

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 Medicare 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 and Resources	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 prior to AEP. Do not be concerned if First Look is not available when you certify or recertify. You will be sent a link to the coming year’s 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

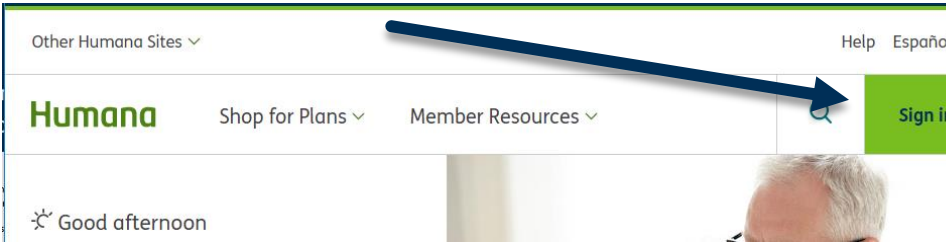
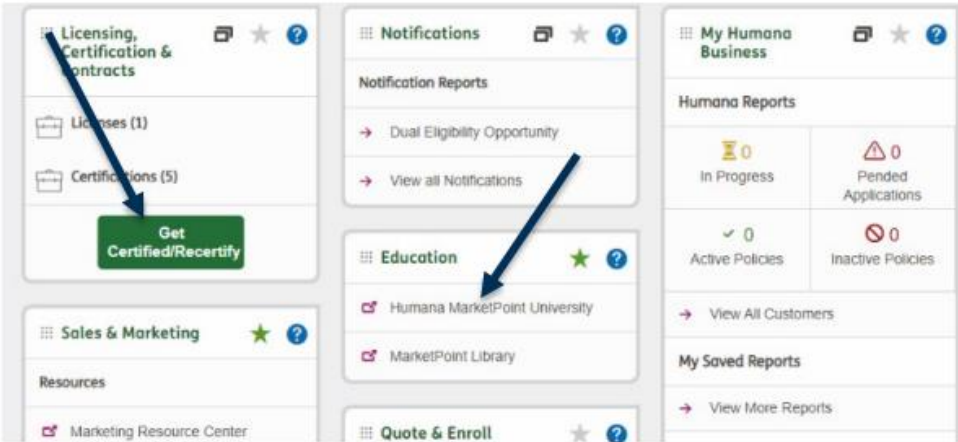
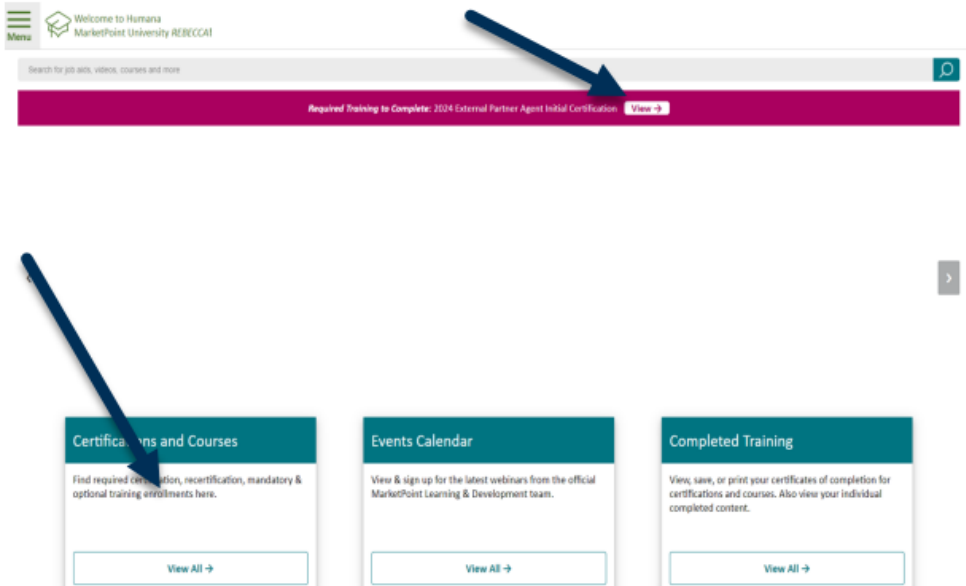
Agents who sell in Florida will complete the CarePlus training within the products part of certification to earn the CarePlus appointment. This training is mandatory for all certifying agents who sell in Florida.



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

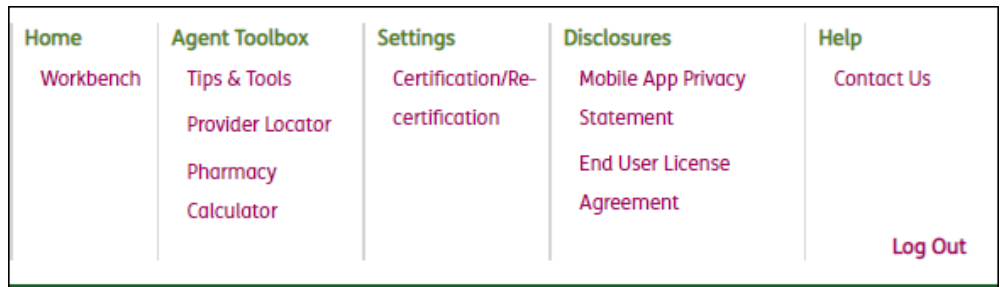
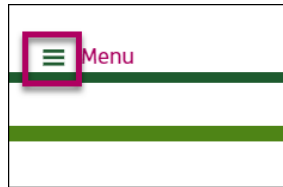
Accessing Certification or Recertification with Vantage for Career and Partner Agents

<p>Go to www.Humana.com</p> <p>Log in as an agent (using your Vantage log in.)</p>	
<p>Access Humana MarketPoint University (HMU) through the Education card.</p> <p>Or</p> <p>Click Get Certified/Recertify on the Licensing Certification and Contracts card.</p>	
<p>Once you enter Humana MarketPoint University (HMU), you can access your certification course by clicking either:</p> <ul style="list-style-type: none">• “View” on the top banner or• “Certifications & Courses” or• drop-down menu.	

How to Complete Certification and Recertification

State Farm Agents ONLY: Accessing Certification or Recertification with Enrollment Hub

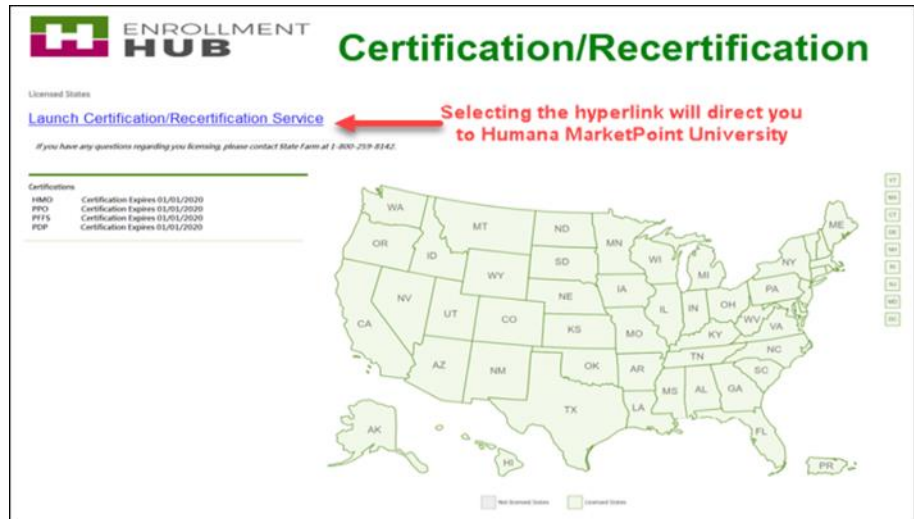
To access the Main Menu, click on the green **HAMBURGER MENU**.



CERTIFICATIONS/RE-CERTIFICATIONS

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

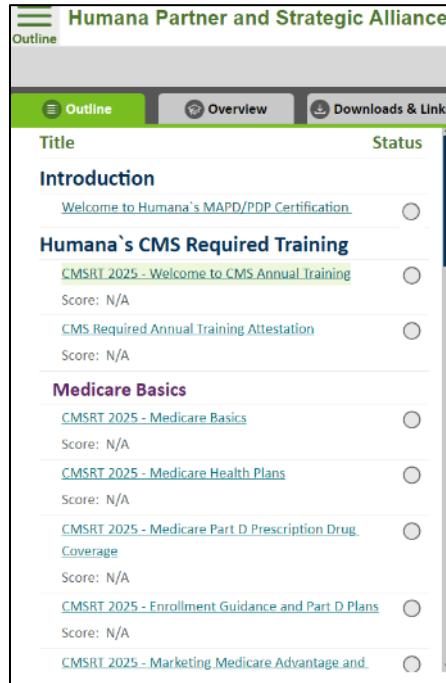
You will also have access to Humana MarketPoint University by clicking on the hyperlink.



How to Complete Certification and Recertification

Taking the Course

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



NOTE: Certification contains a link to order marketing materials (**which is intended for Field Sales Agents only**). If you are a **Field Sales** agent who wishes to order Sales Materials for PY2025, please complete each item in this section **BEFORE** closing out of the course outline.

Wrap Up (NOTE: Please complete ALL remaining modules before closing out of the course outline.)

[Course Completion / Confirm Eligibility to Order](#)

[Sales Materials \(external only\)](#)

[Survey *Optional - Certification and Recertification - 31679](#)

Ordering Materials For FIELD Sales Agents ONLY (*Telesales Agents may now close out the course)

[Ordering Medicare Materials - 2025](#)

Score: N/A

[Order 2025 Sales Starter Materials](#)

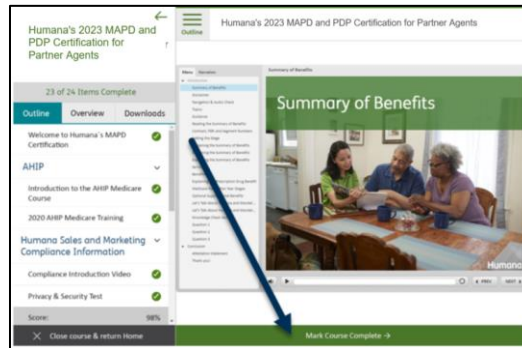
Strategic Alliance Call Center Agents should NOT complete this section and may close out the course once the **Wrap-Up** Section is complete.

How to Complete Certification and Recertification

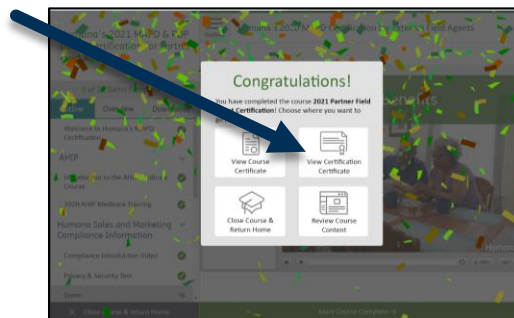
Closing Your Course and Printing Your Certificate(s)

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.

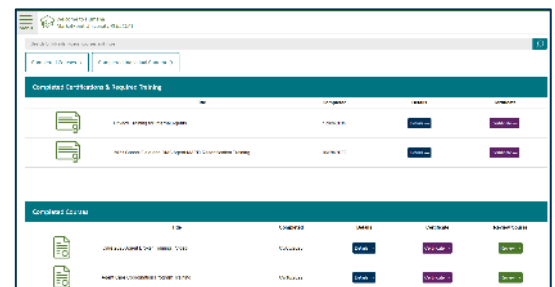


2. Choose where you want to go next. To print or save a PDF of your certification certificate, choose the View Certification Certificate button.



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

- 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!