

To begin your 2027 certifications, please follow the steps below.

Step 1: Register for the Essence Healthcare Producer Portal

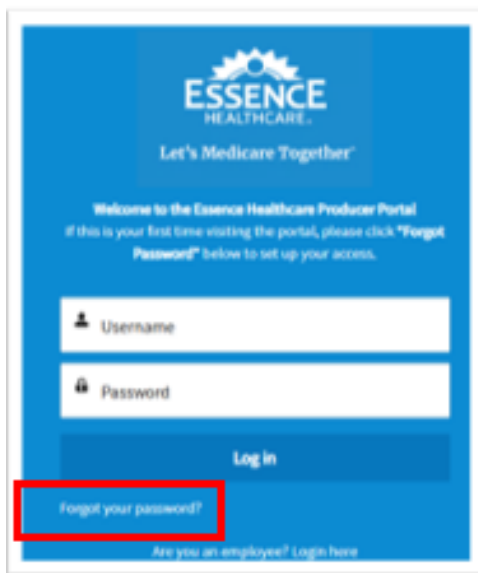
You will receive an email invitation to join the **Essence Healthcare Producer Portal**. The invitation will include your username, which is your email with “**.essence**” added to the end.

Example: email@emailaddress.com.essence.

The Producer Portal provides access to your annual certification training and serves as your central location for Essence Healthcare resources.

Register Your Account

1. Open the personalized registration link included in your invitation email.
2. Select **Forgot Password** to set up your account access.



3. On the **Essence Password Reset** page, enter your username (*your email address followed by **.essence***).
 - Example: janedoe@gmail.com.essence.

ESSENCE
HEALTHCARE[®]

Let's Medicare Together[™]

PASSWORD RESET

Forgot Password Instructions

To reset your password:

1. Enter your username on the Forgot Password screen.
 - Your username is your email address with ".essence" appended.
 - Example: **john.doe@gmail.com.essence**
2. After submitting, you will receive an email from:
producersupport@essencehealthcare.com
This email will include a link to reset your password.
3. Follow the link in the email to complete your password setup.

 Username

Reset Password

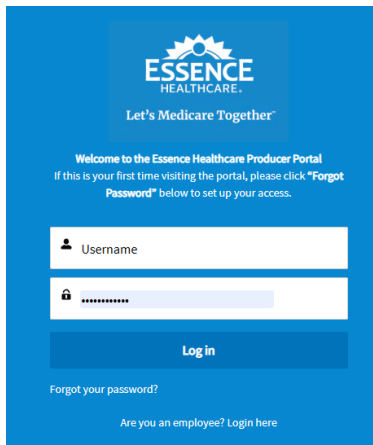
Cancel

Need Help?
If you experience any issues, please contact **Producer Support**:
producersupport@essencehealthcare.com

4. After submitting your request, you will receive an email from noreply@salesforce.com on behalf of Essence Healthcare Producer Support.
5. Select the link in your email and create your new password.
6. Once your password has been reset, your account setup is complete.

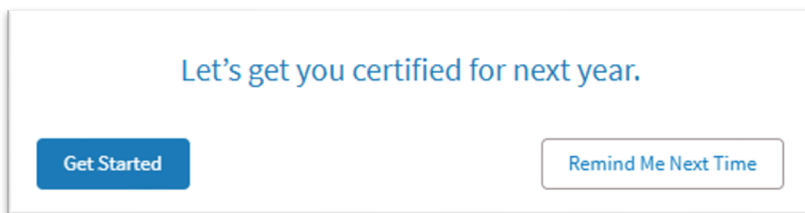
Step 2: Complete Your Essence Healthcare Certifications

1. Log in to the **Essence Agent Portal**: <https://essencehc.my.site.com/>

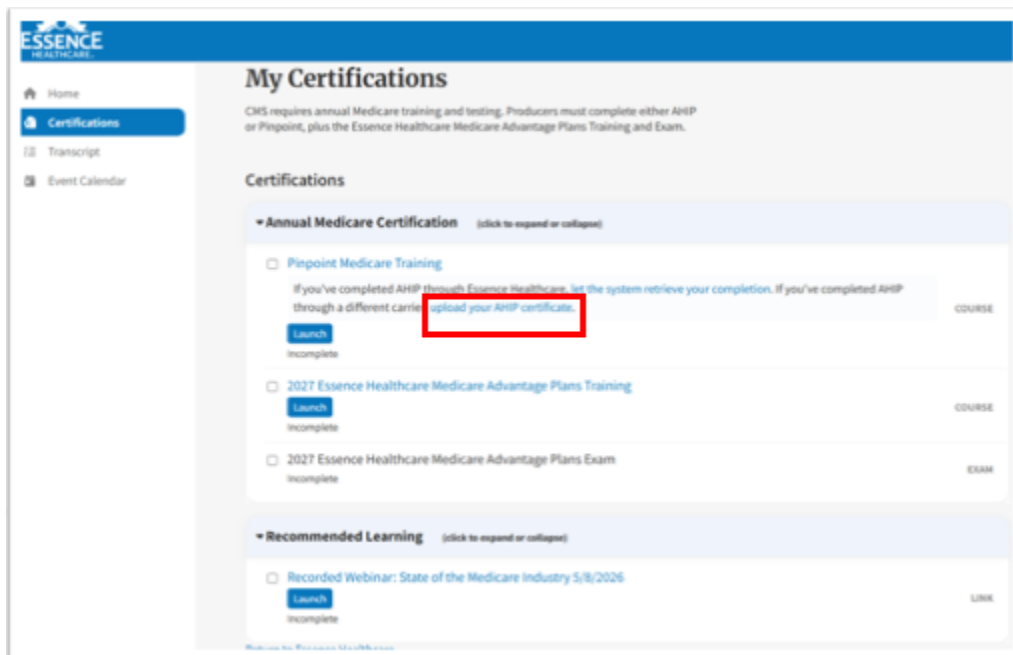


The login screen for the Essence Healthcare Producer Portal. It features the Essence Healthcare logo at the top with the tagline "Let's Medicare Together". Below the logo, a welcome message states: "Welcome to the Essence Healthcare Producer Portal. If this is your first time visiting the portal, please click 'Forgot Password' below to set up your access." There are two input fields: "Username" and "Password". Below these fields is a blue "Log in" button. At the bottom, there are two links: "Forgot your password?" and "Are you an employee? Login here".

2. Verify your contract information. Once verified, you will receive a pop-up message. Select **Get Started** to access your **My Certifications** dashboard.

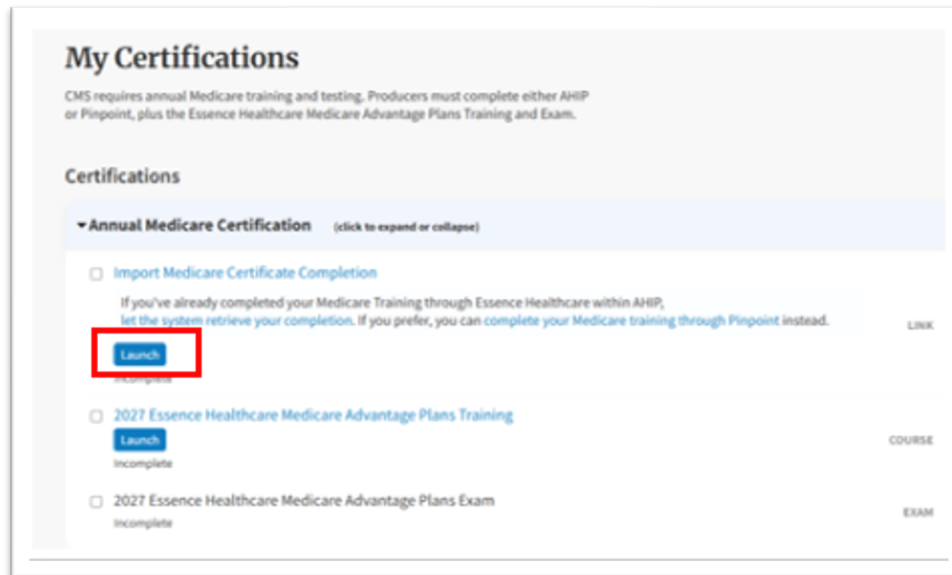


A pop-up message with a light blue background. It contains the text "Let's get you certified for next year." in a blue font. Below the text are two buttons: a blue "Get Started" button and a white "Remind Me Next Time" button with a blue border.

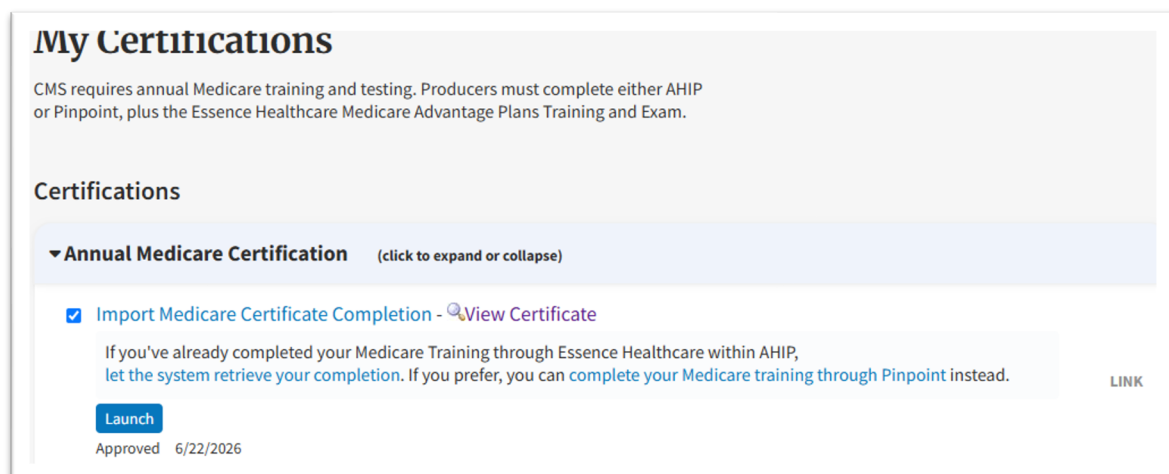


The "My Certifications" dashboard in the Essence Agent Portal. The header shows the Essence Healthcare logo and the title "My Certifications". Below the header, a message states: "CMS requires annual Medicare training and testing. Producers must complete either AHP or Pinpoint, plus the Essence Healthcare Medicare Advantage Plans Training and Exam." The dashboard is divided into two main sections: "Certifications" and "Recommended Learning". The "Certifications" section is expanded, showing a list of items under "Annual Medicare Certification". The first item is "Pinpoint Medicare Training", which is marked as "Incomplete". It includes a "Launch" button and a link to "upload your AHP certificate". The second item is "2027 Essence Healthcare Medicare Advantage Plans Training", also marked as "Incomplete", with a "Launch" button. The third item is "2027 Essence Healthcare Medicare Advantage Plans Exam", marked as "Incomplete". The "Recommended Learning" section is also expanded, showing a list of items. The first item is "Recorded Webinar: State of the Medicare Industry 5/8/2026", marked as "Incomplete", with a "Launch" button.

3. Before uploading your AHIP certificate, make sure it has been downloaded and saved to your computer.
4. On the certification dashboard, select the highlighted link to transmit your AHIP certificate.
5. On the next screen select **Launch** to import your AHIP certificate.



6. Once the transmission is successful, the **Import Medicare Certificate Completion** section will display a completed checkmark.



7. You are now ready to complete the **2027 Essence Healthcare Medicare Advantage Plans Training**.

☐ 2027 Essence Healthcare Medicare Advantage Plans Training	COURSE
Launch	
Incomplete	
☐ 2027 Essence Healthcare Medicare Advantage Plans Exam	EXAM
Incomplete	

8. Complete all required training modules and successfully pass the required exam.

Step 3: Complete AHIP – additional information

- Complete the 2027 AHIP Medicare Training (required).
- Agents may take advantage of the **Essence Healthcare AHIP discount** by using the following link: <https://www.ahipmedicaretraining.com/clients/lumeris/essence>
- You must achieve a passing score of **90% or higher**.
- Completing AHIP satisfies the CMS Medicare and Fraud, Waste & Abuse (FWA) training requirements.
- If you have not yet completed AHIP, you will be prompted to log in to AHIP, complete your 2027 AHIP certification, and transmit your completion to Molina.
- If you have already completed AHIP, you will be prompted to log in and transmit your AHIP scores.
- Agents who complete **AHIP** may skip the **NABIP attestation**.

Ready to Sell

Once you have completed all required training and successfully transmitted your AHIP scores, your certification will be processed according to Essence Healthcare's Ready-to-Sell requirements.

If you have any questions or need assistance, please contact the Support Team.