

## 2019 MAPD Initial Certification is *Now Open*

For those agents required to pay the AHIP registration fee, the 2019 charge is \$125, if the training is accessed via the Humana MarketPoint University.

Click [HERE](#) for our AHIP Guide

Click [HERE](#) for our Transferring AHIP Scores Job Aid

**We are making it easier for agents to complete Certification training this year. Here's how:**

- **Single, Online Certification Course!** It is now even easier to certify with Humana.
- **Streamlined training!** We have combined or eliminated content in Certification and Recertification without sacrificing quality. The result is a 20% - 40% reduction in course outlines!
- **Improved Market Content Delivery** – Agents will again be able to review market content for any and all markets. This will be very helpful for agents who may sell across state borders or who may spend time selling in multiple states throughout the year.
- **CarePlus** – CarePlus training will again be given to ALL External Telesales Agents who certify! In addition, all Field agents who select Florida as one of the states they sell in will receive CarePlus training as well.

### **AHIP Training & Testing**

Humana is partnering with AHIP in providing training and testing. AHIP works closely with CMS in developing the material and they are highly regarded in the industry. The AHIP certification must be taken in order to represent MA or PDP products.

Select the link for instructions on how to navigate the AHIP Medicare course.

[JOB AID: How to Navigate the AHIP Medicare Course](#)

The training has been designed to strengthen an agent's knowledge and to better equip them to:

- help potential members to understand the basics of the Medicare program plans and benefits
- help potential members learn about the different types of Medicare Advantage and Part D prescription drug plans, eligibility, and how to get covered services
- comply with marketing and enrollment requirements under the Medicare Advantage and Part D programs

The AHIP training and testing can be accessed through the Humana Vantage Agent Portal. There are 5 Medicare AHIP modules. You will be tested on all 5 modules. You will have 3 attempts to pass the

AHIP test with a minimum passing score of 90%.

Upon successful completion of the final AHIP Medicare exam, the Fraud, Waste and Abuse (FWA) course will “unlock” and become accessible or agents can attest that they completed FWA training on the Medicare Learning Network. Once you have completed the required course work, the FWA exam will “unlock” for completion. You will have an hour to complete the 10-question exam. You must score 90% to pass the exam but have as many attempts as needed to do so.

Once the FWA is successfully completed, the CMS General Compliance course will “unlock” and be accessible. There is a ten question exam and 70% is the minimum passing score.

Successful completion of the AHIP, FWA and CMS General Compliance training and testing are required before a passing score can be transmitted to the Humana Certification course.

For assistance with transferring the AHIP score to Humana, select the link for instructions below.

### [JOB AID: Transferring AHIP Scores](#)

#### **AHIP Fees and Reimbursement**

The discounted charge for the 2019 AHIP training is \$125.00 per registration when accessed via the Humana Agent Portal. The general fee for the 2019 AHIP training is \$175.00 per registration.

We value your partnership and will reimburse your registration fee under the following circumstances:

- you took the courses through the Humana Agent Portal, and
- you have successfully enrolled ten (10) MA OR forty (40) PDP January 1, 2019 effective members – members must be accreted with CMS by March 3, 2019.

After completing the AHIP testing successfully you will have the option to purchase CE credits.

**IMPORTANT:** After printing your AHIP transcript certificate, don't forget to click the “*send my exam completion to Humana*” button at the bottom of the transcript page. If you have taken the AHIP testing through another carrier's site, access the AHIP site again through the Humana Certification course and send the acceptable exam to Humana.

After completing the AHIP portion of testing and sending the transcript to Humana, you will continue on to complete the Humana portion of Certification.

#### **Certification Job Aids!**

Please feel free to disseminate the links to the job aids below. They will work for external agents and partners.

External Field Certification - <https://huma.na/2MWPal7>

State Farm Certification - <https://huma.na/2Nxoi2f>

PPO Certification - <https://huma.na/2MWXsQi>

PDP Vendor Certification - <https://huma.na/2zhsG2n>  
PDP Field Certification - <https://huma.na/2zgckXP>  
PDP State Farm Certification - <https://huma.na/2NxBdd>  
HMO-Only Certification - <https://huma.na/2IZnhwF>  
Strategic Alliance Certification - <https://huma.na/2KQVbW1>

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Thank you for your continued support and participation in Humana MarketPoint’s Delegated Agent Program. If you have questions, contact your dedicated Agent Support Team.

AGENT SUPPORT  
(800) 309-3163  
[agentsupport@humana.com](mailto:agentsupport@humana.com)  
Monday – Friday 8:00 AM - 7:00 PM EST



### FOCUS

Our focus on Medicare is second to none. It's the fastest-growing segment of insurance, and Humana embraces every opportunity to keep that success rolling for you and your clients.



### PRODUCTS

Humana offers some of the most sought-after plans in the business. Our comprehensive suite of products allows you to wow your clients and keep your sales funnel full.



### SUPPORT

We want our agents to soar. That's why Humana provides you with powerful tools, engaging technology and training, and unmatched support from people as driven as you.