UnitedHealthcare 2027 Certification

UHC certification lives in Jarvis and Learning Lab. Pick one path, then pass the three base assessments in order.

85%	6	3
TO PASS (70% AARP)	ATTEMPTS PER ASSESSMENT	BASE ASSESSMENTS

WHERE YOU CERTIFY
UHC Jarvis, then Learning Lab
https://www.uhcjarvis.com

STEP BY STEP

01 Sign in to Jarvis
Go to uhcjarvis.com and sign in with your One Healthcare ID.

02 Open certification
Click the Certification Get Started tile. No tile? Go to Knowledge Center, then Ready to Sell.

03 Pick your path
Compare paths on the Certification Overview tab, then Launch Learning Lab. You only finish one path, and can back out to switch. A Spanish tab is available.

04 Required items
Read What's New: Industry Updates, sign the 2027 Certification Attestations, then pass the base assessments in this order: Medicare Basics, Ethics & Compliance, AARP.

05 Add next-level items you need
Events Basics before running any marketing or sales events. The D-SNP/C-SNP assessment to sell those plans. Invitation-only products show on your home page if you are invited.

06 Check your status
Download certificates from Achievements, and see current certifications in Jarvis under Ready to Sell or Manage Profile, Certifications.

GOOD TO KNOW

- Failing a base assessment blocks the rest, and you cannot sell UHC Medicare plans that year.
- AHIP or NABIP can satisfy the Medicare Basics assessment. Decide before you start which way you are going.
- Fast Track (if you are eligible): one assessment at 85% covers all base and next-level items, including D-SNP/C-SNP and events, but not invitation-only products.
- An attempt counts when you finish the assessment. If you leave early, choose Continue to resume.
- Use a current Edge, Chrome, Firefox or Safari browser.

> **Need help?**
> Review UHC's study guide in Learning Lab before testing. Questions go to the Brock Partners contracting team. Brock Partners support: 662-844-3300.

Prepared by Brock Partners for contracted agents, updated October 2026. This is our own summary of UnitedHealthcare's published agent instructions and is not produced, endorsed or approved by UnitedHealthcare. 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.