



## **MEDICARE DRUG & HEALTH PLAN CONTRACT ADMINISTRATION GROUP**

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**DATE:** July 8, 2013

**TO:** Medicare Advantage Organizations, Prescription Drug Plan Sponsors, and Section 1876 Cost Plans

**FROM:** Danielle R. Moon, J.D., M.P.A.  
Director

**SUBJECT:** Guidelines for Agent Broker Training and Testing for Contract Year 2014

This memorandum provides guidelines for Medicare Advantage organizations (MAOs) (Medicare Part C), prescription drug plans (PDP) sponsors (Medicare Part D), and Section 1876 Cost Plans to use in developing their curricula for training and testing agents and brokers for contract year (CY) 2014. The Center for Medicare and Medicaid Services (CMS) goal is to ensure that all agents and brokers selling Medicare products have a comprehensive and consistent understanding of Medicare rules.

Agent and broker training and testing is a key component of a successful Medicare health or prescription drug plan. Agents and brokers must possess in-depth knowledge of Medicare health and drug plans, benefits and operations, and CMS regulations in order to ensure that they do not enroll beneficiaries inappropriately or misinform. In order to ensure consistency and quality across all agent and broker training and testing programs, CMS provides guidelines to organizations offering MAO, PDP and Section 1876 Cost Contracts on an annual basis. The attached guidelines, updated for the CY 2014, provide a summary of the elements that MAOs and PDP sponsors must include in their 2014 agent and broker training and testing program. In addition to the minimum required elements, MAO, PDP sponsors and Section 1876 Cost Plans and third-party training and testing vendors are permitted and encouraged to include other relevant topics (e.g. fraud, waste and abuse).

MAOs, PDP sponsors and Section 1876 Cost Plans are responsible for ensuring that all agents and brokers that sell Medicare products, including employees, subcontractors, downstream entities, and/or delegated entities, are trained and tested annually.

We thank all MAOs, PDP sponsors, and Section 1876 Cost Plans for their continued commitment in ensuring that all agents and brokers complete the required training and testing and meet all other CMS requirements so they provide Medicare beneficiaries with accurate and reliable information.

If you have any questions, please contact your CMS Account Manager.