



# 2026 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 Get Started tile to begin.** Next, from the Certification Overview tab, review the Certification Path comparison chart to determine your path. Once you determine your path, click on the Launch Learning Lab button to take you to the Certification page. (If you don't see the tile, go to Knowledge Center and then click on Ready to Sell.)

2

On the Certification page 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.

i

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** to help you understand which certifications are required.

\* An attempt is counted when you complete the assessment.

United  
Healthcare®