

2010 PDP Certification Program FAQ

1. How long is the HISC course?

Everyone is different, but from beginning to end, it takes approximately 2 to 3 hours to complete.

2. Will I receive Continuing Education (CE) for the HISC course?

You will be given 3 hours of continuing education credit, filed with the Department of Insurance, after you have completed all of the certification requirements.

3. Are CE's now awarded in all four states (IL, NM, OK, TX)?

Yes, the Department of Insurance in all four states where Blue MedicareRx (PDP) is being marketed has approved the course for continuing education credit for 2010.

4. How many tasks are required to complete my 2010 certification?

In addition to the first Information Form, there are two courses and two exams. Depending on your contractual relationship with HCSC, there are other required forms you must review/complete.

5. Once I'm in the HISC course, can I start, stop and return later to finish?

With the exception of the EXAM, yes, you can start and stop and then return to pick up where you left off. Your spot will be bookmarked. However, if you leave the exam before completing all of the questions, it will count as one of your three attempts. *If you are inactive on the site for 20 minutes, the site will log you out of the course. If you are in the exam, it will count as a failed attempt.*

6. How many attempts will I have to pass the examinations?

You have three attempts to complete each of the two exams. If you don't pass on the third attempt, you will not be allowed to complete the rest of the program nor market or sell 2010 Blue MedicareRx (PDP). Passing the exam requirement at 85% applies to both the Rules & Regulations Course Exam and the Product Course Exam.

7. What if I do not pass the HCSC course examination with a score of 85% after three attempts?

You will be locked out.

OTHER IMPORTANT EXAM REMINDERS

--The exam must be passed at 85% within three attempts.

--If the user does not answer all the questions or is inactive within the exam for 20 minutes or more, it will count as a failed attempt.