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July 18, 2018

Focus Products Support

2019 MAPD INITIAL RECERTIFICATION IS *NOW OPEN*

Dear Agent,

2019 Medicare Recertification

As of Tuesday, July 17th, 2018 at 12 pm EST - 2019 Recertification has launched.

The following Recertifications are now available:

1. MAPD External Field Agent
2. MAPD State Farm Field Agent
3. MAPD External Telesales
4. PDP External Field Agent
5. PDP State Farm Field Agent

Deadline for Completion of PY19 Recertifications:

External agents have from July 17 – November 30, 2018 to complete Recertification.

AHIP Remains a Requirement for Certification and Recertification

AHIP is required for both Certification and Recertification. Agents typically take their AHIP through Humana after they have logged into training from our Humana site. If an agent goes directly to AHIP they must have their AHIP results sent to Humana before they can continue completing their certification or recertification.

IMPORTANT: External agents going directly to AHIP will be shown the e-commerce site where they are required to pay AHIP for their full registration fee. *That rate will not be the Humana discounted rate.* For

agents who typically have the AHIP fee discounted or waived, they *must go through the Humana Portal, enroll in the required course that contains the link to the AHIP training* to have the AHIP fee discounted or waived.

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 Recertification training this year. Here's how:

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!

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 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.

Completing Humana-Specific Training

The Humana-specific portion of recertification consists of marketing and compliance, the Humana reference manual, testing and how to order marketing materials.

Agents must pass the Humana-specific test to successfully complete recertification. The final exam consists of 20 questions over content presented in the reference manual (links to optional training materials are NOT tested). Agents must complete the test in 35 minutes and score 85% or greater to pass. Agents will have three (3) chances to pass.

Recertification Job Aids!

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

Transferring AHIP Scores – <https://humana.na/2KA4i1j>

AHIP Guide for External Agents – <https://humana.na/2u5luBu>

How to Complete Recertification for External Agents –

<https://humana.na/2m066SD>

How to Complete Recertification for State Farm – <https://humana.na/2ua2YqH>

VIDEO: Top 5 Tips for Passing Recertification – <https://youtu.be/RrjZ-cJRcZY>

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

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.

WE APPRECIATE YOU!

Your Loyalty And Business Is Very Important To Us And We Value Your Services! Thank you for your continued support and participation in Humana MarketPoint's Agent Program.



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