

2026 Certifications Frequently Asked Questions (FAQ)

Q: When are 2026 UHC Certifications available to take?

A: The following certification paths open at the respective times:

- **Fast Track Certification Path:** 6/1/2025
- **Standard UHC Certification Path:** 6/9/2025
- **AHIP & NABIP Path:** Late June

Q: How many certification paths do I need to complete to be Ready to Sell UnitedHealthcare Medicare products in 2026?

A: You only need to complete ONE certification path. See our 4 paths below.

2026 Certification paths				
Choose your preferred certification path, you only need to complete one path to certify!	Fast Track	Standard	AHIP	NABIP
Launch Date	06/01/2025	06/09/2025	Late June	Late June
Overview	Fast Track Combines Base Level & Next Level Assessments into one	Standard Certifications Path	Agents who want to transfer AHIP use this path	Agents who want to transfer NABIP use this path
Eligibility	Premier Agents and Fast Track Qualified Agents	All Agents	Agents transferring AHIP	Agents transferring NABIP
Language Available	English	English/Español	English/Español	English/Español
Attempts Allowed per Assessment	2	6	6	6
Base Level Assessments: Certifies you to sell UnitedHealthcare Medicare Advantage (non-SNP), Part D and Medicare Supplement Plans	Fast track	Standard	AHIP	NABIP
Medicare Basics Assessment	<div> <div>↑</div> <div>All-in-One Assessment 85% Passing Score</div> <div>↓</div> </div>	85% Passing Score	Credit with AHIP Transfer	Credit with NABIP Transfer
Ethics and Compliance Assessment		85% Passing Score	85% Passing Score	85% Passing Score
AARP Assessment		70% Passing Score	70% Passing Score	70% Passing Score
Next Level Assessments/Modules: After you successfully pass all Base Level assessments, you may then take any of the Next Level requirements to sell D-SNP/C-SNP and conduct sales/marketing events				
D-SNP /C-SNP Assessment		85% Passing Score	85% Passing Score	85% Passing Score
Events Basics (Module Only)		Complete Module	Complete Module	Complete Module

Q: What is the Fast Track Certification path?

A: Successfully passing this assessment will give you credit for all Base Level and Next Level assessments and will certify you:

- To sell Medicare Advantage (non-SNP), Part D, Medicare Supplement, Dual Eligible Special Needs and Chronic Condition Special Needs Plans
- To conduct and report marketing/sales events

By passing the Fast Track assessment, you do not need to take the Standard Path or transfer AHIP/NABIP.

However, if you fail both attempts of the Fast Track assessment, you are entitled to 6 attempts of each assessment within the Standard Certification Path (or AHIP/NABIP). Agents who fail all attempts of an assessment in the standard certification path are not permitted to take the Fast Track option.

Q: How do I become eligible to take the Fast Track assessment?

A: To qualify for Fast Track, you need to be a:

- Premier Agent with 12+ month of tenure, or
- An agent selling UnitedHealthcare for 2 consecutive years with 20+ Medicare Advantage and/or Medicare Supplement applications, with no more than 1 complaint point in the last 12 months.

Q: Do you require AHIP/NABIP?

A: No, we do not require AHIP/NABIP unless you are taking the AHIP/NABIP certification path. You can take our Standard UHC Certification Path or Fast Track Path (if eligible).

Q: Do you offer a discount for AHIP?

A: Yes, we offer a \$50 discount. To receive discount credit, you must enter the AHIP website through the AHIP Certification path within Learning Lab.

Q: What is the deadline to complete certifications?

A: There is no deadline to complete 2026 certifications, but you must be certified before selling a 2026 product.

Q: I write UHC business under an agency writing ID. Why am I unable to see or take certifications when I log into Jarvis?

A: To take certifications, you need to be signed into your Party ID account. To sign in to your Party ID, follow these steps:

1. Log in to Jarvis as normal.
2. Select your name in the top right-hand corner and select “Manage Account Info”.
3. Scroll to bottom of the page where you see the heading “IDs”
4. Select the blue “Log In” button that is associated with your Party ID.

IDs

Results per page 15

Agent Name	Start Date	Termination Date	ID	ID Type	Status	Agent Type	
[REDACTED]		NA	[REDACTED]	UNIX			Log In
[REDACTED]	[REDACTED]	NA	[REDACTED]	Party			Log In
[REDACTED]	[REDACTED]	06/19/2020	[REDACTED]	Agent	[REDACTED]	[REDACTED]	Log In
[REDACTED]	[REDACTED]	NA	[REDACTED]	Agent	[REDACTED]	[REDACTED]	

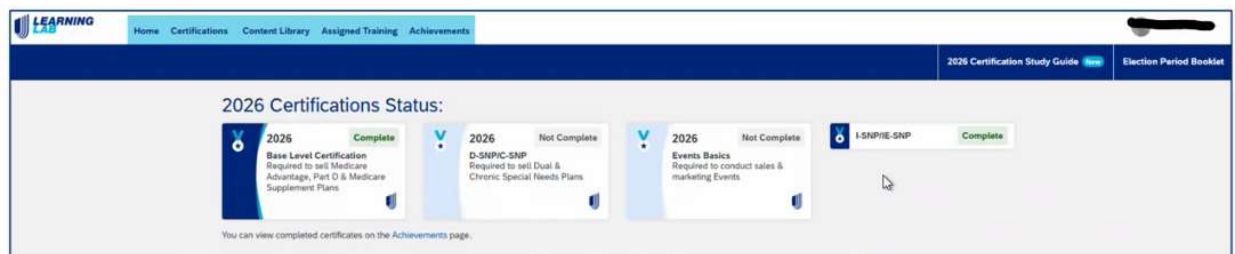
Q: Once I complete a certification, do I need to download the certificate and send to UHC?

A: Although you can download the assessment certificate for your own documentation, UHC does not require proof of certificate. All successful scores will be collected in Learning Lab and will be documented in your profile with UHC.

Q: How will I know when I am completed with certifications and Ready to Sell with UnitedHealthcare for 2026 products?

A: There are two places that will show your completion status:

- Learning Lab will instantaneously update completion of certification assessments on the Certification Homepage under “Certification Status”. A dark blue banner and a “Complete” icon will appear once you have successfully completed the level.



- Jarvis will have a certification status page within your account profile. There is a delay of 1-2 days for data to transfer from Learning Lab to Jarvis.

