



2027 Standard Certification Instructions



Follow the instructions below to access the right certification courses and modules.

(Most modules are also available in Spanish.)



From Jarvis, click on the certification **Get Started** tile to begin. Next, from the Certification Overview tab, review the Certification Path comparison chart. You will only need to complete one path. Once you determine your path, click on the **Launch Learning Lab** button to go to the Certification page. (If you don't see the tile, go to Knowledge Center and click on Ready to Sell.)



On the Certification page in Learning Lab, you will find some **RECOMMENDED** courses. These are optional but highly recommended. They provide certification process instructions.



Review the **Study Guide** where you'll find all the content you need to know to pass the assessments. Next, complete all the **REQUIRED** courses in order:

Step 1 – review the **What's New** document.

Step 2 – review and agree to the **Certification Attestations**

Steps 3, 4 and 5 – complete the **3 Base Level assessments** (Medicare Basics, Ethics & Compliance, and AARP) 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 and Medicare Supplement plans.



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 and report 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 in Learning Lab.



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

* An attempt is counted when you complete the assessment.

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