

How to Complete Humana MAPD or PDP Certification & Recertification

PURPOSE: This job aid will help guide you through the Humana initial certification for external agents and annual recertification process.

Click [HERE](#) to see how to access Humana's External Certification with the Vantage Agent Portal

NOTE: For initial certification, agents have the choice to certify to sell MAPD or PDP only products. Agents must successfully complete the entire initial certification training requirements and the annual recertification training requirements thereafter to be certified in all Humana Medicare Advantage and/or PDP products.

Complete Humana's Certification or Recertification Course

The tables below provide the general flow of each training course (course outlines may vary).

Initial Certification	Recertification
Part 1: Introduction	Part 1: Introduction
Part 2: AHIP	Part 2: AHIP
Part 3: Compliance	Part 3: Compliance
Part 4: Humana Products*	Part 4: Agent Guidance and Testing
Part 5: Sales Presentation and Tools	Part 5: Prepare to Sell*
Part 6: Agent Guidance and Testing	
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 certified or recertified. You will be sent a link to First Look when it is available.

Note: For external field agents both certification and recertification contains links 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.

A Word about AHIP Basic Medicare and FWA Training

AHIP's basic Medicare and Fraud Waste and Abuse (FWA) courses are a mandatory part of both certification and recertification. Agents who enroll in their AHIP training through one of Humana's certification or recertification courses will receive a discount on their AHIP training cost.

AHIP Basic Medicare Training Testing Requirement

Humana requires that agents pass AHIP's basic Medicare course test within the first three test attempts. Any passing test score earned after the first three attempts will not be accepted and agents will not be able to continue their training.

CarePlus in Certification

Agents who sell in Florida will complete the CarePlus training within the products part of certification only 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, you are certified to sell Medicare products (MAPD or PDP, depending on your certification choice) for the next plan year!

Certification & Recertification Humana Test Guidance

Overview

The Humana portion (after AHIP) of Certification and Recertification courses contain 2 tests:

1. **Practice Test.** Contains similar questions that agents will see on the final exam.

Agents are encouraged to take the practice test as many times as they need to gain confidence for passing the final exam.

2. **Final Exam.** The final exam contains some questions from the practice test, plus new questions. Here is what agents need to know about the final exam:
 - The final exam consists of 20 questions covering the Agent Guidance material in the Agent Guidance and Testing section
 - The final exam is a timed test. You will have 45 minutes to complete the test
 - Any unanswered questions will be marked as incorrect
 - A passing score of 85% is required to successfully pass the final exam
 - You will have 3 attempts to pass the final exam

What constitutes an "attempt" on the final exam? An attempt is **ONLY** used when

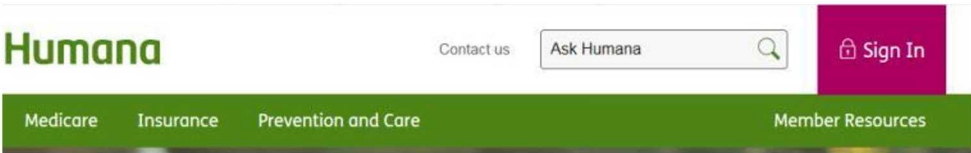
- the agent clicks the test submit button or
- When the test timer reaches 45 minutes (the system will automatically submit the test and all unanswered questions will be counted as incorrect).

No other conditions can occur that will cause an attempt to be taken. For example, loss of electricity or accidental computer shut down does not cause an attempt to be taken.

Taking the Test

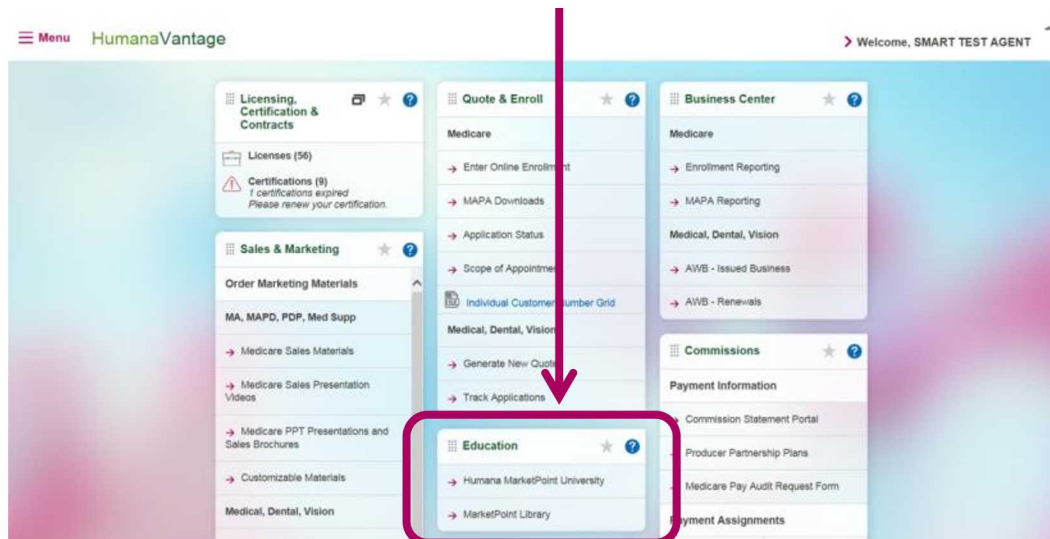
1. Study the Agent Guidance training material completely
2. Take the test when you can focus and are free of distractions for at least 45 minutes
3. Take the practice test and review the parts of the Agent Guidance for which you missed questions
4. Repeatedly take the practice test until you are confident in your knowledge of the material
5. If you do not pass the final exam on the first try, take the practice test again and review the Agent Guidance material
6. Do not retake the test without further study. Remember, there are only 3 chances to pass. Do not gamble with your certification or recertification!

Accessing Humana's Certification or Recertification with Vantage

Log in as an agent at Humana.com (using your Vantage log in)	 The image shows the Humana Vantage login page. At the top left is the Humana logo. To its right is a 'Contact us' link and a search bar labeled 'Ask Humana'. Further right is a 'Sign In' button. Below these elements is a green navigation bar with links for 'Medicare', 'Insurance', 'Prevention and Care', and 'Member Resources'.
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Accessing Certification from Vantage

Access Humana MarketPoint University through the Education Card

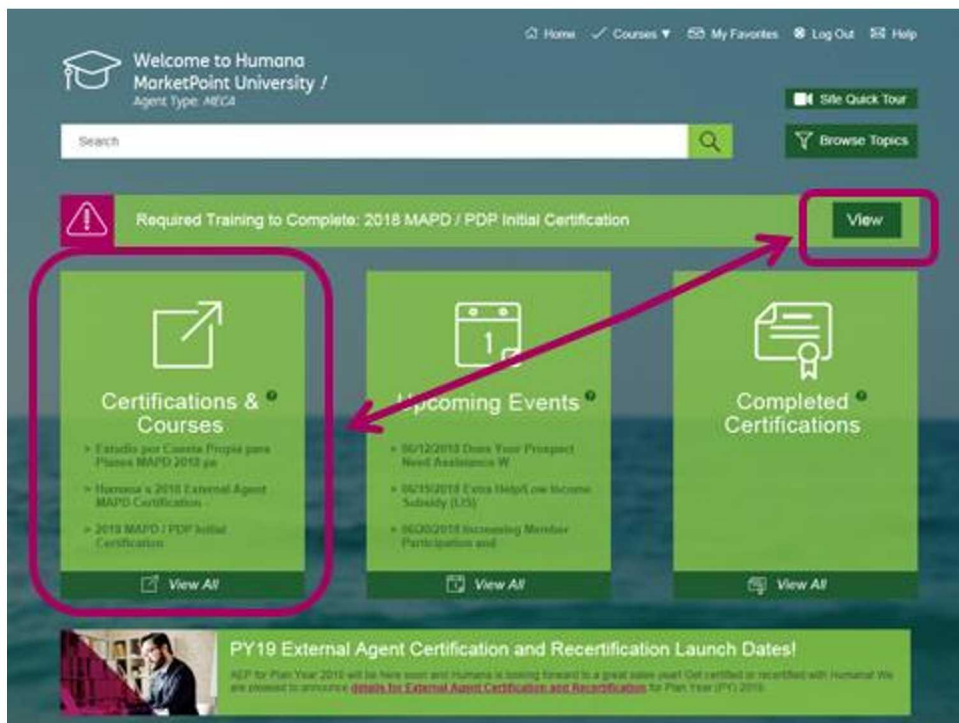


Education Card

The Education Card provides a direct link to the Humana MarketPoint University



Once you enter the Humana MarketPoint University, you can access your certification course in “Certifications & Courses” which can be accessed in the following 2 places:



Close Your Course and Print Your Certificate(s)

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

Overview

1. When you have completed the final item in your certification, click the Return button at the bottom of the screen.

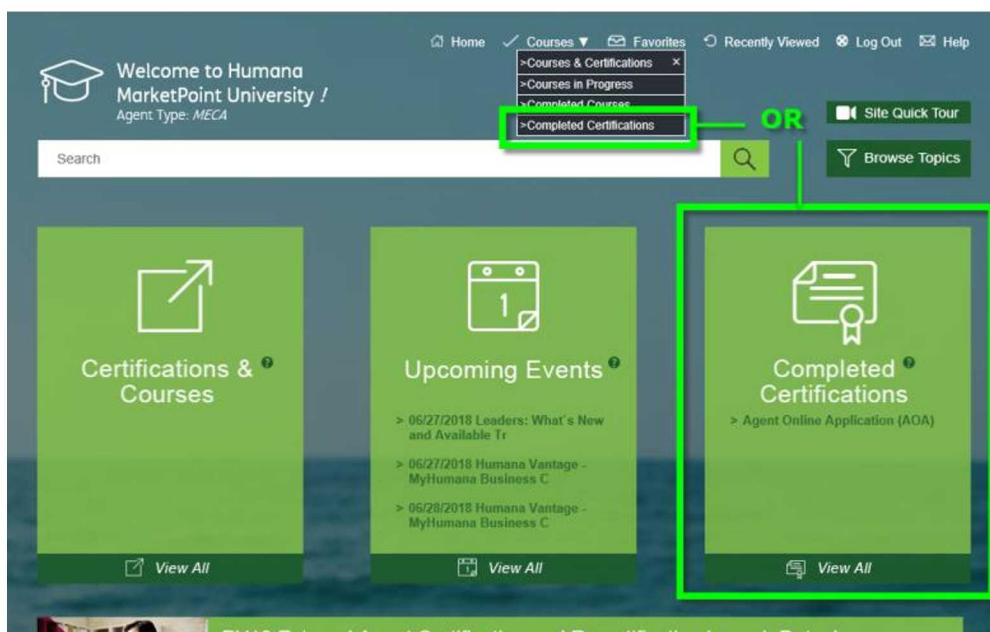


2. Click the **Close** button on the bottom of your course outline page.

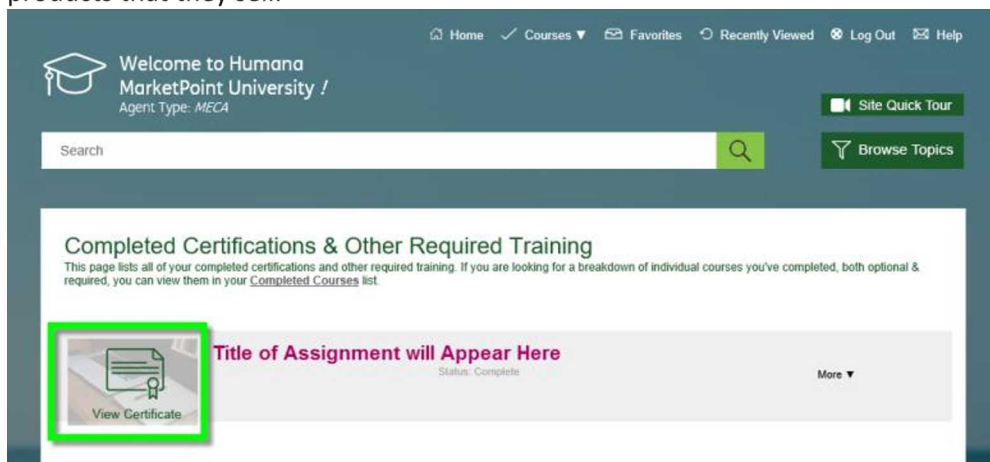
Completed	CSNP Enrollment Process
completed	Top 10 Reasons to Sell CSNPs
completed	CSNP Webinar FAQ
Total Score	

Refresh Close

- To print the certification or other required training certificate, either click the **Courses** drop-down and select **Completed Certifications**, or click the **Completed Certifications** tile on the right from the homepage.



- Find your assignment and hover over its title. The button “View Certificate” will appear. Simply click “View Certificate” to view a PDF of your certificate. **Please note, the certificate applies to training only.** Agents are responsible for ensuring all applicable contracts, licenses, and appointments are complete and in good standing in the relevant states for all products that they sell.



5. The certificate will display. You will know it's 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.

