

How to Complete Humana MAPD & PDP Certification & Recertification

Important: The initial Certification and Recertification courses will certify agents to sell both MAPD and PDP products. Agents **must successfully complete the entirety** of the training requirements to be certified in all Humana Medicare Advantage and PDP products.

Looking for PDP-only guidance? Humana is no longer offering PDP-Only Certification and Recertification. The certification and recertification will certify you to sell all products.

Overview of Humana's Certification or Recertification

The tables below provide the general flow of each training course - outlines may vary

Initial Certification	Recertification
Part 1: Introduction	Part 1: Introduction
Part 2: CMS Annual Medicare & FWA Training	Part 2: CMS Annual Medicare & FWA Training
Part 3: Sales and Marketing Compliance	Part 3: Sales and Marketing Compliance
Part 4: Humana Medicare Products*	Part 4: Sales and Marketing Guidance*
Part 5: Enrollment Tools	Part 5: Wrap-up
Part 6: Sales and Marketing Guidance	
Part 7: Wrap-up	

* Contains a link to First Look, Humana's product information for the next plan year. First Look is released at the end of July. Do not be concerned if First Look is not available when you certify or recertify. You will be sent a link to First Look when it is available.

How to Complete Certification and Recertification

Basic Medicare and FWA Training

Agents are required to complete the CMS Annual Medicare and Fraud, Waste & Abuse training. Humana offers agents a choice to take the AHIP, NABIP (formerly NAHU) or the Humana Medicare and Fraud, Waste & Abuse (FWA) version. Completion of one of these courses is a mandatory part of both certification and recertification. The options available to you will be presented at the time of enrollment of the course. Agents who enroll in their AHIP or NABIP training through one of Humana's certification or recertification courses will receive a discount on their training cost.

The agents provided with AHIP or NABIP option must choose which one they would like to complete.

NOTE: Agents that have already completed the AHIP or NABIP training will have the option to transfer their scores once they reach the testing portion of the course.

Basic Medicare and FWA Training Testing Requirement

Humana requires that agents pass the CMS Annual Basic Medicare and FWA course test within the first **six (6) test attempts**. Any passing test score earned after the first six (6) attempts is not accepted and agents cannot certify with Humana to market Medicare Advantage plans for that selling season.

NOTE: AHIP grants three (3) test attempts per purchase. If you need additional attempts, you may purchase another enrollment at your own cost. NABIP grants six (6) test attempts per purchase.

CarePlus in Certification

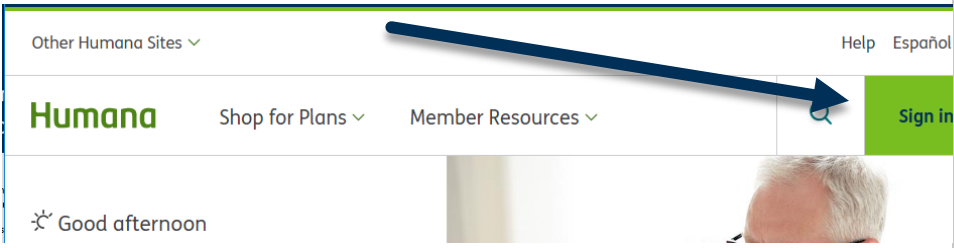
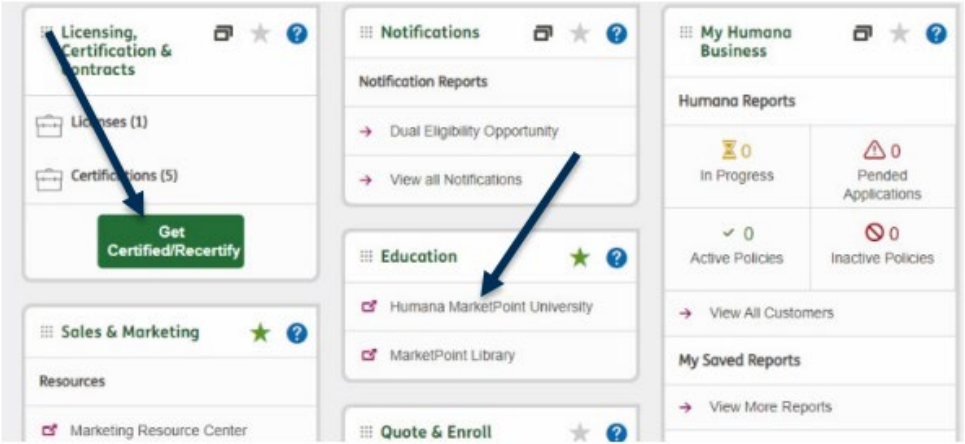
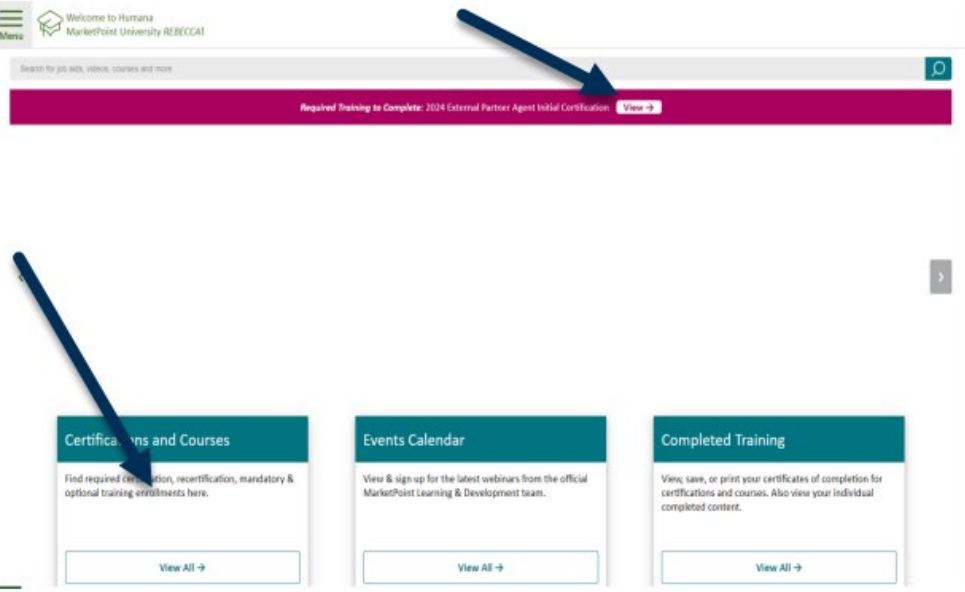
Agents who sell in Florida will complete the CarePlus training within the products part of certification to earn the CarePlus appointment. This training is mandatory for all certifying agents who sell in Florida.



After successfully completing the Humana initial certification course or the recertification course, you will be certified to sell both MAPD and PDP products for the next plan year.

How to Complete Certification and Recertification

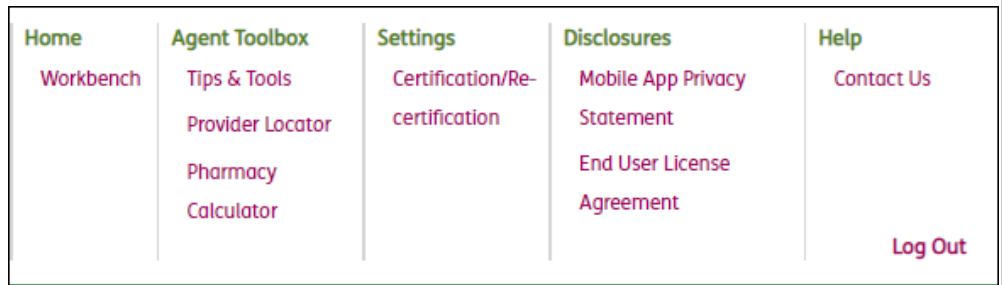
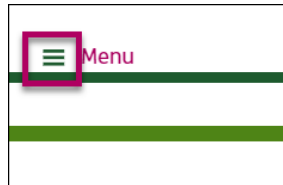
Accessing Certification or Recertification with Vantage for Career and Partner Agents

<p>Go to www.Humana.com</p> <p>Log in as an agent (using your Vantage log in)</p>	 <p>The screenshot shows the top navigation bar of the Humana website. A blue arrow points from the 'Sign in' button, which is located on the right side of the header.</p>
<p>Access Humana MarketPoint University through the Education Card</p> <p>Or</p> <p>Click Get Certified/Recertify on the Licensing Certification and Contracts card</p>	 <p>The screenshot shows the Humana MarketPoint University dashboard. A blue arrow points to the 'Get Certified/Recertify' button in the 'Licensing, Certification & Contracts' card. Another blue arrow points to the 'Education' card, which contains links to 'Humana MarketPoint University' and 'MarketPoint Library'.</p>
<p>Once you enter Humana MarketPoint University (HMU), you can access your certification course by clicking View on the top banner or "Certifications & Courses" or from the drop-down menu.</p>	 <p>The screenshot shows the Humana MarketPoint University interface. A blue arrow points to the 'View' button in the top banner, which reads 'Required Training to Complete: 2024 External Partner Agent Initial Certification'. Another blue arrow points to the 'Certifications and Courses' card, which has a 'View All' button at the bottom.</p>

How to Complete Certification and Recertification

Accessing Certification or Recertification with Enrollment HUB (State Farm Agents Only)

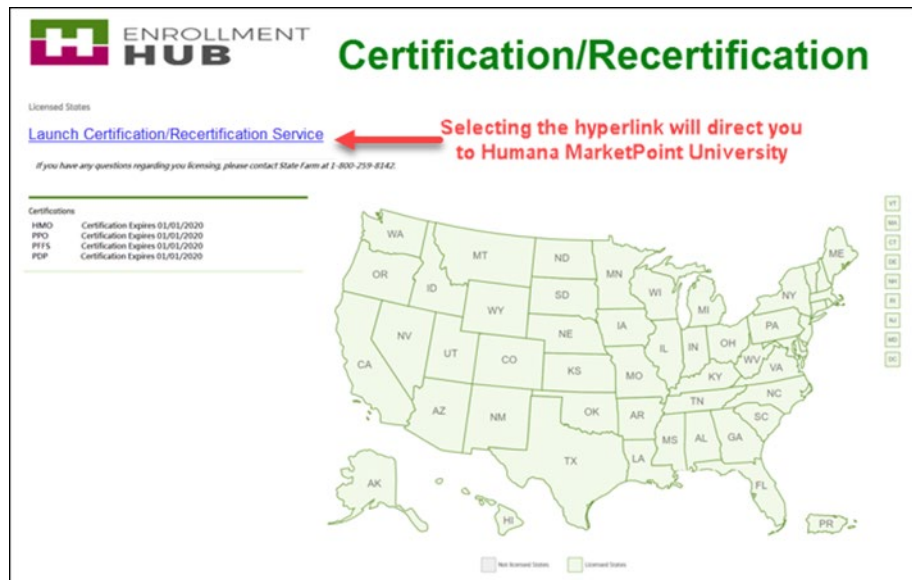
To access the Main Menu, click on the green **HAMBURGER MENU**.



CERTIFICATIONS/RE-CERTIFICATIONS

This page will allow you to see the Humana Medicare product(s) you are certified to sell.

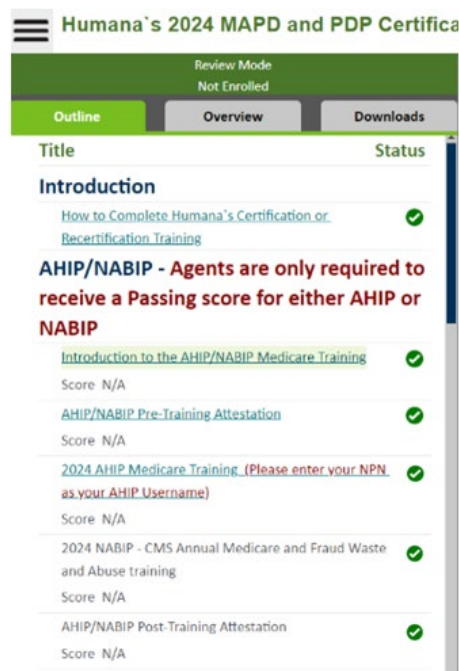
You will also have access to Humana MarketPoint University by clicking on the hyperlink.



How to Complete Certification and Recertification

Taking the Course

The **entire** course outline must be completed for the course to be marked complete.



The screenshot shows a web interface for 'Humana's 2024 MAPD and PDP Certification'. At the top, there are tabs for 'Outline', 'Overview', and 'Downloads', with 'Outline' selected. Below the tabs is a table with two columns: 'Title' and 'Status'. The table lists several items, each with a green checkmark in the 'Status' column, indicating completion. The items include an introduction, AHIP/NABIP training modules, and attestations. Some items have a 'Score: N/A' listed below them.

Title	Status
Introduction	
How to Complete Humana's Certification or Recertification Training	✓
AHIP/NABIP - Agents are only required to receive a Passing score for either AHIP or NABIP	
Introduction to the AHIP/NABIP Medicare Training	✓
Score: N/A	
AHIP/NABIP Pre-Training Attestation	✓
Score: N/A	
2024 AHIP Medicare Training (Please enter your NPN as your AHIP Username)	✓
Score: N/A	
2024 NABIP - CMS Annual Medicare and Fraud Waste and Abuse training	✓
Score: N/A	
AHIP/NABIP Post-Training Attestation	✓
Score: N/A	

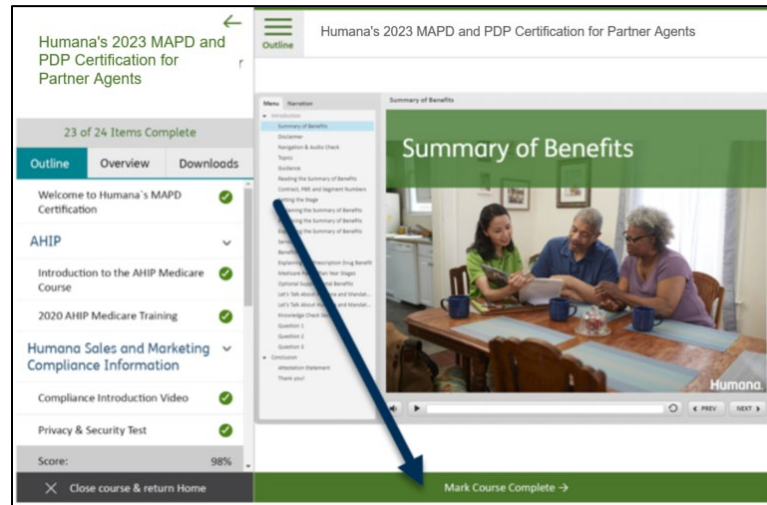
NOTE: For partner field agents, both certification and recertification contain a link to order marketing materials. Each item in this section needs to be opened –even if you do not order your own marketing material – for the course to be marked complete. Ordering marketing materials is not mandatory.

How to Complete Certification and Recertification

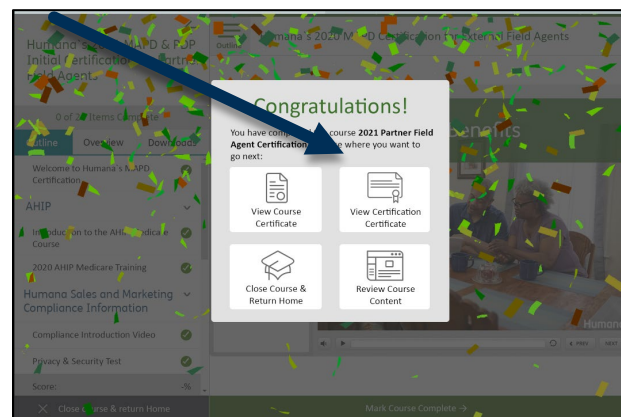
Closing Your Course and Printing Your Certificate(s)

To receive full credit for completing this required training assignment and print your overall certificate, please follow these instructions.

1. When you have completed the final item in your certification, click the green Mark Course Complete button at the bottom of the screen.



2. Choose where you want to go next. To print or save a PDF of your certification certificate, choose the View Certification Certificate button.



Notes:

- **The certificate applies to training only.** Agents are responsible for ensuring all applicable contracts, licenses, and appointments are complete and are in good standing in the relevant states for all products that they sell.
- To review the certificate later, simply access through Humana MarketPoint University's Completed Training page.

How to Complete Certification and Recertification

WELCOME TO HUMANA

MarketPoint Learning Center

Home

Search for job aids, videos, documents and more

Completed Courses →

Completed Individual Content →

Completed Certifications & Required Training

	Title	Completed	Details	Certificate
	Privacy Training for Internal Agents	12/08/2019	Details	Certificate
	2020 Career Field and CMS Agent MAPS Recertification Training	06/28/2022	Details	Certificate

Completed Courses

	Title	Completed	Details	Certificate	Review Course
	Care 2023 Agent Broker Training - Video	09/03/2023	Details	Certificate	Review Course
	Agent Care Coordination Program Training	09/16/2022	Details	Certificate	Review Course

- The certificate will display. You will know it is the correct overall certificate if it is horizontal. Individual Course certificates are vertical. This is a PDF, so when you hover over it, you will see options to either print or save it. You can also go to File → Print in your browser.



Ready to Sell (RTS) Status

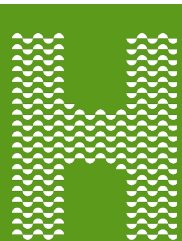
Ready to Sell (RTS) is based on your contract, license and certification status.

The course completion certificate and Course Completion Notice email acknowledges agents have completed the certification portion of the process.

To confirm your status, you can do one or more of the following:

1. Check your RTS status with your Agency.
2. Verify your license, appointment, and certification status with Humana directly in Vantage. You will find this information under the Licensing, Certification and Contracts card.
3. If still unsure about your Ready to Sell status, you can call the Agent Support Unit (ASU) at 1-800-309-3163 to have a representative check your RTS status.

Thank you for certifying with Humana!

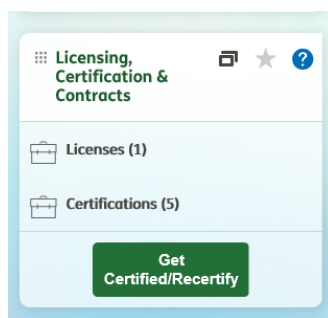
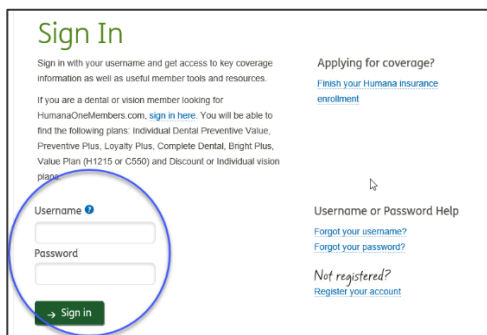
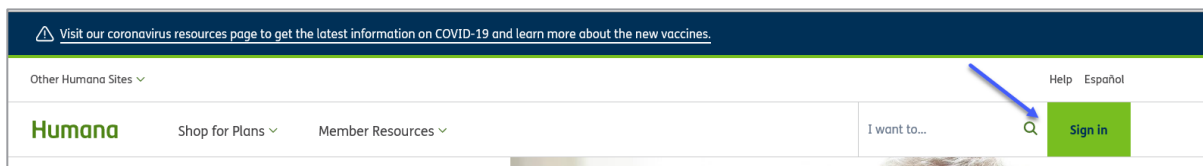


Accessing – Transferring AHIP Scores

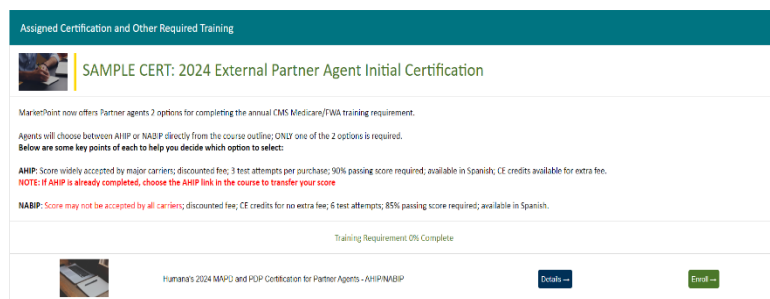
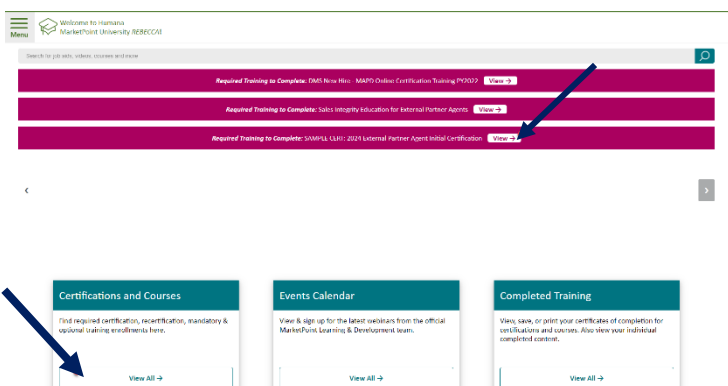
PURPOSE: This job aid will assist agents with accessing AHIP from Humana MarketPoint University (HMU) and transferring their AHIP scores to the Humana Certification or Recertification course enrollment.

How to Access AHIP and Transfer Your AHIP Score to Humana

To transfer an AHIP score you **must** be enrolled in a Humana Certification or Recertification course located on Humana MarketPoint University. You can access Humana MarketPoint University from the **Humana Vantage Agent Portal**. The option to transfer the score will not appear until you reach the AHIP Training section.



Once logged in on Humana MarketPoint University, you will access your assigned Certification or Recertification training through the top homepage alert. You can also navigate to this by selecting View All under the Certifications & Courses section. Once on the Assigned Training section, you will Enroll In or Launch the course to begin or continue.



Make your way through the list of modules until you can click

Accessing AHIP and Transferring AHIP Scores

on the “**AHIP Medicare Training**” link.

When you click “**AHIP**,” a new window displays.

NOTE: Before clicking the AHIP link, make sure you are logged out of AHIP and that pop-up blockers are turned off).

If you are a first-time AHIP user, you will need to enter your **National Producer Number (NPN)** during the registration process.

NOTE: You only need to register once.
If you leave and come back, just enter your NPN and password.

Not Enrolled		
Outline	Overview	Downloads
Title		Status
Introduction		
Welcome to Humana's MAPD Certification		✓
AHIP/NABIP - Agents are only required to receive a Passing score for either AHIP or NABIP		
Introduction to the AHIP/NABIP Medicare Training		✓
Score	N/A	
AHIP/NABIP Pre-Training Attestation		✓
Score	N/A	
2024 AHIP Medicare Training (Please enter your NPN as your AHIP Username)		○
Score	N/A	
2024 NABIP - CMS Annual Medicare and Fraud Waste and Abuse training		○
Score	N/A	

Important Reminder:

When logging in to AHIP from the Humana course outline **you must use your NPN as the Username**. The system will prompt you to enter either your email, or NPN. Humana’s connection to AHIP is tied to an agent’s **NPN**. Entering the NPN ensures the agent’s AHIP score is transferred over to Humana without issue.

User Login

Username (NPN or Email)

Password

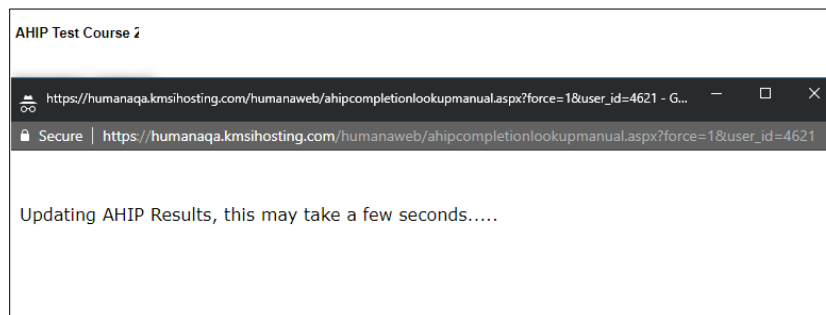
Login

[Forgot your username?](#)

[Forgot your password?](#)

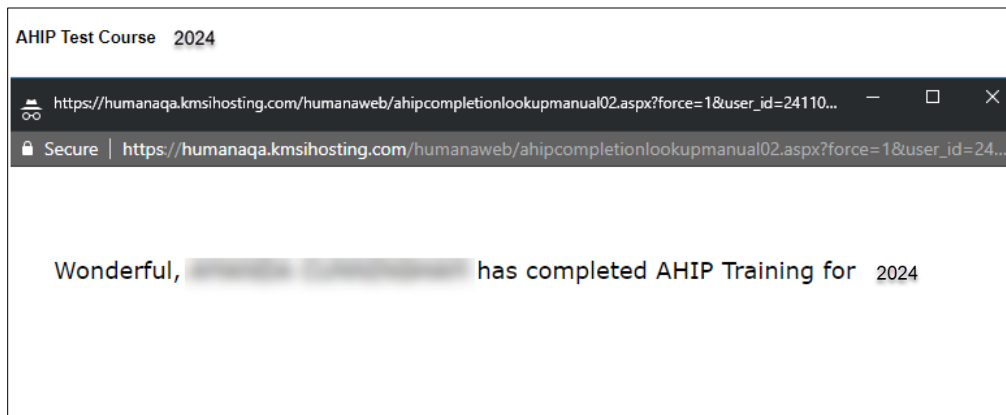
Looking for AHIP Scores

Once signed into AHIP, the system will look to see if the current plan year course has been completed successfully within six attempts (even if completed outside of Humana).



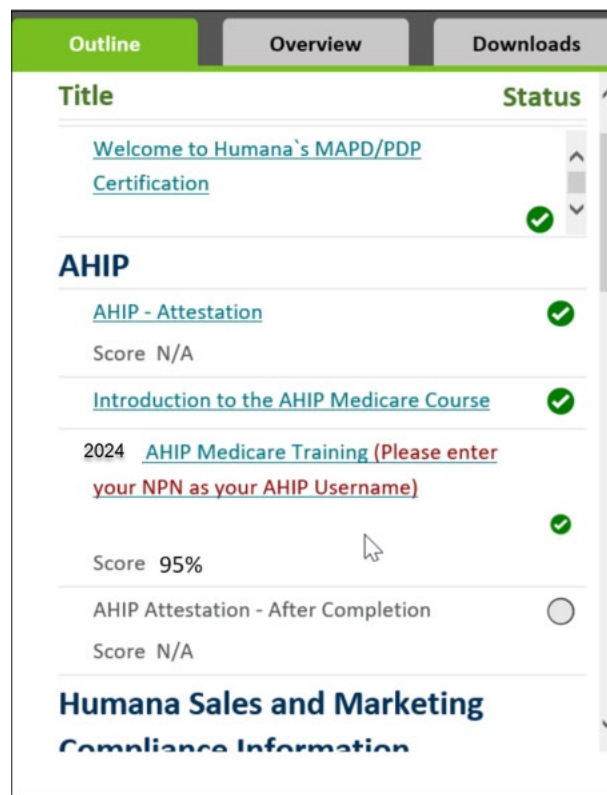
If AHIP is already successfully complete, the test score will *automatically send* to Humana and the following message will be received.

Accessing AHIP and Transferring AHIP Scores



Click the **“Return”** button at the bottom of the page to return to the course outline.

When you return to the course, the AHIP score and status will be updated. You can then continue with the training. (You may need to refresh the screen.)



Accessing AHIP and Transferring AHIP Scores

Troubleshooting: If AHIP is already completed, but score is not transferring

If you have successfully completed AHIP for the current plan year by passing the exam within six test attempts but the score is not transferring, you will **NOT** be required to retake the AHIP Training. The MarketPoint Training Team will be able to manually transfer over your score once we receive proof of your completion.

To provide Proof of Completion if the score is not transferring, you will simply need to login on the AHIP site, navigate to your Transcripts page (as shown in the image below) and capture an image of this page to send to MarketPointTraining@humana.com. The image **MUST** show your Name and your Final Exam score on the same page.

Please allow one business day for the MarketPoint Training Team to transfer the score.

Your name here							Export table	
	Name	Attempt	Start	Complete	Duration	Status	Score	Certif
2021 - Module 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits		1	October 8, 2020	October 8, 2020	93h 01m 46s	✓	45.00	--
2021 - Module 2 - Medicare Health Plans		1	October 8, 2020	October 9, 2020	79h 39m 16s	✓	40.00	--
2021 - General Compliance		1	October 12, 2020	October 12, 2020	89h 49m 47s	✓	80.00	--
2021 - Module 3 - Medicare Part D: Prescription Drug Coverage		1	October 9, 2020	October 9, 2020	71h 26m 15s	✓	35.00	--
2021 - Medicare Fraud, Waste, & Abuse		1	October 12, 2020	October 12, 2020	92h 21m 34s	✓	90.00	--
2021 - Final Exam		1	October 12, 2020	October 12, 2020	02h 19m 56s	✓	96.00	--
Final Exam		1	October 12, 2020	October 12, 2020	01h 59m 57s	✓	96.00	--
2021 - Nondiscrimination Training		1	October 12, 2020	October 12, 2020	99h 52m 50s	✓	77.78	--
2021 - Module 5 - Enrollment Guidance Medicare Advantage and Part D Plans		1	October 9, 2020	October 11, 2020	62h 16m 57s	✓	35.00	--
2021 - Module 4 - Marketing Medicare Advantage and Part D Plans		1	October 9, 2020	October 9, 2020	63h 17m 19s	✓	32.50	--
AHIP Fraud, Waste & Abuse Training		1	October 8, 2020	October 12, 2020	282h 04m 11s	✓	--	--

Accessing AHIP and Transferring AHIP Scores

If AHIP has not yet been completed, you will be redirected to the AHIP website.

- *Already have an AHIP account?* Login using your NPN and AHIP account password.
- *New to AHIP?* Please register by clicking the **Create a New Account** button.

The screenshot shows the AHIP Medicare + Fraud, Waste, and Abuse (MFWA) Online Course interface. The header includes the AHIP logo and the course title. The main content area is divided into two sections: 'User Login' and 'Registration'. The 'User Login' section has fields for 'Username (NPN or Email)' and 'Password', with a 'Login' button below. The 'Registration' section has a 'First time visitor?' checkbox and a 'Create a New Account' button. A sidebar on the left contains 'Quick Links' (User Guide, AHIP Insurance Education, AHIP Conferences, AHIP Home) and 'Contact Us' (For Technical Support: Phone: 866.234.6909, Email: Support@AHIPInsuranceEducation.org).

Enroll in the Medicare training.

If you have not yet started AHIP, you may be prompted to pay \$125 (discounted rate for contracted Humana agents).

NOTE: Career Agents employed by Humana and certain other non-career agents will not see the same e-commerce site.






Once you have completed AHIP, you will see a list of your completed AHIP coursework and Final Exam with a GREEN checkmark next to it. Below that, you will see a TRANSMIT (or Re-Transmit) link next to "HUMANA". Click it!

Click the Return button in lower left corner of the browser window to return to your course.

The screenshot shows the AHIP Medicare Training (Recertification) page. The header includes the AHIP logo and the course title. The main content area is titled 'AHIP Medicare Training (Recertification)' and lists several completed courses with green checkmarks: 'Part 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits', 'Part 2 - Medicare Health Plans', 'Part 3 - Medicare Part D: Prescription Drug Coverage', 'Part 4 - Marketing Medicare Advantage and Part D Plans', 'Part 5 - Enrollment Guidance Medicare Advantage and Part D Plans', and 'Final Exam'. Below this, the 'AHIP Fraud, Waste & Abuse Training' section shows 'Fraud, Waste, and Abuse' and 'General Compliance' both completed with green checkmarks. The 'Credits' section has a link to 'Purchase additional credits'. The 'Certification' section has a link to 'AHIP Medicare Certification'. The 'Completion Transmissions' section lists three transmissions: 'Humana (Brokers) transmitted 03/10/2017 (Re-transmit)', 'Humana (State Farm) transmitted 11/21/2016 (Re-transmit)', and 'Humana (Humana Broker) transmitted 12/23/2016 (Re-transmit)'. A 'Return' button is visible in the lower left corner.

Accessing AHIP and Transferring AHIP Scores

Once your score is received, you will continue completing the remainder of the Humana Certification or Recertification coursework!

Outline		Overview	Downloads
Title	Status		
Welcome to Humana's MAPD/PDP Certification			
			
AHIP			
AHIP - Attestation			
Score N/A			
Introduction to the AHIP Medicare Course			
			
2024 AHIP Medicare Training (Please enter your NPN as your AHIP Username)			
Score 95%			
AHIP Attestation - After Completion			
Score N/A			
Humana Sales and Marketing Compliance Information			

If your score did not transfer, simply click the AHIP link again for HMU to check for your score and pull it over.

WINNING TIPS:

- AHIP's passing score is **90%** within 6 attempts. If AHIP was completed beyond the first 6 attempts, the score will not transfer. Agents will be notified of Humana's policy and will be shown their first three test attempt scores.
- The initial test registration will allow 3 test attempts. If an additional 3 attempts are needed, a second registration purchase is required at the agent's expense. With the additional 3 attempts, you will be required to start the course over.
- If you have been logged into the Humana MarketPoint University for a long time, it may time out. Click the AHIP link again from the course outline and HMU will pull your AHIP score into the course. If you are not able to transfer your score after following these steps, or need any other assistance, please contact **Humana Agent Support at 1-800-309-3163**.