

2023 Certification Job Aid

What are the minimum system requirements to use Callidus?

- An internet connection
- Web browser:
 - Firefox 2+
 - Safari on Mac 1.2+
 - Google Chrome
- Javascript and cookies enabled
- While not a requirement, Callidus is best viewed using a minimum screen resolution of 1024X768

Helpful Hint: It is best practice to clear your cookies before starting the certification process.

How to clear your cookies before logging into Workflow:

- **CHROME**
 - *Go to Settings by clicking the three dots on the URL bar (Far right side)*
 - *Scroll down to Privacy and security*
 - *Choose Clear browsing data*
 - *Under Basic*
 - *Time range should be All time*
 - *Check mark Browsing history, Cookies and other site data, Cached images and files*
 - *Choose Clear data*
 - *Close your Chrome window*
 - *Open a new Chrome window*
- **EDGE**
 - *Go to Settings by clicking the three dots on the URL bar (Far right side)*
 - *Under Clear browsing data click Choose what to clear*
 - *Mark Browsing history, Cookies and saved website data, Cached data and files, and Tabs I've set aside or recently closed*
 - *Click Clear*
- **FIREFOX**
 - *Click the menu button and click Library (or click the Library button in the toolbar).*
 - *Click History and then click Clear Recent History...*
 - *Set Time range to clear: to Everything.*
 - *Select Cookies and make sure that other items you want to keep are not selected.*
 - *Click Clear Now to clear all cookies and close the Clear All History window.*
- **SAFARI**
 - *Click on Safari (top left corner of browser) in the menu bar. Click on Preferences.*
 - *Select the Privacy tab.*
 - *Click on Manage Website Data*

- *Select Remove All and click on Remove now in the popup.*
- *Check in Advanced tab, if Show Develop menu in menu bar is selected. If not, Check the box.*
- *Select Develop in the menu bar on the top of the screen and click Empty Caches to clear Cache.*

The agent will receive an email invitation from Molina to begin their certification –



Dear _____,

We are excited to invite you to complete our Molina Medicare Annual Certification.

To begin:

- Please login-see below for your UserID and Password
- Review and update your demographic and contact information
- Follow the easy step-by-step prompts through the certification
- Upload your 2023 AHIP or NAHU Certificate
- Finish with the quiz and pass with 85% or greater
 - You will have three attempts to pass

If you have any questions or concerns, please reach out to us for assistance.

Thanks,

Medicare Broker Services

Phone: 866-440-9788

Email: MCRBrokerContracting@MolinaHealthCare.com

Site URL	Login
UserID	
Password	

Log into Workflow/Onboarding with credentials provided in email. If password shows Please use your previous password to login, and you do not remember your password, use the Forgot Password at the bottom of the login screen. Domain will always be “molinahealthcareinc”.



! User cannot be identified

User Name *

Password *

Domain
molinahealthcareinc

Sign In

Remember Me

[Forgot Password?](#)

Verify and update your demographics on the general tab. Some fields will be prepopulated. If any field with an * is not completed, you will not be able to submit your certification.

General Certification Submit

Please complete all required fields.

Personal Information

Salutation

First Name

Preferred First Name

Do you have a middle name? Yes No

Middle Name *

Last Name

Suffix

Date of Birth *

SSN

NPN

Preferred Address: * Legal Mailing Home

Home Address

Address Line 1 *

Address Line 2

City *

State *

ZIP *

Contact Phone *

Contact Ext. Number

Contact Fax

Email Address

Primary Spoken Language *

Secondary Spoken Language

Legal Address

Legal Address Line 1 *

Legal Address Line 2

Legal City *

Legal State *

Legal Zip *

Mailing Address

Mailing Address Line 1 *

Mailing Address Line 2

Mailing City *

Mailing State *

Mailing Zip *

If the agent gets the sign on screen, the agent will need to click on the General tab in Workflow, then the Certification tab. Never click the Next button at the bottom. This will reset the LITMOS modules. If it doesn't work the first time, try again.



Please enter your username & password to access your online learning.

Show Password

Remember me on this computer

Login

[I've forgotten my username/password](#)

General

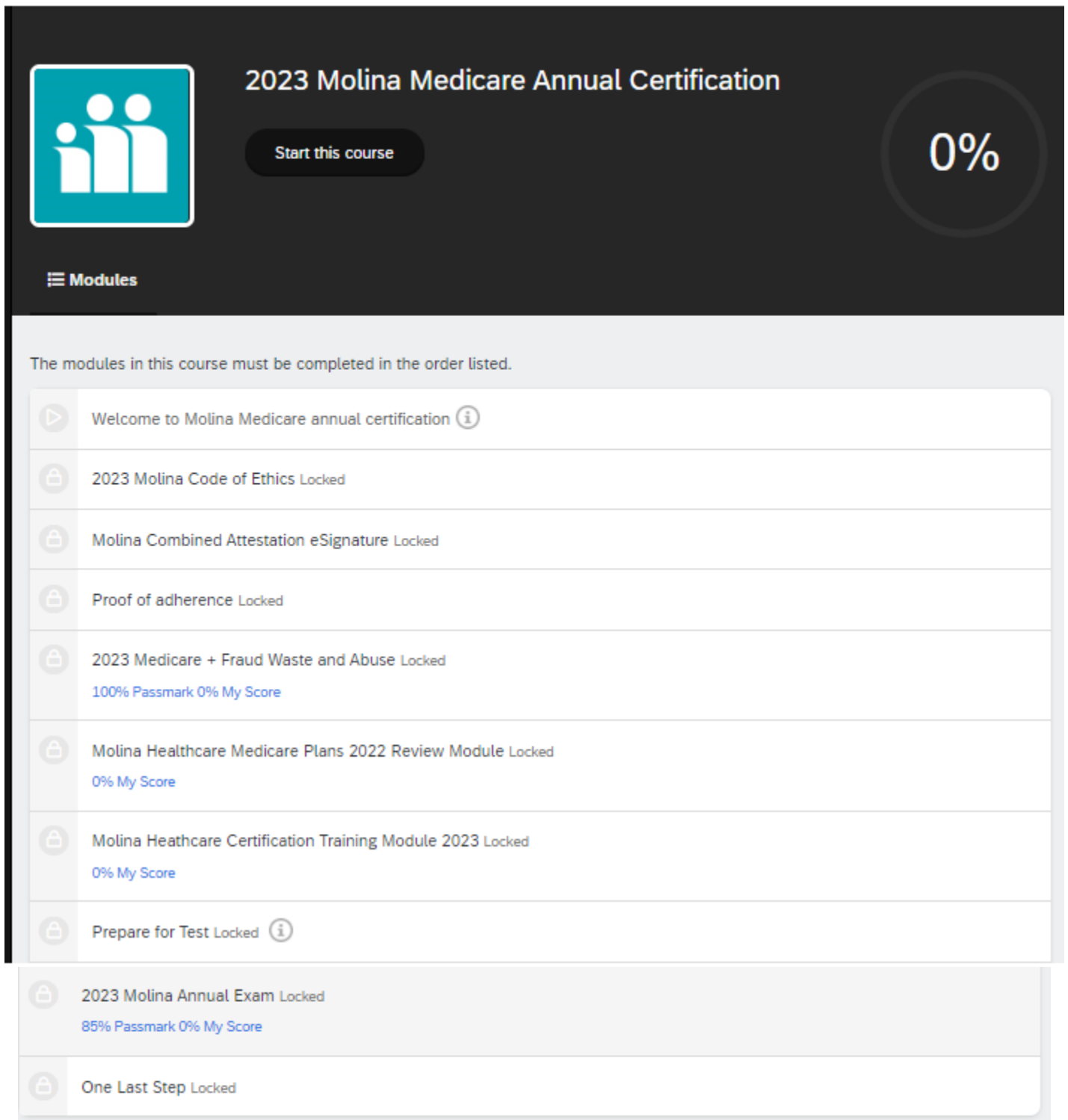
Certification

Submit

On the Certification tab, you will see your LITMOS certification to complete. Click on the 2023 Medicare Annual Certification icon at the bottom of your screen.

The screenshot shows the Molina Healthcare Home dashboard. On the left is a dark navigation menu with icons and labels: Home, Content Library, Achievements, Live Sessions, Messages, and Collapse Menu. The main content area has a yellow header with the Molina logo and 'Home'. Below the header, it says 'Welcome, [redacted]'. The 'My Training' section is active, with a button to 'See All Assigned Courses & Learning Paths'. There are tabs for 'Not Started', 'In Progress', and 'Overdue', with 'Not Started' selected. Below the tabs is a 'Completed' section and a search bar. The '2023 Molina Medicare Annual Certification' card is highlighted with a blue arrow. The card features a teal icon of three people, the text '2023 Molina Medicare Annual Certification', and a progress indicator showing 0% completion.

The LITMOS dashboard looks like this:



2023 Molina Medicare Annual Certification

Start this course

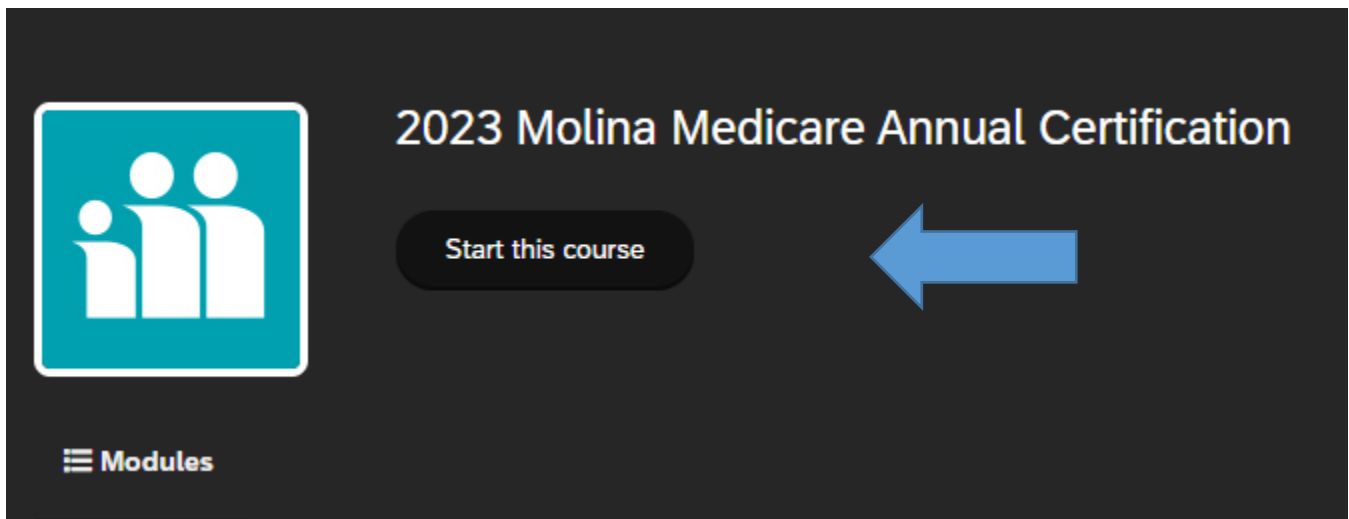
0%

Modules

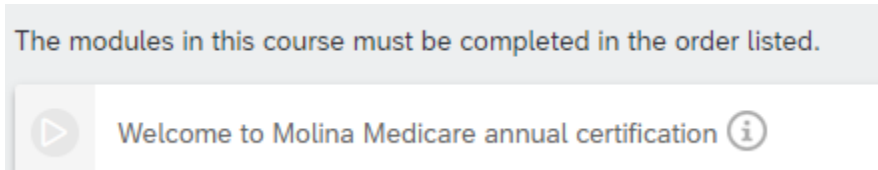
The modules in this course must be completed in the order listed.

- Welcome to Molina Medicare annual certification ⓘ
- 2023 Molina Code of Ethics Locked
- Molina Combined Attestation eSignature Locked
- Proof of adherence Locked
- 2023 Medicare + Fraud Waste and Abuse Locked
100% Passmark 0% My Score
- Molina Healthcare Medicare Plans 2022 Review Module Locked
0% My Score
- Molina Healthcare Certification Training Module 2023 Locked
0% My Score
- Prepare for Test Locked ⓘ
- 2023 Molina Annual Exam Locked
85% Passmark 0% My Score
- One Last Step Locked

To start, click on Start this Course next to the Molina Healthcare icon.



You can also click on the Module itself. The modules must be completed in order.



The Welcome page is an overview of the process.

Welcome to the annual certification for Molina Healthcare!

Before you begin, please read these important notes:

- Make sure to complete each required module.
- Make sure you have a solid internet connection.
- When you get to the assessment:
 - Make sure you allow at least 20 minutes to complete it.
 - You will have 3 attempts to complete this module.
 - Each time you open the module counts as one attempt (whether it's completed or not).
 - There are 14 questions in total.
 - You need to score an 85% or greater in order to pass.

Once you're finished you can review each module again if needed.

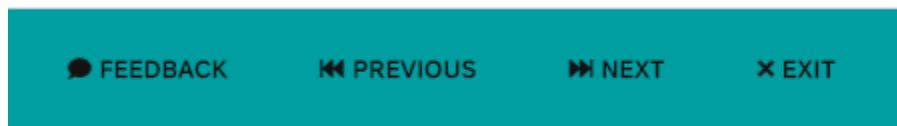
Please reach out to our Broker Services Team if you have any questions.

1-866-440-9788 / Broker@MolinaHealthcare.com

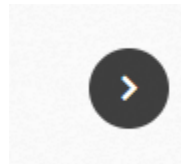
Thank you for partnering with us!

Click NEXT to start your training.

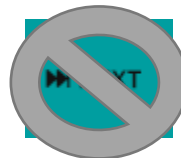
Click the NEXT button on the teal bar on the upper right-hand side.



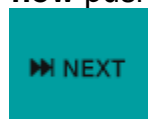
The next module is the Code of Ethics & Fraud Waste and Abuse section. The agent will read the page then click on the > on the right side of the screen five times.



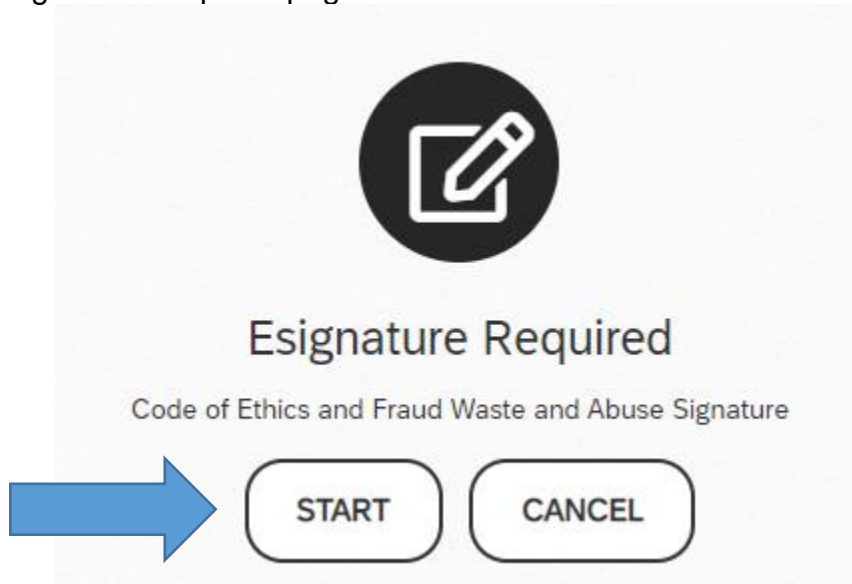
Do not use the NEXT button on the teal bar.



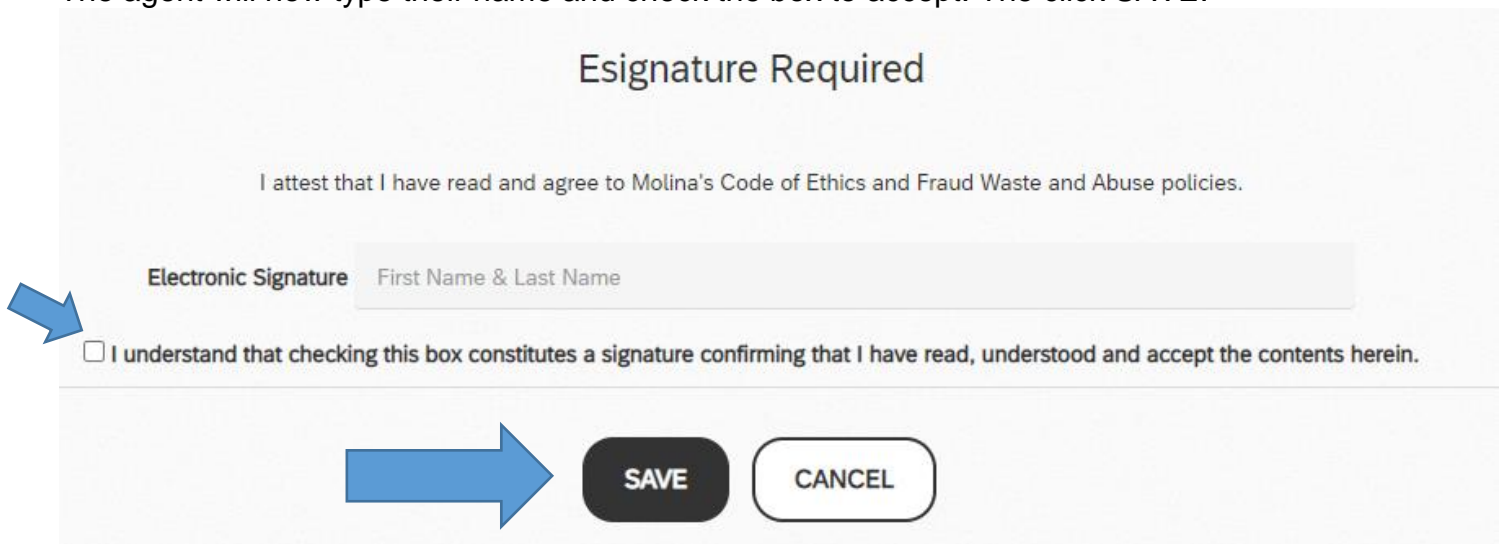
Once they click the > button 6 times, they will **now** push the NEXT button at the top of the screen.



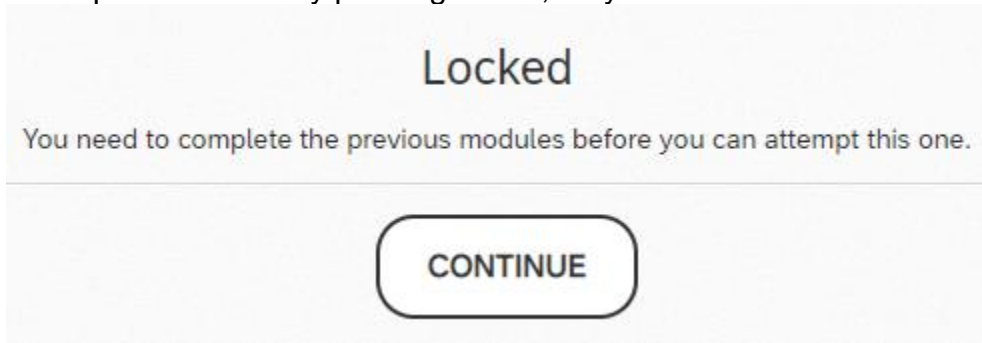
The next page is Esignature Required page. Push START.



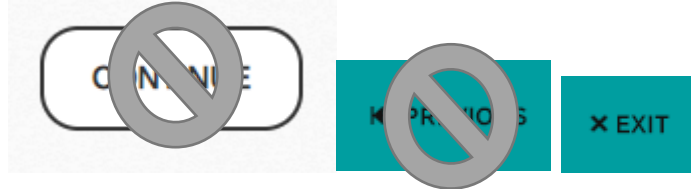
The agent will now type their name and check the box to accept. The click SAVE.



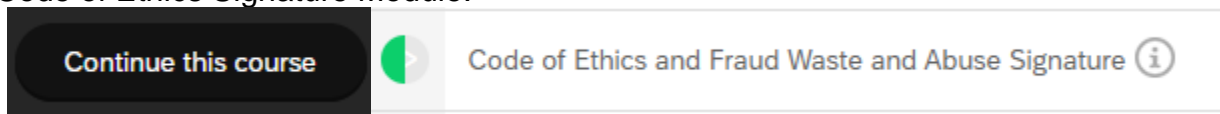
If the agent tries to skip this module by pushing NEXT, they will see this screen.



The agent needs to click on EXIT. CONTINUE AND PREVIOUS do not work.



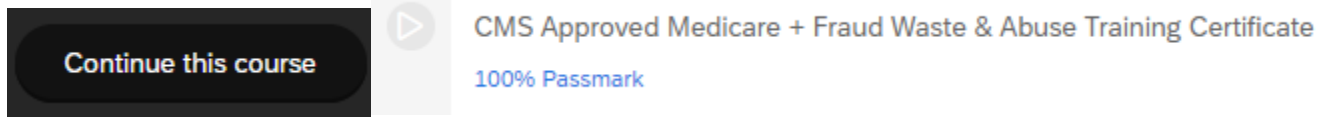
This will bring the agent back to the dashboard. They can click on Continue this course at the top, or on the Code of Ethics Signature Module.



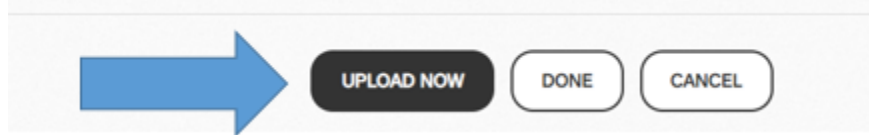
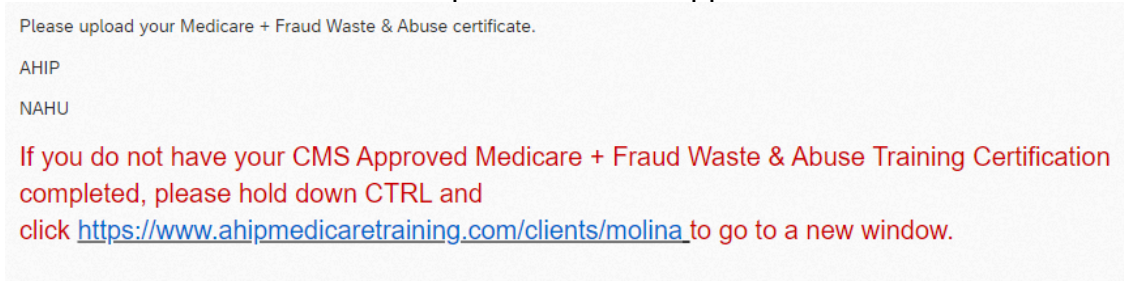
Once the page has been signed. Click CONTINUE.



This will bring the agent back to the dashboard. They can click on Continue this course at the top, or on the CMS Approved Medicare + Fraud Waste & Abuse Module

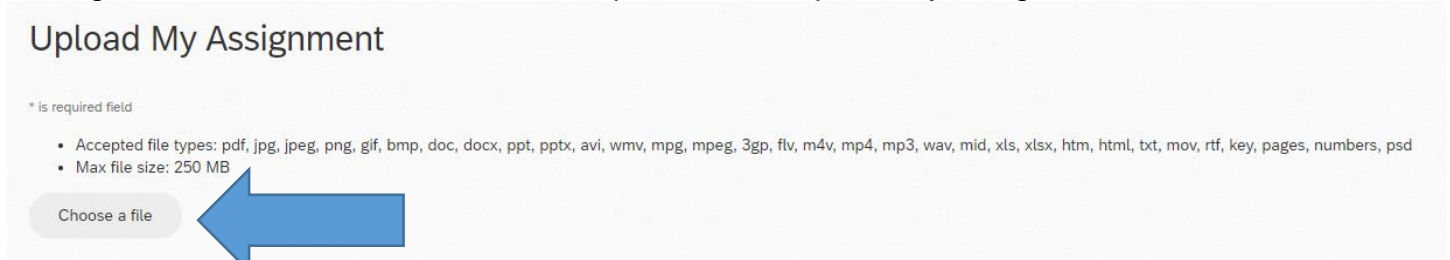


The agent will click on UPLOAD NOW to upload the 2023 approved certificate.

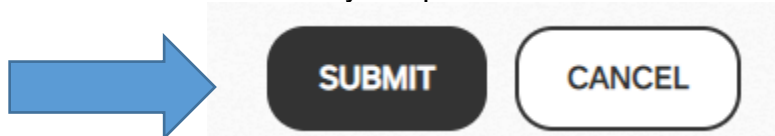


If the agent does not have a CMS approved certificate, they must click on the link while holding down the CONTROL (CTRL) key on the keyboard, to get to our Molina specific AHIP screen. This will give the agent a \$50 discount on taking the certification as long as the agent passes within the 3 attempts.

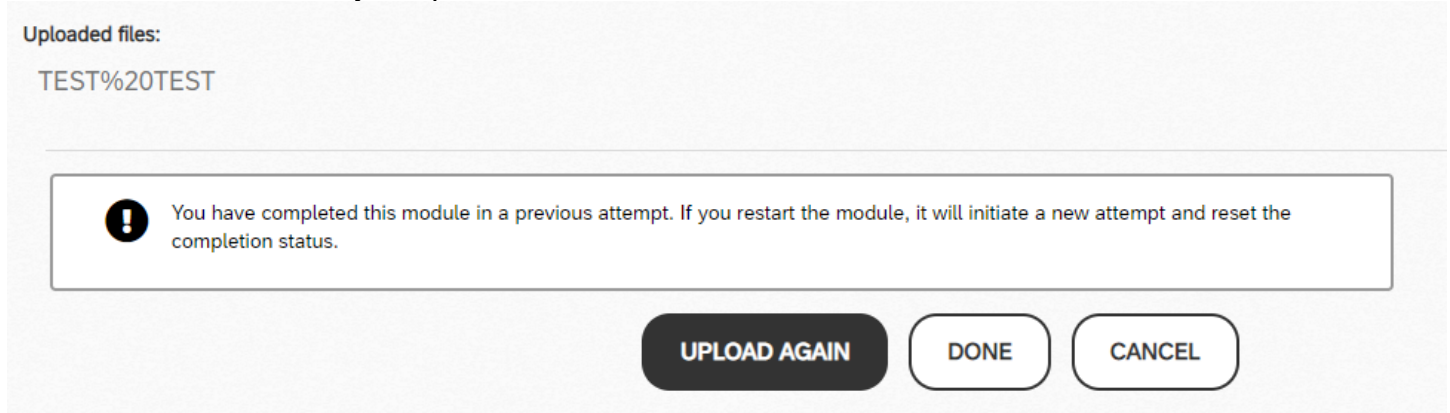
The agent will select CHOOSE A FILE to upload under Upload My Assignment.



Once the agent has chosen the file. They will push SUBMIT.

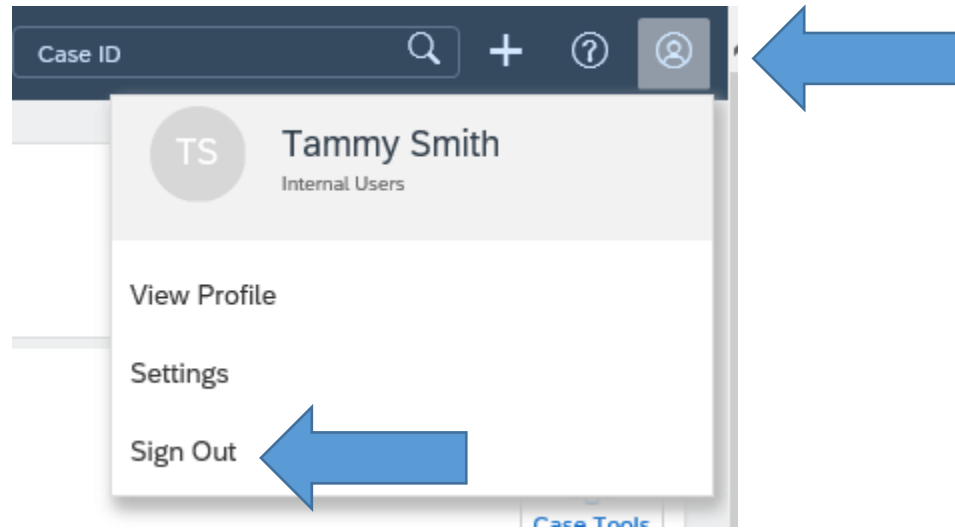


The screen will show the uploaded files. If the agent chose the wrong file, they can **UPLOAD AGAIN**. If the file is accurate, they will press the **DONE** button



This will bring the agent back to the dashboard. They can click on Continue this course at the top, or on the Molina Healthcare Certification Medicare Plans 2022 Review Module.

If the agent gets a **blank screen, or a screen that shows OOPS, the file will not load**, they are **NOT IN CHROME**. The agent will need to sign out of their Workflow by clicking on the person icon and choosing **SIGN OUT**.



The agent can then log into Workflow without errors occurring in a **CHROME** browser.

While in the LITMOS Product Training Module, be sure to use the prompts at the top of the window in the teal bar.



and not the previous and next buttons on the bottom of the onboarding system.



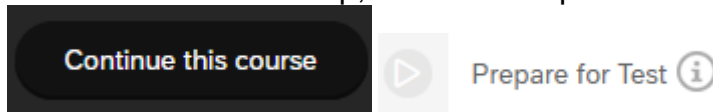
Be sure to turn on the sound so you can hear what each slide is discussing. If needed, you can use the closed captioning within the slide.



During the product training and quiz, please use the prompts within the slides to ensure completion of each section.



Once the agent has completed the Product Training Module, it will again take them to the Dashboard. They can click on Continue this course at the top, or on the Prepare for Test Module.



The Prepare for Test Module is an overview of what the agent needs to complete the final exam.

STOP!

Please do **not** start the next module until you've read these important notes:

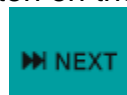
- Make sure you have at least **20 minutes** available.
- Make sure you have a solid internet connection.
- You will have **3 attempts** to complete this module.
- Each time you open the module counts as one attempt.
- There are 14 questions in total for this assessment.
- You need to score an **85%** or greater in order to pass.

Please reach out to our Broker Services Team if you have any questions.

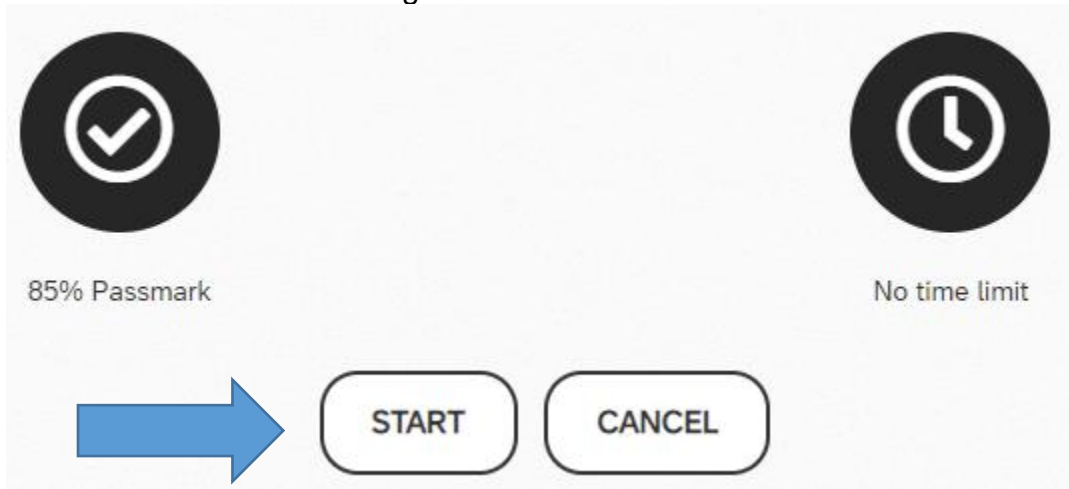
- 1-866-440-9788 / Broker@MolinaHealthcare.com

Click the NEXT button at the top to start your certification.

Just as the Module states, click the NEXT button on the teal bar.



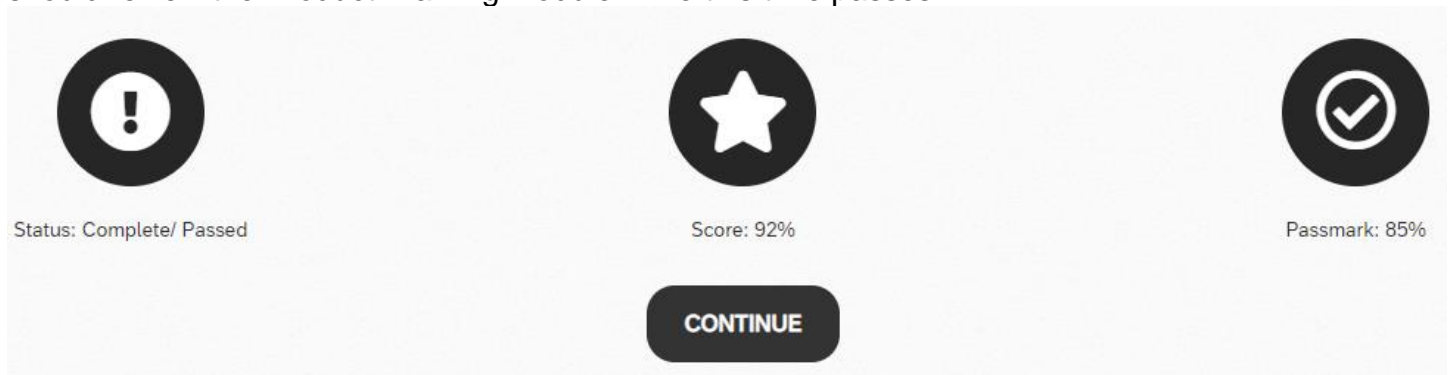
The agent will need to click START to begin the exam.



The agent will have 14 questions to complete. They need to press NEXT QUESTION button at the bottom of the question. It will keep a running total of how many more questions you must answer.



When the agent completes the certification, they will get a screen showing if they passed, their score and what the required score was to pass. If Agent passes, they will press CONTINUE. If not, they can retake the test up to 2 more times. If they still do not pass, they will need to wait 24 hours. The agent should review the Product Training Module while this time passes.



The very last module is One More Step. It directs the agent to submit the certification within Workflow.

CONGRATULATIONS!

You have now completed your *2022 Molina Annual Certification*. Once Molina Broker Services has verified your AHIP or NAHU *Certificate* you will receive your completion certificate within 2 business days.

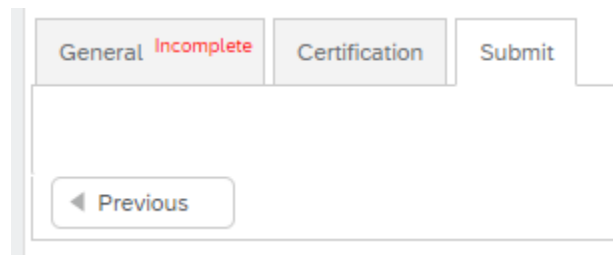
Please go to the top of your onboarding case to **submit your certification** to Broker Services.

Certification has been completed. All agents and Principal Agents will follow the next steps.

Once the course has been completed, the agent will need to scroll back up to the workflow tabs. Go to the Submit tab and submit your certification or it will not be sent for review.



If any section has not been completed, the corresponding tab will show incomplete.



Go back to that tab and complete the missing fields. You may have to search for what is missing. Look for the * and find which field is empty.

In one to two business days, you will receive your 2021 Completion Certificate. You will be ready to sell once all Principal Agents in your upline have certified. Please do not hesitate to reach out to us with any questions or concerns.

We are excited to have you onboard for our 2021 selling year.

Molina Broker Services
MCRBrokerContracting@molinahealthcare.com
866-440-9788

How to update your Internet Browser

Firefox (minimum requirements 2+)

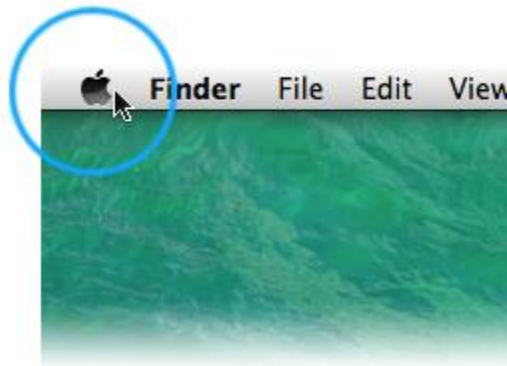
Click the menu button, click Help and select About Firefox. On the menu bar click the Firefox menu and select About Firefox.

The About Mozilla Firefox *About Firefox* window opens. Firefox will check for updates and download them automatically.

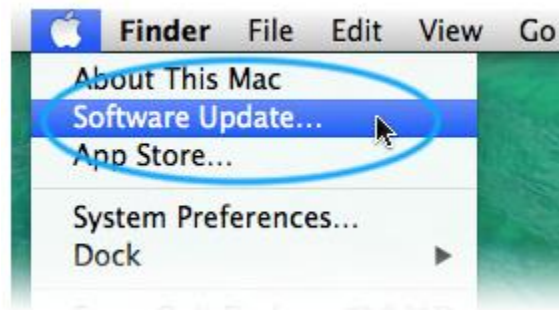
When the download is complete, click Restart to update Firefox.

Safari on Mac (minimum requirements 1.2+)

Click on the apple in the upper left-hand corner.



Depending on whether you have a newer system or an older one, you can either enable *Automatic Updates* (newer OS) by selecting that option the first time you are prompted to update your system.



If you have a slightly older OS, you will need to look for Available Updates in the App Store.

App Store.

1 Update Available



Software Update

Updates are available for your computer

Restart Required

iTunes 12.4, Safari 9.1.1, Security Update 2016-003 10.9.5

Updates are available for your computer

iTunes 12.4, Remote Desktop Client Update 3.8.5.1, Safari 9.1.1, Security Update 2016-003 10.9.5

iTunes 12.4

Find these updates in the App Store by looking under the Software Updates in the Apple Menu.

Safari 9.1.1

The Safari 9.1.1 update is recommended for all OS X Mavericks users and contains improvements to security.

13.9 MB of 63.1 MB

For detailed information on the security content of this update, please visit: <http://support.apple.com/kb/HT1222>.

Updates Installed in the Last 30 Days



Safari

Version 9.1.1
Installed Jun 2, 2016

The Safari 9.1.1 update is recommended for all OS X Mavericks users

For detailed information on the security content of this update, please visit: <http://support.apple.com/kb/HT1222>.

Once you update your OS, your Safari Browser will also be updated to the newest version.