

## FFM/ HumanaOne Certification Email to Partners

Subject Line: Humana Implementation Documentation- FFM Certifications- Updated April 2015

This email explains the certification requirements for any agents who will be selling HumanaOne plans on the Federally-Facilitated Marketplace (FFM).

### **New FFM Certification Submission Process**

Humana values all of our agents who are in the community helping people with their insurance needs every day. The following information applies to any agent who plans to sell Humana Individual Major Medical (IMM) plans on the Federally Facilitated Marketplace (FFM) during the 2016 plan year, or those who have not yet submitted certification documentation for the 2015 plan year. The Centers for Medicare and Medicaid Services (CMS) requires agents to provide Humana with proof of training and FFM registration in order to be compensated for selling Humana IMM on the FFM.

**New Process:** Starting 4/13/2015, the current process whereby agents submit their FFM training Certificate of Achievement and completed Agent Verification Form to Humana/ by fax or U.S. Mail will be replaced with a new automated process. To submit your documentation through the new simplified process, access the Agent Portal at <https://www.humana.com/agent> on your internet browser and click the "Submit your FFM Certification" link at the bottom of the page. Please see the attached job aid for step-by-step instructions.

#### **FAQ:**

- Q: How do I save my *Certificate of Completion* for FFM training to my computer?
- A: After you complete training for either the "Individual Marketplace Curriculum" or "Individual Marketplace and SHOP Marketplace Curriculum" (combined) in [Medicare Learning Networks](#), select the Training Home tab, then click "View Certificate" for the correct course in the "My Completed Training" section. You can then print your certificate and save it as a .pdf document.
- Q: What if I submitted my certificate and Verification Form by fax or mail on 4/12/2015?
- A: Don't worry, Humana will process your documentation even if we receive it after 4/13/2015.
- Q: Should I use this system to submit certifications for the CO and KY exchanges?
- A: No, this method is only for FFM certification. For CO, no action is needed. For KY, please write your NPN or SAN on your Kynect certificate and fax it to 502-508-1864, or email it to [kycert@humana.com](mailto:kycert@humana.com).
- Q: What file format can I use to save my certificate so it can be uploaded to Humana?
- A: The recommended format is ".pdf".

- Q: I don't know my NPN and/or SAN - what should I do?
- A: Your NPN can be found at <https://nipr.com>. For your SAN, you can call Humana Agent Support Unit (ASU) at 1-800-309-3163.
- Q: I get a message that my NPN or SAN is wrong - what can I do?
- A: Call Humana Agent Support Unit (ASU) at 1-800-309-3163.
- Q: How long will it take for my certification to appear in Humana's systems?
- A: The process normally takes between 1-2 business days.
- Q: Can I get more detailed instructions?
- A: [Yes, a job aid is included with this message.](#)

**Needing additional guidance?** Humana is committed to keeping our agents informed and making the sales process as productive and simple as possible. Agents may contact the Humana Agent Support Unit at 1-800-309-3163.

## Effective 4/13/2015: FFM Certification Agent Job Aid



### Important – All Agents Please Read:

Effective 4/10/2015, Humana MarketPoint will unveil a new, automated process for agents to submit FFM certification documentation, thereby replacing the old method of submitting documents via fax or U.S. Mail. Please discontinue submitting your certificates and Verification Forms by fax or U.S. Mail.

All agents who plan to enroll qualified individuals into a Humana Individual Major Medical plan in states where the Federally-Facilitated Marketplace (FFM) is operating *must* train and register with the Centers for Medicare and Medicaid Services (CMS). In order to be compensated for enrollments, agents *must* also certify with Humana by following the steps below:

### Submitting proof of FFM certification to Humana is easier than ever!

The CMS process of registration and training has not changed. FFM certification is an online training and registration process administered by CMS. To complete the CMS registration and training process, the agent must:

1. Log on to the MLN at <https://Marketplace.MedicareLearningNetworkLMS.com>, and complete all training and testing.
2. Save your Certificate of Completion for either the "Individual Marketplace Curriculum" or "Individual Marketplace and SHOP Marketplace Curriculum" from the "My Completed Training" section to your computer. We recommend you save your certificate as a .pdf document
3. Execute the Agent Broker General Agreement for the FFM Individual Marketplace ("Privacy and Security Agreement"), as assigned through the MLN curriculum.
4. Go to <https://humana.com/agent> and log on to the Humana Agent Portal with your agent credentials.
5. Click the link "Submit Your FFM Certification" at the bottom of the page.
  - a. Enter your agent NPN and SAN (agent ID), then click "Next."
6. You will be prompted to re-enter your NPN and SAN if there are any issues. Contact Agent Support Unit at 1-800-309-3163 if you continue to experience issues.
7. Enter your personal information into the form. Be sure the certification date entered matches the date on your certificate.
8. Attach your *Certificate of Completion*, which you received after completing all training for the FFM Individual Marketplace or Individual & SHOP Marketplaces. This is the only certificate format accepted; all others will be rejected.
9. Click the "Submit" button at the bottom of the form.
10. Unless rejected for being an invalid certificate, your FFM certification will be loaded to Humana's certification database within two business days.
11. This method is only for FFM certification. For CO, no agent action is needed. For KY, write your NPN or SAN on your kynect certificate and fax it to 502-508-1864, or email it to [kycert@humana.com](mailto:kycert@humana.com).

**Have Questions?**  
Want to Learn More About  
Distributing Humana Health Plans?  
Contact Humana Agent Support:  
(800) 309-3163