

# 2026 Devoted Certification Instructions

To begin your 2026 Devoted certification, please follow the steps below:

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## **Step 1: Log In to Devoted Portal**

Log in to your agent account here:

 [Devoted Agent Portal](#)

### **Get RTS Certified for 2026**

[View current RTS status](#)

You need to complete your Devoted Health Ready to Sell (RTS) certification for PY2026 in order to submit enrollment applications for 2026.

[Start RTS Certification Now](#) ▶

## **Step 2: Start the Certification**

Scroll to the **bottom of the screen** and click **“Start Certification.”**

You will be required to complete **Steps 1 through 13**, displayed on the right-hand side of the screen.

 **Important:** Your certification process **begins on Step 10.**

**Start Certification**

## **Step 3: Upload Your AHIP**

Please upload a **PDF copy** of your AHIP certificate.

This is a **manual upload** — **scores do not transmit electronically.**

Make sure to have your AHIP file saved on your computer before starting.

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## Agent Certification Overview for 2026

### How it works

You'll need to complete our certification process to be ready to sell. The Center for Medicare & Medicaid Services (CMS), the federal agency that oversees Medicare, requires all employed or contracted agents to meet their licensing, appointment (if applicable), and certification requirements to sell or market Medicare products. You'll need to complete the following steps:

- **Agent Agreement**
- **Code of Conduct Acknowledgement**
- **Background Check Consent**
- **Certification Trainings**
  - Medicare Core Training or equivalent (AHIP, Pinpoint, or NABIP (formerly NAHU))
  - CMS, Fraud, Waste & Abuse Training or equivalent (AHIP, Pinpoint, or NABIP (formerly NAHU))
  - CMS Compliance Training or equivalent (AHIP, Pinpoint, or NABIP (formerly NAHU))
  - Devoted Health Product Training
- **Devoted Health Certification Exam**
  - You'll have 3 attempts to pass the exam with a minimum score of 85%
  - Each time the exam is initiated it will count as an attempt and must be completed in one sitting (~30 mins)

We will save your progress if you can't finish the entire certification process all at once. We will also conduct a license check as part of the certification process.

Once you complete the certification process and have "Ready to Sell" (RTS) status, you will receive notification both via email and in the agent portal for the appropriate plan years. You cannot market or sell Devoted Health benefits until you've received this email. If you've completed the certification process but have not received an email, please contact Devoted Health's Agent Support at [877-764-9446](tel:877-764-9446).

### How long does the certification process take?

It takes approximately 4-12 business days to review and process the certification.

- **Certificate Review:** 1-2 business days
- **Background Check:** 1-2 business days
- **Appointment:** up to 7 business days (varies by state, new Devoted agents ONLY)

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## Certification Trainings

### PY2026 Core Medicare Training (AHIP, PinPoint, NABIP (formerly NAHU))

You will need to provide a 2026 CMS Training Certificate; we accept certificates from AHIP, PinPoint, or NABIP (formerly NAHU). If you have not yet completed your {planYear} CMS Training, we offer a \$50 discount through AHIP when using the link below.

[Launch AHIP and get a \\$50 discount](#)



#### What does a CMS Training Certificate look like?

Not sure which file to upload? Click below to see an example of what your CMS training certificate should look like.

[Show Example Certificate](#)

Please upload your 2026 AHIP, Pinpoint or NABIP (formerly NAHU) certificate:

[Upload Certificate](#)

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