TBGA 2027 Certification Checklist

Broker-ready planning workbook for AHIP, FWA, and carrier certifications contracting, Ready-to-Sell status, SunFire, CRM setup, and AEP preparation.

Use this guide to track your certification progress from AHIP opening through AEP readiness.

Resource	Use This To Track
AHIP + FWA	Training completion, exam status, and documentation
Carrier Certifications	Carrier-by-carrier certification progress
Contracting + RTS	Appointments, RTS confirmation, and writing readiness
SunFire + CRM	Tool setup, testing, and workflow readiness
AEP Prep	Marketing, compliance, data, and activity planning

Compliance note: This workbook is for licensed insurance agent education and internal broker planning. Agents are responsible for following current CMS, carrier, state, and federal requirements. Always verify final requirements with each carrier and CMS guidance.

How to Use This Checklist

Certification season can feel scattered because AHIP, FWA, carrier certifications, contracting, appointments, RTS status, sales tools, and compliance workflows all move at the same time. This workbook gives brokers one place to organize the process.

- Print this checklist or save it as a fillable working document for your certification folder.
- Complete AHIP and FWA first, then move through carrier certifications.
- Do not assume you are ready to sell until RTS status is verified for each carrier and product.
- Use the tracker pages to document dates, logins, carrier status, and follow-up items.
- Keep notes on carrier-specific requirements, state-specific rules, and product availability.

Recommended file folder setup

[ ]	AHIP certificatesaved as PDF	[ ]	FWA certificate or completion confirmation saved
[ ]	E&O; certificate saved	[ ]	Insurance license saved
[ ]	NPN information screenshot saved	[ ]	Carrier certification confirmations saved
[ ]	RTS confirmations saved	[ ]	SunFire login saved
[ ]	CRM login saved	[ ]	Compliance resources saved

Suggested timeline

Window	Primary Focus	Goal
June	AHIP, FWA, contracting review	Complete core certification foundation
July	Carrier certifications and appointments	Move carriers toward RTS
August	Tool setup, compliance workflow, product review	Test quote, SOA, PTC, and enrollment process
September	AEP marketing prep, lists, calls, review appointments	Build pipeline before October 15
October 1-14	Final RTS checks and AEP readiness	Confirm you can write before AEP starts
October 15-December 7	AEP execution	Stay compliant, organized, and consistent

Master Certification Checklist

Use this page as your quick snapshot. The detailed pages that follow give you space to track each step.

[ ] Resident health license is active and current

[ ] Non-resident licenses are confirmed for states where I plan to sell

[ ] NPN information is accurate

[ ] E&O; coverage is active and meets carrier requirements

[ ] AHIP 2027 certification is complete

[ ] Fraud, Waste and Abuse training is complete

[ ] AHIP certificate is saved

[ ] Carrier certification portal logins are active

[ ] Carrier certifications are complete

[ ] Product training is complete for the plans I intend to sell

[ ] Contracting paperwork has been submitted

[ ] Carrier appointments have been approved

[ ] Ready-to-Sell status is verified by carrier and state

[ ] SunFire access is active

[ ] SunFire quoting workflow has been tested

[ ] SunFire Scope of Appointment workflow has been tested

[ ] CRM access is active

[ ] CRM profile and pipeline stages are updated

[ ] Permission to Contact process is reviewed

[ ] TPMO disclaimer and marketing rules are reviewed

[ ] Call recording process is confirmed if applicable

[ ] Enrollment periods and SEP rules are reviewed

[ ] AEP marketing plan is drafted

[ ] Prospect lists are organized

[ ] Weekly activity plan is ready

[ ] TBGA resources and support calls are bookmarked

[ ] I am ready for compliant AEP activity

AHIP and FWA Completion Tracker

AHIP is the first major certification milestone for most Medicare Advantage and Part D carriers. FWA is often included in or accepted through the AHIP process, but agents should verify requirements with each carrier.

Item	Status	Completion Date	Saved Where?	Notes
AHIP registration created				
AHIP modules completed				
AHIP final exam passed				
AHIP certificate downloaded				
FWA training completed				
FWA confirmation saved				
Nondiscrimination training reviewed				
Certificate sent to carriers if required				

AHIP study reminders

- Save module notes, review quizzes, and certificates as PDFs.
- Study compliance, marketing rules, SOA, PTC, enrollment periods, and FWA carefully.
- Use keyword search in saved PDFs when reviewing topics.
- Retain completion documentation in your certification folder.

Carrier Certification Tracker

Use this tracker for each carrier you plan to represent. Add product lines, states, and notes about special requirements.

Carrier	Portal Login	AHIP Sent	Cert Complete	Products	States	Notes

Carrier certification reminders

- [ ] Confirm whether AHIP must be transmitted directly to carrier
- [ ] Complete all required product modules
- [ ] Complete any state-specific modules
- [ ] Download or screenshot completion confirmations
- [ ] Confirm whether certification is tied to appointment approval
- [ ] Track separate requirements for MA, MAPD, PDP, D-SNP, C-SNP, or ancillary products

Contracting, Appointment, and RTS Tracker

Certification completion does not always mean you are ready to sell. Agents should confirm contracting, appointments, and Ready-to-Sell status before marketing or enrolling clients for a carrier.

Carrier	Contract Submitted	Appointment Approved	RTS Verified	Verified By	Date	Notes

Common reasons an agent may not be RTS

• AHIP completed but not transmitted to the carrier.

• Carrier certification completed but product module is missing.

• Contracting submitted but appointment is still pending.

• E&O; certificate is expired or missing.

• License or NPN information does not match carrier records.

• Carrier has state-specific requirements that were not completed.

• RTS was assumed but not verified in writing or in the carrier portal.

SunFire and CRM Setup Checklist

Sales tools should be ready before AEP activity begins.Test the workflow before you are sitting with a beneficiary.

SunFire setup

- [ ] SunFireaccess received
- [ ] SunFire link bookmarked
- [ ] Login tested
- [ ] Profile information reviewed
- [ ] Carrier availability reviewed
- [ ] Scope of Appointment workflow tested
- [ ] SOA save process tested
- [ ] Quote process tested
- [ ] Enrollment process reviewed
- [ ] Call recording process reviewed if applicable

CRM setup

- [ ] CRM access received
- [ ] Profile updated
- [ ] Lead sources reviewed
- [ ] Pipeline stages reviewed
- [ ] Follow-up task process tested
- [ ] Notes process reviewed
- [ ] Production tracking process reviewed
- [ ] Dashboard update expectations reviewed

Workflow test notes

Workflow	Tested?	Issue Found	Follow-Up Needed
Create prospect/client profile			
Start SOA			
Send SOA for signature			
Save SOA			
Quote from SOA			
Start enrollment			
Submit enrollment			
Update CRM			

Compliance Readiness Checklist

Compliance is not a one-time certification step. It should be part of every marketing, call, appointment, enrollment, and follow-up workflow.

[ ] I understand when Permission to Contact is required

[ ] I understand how to document Permission to Contact

[ ] I understand when a Scope of Appointment is required

[ ] I understand that products discussed must match the SOA

[ ] I understand sales event vs educational event differences

[ ] I understand prohibited door-to-door solicitation rules

[ ] I understand rules around gifts and nominal value items

[ ] I understand the TPMO disclaimer requirements that apply to my marketing

[ ] I understand call recording expectations when applicable

[ ] I understand that misleading statements are prohibited

[ ] I understand that pressure tactics are prohibited

[ ] I understand that beneficiary information must be protected

[ ] I understand that carrier materials must be used according to approval rules

[ ] I know where to find TBGA compliance resources and ask questions

Before publishing or sending marketing

Marketing Item	Audience	Carrier/Plan Mentioned?	Compliance Reviewed?	Notes

Enrollment Period Quick Reference

Enrollment periods are frequently tested during certification and are critical in field conversations. Always verify current rules and effective dates before advising a beneficiary.

Enrollment Period	When It Happens	What to Remember
Initial Enrollment Period	7-month window around Medicare eligibility	Often tied to turning 65 or first becoming eligible for Medicare
Annual Enrollment Period	October 15 to December 7	Plan changes generally effective January 1
Medicare Advantage Open Enrollment Period	January 1 to March 31	For people already enrolled in Medicare Advantage
Special Enrollment Period	Triggered by qualifying events	Examples may include moving, losing coverage, or changes in assistance eligibility
5-Star SEP	When available in the service area	May allow one change to a qualifying 5-starplan

Enrollment review checklist

- [ ] Confirm Medicare Part A and Part B eligibility
- [ ] Confirm current coverage
- [ ] Confirm service area
- [ ] Confirm provider network needs
- [ ] Confirm prescription drug needs
- [ ] Confirm pharmacy preference
- [ ] Confirm financial assistance status
- [ ] Confirm valid enrollment period
- [ ] Document beneficiary needs and plan fit
- [ ] Retain required forms and confirmations

AEP Preparation Planner

AEP readiness is more than certification. Agents should be ready with compliant marketing, organized lists, review appointments, follow-up systems, and a clear weekly schedule.

AEP Prep Area	Action Needed	Owner	Due Date	Status
Prospect lists	Organize T65, existing clients, referrals, veterans, and other approved lists			
Review appointments	Schedule plan review conversations before peak AEP volume			
Marketing materials	Review compliance and update calls to action.			
Phone workflow	Prepare scripts, voicemail, and call documentation process			
Email workflow	Prepare compliant follow-up and appointment reminder templates			
Seminars/events	Confirm event type, materials, disclaimers, and sign-in process			
Carrier priority list	Know which carriers and plans you can discuss and write			
Weekly support	Add TBGA calls and training to the calendar			

Weekly activity tracker

Week Of	Calls Made	Appointments Set	Completed Reviews	Enrollments	CRM Updated?	Notes

TBGA Broker Resource Checklist

Use this page to confirm you have access to the support and resources available through TBGA.

[ ]	Broker agreement completed	[ ]	TBGA contact information saved
[ ]	Certification hub bookmarked	[ ]	Carrier contact list saved
[ ]	SunFire access confirmed	[ ]	CRM access confirmed
[ ]	T65 data request process reviewed	[ ]	Veteran data request process reviewed
[ ]	Lead vendor list reviewed	[ ]	Weekly support call schedule saved
[ ]	Compliance guide saved	[ ]	SOA/PTC workflow reviewed
[ ]	AEP planning resources saved	[ ]	Questions and escalation process understood

Questions to ask before AEP

- Which carriers am I fully RTS with in each state?
- Which products am I comfortable explaining compliantly?
- What lead sources will I work first?
- What is my weekly appointment goal?
- Where will every client note and follow-up be documented?
- What compliance questions do I need clarified before marketing begins?

Certification Notes

Use this page for carrier notes, login reminders, follow-up questions, and training takeaways.

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