Job Aid

Next Steps

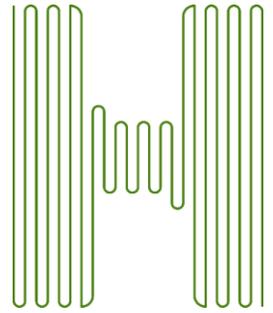***Congratulations! Your application is approved.*** Please review this important document for the next steps in your onboarding

Medicare Advantage & Prescription Drug Plans (MAPD)

All agents wishing to sell Humana Medicare Advantage and Prescription Drug Plans must complete required training to become certified. The training is located within our agent portal and will be available one business day after receipt of this communication.

To start the training and certification process, your contract or amendment must be in an approved status.

1. **Create an Agent Portal/Education Profile:** If you have not yet registered for the agent portal, please do so at www.humana.com**.**
- Log into the agent portal. *(Please have your SAN available for registration)*
- On the Portal Selection page, click on "Vantage" under "For Your Retail Business."
- Click on "Humana MarketPOINT University" on the "Education" tile.

2. **Complete Humana's Certification training course:** You must complete the entire Certification course before you can sell Humana Medicare Advantage or Prescription Drug Plans.

For details on how to complete the certification course, **click here**.

Please **wait until the *next day* before accessing the certification** courses to ensure that all systems update in a timely manner.

- **Accessing Certification:** Once you have logged into Humana MarketPoint University via the Vantage Agent Portal, you can access Certification training from the "View" button on the Homepage alert, or from the Certifications & Courses tile. Selecting the tile, will show the certification

option listed under "Required Training." Either route will take you to the Required Training Certification page.

- **Launch & Complete the Course:** Once on the Required Training Certification page, you can launch the course by selecting the View button. After you have fully completed the training and selected the "Get a Certificate of Completion" button, it will show up on the Completed Training page (accessed via the University's homepage). You can also review a completed course or print a certificate from this page.

- **Events Calendar:** Finally, check out what live events such as webinars and classes are available on the Events Calendar. You can view the events in Week, Month or List modes. You can also search for specific events or alter the calendar's time zone display. Simply select an event to view the details and register.

Group Medicare

All agents wishing to sell Humana Group Medicare will need to complete the required training in order to present Humana's benefits to a group.

Here are the steps:

1. **Create an Agent Portal/Education Profile:** If you have not yet registered for the agent portal, please do so at www.humana.com. *See Step 1 under MAPD above.*

2. **Request Training:** Contact your Humana Group Medicare Representative to request access to the Group Medicare Training Program. You will receive a confirmation email once your request is processed.

3. **Completion:** Upon completion of the Group Medicare Training, please contact your local Group Medicare Representative with any questions or to request a group quote.

Helpful hints about HMU (Humana MarketPoint University):
- If you do not see any assigned training available to you, please refresh the page.
- As long as the Required Training alert is showing on your home screen, you have not yet completed all of the required

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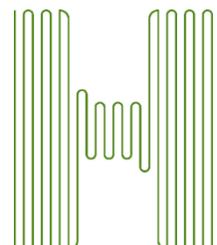
training. Please return to the course and complete any course elements that are showing as incomplete.

- Internet Explorer is not a supported browser, please ensure you use a browser such as Google Chrome, Edge, Firefox, or Safari. [Browser Checker →](#)
- Sometimes, your training lesson will have links inside. Clicking on them won't end your course, but depending on what device or browser you're using, it may send you to another window or tab. To get back to the main course from a new window, hover over your browser's icon at the bottom of your screen & select the course again. If your link opened in a new tab, select the other previous tab to return.

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