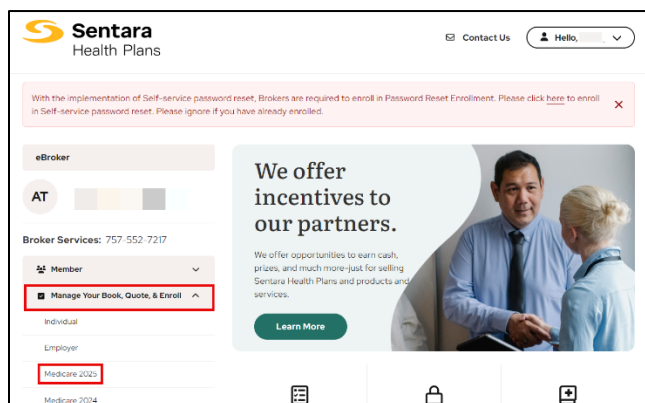


Medicare Recertification

Please reference this guide for frequently asked questions regarding Medicare recertification. If you have any additional questions, please email thelearninghub@sentara.com or contact your Sentara Health Plans representative.

Q. I never received an email with my Medicare recertification link, how can I recertify?

A. The Medicare recertification link is available in eBroker. To access the link, log into eBroker, then select the **Medicare 2025** link under the Manage Your Book, Quote & Enroll section. The recertification link is displayed on the home page.



Q. I have uploaded my AHIP, and am attempting to do my Fraud, Waste and Abuse module, why isn't the system allowing me to complete the module?

A. You do not need to complete the FWA module if you have already uploaded an AHIP. The only remaining modules you must complete are the Commission Acknowledgement 2025, and the Medicare Compliance and Product Knowledge 2025.

Q. Why am I getting an STS Error when I try to log in to eBroker?

A: There might be an issue with your log in credentials. Please contact your representative or use this link for sign on assistance [Click Here for Support](#).

Q. If I show as "Not Registered" how do I complete my recertification modules?

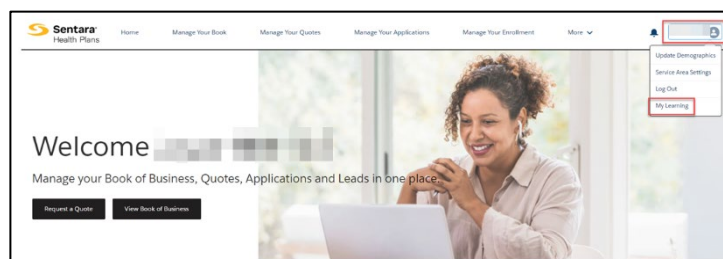
A. You do not need to show as "registered" to be able to assign a module to yourself. Click on any module you are "Not Registered" for and register to complete the module.

Q. When I upload my AHIP, my screen freezes and will not take me to the next screen. Why am I unable to proceed past my AHIP screen?

A: After uploading your AHIP, click the Done button near the bottom of the screen. You must click Done in order to proceed. If you cannot see the button, go to your computer's Display Settings, and adjust the scale of your screen to 100%. You should now be able to see the Done button when you return to your case.

Q. I started my recertification case, but didn't have time to finish. How do I resume my recertification?

A: Access your recertification modules by clicking the Medicare 2025 link within eBroker. Click on your profile icon located in the top right corner of the screen. From the drop down menu, choose "My Learning". This directs you to the recertification modules.



Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.