







BROKER RECERTIFICATION UPDATE

BOARD OF DIRECTORS MEETING JUNE 12, 2017

OE4 Training Overview

Who Was Trained?

•	Returning Brokers/Agents:	883
•	New Brokers/Agents:	134
•	Web Brokers/Agency:	188
•	Dedicated Carrier Sales Reps:	401
•	Service Center Customer Service Reps:	129
•	Certified Application Counselors:	303
•	Health Coverage Guides:	108



OE4 Training Overview

How Were New Brokers Certified?



Background Check



New Broker Coursework

Comprehensive modules and quizzes – 12 Hours of Content



Certified Producer Agreement



Certificate



OE4 Training Overview

How Were Returning Brokers Certified?



Returning Broker Coursework

Comprehensive modules and quizzes – 6 Hours of New and Updated Content through the Learning Management System



Certified Producer Agreement



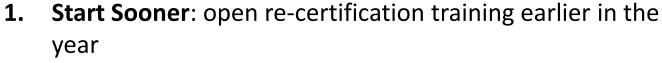
Certificate



OE5 Training Preview

Returning Broker Training Requests

Top Training Requests from Returning Brokers:





- 2. Show the steps: go through the PEAK application in-depth, screen by screen, and click by click
- **3. Avoid the pitfalls**: show how to avoid getting clients stuck and if already stuck, how to get unstuck
- 4. Guide through renewals: help us guide clients through all the renewal options



OE5 Training Preview

Returning Broker Recertification Training Starts 07/01/2017

- Coursework: Comprehensive, New and Updated
- Updated content will include pre-recorded short Webinars, covering:
 - Verifications
 - Changes/Updates to the SES Application
 - Life Cycle of Problem Resolution
 - How to Get a Real Time Eligibility Determination
 - Processing Life Change Events
 - Updates on the Small Business Marketplace
 - Renewals
- Elective/Optional Content to be added to the Resource Library in LMS
- Total Length: 6 CEU Hours and Complete Re-Certification Training
- All Modules available anytime, anywhere
- Each Module:
 - < 30 minutes in length
 - Includes either video, pre-recorded webinar, or interactive step-by-step and screen-by-screen showing of the application/process

