

# How to Complete Humana MAPD & PDP Certification & Recertification

**Important:** The initial Certification and Recertification courses will certify agents to sell both MAPD and PDP products. Agents **must successfully complete the entirety** of the training requirements to be certified in all Humana Medicare Advantage and PDP products.

**Looking for PDP-only guidance?** Humana is no longer offering PDP-Only Certification and Recertification. The certification and recertification will certify you to sell all products.

## Overview of Humana’s Certification or Recertification

The tables below provide the general flow of each training course - outlines may vary

Initial Certification	Recertification
Part 1: Introduction	Part 1: Introduction
Part 2: CMS Annual Medicare & FWA Training	Part 2: CMS Annual Medicare & FWA Training
Part 3: Sales and Marketing Compliance	Part 3: Sales and Marketing Compliance
Part 4: Part 5: Humana Medicare Products*	Part 4: Part 5: Sales and Marketing Guidance*
Part 6: Enrollment Tools	Part 6: Wrap-up
Part 7: Sales and Marketing Guidance	
Part 8: Wrap-up	

\* Contains a link to First Look, Humana’s product information for the next plan year. First Look is released at the end of July. Do not be concerned if First Look is not available when you certify or recertify. You will be sent a link to First Look when it is available.

# How to Complete Certification and Recertification

## Basic Medicare and FWA Training

Agents are required to complete the CMS Annual Medicare and Fraud, Waste & Abuse training. Humana offers agents a choice to take the AHIP, NABIP (formerly NAHU) or the Humana Medicare and Fraud, Waste & Abuse (FWA) version. Completion of one of these courses is a mandatory part of both certification and recertification. The options available to you will be presented at the time of enrollment of the course. Agents who enroll in their AHIP or NABIP training through one of Humana's certification or recertification courses will receive a discount on their training cost.

The agents provided with AHIP or NABIP option must choose which one they would like to complete.

**NOTE:** Agents that have already completed the AHIP or NABIP training will have the option to transfer their scores once they reach the testing portion of the course.

## Basic Medicare and FWA Training Testing Requirement

Humana requires that agents pass the CMS Annual Basic Medicare and FWA course test within the first **six (6) test attempts**. Any passing test score earned after the first six (6) attempts is not accepted and agents cannot certify with Humana to market Medicare Advantage plans for that selling season.

**NOTE:** AHIP grants three (3) test attempts per purchase. If you need additional attempts, you may purchase another enrollment at your own cost. NABIP grants six (6) test attempts per purchase.

## CarePlus in Certification

Agents who sell in Florida will complete the CarePlus training within the products part of certification to earn the CarePlus appointment. This training is mandatory for all certifying agents who sell in Florida.



# How to Complete Certification and Recertification



After successfully completing the Humana initial certification course or the recertification course, you will be certified to sell both MAPD and PDP products for the next plan year.

## Taking the Course

The **entire** course outline must be completed for the course to be marked complete.

17 of 17 Items Complete  
Total Score: 100.0 %

Title	Status
<a href="#">How to Complete Humana's Recertification</a>	✓
<b>AHIP</b>	
<a href="#">AHIP - Prior to test</a>	✓
Score: 100.0 %	
<a href="#">Introduction to the AHIP Medicare Course</a>	✓
<a href="#">2022 AHIP Medicare Training (Please enter your NPN as your AHIP Username)</a>	✓
<a href="#">AHIP Attestation - After Completion</a>	✓
Score: 100.0 %	
<b>Humana Sales and Marketing Compliance</b>	
<a href="#">Privacy and Security</a>	✓
<a href="#">Compliance and Ethics for Field Agents</a>	✓
<a href="#">Code of Ethics for Partner Field Agents</a>	✓
<b>Humana Sales and Marketing Guidance</b>	
<a href="#">Humana 2021 MAPD/PDP Agent Guidance</a>	✓
<a href="#">Humana 2021 Sales Resources Guide for Field Agents</a>	✓
<a href="#">Humana First Look (Product Information)</a>	✓

[Get a Certificate of Completion](#)

Waiting for Humana.com...

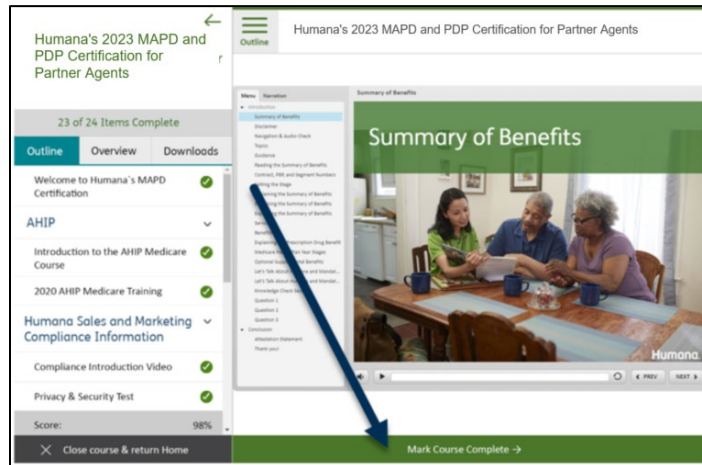
**NOTE:** For partner field agents, both certification and recertification contain a link to order marketing materials. Each item in this section needs to be opened –even if you do not order your own marketing material – for the course to be marked complete. Ordering marketing materials is not mandatory.

# How to Complete Certification and Recertification

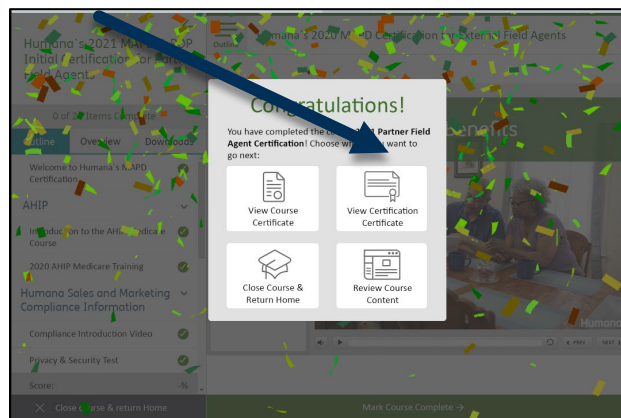
## Closing Your Course and Printing Your Certificate(s)

To receive full credit for completing this required training assignment and print your overall certificate, please follow these instructions.

1. When you have completed the final item in your certification, click the green Mark Course Complete button at the bottom of the screen.



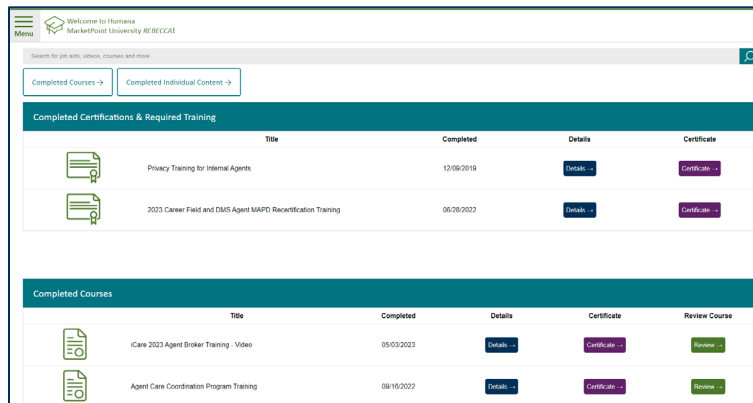
2. Choose where you want to go next. To print or save a PDF of your certification certificate, choose the View Certification Certificate button.



### Notes:

- **The certificate applies to training only.** Agents are responsible for ensuring all applicable contracts, licenses, and appointments are complete and are in good standing in the relevant states for all products that they sell.
- To review the certificate later, simply access through Humana MarketPoint University's Completed Training page.

# How to Complete Certification and Recertification



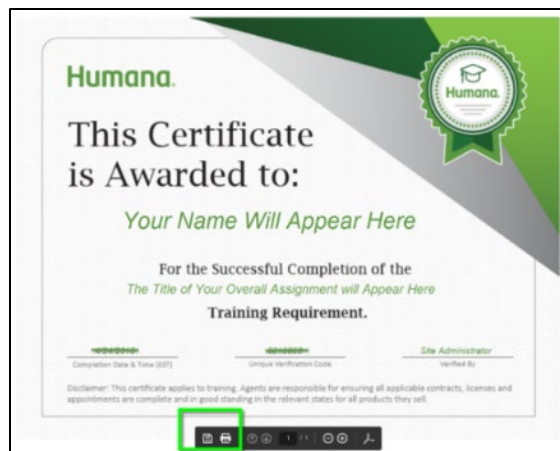
The screenshot shows a user interface for Humana MarketPoint University. At the top, there is a search bar and navigation tabs for 'Completed Courses' and 'Completed Individual Content'. Below this, there are two main sections: 'Completed Certifications & Required Training' and 'Completed Courses'. Each section contains a table with columns for Title, Completed, Details, and Certificate. The 'Completed Certifications & Required Training' table lists two items: 'Privacy Training for Internal Agents' (completed 12/09/2019) and '2023 Career Field and DMS Agent MAPD Recertification Training' (completed 06/28/2022). The 'Completed Courses' table lists two items: 'iCare 2023 Agent Broker Training - Video' (completed 05/03/2023) and 'Agent Care Coordination Program Training' (completed 09/16/2022). Each row in both tables has a 'Details' button and a 'Certificate' button.

Completed Certifications & Required Training				
	Title	Completed	Details	Certificate
	Privacy Training for Internal Agents	12/09/2019	<a href="#">Details</a>	<a href="#">Certificate</a>
	2023 Career Field and DMS Agent MAPD Recertification Training	06/28/2022	<a href="#">Details</a>	<a href="#">Certificate</a>

Completed Courses					
	Title	Completed	Details	Certificate	Review Course
	iCare 2023 Agent Broker Training - Video	05/03/2023	<a href="#">Details</a>	<a href="#">Certificate</a>	<a href="#">Review</a>
	Agent Care Coordination Program Training	09/16/2022	<a href="#">Details</a>	<a href="#">Certificate</a>	<a href="#">Review</a>

3. The certificate will display. You will know it is the correct overall certificate if it is horizontal. Individual Course certificates are vertical. This is a PDF, so when you hover over it, you will see options to either print or save it. You can also go to File → Print in your browser.



# How to Complete Certification and Recertification

## Ready to Sell (RTS) Status

**Ready to Sell** (RTS) is based on your contract, license and certification status.

The course completion certificate and Course Completion Notice email acknowledges agents have completed the certification portion of the process.

To confirm your status, you can do one or more of the following:

1. Check your RTS status with your Agency.
2. Verify your license, appointment, and certification status with Humana directly in Vantage. You will find this information under the Licensing, Certification and Contracts card.
3. If still unsure about your Ready to Sell status, you can call the Agent Support Unit (ASU) at 1-800-309-3163 to have a representative check your RTS status.

**Thank you for certifying with Humana!**