

AGENT CERTIFICATION

Agent Certification Overview for 2025

How it works

You'll need to complete our certification process to be ready to sell. The Center for Medicare & Medicaid Services (CMS), the federal agency that oversees Medicare, requires all employed or contracted agents to meet their licensing, appointment (if applicable), and certification requirements to sell or market Medicare products. You'll need to complete the following steps:

- **Agent Agreement**
- **Code of Conduct Acknowledgement**
- **Background Check Consent**
- **Certification Trainings**
 - Medicare Core Training or equivalent (AHIP, Pinpoint, or NABIP (formerly NAHU))
 - CMS, Fraud, Waste & Abuse Training or equivalent (AHIP, Pinpoint, or NABIP (formerly NAHU))
 - CMS Compliance Training or equivalent (AHIP, Pinpoint, or NABIP (formerly NAHU))
 - Devoted Health Product Training
- **Devoted Health Certification Exam**
 - You'll have 3 attempts to pass the exam with a minimum score of 85%
 - Each time the exam is initiated it will count as an attempt and must be completed in one sitting (~30 mins)

We will save your progress if you can't finish the entire certification process all at once. We will also conduct a license check as part of the certification process.

Once you complete the certification process and have "Ready to Sell" (RTS) status, you will receive notification both via email and in the agent portal for the appropriate plan years. You cannot market or sell Devoted Health benefits until you've received this email. If you've completed the certification process but have not received an email, please contact Devoted Health's Agent Support at [877-764-9446](tel:877-764-9446).

How long does the certification process take?

It takes approximately 4-12 business days to review and process the certification.

- **Certificate Review:** 1-2 business days
- **Background Check:** 1-2 business days
- **Appointment:** up to 7 business days (varies by state, new Devoted agents ONLY)

Have questions or need help?

Call Agent Support at [877-764-9446](tel:877-764-9446), Weekdays, 9am to 10pm Eastern (Dec 8 - Oct 14)