



2025 Certifications Instructions



Follow the instructions below to access the right courses and modules. All modules are also available in Spanish.

1

From Jarvis, click on the certification path link near the top of the screen (in the news article scroll). This will take you directly to Learning Lab and the courses you need to complete for certification.

2

When the path opens in Learning Lab, you will find some **RECOMMENDED courses**. These are optional but highly recommended. There is a **Study Guide** where you'll find all the content you need to know to pass the assessments.

3

Complete all the **REQUIRED courses: What's New, Pledge of Compliance and the 3 Base Level Assessments** (Medicare Basics, Ethics & Compliance, and AARP). You must read the What's New document and agree to the Pledge of Compliance. Then complete all Base Level Assessments by passing each with a score of 85% or higher within 6 attempts (70% for AARP). Passing all Base Level Assessments will certify you to sell Medicare Advantage (non-SNP), Prescription Drug, Medicare Supplement, and Stand-alone Dental, Vision and Hearing Plans.

4

Complete any **Next Level assessments** if you wish to certify to sell more than the base level. For example, if you want to sell **D-SNP and/or C-SNP**, complete that assessment; if you want to conduct any marketing/sales events, complete the **Events Basics module**. If you have been invited to sell any other products, those assessments will appear on your Home Page.

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For more detailed instructions, review the Certification User Guide located on **Jarvis > Knowledge Center** or in **Learning Lab > any Certification Path > Instructions course**. You may also use the Decision Tree to help you understand which certifications are required.

* An attempt is counted when you complete the assessment or if you restart a previous attempt.

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