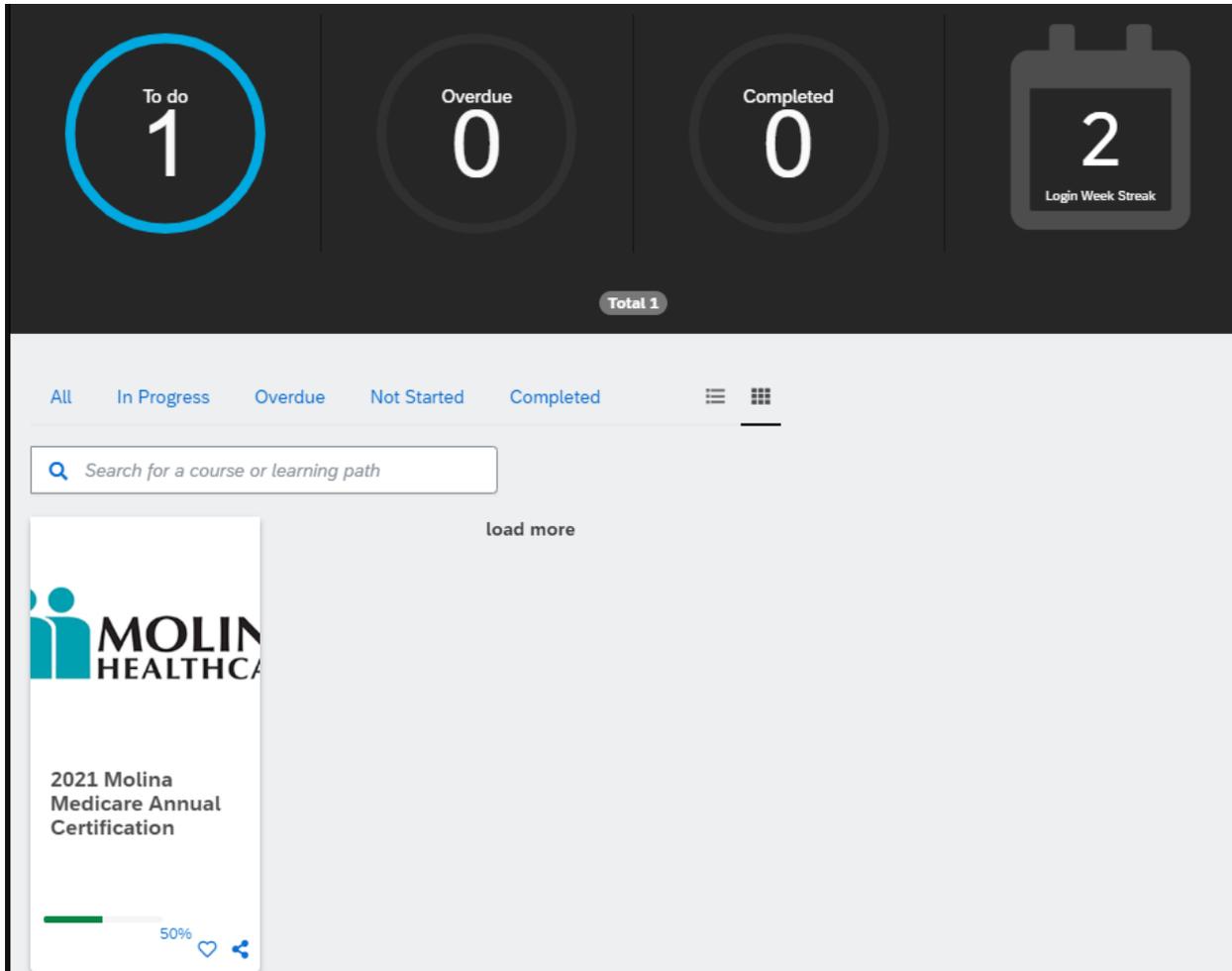
Mailing Zip *

Next >

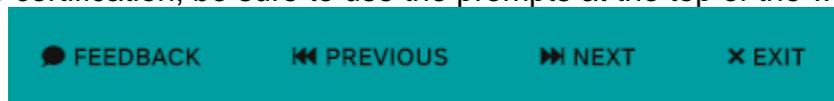
- **Principal Agents** need to mark the box if they are producing or non-producing. This will take you to the correct certification.

Are you Producing PA? * Yes
 No

On the Certification tab, you will see your LITMOS certification to complete. Click on the Certification icon at the bottom of your screen.



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



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



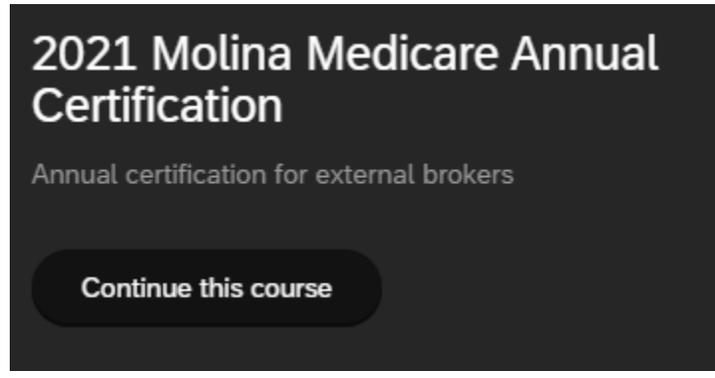
Be sure to turn on the sound so you can hear what each slide is discussing. If needed, you can use the closed captioning within the slide.



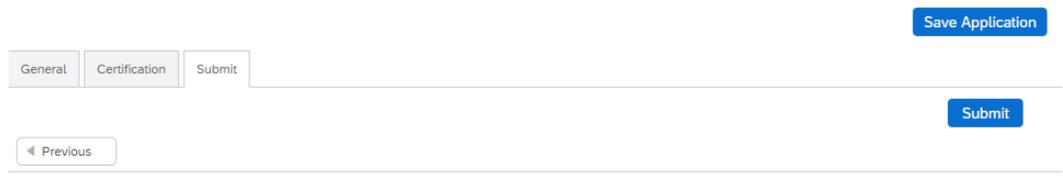
During the product training and quiz, please use the prompts within the slides to ensure completion of each section.



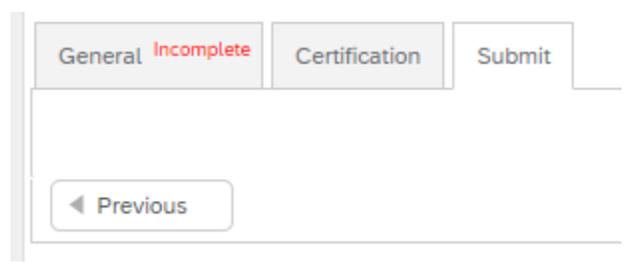
If the course brings you back to your certification modules, you can easily click on Continue this course at the top of your certification module.



Once your course has been completed, it will take you back to your tabs within the Workflow/Onboarding system. 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