

UCLA | Medicare
Health | ADVANTAGE PLAN
Agent Certification Guide

Introduction



You are required to certify every year. The 2026 UCLA Health Plan Certifications cover the remainder of the 2025 PY.



The Certification and Training Resource Guide will provide the information necessary to complete the exam.



There will be 25 randomized questions for you to answer. You will have 3 attempts to obtain a passing score of 90% or higher.

Login Page

Training and Certification Portal

2026 Certification Site Registration. If you've not registered on the Certification site for the 2026 Certifications, you'll start here.

Returning 2026 Registrants, enter your NPN & click "SIGN IN"

1.

2.

Note: The email you register with is the email address that your certificate of completion will be sent.

REGISTER SIGN IN

First Name *	Last Name *
Email *	Confirm Email *
CA License *	
NPN *	Confirm NPN *
REGISTER	

Note: Your NPN will only be validated if ucalcontracting@berwickinsurance.com has your 2026 AHIP on file and you are ready to certify.

Home Page

Click the “INFO” icon to view test attempt count

Click the “PDF” icon to retrieve a copy of your certificate of completion.
**will turn red and clickable once the Exam is passed*

HELP

Click “HELP” to get contact information for the certification department

Click the “FAQ” icon to open the Frequently Asked Questions page



FAQ



RESOURCES



INFO



EXAM



CERTIFIED



PROFILE



HELP



HELP



HELP



HELP



HELP



HELP



HELP



HELP



HELP



HELP



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HELP



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HELP



HELP



HELP



HELP



HELP



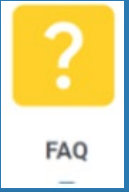
HELP

Click the “RESOURCES” icon to open the Certification and Training Resource Guide

Clicking the Resources and FAQ buttons will open in separate tabs.

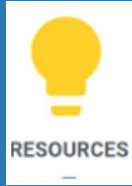
Click the “EXAM” icon to take the Certification Exam.
*Note: you have 3 attempts to obtain a 90%
Exam icon will be greyed out once all three attempts are exhausted or exam has been passed*

Be sure to read through the Certification and Training Resource Guide prior to taking the Exam.



FAQ

- Must score a 90% or higher within 3 attempts.
- An attempt is NOT registered until 'Submit' is clicked upon the last question.
- **You must complete the exam in one sitting, progress is not saved.** However, an attempt is NOT registered if you lose your connection.
- If you pass, the certificate of completion will be available to download, and a copy will be emailed to you and UCLA Contracting.
- For the best experience please use a desktop or laptop computer for your exam. Tablets or Mobile phones are not supported.
- **Do not refresh your browser while in the middle of the exam.** You will lose all progress and begin again at question 1.
- This is an open book exam. You may have the training and resources open in another window, or save and print to reference.



Resources Page

The Certification and Training Guide will provide all the information needed for the certification exam!

UCLA Health Medicare ADVANTAGE PLAN

2026 Certification and Training

July 2025

Training Content

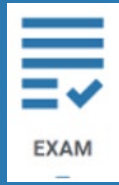
- Part 1: UCLA Health Medicare Advantage Plan Background
- Part 2: CMS – Required Agent Training
 - Medicare basics
 - Communication and Marketing requirements
 - Eligibility/Enrollment/Disenrollment
- Part 3: UCLA Health Medicare Advantage HMO Plans
 - Enrollment
 - 2025 Plan Overview
 - Broker Tools and resources
- Part 4: Certification Test



Info Page

The popup will show how many attempts you have left to take the certification exam.

The screenshot shows the top navigation bar of the UCLA Health Medicare Advantage Plan website. On the left, the 'UCLA Health' logo is displayed. In the center, the text 'Medicare ADVANTAGE PLAN' is visible. On the right, there is a 'HELP' link. Below the navigation bar, a row of icons represents different sections: a question mark for 'FAQ', a lightbulb for 'RESOLUTION', an information icon for 'Exam Info', a hamburger menu, a PDF icon for 'CERTIFIED', and a circle with 'AD' for 'PROFILE'. A blue popup window is overlaid on the 'Exam Info' icon, containing the text: 'Exam Info', 'No attempts have been made to take the Exam for the plan year 2026.', and a close button (X). Below the icons, there is a notice starting with 'IMPORTANT! Passing the...'. At the bottom of the page, there is a paragraph of text: 'Clicking on the tabs. IMPORTANT! Passing the... (RTS). You must receive a formal Ready to Sell email from uclacontracting@berwickinsurance.com prior to submitting any enrollment applications for UCLA Health Medicare Advantage Plan.'



Exam Page – Selecting an Answer



Tip: you can open the certification training page in a new tab while taking the exam

[RESOURCES](#)

[FAQ](#)

[HELP](#)

Exam

1. True or False? Starting January 1, 2025, after a member's Out of Pocket drug costs reach \$2,000, they will pay nothing for generic or brand name medications at any Tier level.

- TRUE
- FALSE

Select your answer

“Confirm” your selection, you will not be able to go back or change your answer once you confirm

Number of questions completed/remaining

1 / 25

CONFIRM

NEXT >

SUBMIT

DO NOT refresh your page during the exam, otherwise it will restart at Question 1!



Exam – Confirming an Answer

Exam

1. True or False? Starting January 1, 2025, after a member's Out of Pocket drug costs reach \$2,000, they will pay nothing for generic or brand name medications at any Tier level.

Selected answer

- TRUE
- FALSE

“Confirm” your selection, you will not be able to go back or change your answer once you confirm

CONFIRM

NEXT >

1 / 25

The submit button will illuminate after the last question is answered.

SUBMIT

DO NOT refresh your page during the exam, otherwise it will restart at Question 1!

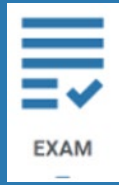


Exam – Correct/Incorrect Notification

You will be notified whether your answer was correct or incorrect.

The screenshot shows the UCLA Health Medicare ADVANTAGE PLAN exam interface. A green pop-up box with a checkmark icon and the text "Correct! Your answer is correct!" is overlaid on the question. A blue callout box with an arrow points to the "x" close button on the notification. The question text is partially visible: "1. True or False... reach \$2,000, th... ket drug costs... ns at any Tier". Below the question are radio buttons for "TRUE" (selected) and "FALSE". At the bottom, there is a "CONFIRM" input field, a "1 / 25" progress indicator, a "NEXT >" button, and a "SUBMIT" button.

The screenshot shows the UCLA Health Medicare ADVANTAGE PLAN exam interface. A red pop-up box with an exclamation mark icon and the text "Incorrect! Your answer is incorrect!" is overlaid on the question. A blue callout box with an arrow points to the "x" close button on the notification. The question text is partially visible: "1. True or False... reach \$2,000, th... ket drug costs... ns at any Tier". Below the question are radio buttons for "TRUE" and "FALSE" (selected). At the bottom, there is a "CONFIRM" input field, a "1 / 25" progress indicator, a "NEXT >" button, and a "SUBMIT" button.



Exam – Advancing to next Question



Medicare
ADVANTAGE PLAN

RESOURCES

FAQ

Exam

1. True or False? Starting January 1, 2025, after a member's Out of Pocket drug costs reach \$2,000, they will pay nothing for generic or brand name medications at any Tier level.

- TRUE
- FALSE

CONFIRM

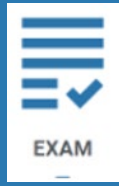
1 / 25

SUBMIT

NEXT >

Click "NEXT" to advance to the next question.
Note: once you advance you cannot go back to the previous questions

DO NOT refresh your page during the exam, otherwise it will restart at Question 1!



Exam – Submitting your Exam

Exam

25. In which of these situations must a Scope of Appointment form be collected at least 48 hours prior to the interaction between the agent and the individual with Medicare?

- A formal marketing event that a beneficiary did not pre-register to attend
- A one-on-one appointment occurring in the beneficiary's home on November 3rd
- An unscheduled meeting with a beneficiary who arrives at an agent's office without an appointment and requests information
- A person with Medicare calling in to a sales agent for the first time
- All of the above scenarios require that a Scope of Appointment form be collected at least 48 hours in advance

CLICK TO SUBMIT

After you've selected the answer you wish for question 25, the "click to submit" button will illuminate.

Click to submit your exam and receive your score.

DO NOT refresh your page during the exam, otherwise it will restart at Question 1!



Exam Submission

If you've successfully completed your exam with a 90% or better, you can view/download your certificate upon submission

You passed the certification exam!
Download or View your certificate?

CANCEL

VIEW

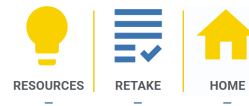
DOWNLOAD

A copy of your certificate will also be emailed to you and UCLA Contracting and saved in your certification portal. You can access a copy in the future by logging in and selecting the PDF from the home page

If you were unable to obtain a passing score of 90% or better, you'll have a total of 3 attempts.

You have failed the certification exam.

Agent Name NPN
score: 32
1 attempts



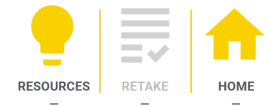
You have failed the certification exam.

Agent Name NPN
Score: 82
2 attempts



You have failed the certification exam.

Agent Name NPN
Score: 76
3 attempts

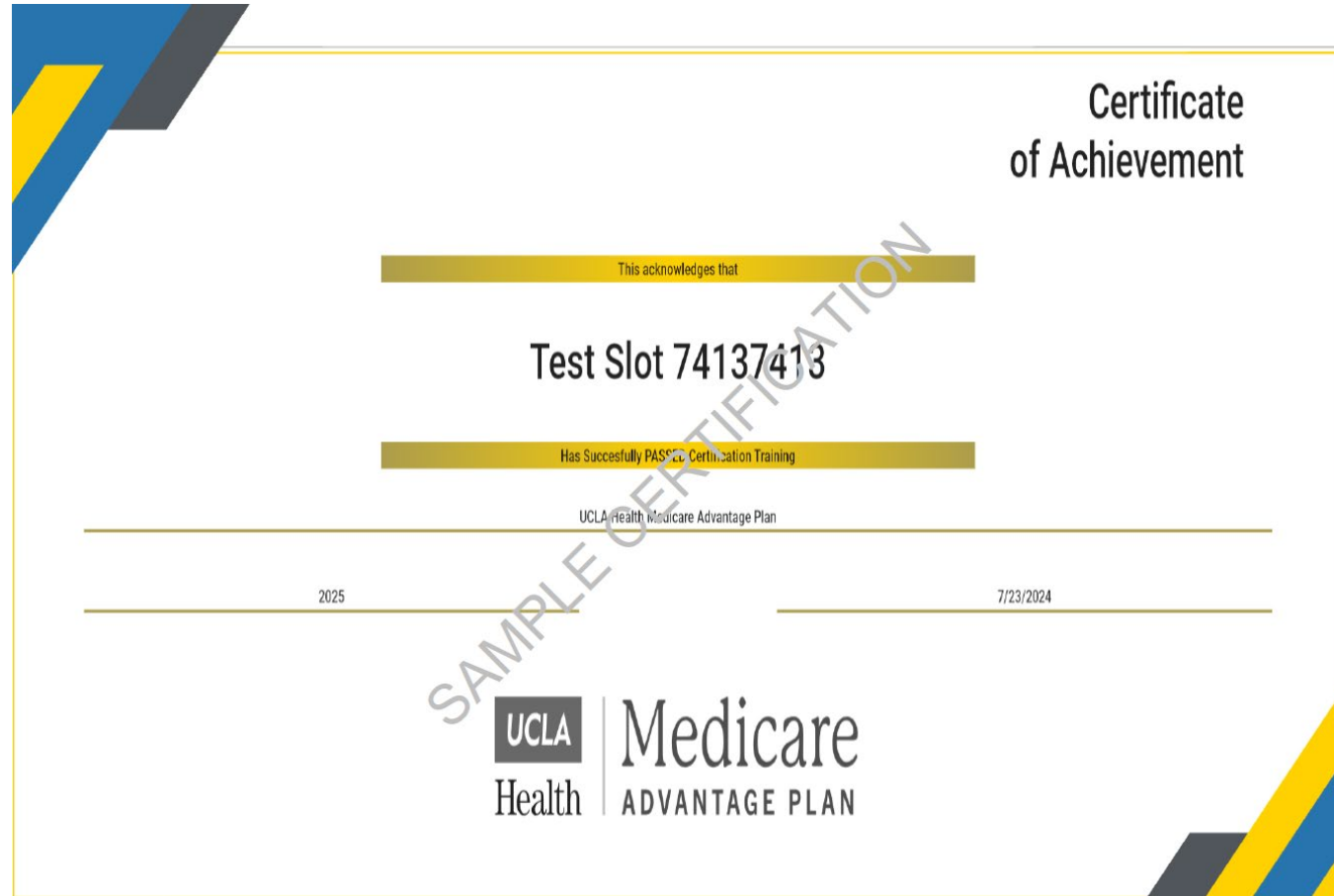


The attempt number utilized will reflect along with your score. It's advised you go back to the certification guide in the resource section prior to attempting the exam again. Once 3 attempts are made, the exam will no longer be accessible. A notification email will be sent to you and UCLA Contracting. You will have to wait until the following certification season to attempt to contract again.



Certificate of Completion

You will receive an email with a link to the PDF of your certificate of completion. You can also access your certificate by logging back into uclacertifications.com and clicking the PDF link on the home page






Profile

The Profile Tab will allow you to update your First Name, Last Name and Email or sign out of the site.

Agent Name:
Agent Email:
NPN:

EDIT 

SIGN OUT



Current

Agent Name:
Agent Email:
NPN:

Profile

Update

First Name *

Last Name *

Email *

UPDATE

GOOD LUCK!

**For questions or assistance, please reach
out to Berwick Insurance Group's
Certification Team**

888-745-2320
certifications@berwickinsurance.com