



# How to Complete Certification

**PURPOSE:** This job aid will help guide you through the Humana certification process  
Click [HERE](#) to see how to access Humana's Delegated Certification with Vantage

**NOTE:** Agents must successfully complete the entire Certification training requirements (face-to-face or online) to be certified in all Humana Medicare Advantage and PDP products.

## Step 1: Complete Self-Study

### Independent Field Agent 2017 MAPD Self-Study – Part 1: AHIP

This course will introduce you to Humana's Certification as well as direct you to the AHIP's website to complete that portion of the training.

In the past, agents have sometimes struggled with transferring their AHIP scores to Humana. If you need assistance, click [HERE](#) for instructions.

*NOTE: After you have taken AHIP and transferred your score to Humana, you must enroll in Independent Field Agent 2017 MAPD Self Study – Part 2: Sales and Marketing Compliance Information course (found by clicking on the "My Assignments" button).*

### Independent Field Agent 2017 MAPD Self-Study – Part 2: Sales and Marketing Compliance Information

This course will introduce you to Humana's Compliance information.

#### Attestations Statements

During this portion of the training, you will begin seeing Attestation Statements verifying that you understand and will comply with information presented to you. You will have the option to select "I Agree" or "I Disagree." Please be very careful to not accidentally select "I Disagree" (we have found this is easy to do especially when using a tablet for certification). If you select "I Disagree" you will be able to verify this is actually what you want to do. You will only get 1 extra chance to select "I Agree" so please be careful. If you select "I Disagree" a second time, you will not be able to complete certification.

*NOTE: After you have completed this portion of the training, you must enroll in Independent Field Agent 2017 MAPD Self Study – Part 3: Humana Products and Processes course (found by clicking on the "My Assignments" button).*

### Independent Field Agent 2017 MAPD Self-Study – Part 3: Humana Products and Processes

This course will introduce you to Humana's Products and Processes. You will also complete the Certification Test. For important test guidance, click [HERE](#).

After you have completed this portion of the training, you must decide if you want to complete your training in a Face to Face environment or in an Online environment.

## Step 2: Choosing Face to Face or Online to complete your training

Humana now offers the option to complete your Certification in a Face to Face class with a Sales Manager from your region or online in a series of computer-based learning modules.

### Which should I pick?

You can choose either a face to face training to complete your certification or complete it entirely online. The choice is yours to make, but here is some guidance to help you.

#### We recommend selecting the Face to Face training option if you. . .

- Are new to sales
- Are new to Medicare Advantage sales
- Like face to face, interactive training being among your peers
- Struggled to hear the audio in the previous modules
- Struggle with computers at times

#### We recommend selecting the Online training option if you. . .

- Are a seasoned agent who sells several Medicare Advantage plans each year
- Are comfortable reading and responding utilizing a computer
- Want the flexibility of completing the certification on your own schedule

### How do I pick?

#### To Select a Face to Face Course

You need to return to the main screen (after completing Part 3) and enroll in **Field Agent 2017 MAPD Face to Face Certification Location Selection** (found by clicking the “My Assignments” link).

*NOTE: With the Face to Face selection, you will be contacted by the local market office to choose a class time*

#### To Select an Online Course

You need to return to the main screen (after completing Part 3) and enroll in **Independent Field Agent 2017 MAPD Self Study for (your State) – Part 4: Humana Sales Information and Processes** (found by clicking the “My Assignments” link).

*NOTE: The Online course will contain 2 courses, Part 4 – Market Specific Information and Part 5 – Ordering Materials*

### What if I change my mind?

If you wish to change your selection (to face to face or to online), simply click the other course in “My Assignments.”

## Step 3 – Option 1: Face to Face Training

After selecting the Face to Face option, you will be contacted by your local market office to schedule a 1-Day training. Once you successfully complete that Face to Face training, you will be Humana Certified.

## Step 3 – Option 2: Online Training

After selecting the Online option, you will complete 2 more course:

### **Independent Field Agent 2017 MAPD Self Study for (your State) – Part 4: Humana Sales Information and Processes**

This course will give you specific information about your sales market as well as information about Humana’s national value and sales process.

*NOTE: After you have taken Part 4: Humana Sales Information and Processes, you must enroll in Independent Field Agent 2017 MAPD Self Study – Part 5: Ordering Materials course (found by clicking on the “My Assignments” button).*

### **Independent Field Agent 2017 MAPD Self Study - Part 5: Ordering Materials**

This course will provide you will all of the information needed to order your Humana materials. You will also be able to complete your first material order at the end of this course. This is the last step in the online training option, once you successfully complete it, you will be certified to market Humana Medicare Products. A local market manager will be in contact with you to talk about next steps and how they can help support your future with Humana.

# Appendix: Certification Test Guidance

## Overview

The Humana Product and Processes certification course contains 2 tests:

1. **Practice Test.** Contains similar questions that agents will see on the final exam.

Agents are encouraged to take the practice test as many times as they need to gain confidence for passing the final exam.

2. **Final Exam.** Here is what agents need to know about the final exam:

- The final exam consists of 25 questions covering the material in the Humana Product, Processes and Tools sections of the Humana Product and Processes course.
- The final exam is a timed test. You will have 35 minutes to complete the test
- Any unanswered questions will be marked as incorrect
- A passing score of 85% is required to successfully pass the final exam
- You will have 3 attempts\* to pass the final exam
  - \*What constitutes an “attempt” on the final exam? An attempt is ONLY used when 1) the agent clicks the test submit button or 2) when the test timer reaches 35 minutes (the system will automatically submit the test and all unanswered questions will be counted as incorrect). No other conditions can occur that will cause an attempt to be taken. For example, loss of electricity or accidental computer shut down does not cause an attempt to be taken.
- **No additional attempts will be approved**

## Before Taking the Test

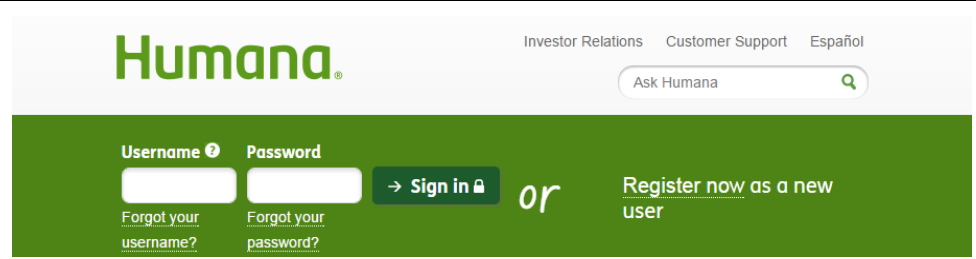
1. Get plenty of sleep the night before
2. Don't take the test on an empty stomach
3. Make sure the room temperature is comfortable
4. Take the test in a quiet place where you can concentrate
5. Take the test when you will not be distracted by others (i.e. customers, the phone, pets, family ) for 35 minutes

## Taking the Test

1. Study the training material completely
2. Take the practice test and review the parts of the course for which you missed questions
3. Repeatedly take the practice test until you are confident in your knowledge of the material
4. If you do not pass the final exam on the first try, take the practice test again and review the course training material
5. Do not retake the test without further study. Remember, there are only 3 chances to pass. Do not gamble with your certification!

## Appendix: Accessing Humana's Delegated Cert with Vantage

Log in as an agent at Humana.com (using your Vantage log in)

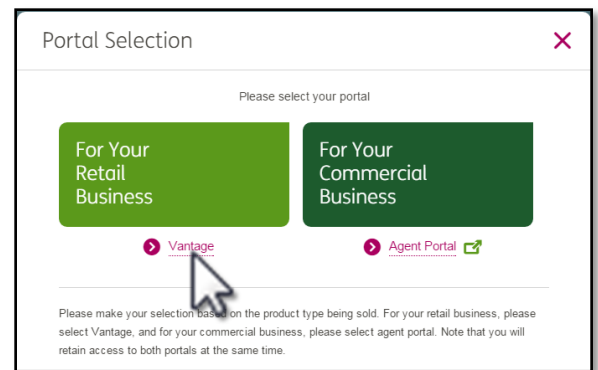


For the Commercial business ONLY agent, the legacy agent portal will display. Vantage is only for Retail Business.  
For the Retail business ONLY agent, the Vantage dashboard will display.

For Retail and Commercial business agent (who sell BOTH), a pop up window will display to select either Vantage (for your Retail Business) or the Agent Portal (for you Commercial Business).

For Employer and Agent & Broker, the multi portal access page will display.

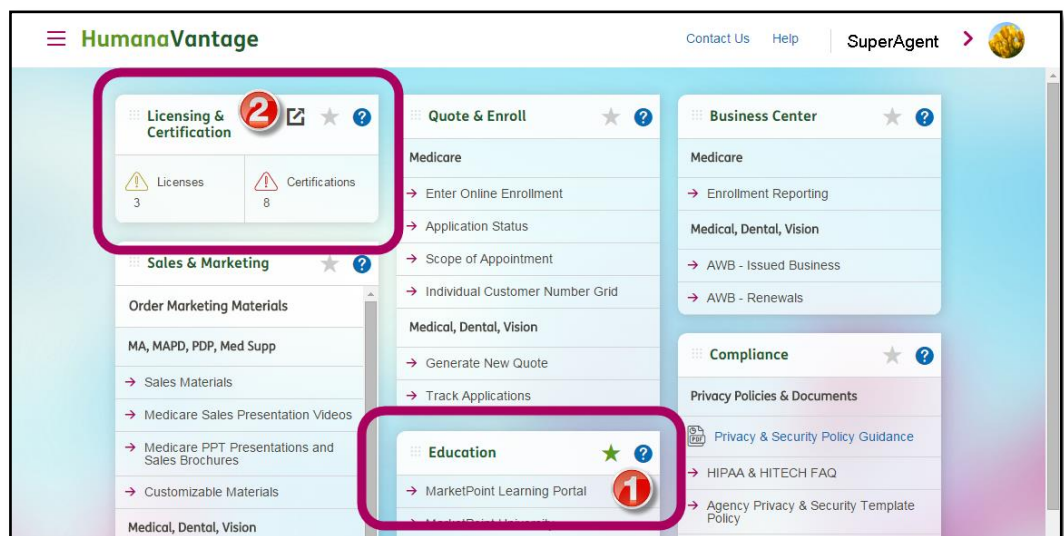
**Vantage is for your retail business.**



### Accessing Certification from Vantage

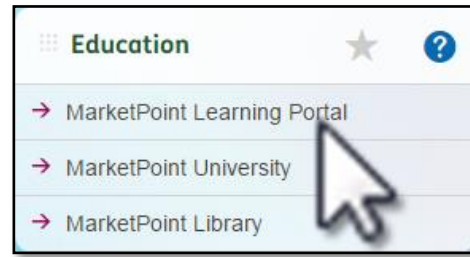
There are two ways to access the Agent Learning Portal through Vantage.

1. The first and most direct access is through the link on the Education card.
2. The second is less direct through the Licensing and Certification Card, but provides more information for your management of your licensing and certifications.




## Education Card

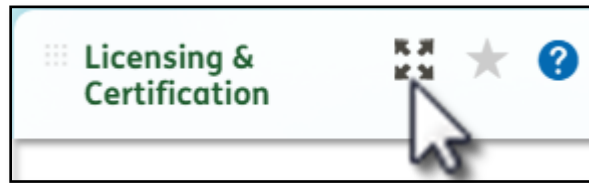
The Education Card provides a direct link to the MarketPoint Learning Portal



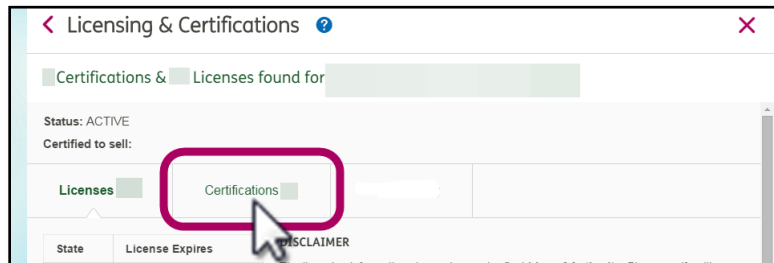
## Licensing & Certification Card

The Licensing & Certification card lists your current status for various licenses and certifications, the products you are licensed to sell and links for updating your certifications. Please be advised that agents are ultimately responsible to ensure they have all required licenses. While Humana strives to provide accurate and up to date information concerning Licensing, Humana is not responsible for any errors or omissions of any licensing information provided. We recommend agents confirm with the relevant Departments of Insurance that they have the appropriate licensing and lines of authority for the products they intend to market and sell.

1. Click the Expand View icon  in the Licensing & Certification card for more information.



2. Click on the Certifications tab



3. Under GET CERTIFIED along the right side, click the link for MarketPoint Learning Portal.

The screenshot shows the 'Licensing & Certifications' page with a table of certifications and a 'GET CERTIFIED' sidebar. Annotations include a red arrow pointing to the 'HMO' row in the table and a red box around the 'Marketpoint Learning Portal' link in the sidebar. A text box says: 'To access certification training click on either the name of the product or the certification link on the right.'

Product Certified	Certification Complete	Certification Expires
<b>Expired</b>		
HMO	N/A	N/A
PPO	N/A	N/A
AML	N/A	N/A
KY	N/A	N/A
<b>Expiring</b>		
CO	06/14/2016	08/12/2016
FFM	06/14/2016	08/12/2016
<b>Completed</b>		
PDP	06/14/2016	06/14/2019
PFFS	06/14/2016	06/14/2019

**GET CERTIFIED**  
 Medicare  
 AHIP, AML, HMO, PDP, PFFS, PPO  
[Marketpoint Learning Portal](#)  
 IMM  
[FFM Certification](#)  
[Troubleshooting & FAQs](#)  
**DISCLAIMER**  
 Failure to complete your re-certification prior to the expiration date will require initial certification and other consequences including losing your current book of business and forfeiture of renewal commissions.