

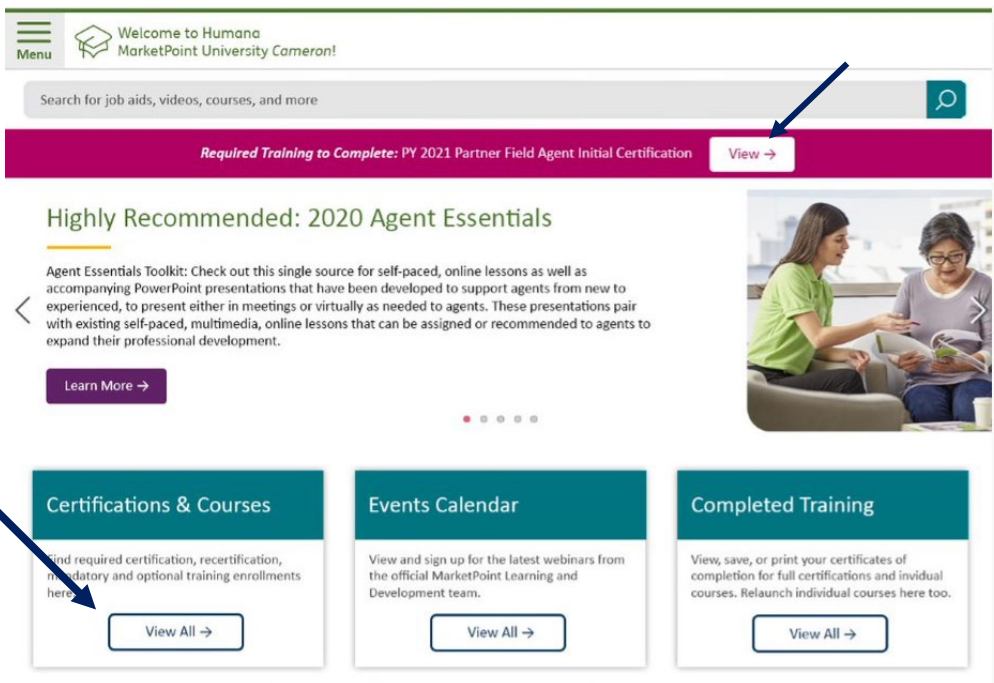
Accessing AHIP and Transferring AHIP Scores



PURPOSE: This job aid will help agents access AHIP training from Humana MarketPoint University (HMU) to transfer AHIP scores to Humana for your certification or recertification training.

How to Access AHIP and Transfer Your AHIP Score to Humana

From the Humana Vantage Agent Portal you can access Humana MarketPoint University. Once logged into Humana MarketPoint University, you can access your certification or recertification course through the top homepage alert or in “Certifications & Courses”



Accessing AHIP and Transferring AHIP Scores

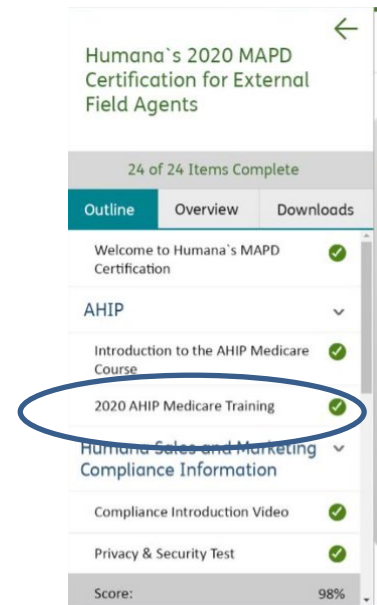
Make your way through the list of modules until you can click the “AHIP” link.

When you click “AHIP,” a new window will open (make sure your pop-up blockers are turned OFF).

NOTE: Make sure you are logged out of AHIP before clicking the “AHIP” link

If you are a first-time AHIP user, then be prepared to use your National Producer Number (NPN) in the registration process.

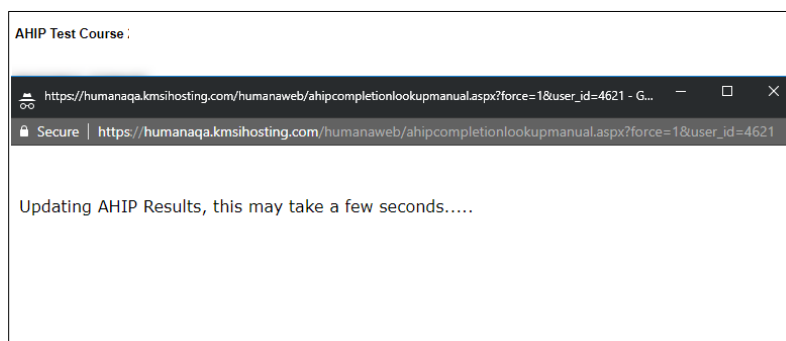
If you leave and come back you do not need to register a second time. Just use your NPN and password.



When you login to AHIP from the Humana course outline link **you must use your NPN as the Username**. Even though you are prompted to enter either your email or NPN, Humana's connection to AHIP is tied to an agent's NPN. This will ensure that the agent's AHIP score is transferred over to Humana without issue.

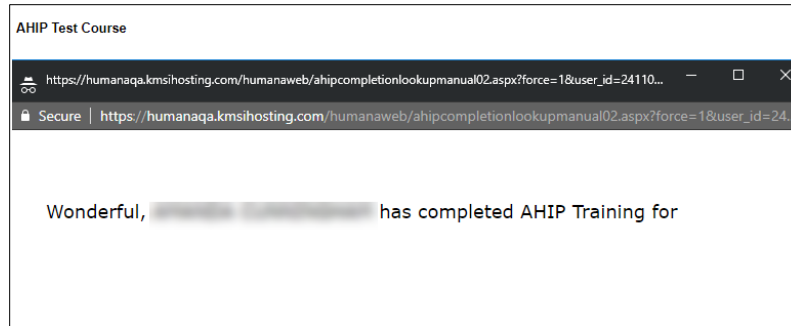
A 'User Login' form. It has a title 'User Login' in purple. Below the title are two input fields: 'Username (NPN or Email)' with a red placeholder text 'Enter NPN here.' and 'Password'. Below the password field is a 'Login' button. At the bottom of the form are two blue links: 'Forgot your username?' and 'Forgot your password?'.

HMU will first look to see if you have completed the current plan year AHIP training (must pass within the first 6 attempts) as shown below.



Accessing AHIP and Transferring AHIP Scores

If AHIP is already completed, you will see the message below.



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 in the course and you can continue with their training.

AHIP Test Course 2019

[redacted]

Level	Title	Score	Weight
Part	Part 1		
	Welcome to Humana's Certification		
	How to Navigate Through AHIP		
PASSED	AHIP 2019	100	
Part	Part 2		
	MAPA Introduction		
	How to Download MAPA Instructions		
	MAPA Test Question		100
Total Score		0.0	100.0

The Passing Grade for this Course 90%

Refresh Close

Accessing AHIP and Transferring AHIP Scores

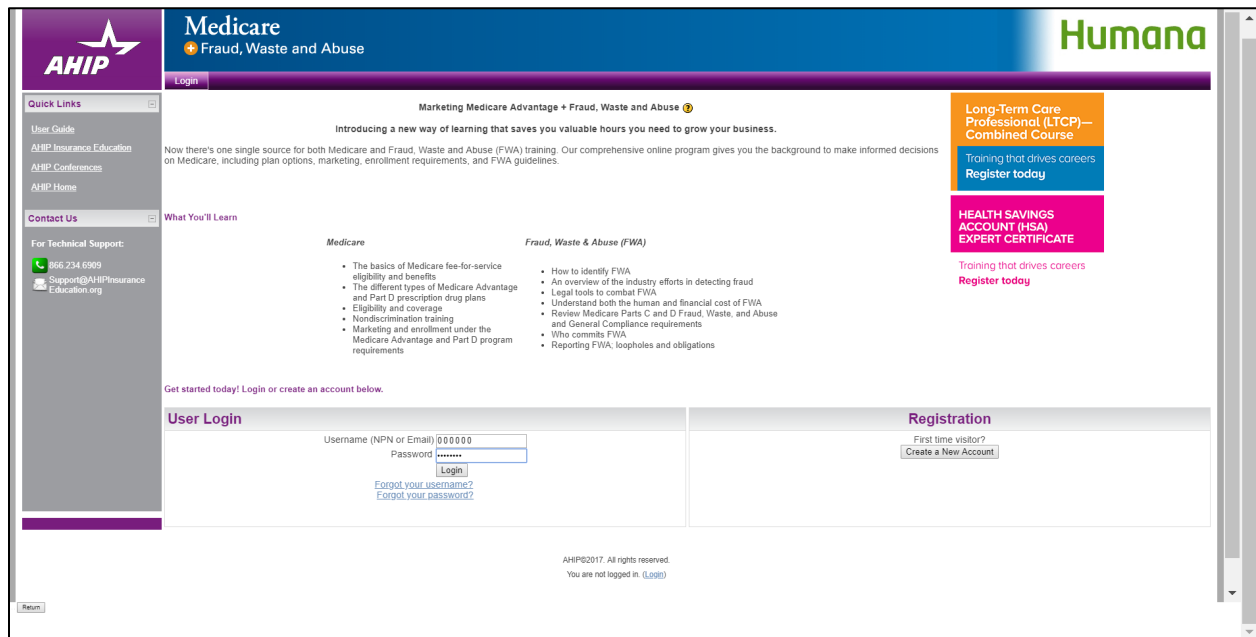
If AHIP has not yet been completed you will be redirected to the AHIP website.

- **Already have an AHIP account?**

Login using your NPN and AHIP account password or

- **New to AHIP?**

Please register by clicking the **Create a New Account** button.

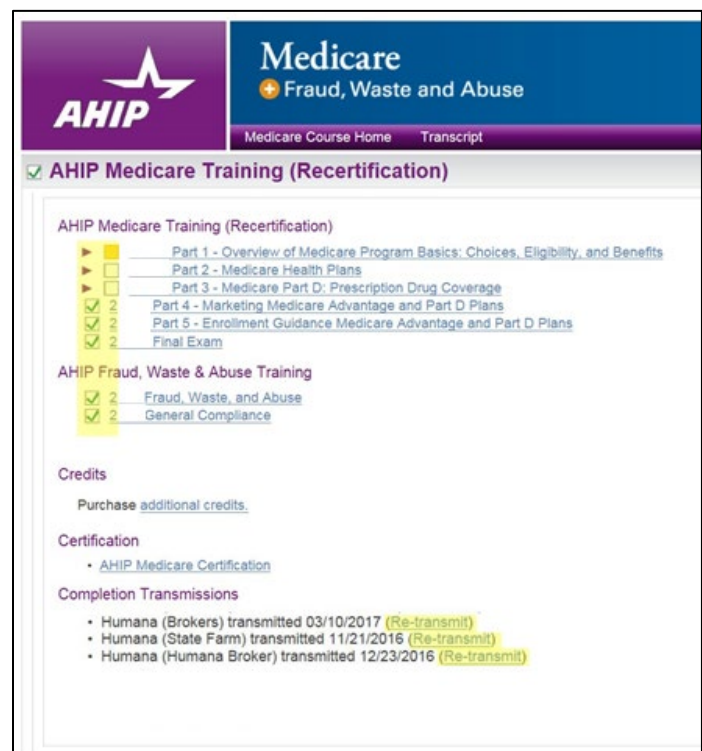


Enroll in the Medicare training.

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.*

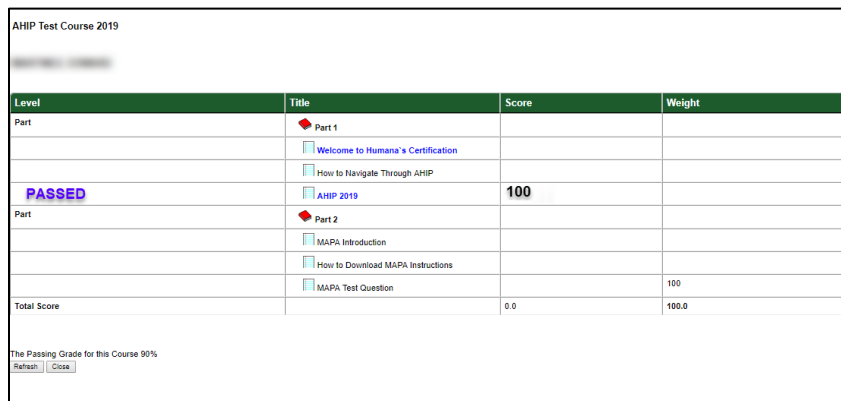
Once you have completed AHIP, you will see a list of your completed AHIP coursework and Final Exam with a GREEN checkmark next to it. Below that, you will see a TRANSMIT (or Re-Transmit) link next to "HUMANA." Click it!

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



Accessing AHIP and Transferring AHIP Scores

Once we have your score, you can continue with the rest of your online Humana Certification or Recertification coursework! 😊



Level	Title	Score	Weight
Part	Part 1		
	Welcome to Humana's Certification		
	How to Navigate Through AHIP		
PASSED	AHIP 2019	100	
Part	Part 2		
	MAPA Introduction		
	How to Download MAPA Instructions		
	MAPA Test Question		100
Total Score		0.0	100.0

The Passing Grade for this Course 90%
Refresh Close

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

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.

NOTE: 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 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.