



## CE Credits

### **How do I purchase CE Credits if I have not yet accessed the final exam?**

- Log into your account on [www.ahipmedicaretraining.com](http://www.ahipmedicaretraining.com)
- Click on the Final Exam whenever you are ready to begin and have completed the required course material.
- A message box will appear stating, "This AHIP training program qualifies for CE credits in most states (additional fees apply). If you wish to apply for CE credits, you must apply before taking the final exam".
- Click "Yes, I want to apply for CE credits" button.
- Follow the remaining steps to purchase the credits.

Once your CE credits have been processed, you will receive a follow-up email from our CE Department that will contain additional information regarding the status of your CE credits along with a copy of your certificate for those CE credits. Please allow 7-14 business days for this to be processed.

### **How do I purchase CE Credits if I have already accessed or completed the final exam?**

- Log into your account on [www.ahipmedicaretraining.com](http://www.ahipmedicaretraining.com)
- Towards the bottom of the page under "Credits" click on purchase additional credits.
- There, you will be able to purchase CE Credits by following all 6 steps.
- If your state requires a monitoring affidavit form, then you will have to complete the Final Exam again at unlimited attempts until you pass with a 90%.

Once your CE credits have been processed, you will receive a follow-up email from our CE Department that will contain additional information regarding the status of your CE credits along with a copy of your certificate for those CE credits. Please allow 7-14 business days for this to be processed.

### **I am being prompted to re-take the final exam for CE Credits. Why am I being required to do so if I have already successfully passed the final exam?**

If you are purchasing credits for states that require a monitor affidavit, you must retake the exam in the presence of a monitor in order to purchase CE credits.

### **My CE Credits are not appearing on my state's transcripts, can you assist?**

You will be able to get additional information about your transcript by contacting our CE Department.

- Email the CE Department at [CEDepartment@ahip.org](mailto:CEDepartment@ahip.org)
- Include name, email, NPN, state, and date CE credit purchase
- Attach a copy of your monitor affidavit-If it is required by your state



**How can I check on the status of my CE credits (has my affidavit been received, have my credits been processed, etc.)?**

You will be able to get additional information regarding your CE submission and CE credit status by contacting our CE Department.

- Email the CE Department at: [CEDepartment@ahip.org](mailto:CEDepartment@ahip.org)
- Include name, email, NPN, state, and date of CE credits purchase
- Attach a copy of your monitor affidavit-If it is required by your state

**How many credits will I receive, and how will my credits be classified with my specified state?**

The number of CE credits awarded will vary by state. Please visit <https://www.ahip.org/need-ce-credits/> for additional information on the number of CE credits awarded. Please contact our CE Department via email at [CEDepartment@ahip.org](mailto:CEDepartment@ahip.org) for additional information.

## Transcript

**One of the training modules is not marking complete, can you assist?**

Modules are marked complete when all slides have been viewed and the final review questions are answered. If you have viewed all slides and completed the final review questions and your training module is still not marking complete, please contact our Support Team at [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org) or by calling 1-866-234-6909.

**English is my second language; do you have a Spanish version of the training available?**

AHIP Medicare Training is available in English and Spanish. You have the option to change the language of your training.

## Multiple Accounts

**I have two accounts on the Medicare Site. What do I do?**

Please contact our Support Team at [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org) or by calling 1-866-234-6909 with the following information:

- First and Last name
- Last four of your SSN
- Birthdate
- Address
- Email address
- Screenshot of your NPN provided to you by the NIPR site at <https://nipr.com/>

## Score Transmissions

**I am unable to transmit scores to my desired carrier, can you assist?**



We recommend reaching out to your health plan directly for further instructions and confirm if your scores were received.

**Does my Medicare Advantage carrier only accept AHIP's Marketing Medicare Advantage + Fraud, Waste and Abuse training?**

The majority of AHIP member organizations and partners ONLY accept AHIP's Marketing Medicare Advantage + Fraud, Waste and Abuse training to meet their training requirements. AHIP strongly recommends agents and brokers contact their plan administrator to make sure they are meeting their training requirements.

## Purchases and Refunds

**I am trying to purchase my training, but I am receiving a payment error, can you assist?**

After confirming that you have inputted the correct payment and billing information, please contact our Support Team at [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org) or by calling 1-866-234-6909 with the following information:

- A screenshot of the error message that you are receiving

**The AHIP Medicare Training for my carrier is not \$175. How can I apply a carrier-specific rate to my account?**

As every health plan is different, please contact your individual health plan(s) representative(s) for appropriate instructions on how to receive this carrier-specific rate on your account.

**I no longer need this training, what is your refund policy?**

All refund requests must be submitted in writing to [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org). Course registrations are no longer eligible for a refund once any of the course's materials have been accessed and/or it is more than 90 calendar days from the date of purchase. Refunds are issued in the same form of payment used at the time of purchase. Please allow 7 – 14 business days for processing. We reserve the right to deny any refund request.

**I purchased a previous year's training thinking that it was for the upcoming year, what are my options?**

All refund requests must be submitted in writing to [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org). Course registrations are no longer eligible for a refund once any of the course's materials have been accessed and/or it is more than 90 calendar days from the date of purchase. Refunds are issued in the same form of payment used at the time of purchase. Please allow 7 – 14 business days for processing. We reserve the right to deny any refund request.

**My refund was processed, but I do not see the credit issued to my credit card, why is this?**

Please allow 7 – 14 business days for processing. Please contact our Support Team at [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org) or by calling 1-866-234-6909 if you do not see this credit after 14 business days.

## Profile Information

**How do I access the AHIP Medicare Training?**



You will be able to access the AHIP Medicare training by creating an account on [www.ahipmedicaretraining.com](http://www.ahipmedicaretraining.com).

### **What is an NPN number?**

The National Producer Number (NPN) is a unique NAIC identifier assigned through the licensing application process. NPNs are assigned to all individuals and most business entities on the PDB. Please note the National Producer Number (NPN) is not the same as the SAN or Agent Broker ID.

### **I recently got married and my name legally changed; can you assist me with updating my account?**

Please contact our Support Team at [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org) or by calling 1-866-234-6909 with the following information:

- First and Former Last name
- Last four of your SSN
- Birthdate
- Address
- Email address
- Documentation supporting new last name
- Screenshot of your NPN provided to you by the NIPR site at <https://nipr.com/>

Changes to your account will be made based on the information that is provided by NIPR.

### **The birthdate, SSN, and or NPN on my account are not correct and need to be updated. How can I edit this information?**

Please contact our Support Team at [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org) or by calling 1-866-234-6909 with the following information:

- What information is needing correction
- Screenshot of your NPN provided to you by the NIPR site at <https://nipr.com/>

### **I can't remember my username and or password, can you assist me with locating my account information?**

As AHIP is a large organization with multiple training sites, please ensure that you are logging in using [www.ahipmedicaretraining.com](http://www.ahipmedicaretraining.com). Once you have confirmed that you are on the correct training site, please select either "Forgot your username" or "Forgot your password".

### **I am trying to register on your Medicare site, and it would not generate my NPN number. How can I set up my account?**

Please contact our Support Team at [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org) or by calling 1-866-234-6909 with the following information:

- First and Former Last name
- Last four of your SSN



- Birthdate
- Address
- Email address
- Screenshot of your NPN provided to you by the NIPR site at <https://nipr.com/>



## Final Exam

### **How do I submit a request for testing accommodations, and what is the required documentation(s) that I need to provide?**

Please submit your request in writing along with any supporting documentation to our Support Team via email at [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org). Appropriate documentation will vary depending on the nature of the disability and the specific testing accommodation requested.

Examples of types of documentation include:

- Recommendations of qualified professionals
- Proof of past testing accommodations
- Observations by educators
- Results of psycho-educational or other professional evaluations
- An applicant's history of diagnosis
- An applicant's statement of his or her history regarding testing accommodations

### **I would like to review the material again before I take my final, what study tools are available, and where can I find them?**

The Review Questions for Modules 1-5 and Nondiscrimination will include feedback and sources. With an unlimited number of submissions, these Review Questions serve as a study tool. Users can review all completed modules at any time and PDF Downloads of all modules will be available. Topic headings have been added to modules to help streamline the navigation process. Please note that scoring for these Review Questions will not be counted towards the AHIP Medicare Final Exam.

### **Can I see what questions I answered incorrectly on the final exam?**

To protect the integrity of the AHIP Medicare Exam, all exam submissions are final and cannot be released and or redistributed.

### **How many questions are on the final exam and how long do you have to complete the final exam?**

The Final Exam consists of **fifty (50)** randomly selected questions from **all five (5) Modules** of the training modules. You must achieve a **ninety percent (90%)** passing grade for successful completion.

### **Is the AHIP Medicare Final Exam open book?**

The AHIP Medicare Final Exam is not an open book exam.



### **What counts as a final exam submission attempt?**

A valid final exam submission attempt is one that you have submitted yourself. Your Final Exam will automatically be submitted at the two-hour mark. This is the ONLY instance that your Final Exam will be automatically submitted.

Please note that if you close the Final Exam window, our system will not register this as a valid attempt/submission. If you close the window, your answers will not be saved, and your attempt will not be counted as valid, and you will need to restart the exam.

If you navigate away from the Final Exam to another tab or window, the system will remove the attempt, our system will not register your attempt as a valid attempt/submission, and you will need to restart the exam. You should not open multiple tabs/windows on the AHIP training site while taking the exam.

If your Final Exam session is still active and you close the exam window before the two-hour mark, the system will not register your attempt as a valid attempt/submission, and you will need to restart the exam.

## **Content**

### **I need additional clarification on the training material and or review questions, what do I need to provide to the Support Team?**

For further clarification on the training material and or review questions, please submit the following information to our Support Team:

- Screenshot of any slides or review questions you are referencing
- The specific location of the material you are referencing
- Specific questions relating to the material or question

Please submit this information to our Support Team at [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org).

### **I need to locate a specific topic within the training modules, where can I find that information?**

The AHIP Medicare Training is split into five (5) training modules in addition to the Nondiscrimination Training, Fraud, Waste, & Abuse, and General Compliance. Each module contains a topics list of what you will learn as well as a table of contents that is easily accessible from that module. If you are still unable to locate a specific topic within the training modules please contact our Support Team at [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org) or by calling 1-866-234-6909.

### **I am working on FWA, and this slide says I am exempt from taking it because I am enrolled in Medicare. Does that mean I can skip it?**

You will need to contact your carrier for additional guidance.

### **I just received an email about an updated guideline. However, I have already completed the module that contains this updated guideline. Do I need to go back?**

Yes, you will need to go back into your training to review the newly updated guideline(s) even if you have already completed the module that contains this updated guideline.



## Medicare Certificate Request

### **I need a copy of my certificate; where can I find it and can you mail it to me?**

To access your certificate, log into your <https://www.ahipmedicaretraining.com/> account. Once you have logged into your account, you will be redirected to the Medicare Course Home Page. On this page, you will see a box entitled "My Certifications". Under the sub-heading Certification, click the "AHIP Medicare Certification" link.

All certificates are available for download and not eligible to be mailed.

### **How do I get a certificate for the FWA section?**

AHIP does not provide a separate completion certificate for the Fraud, Waste and Abuse, and General Compliance Section.