

For questions regarding **Medical Mutual's Medicare Advantage Training & Certification**:

- How do I access Medical Mutual's Training & Certification site?
- How do I reset my Medicare Advantage Training & Certification password?
- How do I confirm that I am certified and ready to sell?

See below: Certification FAQ's

For issues accessing **MyBrokerLink**, please contact MyBrokerLinkAccess@medmutual.com

For all other inquiries, please allow up to two business days for a response.

Certification FAQ's

How do I access Medical Mutual's Training & Certification site?

If you have an active MyBrokerLink account, please follow these steps:

- Go to www.mybrokerlink.com
- Sign in with your username and password
- Use the MyBrokerLink Menu, go to
 - Sales and Quoting
 - Medicare Advantage
 - Training and Certification
- OR use the Interactive Functions, go to
 - Medicare Advantage
 - Training and Certification

*Sign the MA Addendum electronically via My BrokerLink before you can access Training & Certification.

How do I reset my Medicare Advantage Training & Certification password?

- Log into **Medical Mutual's Training & Certification site** (see steps above)
- Go to the "Returning to this website" section.
- Click Forgot Password
- Search by Username. Please enter your NPN and click search.
- You will receive an email with instructions to update your password. If you do not receive an email, the email address we have on file may be different than the account you expected. Please check other email accounts. If not found, please contact MASalesCompliance@MedMutual.com.

How do I confirm that I am certified and ready to sell?

- Upon completion of Training & Certification, please scroll to the bottom of the screen for a link for your Certificate of Completion.
- You can also log in later to reconfirm.
 - Log into **Medical Mutual's Training & Certification site** (see steps above)
 - Find **"My Certifications"**
 - Click link to "Medical Mutual of Ohio Training – AHIP"
 - Find **Certification**
 - Click link to "Certificate of Completion"
 - Print Certification