

2025 Pennie Certified Broker Training Links

Course Module	Resource	Link
Module 1	IRS: Individual Shared Responsibility - MEC	https://www.irs.gov/affordable-care-act/individuals-and-families/individual-shared-responsibility-provision-minimum-essential-coverage
Module 1	PA Insurance Dept: No Surprises Act	https://www.insurance.pa.gov/Coverage/health-insurance/no-surprises-act/Pages/default.aspx
Module 1	CMS.gov: No Surprises Act	http://www.cms.gov/nosurprises
Module 2	PA Navigator & Assister Act	https://www.legis.state.pa.us/cfdocs/legis/li/uconsCheck.cfm?v=2015&sessInd=0&act=7
Module 2	Pennie: Assister page	https://agency.pennie.com/assisters/
Module 2	Exchange Standards Under the ACA - Navigator (Assister) Program Standards	https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-B/part-155
Module 2	Pennie Homepage	https://pennie.com/
Module 2	Pennie: Resources Page	https://agency.pennie.com/resources/
Module 2	PA Insurance Dept: Consumer Services Page	https://www.insurance.pa.gov/Consumers/Pages/default.aspx
Module 2	PA Dept. of Human Services: Medical Assistance	https://www.dhs.pa.gov/Services/Assistance/Pages/Medical-Assistance.aspx
Module 3A - AMs	Pennie Homepage	https://pennie.com/
Module 3A - AMs	Pennie: Broker Page	https://agency.pennie.com/brokers/
Module 3A - AMs	Video: Claiming Agency Management Account	https://www.youtube.com/watch?v=z4bXlcCFMOw
Module 3A - AMs	Video: Overview of Agency Manager Dashboard	https://www.youtube.com/watch?v=z4bXlcCFMOw
Module 3A - AMs	Pennie Broker and Book of Business Transfer Form	https://agency.pennie.com/wp-content/uploads/2022/11/Pennie-Broker-and-Book-of-Business-Transfer-Request-Form.pdf
Module 3A - AMs	Pennie Broker Inbox Email Address	mailto:brokers@pennie.com
Module 3A - AMs	Pennie: Resources Page	https://agency.pennie.com/resources/
Module 3A - AMs	Pennie: System Login Page	https://enroll.pennie.com/hix/account/user/login
Module 3A - AMs	Guide: Duo MFA Setup	https://agency.pennie.com/wp-content/uploads/2023/11/Multi-Factor-Authentication-Guide.pdf
Module 3A - AMs	Duo Mobile: How does changing a phone, number, or SIM card affect Duo Mobile?	https://help.duo.com/s/article/3516?language=en_US
Module 3A - AMs	Duo Mobile: I lost my phone	https://guide.duo.com/common-issues#lost-phone
Module 3A - AMs	Duo Mobile: I need to reactivate Duo Mobile	https://guide.duo.com/common-issues#reactivate
Module 3A - AMs	Duo Mobile: Troubleshooting Duo Push notification issues on iOS devices	https://help.duo.com/s/article/2051?language=en_US
Module 3A - AMs	Duo Mobile: Troubleshooting Duo Push notification issues on Android devices	https://help.duo.com/s/article/2050?language=en_US
Module 3A - AMs	Duo Mobile: Help Page	https://help.duo.com/s/?language=en_US
Module 3B - Brokers	Pennie Homepage	https://pennie.com/
Module 3B - Brokers	Video: Claiming a Broker Account & Overview of Broker Dashboard	https://www.youtube.com/watch?v=z4bXlcCFMOw
Module 3B - Brokers	Pennie Broker and Book of Business Transfer Form	https://agency.pennie.com/wp-content/uploads/2022/11/Pennie-Broker-and-Book-of-Business-Transfer-Request-Form.pdf
Module 3B - Brokers	Pennie Broker Inbox Email Address	mailto:brokers@pennie.com
Module 3B - Brokers	Pennie: Resources Page	https://agency.pennie.com/resources/
Module 3B - Brokers	Pennie: Broker Page	https://agency.pennie.com/brokers/
Module 3B - Brokers	Video: Claiming Agency Management Account	https://www.youtube.com/watch?v=z4bXlcCFMOw
Module 3B - Brokers	Pennie: System Login Page	https://enroll.pennie.com/hix/account/user/login
Module 3B - Brokers	Guide: Duo MFA Setup	https://agency.pennie.com/wp-content/uploads/2023/11/Multi-Factor-Authentication-Guide.pdf

Module 3B - Brokers	Duo Mobile: How does changing a phone, number, or SIM card affect Duo Mobile?	https://help.duo.com/s/article/3516?language=en_US
Module 3B - Brokers	Duo Mobile: I lost my phone	https://guide.duo.com/common-issues#lost-phone
Module 3B - Brokers	Duo Mobile: I need to reactivate Duo Mobile	https://guide.duo.com/common-issues#reactivate
Module 3B - Brokers	Duo Mobile: Troubleshooting Duo Push notification issues on iOS devices	https://help.duo.com/s/article/2051?language=en_US
Module 3B - Brokers	Duo Mobile: Troubleshooting Duo Push notification issues on Android devices	https://help.duo.com/s/article/2050?language=en_US
Module 3B - Brokers	Duo Mobile: Help Page	https://help.duo.com/s/?language=en_US
Module 4	PA DHS: COMPASS Homepage	https://www.compass.state.pa.us/compass.web/Public/CMPHome/
Module 4	Medicare Homepage	https://www.medicare.gov/
Module 4	PA MEDI Homepage: Medicare Education and Decision Insight	https://www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx
Module 4	Pennie: COBRA Page	https://pennie.com/learn/cobra/
Module 4	Pennie: Marketing Materials Page	https://agency.pennie.com/toolkit/
Module 4	Pennie Homepage	https://pennie.com/
Module 4	Pennie SEP Quick Reference Guide	https://agency.pennie.com/wp-content/uploads/2024/04/sep-quick-reference-chart_2024-Final.pdf
Module 4	Pennie: Resources Page	https://agency.pennie.com/resources/
Module 4	Pennie: I have an offer of job-based insurance coverage for my family, but it's unaffordable. Can I get financial assistance to enroll my family in coverage through Pennie instead?	https://help.pennie.com/hc/en-us/articles/9936103021335-I-have-an-offer-of-job-based-insurance-coverage-for-my-family-but-it-s-unaffordable-Can-I-get-financial-assistance-to-enroll-my-family-in-coverage-through-Pennie-instead
Module 4	Pennie: What is considered affordable coverage through an employer?	https://help.pennie.com/hc/en-us/articles/6673872183319-What-is-considered-affordable-coverage-through-an-employer
Module 5	Video: Eligibility Requirements	https://www.youtube.com/watch?v=CzIWCpHY2sM&list=PL57cUy70JMrMtEBh02rMO0HswfsV_wW7n&index=6
Module 5	Guide: Documents to Confirm Your Immigration Status	https://help.pennie.com/hc/en-us/articles/360051084913-Documents-to-confirm-your-immigration-status
Module 5	Medicare: Homepage	https://www.medicare.gov/
Module 5	PA MEDI: Homepage	https://www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx
Module 5	Homeland Security: Immigrant Classes of Admission	https://www.dhs.gov/immigration-statistics/lawful-permanent-residents/ImmigrantCOA
Module 5	US Citizenship & Immigration: Afghan Special Immigrant Conditional Permanent Resident Status and Non-SI Parolees	https://www.uscis.gov/save/whats-new/afghan-special-immigrant-conditional-permanent-resident-status-and-non-si-parolees
Module 6	U.S. Dept. of Health and Human Services: Poverty Guidelines	https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines
Module 6	CareerOneStop: Unemployment Benefits Finder	https://www.careeronestop.org/LocalHelp/UnemploymentBenefits/find-unemployment-benefits.aspx?location=PA
Module 6	IRS: About Form 1040	https://www.irs.gov/forms-pubs/about-form-1040
Module 6	Pennie: How to estimate your expected income	https://help.pennie.com/hc/en-us/articles/360051087573-How-to-estimate-your-expected-income
Module 6	Pennie: What to include as income	https://help.pennie.com/hc/en-us/articles/360057479313-What-to-include-as-income
Module 7 - Brokers	Pennie Homepage	https://pennie.com/
Module 7 - Brokers	Video: The Pennie Customer Application	https://www.youtube.com/watch?v=XxhHf3cbA88&list=PL57cUy70JMrMsQ-uc0QWUkXvutlxfNic_&index=8
Module 7 - Brokers	Donate Life Pennsylvania: Homepage	https://registerme.org/campaign/DLPA
Module 7 - Brokers	PA Dept. of State: Online Voter Registration	https://www.pavoterservices.pa.gov/pages/VoterRegistrationApplication.aspx
Module 8	Guide: Application & Comparison Shopping	https://agency.pennie.com/wp-content/uploads/Pennie-Application-Guide-v2.pdf
Module 8	Video: Get a quote	https://www.youtube.com/watch?v=JhT7l6QdOQ
Module 9	Video: Data Matching Issues	https://www.youtube.com/watch?v=1jBGRc9DEyQ
Module 9	Guide: Special Enrollment Period Quick Reference	https://agency.pennie.com/wp-content/uploads/2024/04/sep-quick-reference-chart_2024-Final.pdf
Module 9	Pennie Authorized Representative Form	https://agency.pennie.com/wp-content/uploads/Appoint-an-authorized-representative-for-my-appeal.pdf
Module 9	Pennie Appeals Inbox Email Address	mailto:appeals@pennie.com
Module 9	PA Insurance Dept: Consumer Services	https://www.insurance.pa.gov/Consumers/Pages/default.aspx
Module 9	PA Attorney General: Insurance Fraud Referrals	https://www.attorneygeneral.gov/protect-yourself/insurance-fraud/insurance-fraud-referrals/
Module 10	U.S. Census Bureau: 2022 Estimated Data	https://www.census.gov/quickfacts/PA

Module 10	PA Dept. of Health: Minority Health Disparities in PA	https://www.health.pa.gov/topics/HealthStatistics/MinorityHealthStatistics/Documents/Minority_Mortality_2016.pdf
Module 10	PA Dept. of Health: Health Records	https://www.health.pa.gov/topics/certificates/Pages/Vital%20Records.aspx
Module 10	U.S. Dept. of Health and Human Services: "Coverage to Care" materials	https://www.hhs.gov/healthcare/coverage-to-care/index.html
Module 10	ADA.gov: Homepage	https://www.ada.gov/
Module 10	PA MEDI Homepage: Medicare Education and Decision Insight	https://www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx
Module 11	Pennie: Privacy Page	http://pennie.com/privacy
Module 11	Pennie Consent to Use of Picture and/or Voice Form	https://agency.pennie.com/wp-content/uploads/Images_Consent_Form-Pennie-2.pdf
Module 11	PA Attorney General: Insurance Fraud Referrals	https://www.attorneygeneral.gov/protect-yourself/insurance-fraud/insurance-fraud-referrals/
Module 11	PA Office of the State Inspector General: Public Assistance Fraud	https://www.osig.pa.gov/Pages/RecipientComplaint.aspx
Module 11	PA Insurance Dept: Consumer Services	https://www.insurance.pa.gov/Consumers/Pages/default.aspx
Module 11	Federal Trade Commission: Report Identity Theft	https://www.identitytheft.gov/
Module 11	Social Security Administration: Replace Social Security Card	https://www.ssa.gov/number-card/replace-card
Module 11	Federal Trade Commission: National Do Not Call Registry	https://www.donotcall.gov/
Module 11	Pennie Homepage	https://pennie.com/
Module 11	Pennie Agency Site Homepage	https://agency.pennie.com/
Module 11	Pennie Complaints Inbox Email Address	mailto:complaints@pennie.com
Module 11	PA Office of the State Inspector General: Homepage	https://www.osig.pa.gov/Pages/default.aspx
Module 12 - Brokers	Pennie Homepage	https://pennie.com/
Module 12 - Brokers	Pennie FAQs	https://pennie.com/learn/faqs/
Module 12 - Brokers	Pennie: Marketing Materials Page	https://agency.pennie.com/toolkit/
Module 12 - Brokers	ALICE: Economic Viability Dashboard	https://www.unitedforalice.org/maps-and-data
Module 12 - Brokers	Pennie: Resources Page	https://agency.pennie.com/resources/
Module 12 - Brokers	Pennie: Assister Page	https://agency.pennie.com/assisters/
Module 12 - Brokers	Pennie: Broker Page	https://agency.pennie.com/brokers/
Module 12 - Brokers	Pennie: Online Voter Registration Page	https://pennie.com/voterregistration/
Module 12 - Brokers	YouTube: Pennie Page	https://www.youtube.com/c/PenniePa/featured
Module 12 - Brokers	Pennie Complaints Inbox Email Address	mailto:complaints@pennie.com
Module 12 - Brokers	Pennie Appeals Inbox Email Address	mailto:appeals@pennie.com
Module 12 - Brokers	Pennie Privacy Inbox Email Address	mailto:privacy@pennie.com
Module 12 - Brokers	Facebook: Pennie Page	https://www.facebook.com/PenniePa/
Module 12 - Brokers	X (Twitter): Pennie Page	https://x.com/pennieofficial
Module 12 - Brokers	Pennie: External Affairs Support Requests	https://pennie.com/requestsupport/
Module 12 - Brokers	Pennie: Newsroom Page	https://agency.pennie.com/newsroom/
Module 12 - Brokers	Pennie Broker Inbox Email Address	mailto:brokers@pennie.com
Module 12 - Brokers	Pennie Broker Trademark License Agreement	https://agency.pennie.com/wp-content/uploads/2022/09/Trademark-Licensing-Agreement-130-FA-4.0-Final.pdf
Module 12 - Brokers	Pennie Producer General Agreement	https://agency.pennie.com/wp-content/uploads/2023/07/PHIEA-Producer-General-Agreement-Form-Approval-130-FA-3.1.pdf
Module 12 - Brokers	Broker Survey link	https://www.surveymonkey.com/r/3YC2GRR
Final Exam - Brokers	Pennie TrainPA Account Creation & Profile Update Guide	https://agency.pennie.com/wp-content/uploads/2024/08/TrainPA-Account-Creation-Profile-Update-Guide.pdf