

All of the training and education opportunities listed below are available to both Platinum and Gold agencies.

Training & Education Opportunities	Training Dates
<p>Basic Knowledge Institute*</p> <p>This exclusive, entry-level training program is ideal for those new to the health care benefits industry. Taught from a carrier-neutral perspective, this training session is comprised of a welcome session and a four-day classroom training session. Basic Knowledge Institute is designed to maximize your awareness of key Managed Care principles, building a strong foundation to start your career in the health care industry. Earn between 12–28 hours of Continuing Education credit when you attend Basic Knowledge Institute.</p> <p>Course Topics:</p> <ul style="list-style-type: none"> • Health Care Legislative Review • Consumer Drive Health Care • Network Contracting Strategies • Health Care Cost Drivers • Underwriting (Basic and Fully Insured only) • Utilization Management 	<p>Classroom Training</p> <p>Session 1: June 20–24, 2011 in Columbus, OH</p> <p>Session 2: September 18–23, 2011 in Austin, TX</p> <p>Session 3: January 22–27, 2012 in Orlando, FL</p>
<p>Advanced Knowledge Institute*</p> <p>Advanced Knowledge Institute engages seasoned sales professionals by providing knowledge on relevant topics facing the health care industry, aimed at applying the knowledge, and giving you a competitive edge.</p> <p>We've tailored program content, delivering what customers really want and what brokers really need. A 1-hour Web-based welcome session and three-day classroom training session encourages open discussion with peers and focuses on applying what's learned in realistic business situations. Interactive session with top leaders within UnitedHealthcare and UnitedHealth Group, topics are presented in an interactive and experiential format and may include:</p> <ul style="list-style-type: none"> • Health Care Reform • Clinical Management • Fully Insured Underwriting • Innovative Technology • Pharmacy Management • ASO Underwriting 	<p>Classroom Training</p> <p>April 16–20, 2012 in Minneapolis, MN</p>
<p>Webinar Series</p> <p>Designed to offer your agency the opportunity to learn and discuss timely and relevant industry-related topics with subject matter experts. Webinar events, offered seven times per year, feature UnitedHealthcare subject matter experts. Topics may be tailored towards Key Account, Small Business or both segments. Look for topics and other announcements in your Broker Connections eNewsletter and additional United Advantage communications.</p>	<p>Date</p> <p>June 8, 2011 – United Advantage Program Launch</p> <p>July 13, 2011 – eCR Reporting</p> <p>August 3, 2011 – Pharmacy</p> <p>September 7, 2011 – Medicare</p> <p>October 5, 2011 – UnitedHealth Wellness</p> <p>February 1, 2012 – Health Care Reform</p> <p>March 7, 2012 - UMR</p> <p>All Sessions: 11:00 am ET, 10:00 am CT, 9:00 am MT, 8:00 am PT</p>
<p>Online Continuing Education Program*</p> <p>As a Platinum agency you are entitled to 25 complimentary continuing education courses and Gold 15 complimentary continuing education courses through InsuranceStudy.com, who provides web-based courses for Continuing Education (CE) credits. Choose any approved CE credited class and your course will be complimentary, regardless of credit hours. We are excited to bring you this fast and efficient way to help meet your ongoing business requirements and maintain licensure.</p> <p>Features of Online Continuing Education:</p> <ul style="list-style-type: none"> • A variety of continuing education courses on insurance topics available online through UnitedAdvantage.com • Twenty-five (25) courses per year at no charge for Platinum agencies to be taken by agents within the agencies • Fifteen (15) courses per year at no charge for Gold agencies to be taken by agents within the agencies • Easy online access through UnitedAdvantage.com 	<p>Available anytime</p>

* Based on availability, agencies may be invited to send more than one representative to a training session. Online Continuing Education credits are not available in all states. Eligibility and number of credits vary by state.