

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.

Basic Medicare and FWA Training

Agents are required to complete the CMS Annual Medicare and Fraud, Waste and Abuse training. Humana offers agents a choice to take the AHIP, NAHU or the Humana Medicare and Fraud, Waste and 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 certification course. Agents who enroll in their AHIP or NAHU training through one of Humana's certification or recertification courses will receive a discount on their training cost.

The agents provided with AHIP or NAHU option must choose which one they would like to complete before starting the course.

NOTE: Agents that have already completed the AHIP or NAHU 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. NAHU grants six (6) test attempts per purchase.

CarePlus in Certification

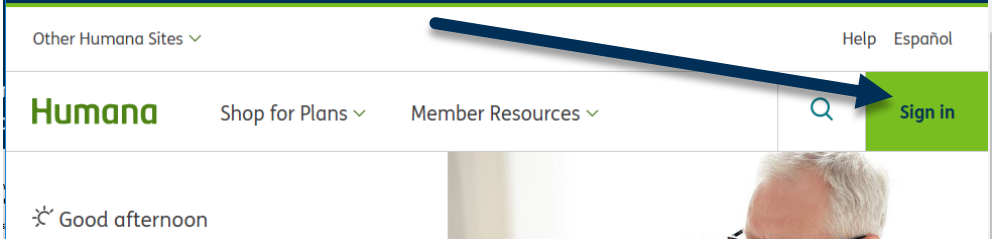
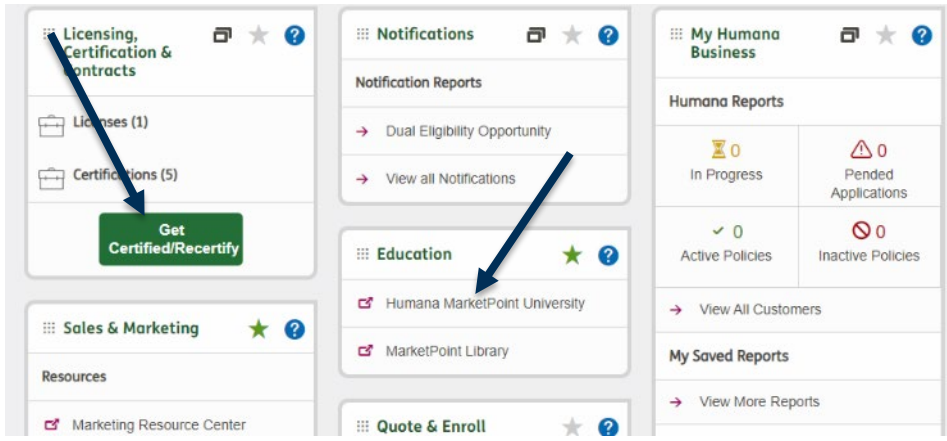
Agents who sell in Florida will complete the CarePlus training within the products part of certification to earn the CarePlus appointment. This training is mandatory for all certifying agents who sell in Florida.



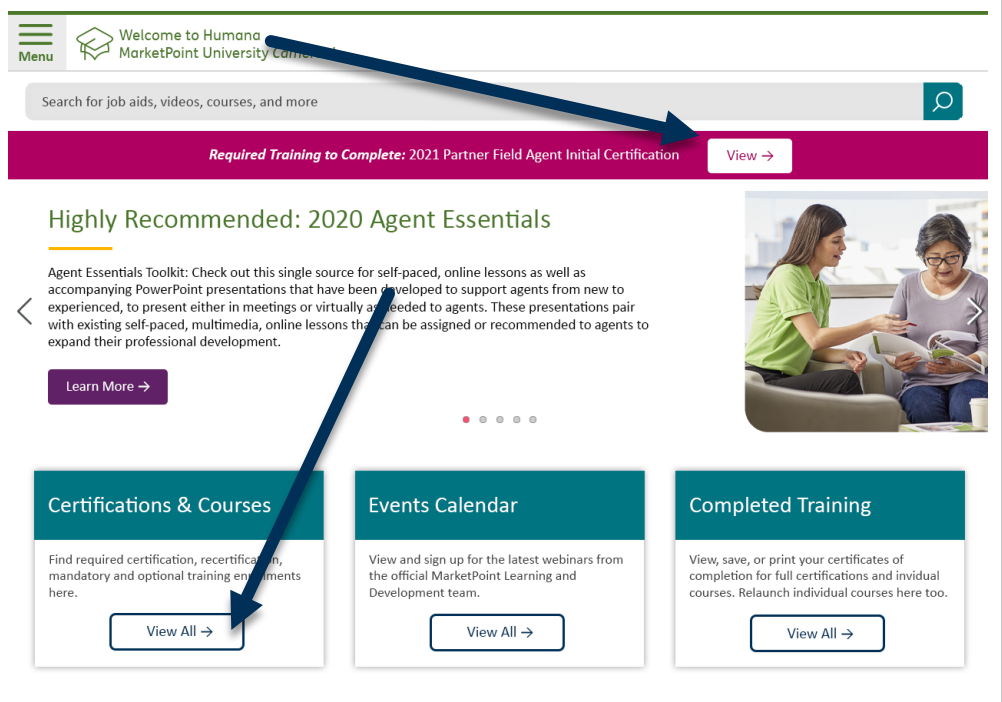


After successfully completing the Humana initial certification course or the recertification course, you will be certified to sell both MAPD and PDP products for the next plan year.

Accessing Certification or Recertification with Vantage for Career and Partner Agents

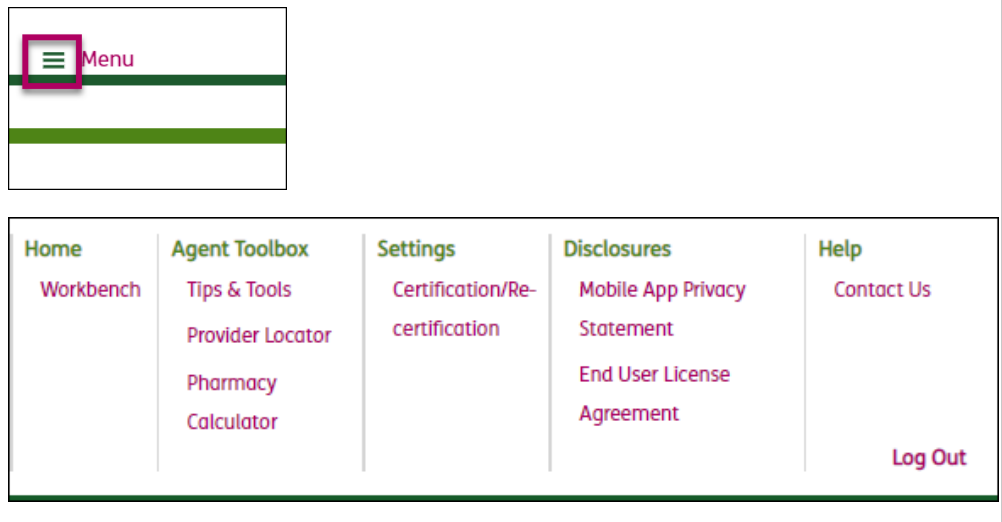
<p>Go to www.Humana.com</p> <p>Log in as an agent (using your Vantage log-in)</p>	
<p>Access Humana MarketPoint University through the Education Card</p> <p>Or</p> <p>Click “Get Certified/Recertify” on the Licensing Certification and Contracts card</p>	

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.



Accessing Certification or Recertification with Enrollment HUB State Farm Agents Only

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



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.

Certifications	Expiration Date
HMO	Certification Expires 01/01/2020
PPO	Certification Expires 01/01/2020
PFFS	Certification Expires 01/01/2020
PDP	Certification Expires 01/01/2020

Taking the Course

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

Title	Status
How to Complete Humana's Recertification	✓
AHIP	
AHIP - Prior to test	✓
Score: 100.0 %	
Introduction to the AHIP Medicare Course	✓
2022 AHIP Medicare Training (Please enter your NPN as your AHIP Username)	✓
AHIP Attestation - After Completion	✓
Score: 100.0 %	
Humana Sales and Marketing Compliance	
Privacy and Security	✓
Compliance and Ethics for Field Agents	✓
Code of Ethics for Partner Field Agents	✓
Humana Sales and Marketing Guidance	
Humana 2021 MAPD/DP Agent Guidance	✓
Humana 2021 Sales Resources Guide for Field Agents	✓
Humana First Look (Product Information)	✓

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 mark complete. Ordering marketing materials is not mandatory.

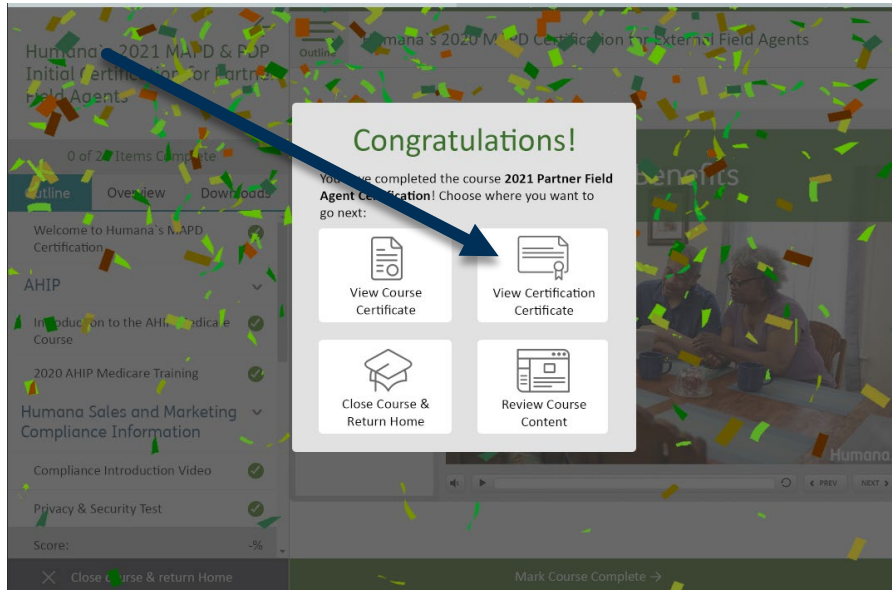
Closing Your Course and Printing Your Certificate(s)

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

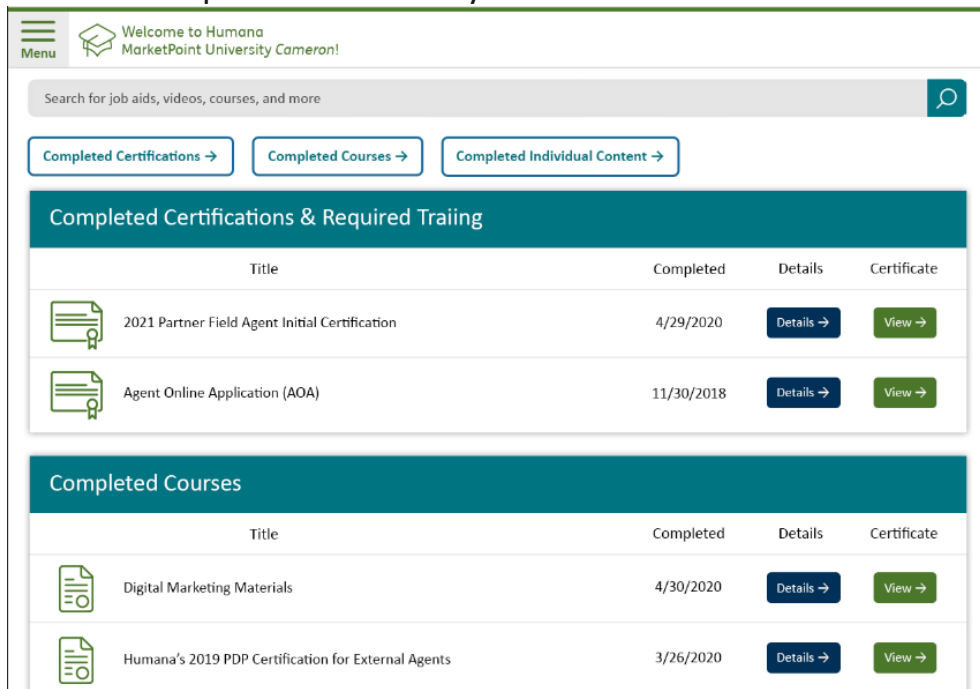
1. When you have completed the final item in your certification, click the green Mark Course Complete button at the bottom of the screen.



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



- To review the certificate later, simply access through Humana MarketPoint University's Completed Training page. **Please note, 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.



4. 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!