



Your MarketPOINT
Partner for Success.



AGENT NOTIFICATION

2016 Recertification Begins July 21st

- Be Informed
- Educate Your Clients
- Protect Our Members

SELLING WITH INTEGRITY

If you have ethical questions or concerns please contact one of the following.

- The Humana Ethics Office at ethics@humana.com
- The Ethics Hotline at 1-877-5-THE-KEY or www.ethicshelpline.com

REMEMBER... YOU ARE THE KEY

Please be advised that Humana's annual on-line agent **recertification** training will begin on **Tuesday, July 21, 2015 and must be completed by Monday, November 30, 2015.**

All current certifications expire on December 01, 2015. Recertification must be completed in order to be eligible to offer and enroll in any Medicare products with a 2016 effective date. In addition, recertification is required on an annual basis in order to receive commissions on any new or previously enrolled Medicare product. **Recertification is only for agents who are currently certified to offer Humana 2015 Medicare products.**

Humana Recertification Schedule

- July 21st – Launch MAPD recertification
- August 11th – Launch PDP recertification
- October 15th – Agent must be certified in order to complete 2016 enrollments
- November 30th – Medicare Recertification period ends – **recertification must be completed by 5:00pm EST**
- December 1st – **Sales privileges terminate** for any agent that did not recertify

Humana Initial Certification

Agents who are not currently certified to sell Humana Medicare Advantage plans may become certified by first completing the on-line Delegated Pre-work courses and then attend a face to face Medicare Advantage classroom training.

Please note the 2015 on-line Delegated Pre-work training was taken off-line on Monday, June 30th. Agents who began these courses prior to June 30th had until July 10, 2015 to complete both the on-line training (including AHIP) and face-to-face training. Any agent who started his/her Medicare Certification process before June 30, 2015 and did not completed both the on-line Delegated Pre-work courses (including AHIP) and the face-to-face training by July 10, 2015 must begin a new certification process using the 2016 on-line Delegated Pre-work courses (including 2016 AHIP) and the face-to-face training.

The 2016 on-line Delegated Pre-work courses will re-open for agents on August 03, 2015. For additional information regarding the Initial Certification process please select the link below.

[Humana Initial Certification \(AP-455\)](#)

AHIP Training & Testing

Similar to last year, 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.**

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

AHIP Training & Testing Continued

The AHIP training and testing can be accessed through the Humana Agent Portal. You will be required by AHIP to re-register with them this year even if you registered last year. There are 5 AHIP modules but you will only be required to open and read module 4 & 5 since you are recertifying. **However, you will be tested on all 5 modules so we strongly recommend reviewing all modules prior to testing.** You will have 3 attempts to pass the AHIP test with a minimum passing score of 90%.

Upon successful completion of the final AHIP exam, the Fraud, Waste and Abuse (FWA) course will “unlock” and become accessible. 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 exam is successfully completed, the CMS General Compliance course will “unlock” and be accessible. There is not an exam required for this portion of the training.

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 Recertification course.

AHIP Fees and Reimbursement

The discounted charge for the 2016 AHIP training is \$125.00 per registration when accessed via the Humana Agent Portal. The general fee for the 2016 AHIP training has increased to \$175.00 per registration.

We value your partnership and will reimburse your testing 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, 2016 effective members – members must be accreted with CMS by March 4, 2016.

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

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

Humana Training & Testing

Similar to previous years, there will be several modules to complete on-line. You must **take the AHIP recertification courses prior to beginning the Humana modules.** Humana modules will include:

- Code of Ethics
- Safeguarding Protected Information (PI)
- Humana Product information

You will have 3 attempts to pass the Humana test with a minimum passing score of 85%. Upon successful completion of the Humana test, **return to “My Current Exams” to print your certificate of completion.**

[JOB AID: How to Access Humana Recertification Training \(AP-094\)](#)

[JOB AID: How to Navigate AHIP Training \(AP-101\)](#)

If you have questions regarding the process, please contact the Agent Support Unit (ASU).

AGENT SUPPORT

(800) 309-3163

agentsupport@humana.com

Monday-Friday 8:00 – 9:00 EST