# Devoted Health 2027 Certification

Onboarding and certification both happen inside the Devoted Agent Portal. Plan on one sitting for the exam.

| 85% | 3 | 1 hr |
|---|---|---|
| TO PASS THE EXAM | ATTEMPTS | PER ATTEMPT |

WHERE YOU CERTIFY
**Devoted Agent Portal**
https://agent.devoted.com

## STEP BY STEP

**01 Use the Brock Partners signup link**
Your account must be created from our agency link so you land under Brock Partners. On brockpartners.com/certification-hub, open the Devoted card and choose Agent Signup: Direct Pay or Agent Signup: LOA.

**02 Create your account**
Confirm the agency and payee type, then enter your name, NPN, date of birth, email and ZIP. Verify your email and set a password. Existing users log in and click the onboarding banner.

**03 Contact details and paperwork**
Mailing address, mobile number and language. Direct payees also complete the W-9 and direct deposit. You can opt in to an electronic 1099.

**04 Preferred markets**
Choose field, telesales or both, and select every state you want to be appointed in. States you skip are not appointed.

**05 Agreements and background check**
Selling needs survey, Code of Conduct, Agent Agreement, and background check consent (this step asks for your SSN).

**06 Medicare basics**
Upload an AHIP, Pinpoint or NABIP certificate, or launch AHIP from the portal for $50 off. AHIP results taken through that link can be transmitted to Devoted.

**07 Product training and exam**
Launch the product training (progress saves), then continue to the exam. Opening the exam uses an attempt, so finish it in one go.

## GOOD TO KNOW

- Do not market Devoted plans until you receive the Ready to Sell email. Check the 2027 Ready to Sell overview in the portal for each state.
- Questions and answers are shuffled on every attempt. If you use all 3 attempts without passing, you must recertify.
- A rejected CMS certificate can be replaced with Upload Certificate. Sales Operations reviews it within 2 business days.
- Moving from another agency follows Devoted's release and transfer policy in its broker manual.
- PY2027 certification also lets you market PY2026 plans in existing service areas. No face-to-face session is required.

> **Need help?**
> Devoted Agent Support: 1-877-764-9446, or message them from the Agent Portal. Brock Partners support: 662-844-3300.

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Prepared by Brock Partners for contracted agents, updated October 2026. This is our own summary of Devoted Health's published agent instructions and is not produced, endorsed or approved by Devoted Health. Carriers change requirements during the year, so the carrier's certification site is always the final word. For agent training use only. Not for use with consumers.