

2027 Kaiser Permanente & EvolveNXT Updates

Annual Sales Compliance Training

Brokers can complete their 2027 AHIP Medicare+ Fraud, Waste, and Abuse Certification at a discounted rate by clicking: [AHIP-KAISER PERMANENTE](#).

- Brokers will be able to electronically share their AHIP results directly with KP.
- Brokers who have previously shared their AHIP with Kaiser Permanente, will see that it is automatically shared for 2027. No action is required.

Starting **August 4, 2026**, brokers will receive an email from donotreply@EvolveNEXT.com to access their Kaiser Permanente Products and Benefits Training through EvolveNXT.

- A **black-out date** for new learners will be in effect from **July 21, 2026**.
- Learners who have started 2026 training will have until **July 28, 2026** to finish. The total close-out for 2026 training will begin at that time.
- The customized EvolveNXT platform is easy to navigate, with clear progress indicators.
- Brokers will be able to use iPhones, iPads, or safari browsers.
- Exams will automatically save progress. Attempts will only be counted after the agent has fully completed the exam and achieved a score.
- Kaiser will send an electronic daily file to EvolveNXT, to assign appropriate training content to learners.

New Application Status and Book of Business (BOB) Lookup Tools!

Starting in **August**, individual field sales brokers will have the ability to easily view client application status and access their Kaiser Permanente Book of Business (BOB).

These new tools provide Medicare field brokers affiliated with nationally contracted Field Marketing Organizations (FMOs) with a centralized, self-service platform to view, manage, and export application status and BOB data.

Please note: At this time, access is limited to individual brokers. FMO- and agency-level views are not yet available.

Reminder, ensure that Kaiser Permanente has the agent's current email address to reduce EvolveNXT access issues. If an agent has lost their password, he/she can utilize the "Lost your Password?" functionality on the login screen to reset it.

For assistance and questions

- **Training:** AnnualMedicareSales-ComplianceTraining@kp.org
- **Application Status & BOB Lookup tools:** NATLMedicareBrokerSupport@kp.org, or agents can reach out to their Regional Broker Support team. Include NPN and FMO to expedite assistance.