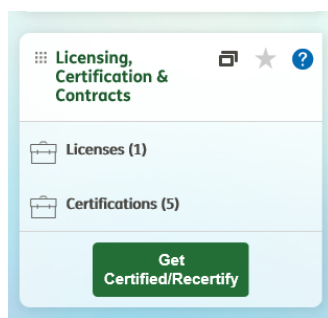
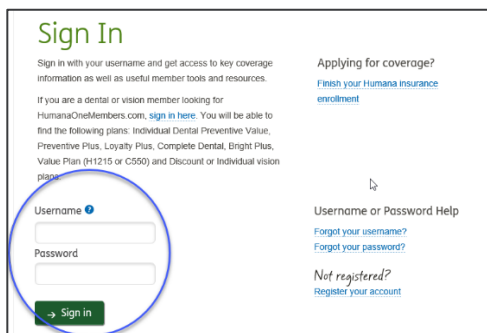
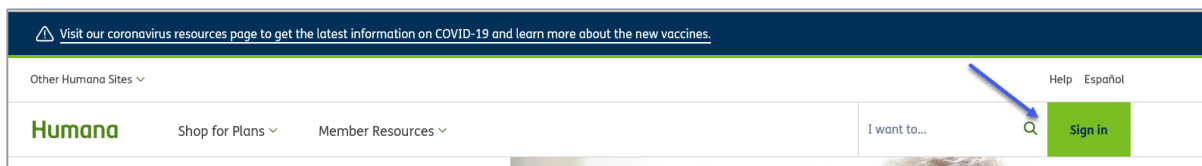


Accessing AHIP & Transferring Scores

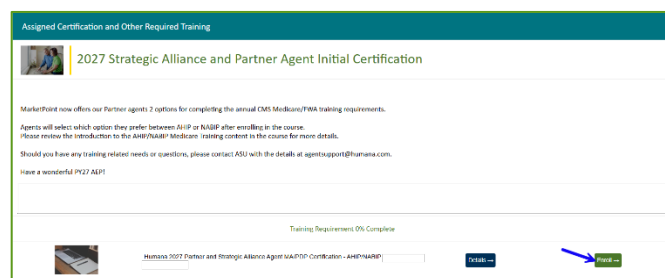
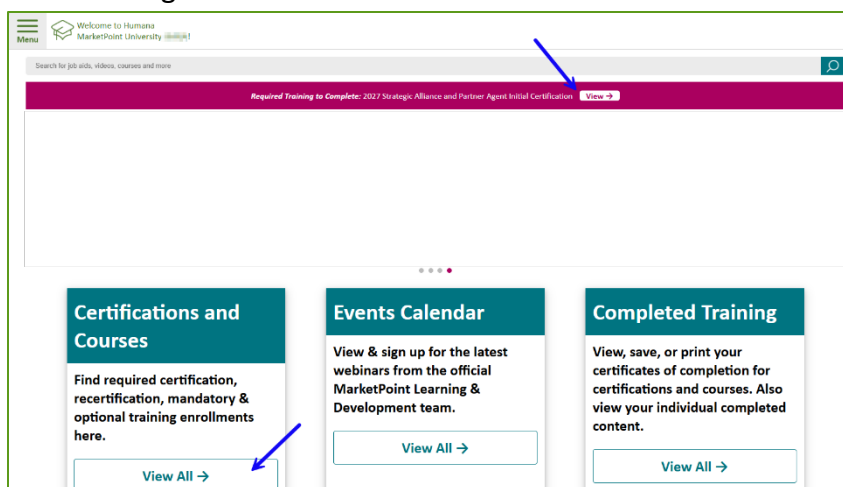
PURPOSE: This job aid will assist agents with accessing AHIP from Humana MarketPoint University (HMU) and transferring their AHIP scores to the Humana Certification or Recertification course enrollment.

How to Access AHIP and Transfer Your AHIP Score to Humana

To transfer an AHIP score you **must** be enrolled in a Humana Certification or Recertification course located on Humana MarketPoint University. You can access Humana MarketPoint University from the **Humana Vantage Agent Portal**. The option to transfer the score will not appear until you reach the AHIP Training section.



Once logged in on Humana MarketPoint University, you will access your assigned Certification or Recertification training through the top homepage alert. You can also navigate to this by selecting View All under the Certifications & Courses section. Once on the Assigned Training section, you will **Enroll** (or **Launch**) to open the course and access the training content in the course outline.



Accessing AHIP and Transferring AHIP Scores

Work through the first few modules in the outline. Upon completing the AHIP/NABIP Pre-Training Attestation, both of those options will become active in the outline.

Click on the “**AHIP-Medicare/FWA Training**” link; a new window will display.

Before clicking the AHIP link, make sure you are logged out of AHIP and that pop-up blockers are turned off.

First-time AHIP User: You will need to complete the registration process, which requires you to enter your National Producer Number (NPN).

You only need to register once.
If you leave and come back, just enter your NPN and AHIP password.

Important Reminder:

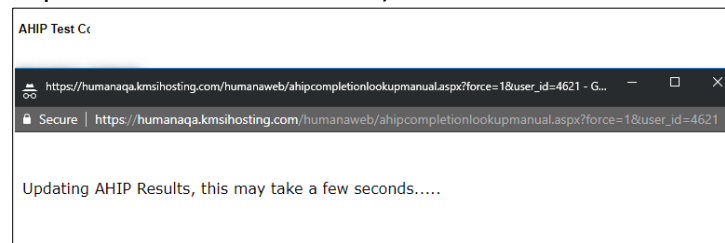
When logging in to AHIP from the Humana course outline **you must use your NPN as the Username**. The system will prompt you to enter either your email, or NPN. Humana’s connection to AHIP is tied to an agent’s **NPN**. Entering the NPN ensures the agent’s AHIP score is transferred over to Humana without issue.



The form is titled "User Login". It contains two input fields: "Username (NPN or Email)" with a red text prompt "Enter NPN here." and "Password". Below the password field is a "Login" button. At the bottom, there are two links: "Forgot your username?" and "Forgot your password?".

Looking for AHIP Scores

Once signed into AHIP, the system will look to see if the current plan year course has been completed successfully within six attempts (even if completed outside of Humana).



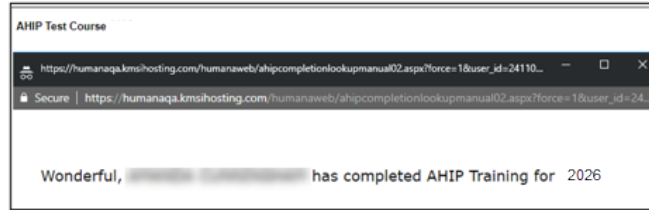
The window is titled "AHIP Test Cx". It shows a browser address bar with the URL "https://humanaga.kmsihosting.com/humanaweb/ahipcompletionlookupmanual.aspx?force=1&user_id=4621 - G...". Below the address bar, it says "Secure | https://humanaga.kmsihosting.com/humanaweb/ahipcompletionlookupmanual.aspx?force=1&user_id=4621". The main content area displays the message "Updating AHIP Results, this may take a few seconds.....".

If AHIP has already been successfully completed, the test score will *automatically transfer* over to the course enrollment on HMU and the following message will be received.

Title	Status
Introduction	
Welcome to Humana's MAPD/PDP Certification	✓
Score N/A	
AHIP or NABIP:	
In this section, you will access either AHIP or NABIP to transfer your score OR to begin/complete the training.	
SCORE TRANSFER: if you have already completed either AHIP or NABIP, click the link to the option you completed and login on the site to allow your score to transfer over.	
Once the PASSING SCORE for AHIP or NABIP is received, complete the Post-Completion Attestation for that option and proceed to the Sales and Marketing Compliance section in the course.	
Introduction to the AHIP/NABIP Medicare Training	✓
Score N/A	
AHIP/NABIP Pre-Training Attestation	✓
Score N/A	
2027 AHIP - Medicare/FWA Training (Please enter your NPN as your AHIP Username)	☐
Score N/A	
AHIP Post-Completion Attestation (upon completion proceed to the Sales and Marketing Compliance section)	☐
Score N/A	
2027 NABIP - Medicare/FWA Training (for agents who prefer NOT to complete AHIP)	☐
Score N/A	

Accessing AHIP and Transferring AHIP Scores

When you return to the course score will be displayed, and the be active for you to continue need to refresh the screen).



outline on HMU, your AHIP next course content item will with the training (you may

You MUST attest to completing the AHIP Training on your own without any assistance before you may proceed with completing the remaining course elements.

Once the Attestation is complete, the first module under the **Sales and Marketing** section will activate and allow you to proceed with completing the Certification or Recertification course.

A screenshot of a list of training modules. A blue box highlights "AHIP Post-Completion Attestation (upon completion proceed to the Sales and Marketing Compliance section)" with a green checkmark. A blue arrow points to "Retail Sales Ethics and Compliance Training - 2027" under the "Humana Sales and Marketing Compliance Information" section.

2027 AHIP - Medicare/FWA Training (Please enter your NPN as your AHIP Username)	✓
Score N/A	
2027 AHIP Post-Completion Attestation (upon completion proceed to the Sales and Marketing Compliance section)	✓
Score N/A	
2027 NABIP - Medicare/FWA Training (for agents who prefer NOT to complete AHIP)	○
Score N/A	
NABIP Post-Completion Attestation	○
Score N/A	
Humana Sales and Marketing Compliance Information	
Retail Sales Ethics and Compliance Training - 2027	○
Score N/A	
Sales and Marketing Code of Ethics - 2027	○
Compliance Plan for Telemarketing Calls - 2027	○
Compliance Knowledge Check for Certifying Agents	○
Score N/A	

A screenshot of a list of training modules. A blue arrow points to "AHIP Post-Completion Attestation (upon completion proceed to the Sales and Marketing Compliance section)".

Introduction to the AHIP/NABIP Medicare Training	✓
Score N/A	
AHIP/NABIP Pre-Training Attestation	✓
Score N/A	
2027 AHIP - Medicare/FWA Training (Please enter your NPN as your AHIP Username)	✓
Score N/A	
AHIP Post-Completion Attestation (upon completion proceed to the Sales and Marketing Compliance section)	○
Score N/A	
2027 NABIP - Medicare/FWA Training (for agents who prefer NOT to complete AHIP)	○
Score N/A	
NABIP Post-Completion Attestation	○
Score N/A	

Troubleshooting: If AHIP is already completed, but score is not transferring

If you have successfully completed AHIP for the current plan year by passing the exam within six test attempts but the score is not transferring, you will **NOT** be required to retake the AHIP Training. The MarketPoint Training Team will be able to manually transfer over your score once we receive proof of your completion. To provide Proof of Completion if the score is not transferring, you will simply need to login on the AHIP site, navigate to your Transcripts page and capture an image showing your **Name** and **Final Exam** score on the same page (see example below) and send it to MarketPointTraining@humana.com.

Please allow one business day for the MarketPoint Training Team to transfer the score.

A screenshot of a table titled "Your name here" showing AHIP training attempts. The table has columns: Name, Attempt, Start, Complete, Duration, Status, Score, and Certifi. The "Final Exam" row shows a score of 96.00.

Name	Attempt	Start	Complete	Duration	Status	Score	Certifi
2021 - Module 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits	1	October 8, 2020	October 8, 2020	93h 01m 46s	✓	45.00	--
2021 - Module 2 - Medicare Health Plans	1	October 8, 2020	October 9, 2020	79h 39m 16s	✓	40.00	--
2021 - General Compliance	1	October 12, 2020	October 12, 2020	89h 49m 47s	✓	80.00	--
2021 - Module 3 - Medicare Part D: Prescription Drug Coverage	1	October 9, 2020	October 9, 2020	71h 26m 15s	✓	35.00	--
2021 - Medicare Fraud, Waste, & Abuse	1	October 12, 2020	October 12, 2020	92h 21m 34s	✓	90.00	--
2021 - Final Exam	1	October 12, 2020	October 12, 2020	02h 19m 56s	✓	96.00	--
Final Exam	1	October 12, 2020	October 12, 2020	01h 59m 57s	✓	96.00	--
2021 - Nondiscrimination Training	1	October 12, 2020	October 12, 2020	99h 52m 50s	✓	77.78	--
2021 - Module 5 - Enrollment Guidance Medicare Advantage and Part D Plans	1	October 9, 2020	October 11, 2020	62h 16m 57s	✓	35.00	--
2021 - Module 4 - Marketing Medicare Advantage and Part D Plans	1	October 9, 2020	October 9, 2020	63h 17m 19s	✓	32.50	--
AHIP Fraud, Waste & Abuse Training	1	October 8, 2020	October 12, 2020	282h 04m 11s	✓	--	--

Accessing AHIP and Transferring AHIP Scores

If AHIP has not yet been completed, you will be redirected to the AHIP website.

- *Already have an AHIP account?* Login using your NPN and AHIP account password.
- *New to AHIP?* Please register by clicking the **Create a New Account** button.

The screenshot shows the AHIP Medicare + Fraud, Waste, and Abuse (MFWA) Online Course page. The header includes the AHIP logo and the course title. The main content area has two sections: 'User Login' and 'Registration'. The 'User Login' section has fields for 'Username (NPN or Email)' and 'Password', with a 'Login' button below. The 'Registration' section has a 'First time visitor?' checkbox and a 'Create a New Account' button. A sidebar on the left contains 'Quick Links' (User Guide, AHIP Insurance Education, AHIP Conferences, AHIP Home) and 'Contact Us' (For Technical Support: Phone: 866.234.6909, Email: Support@AHIPInsuranceEducation.org).

Enroll in the Medicare training.

If you have not yet started AHIP, you may be prompted to pay \$125 (discounted rate for contracted Humana agents).

NOTE: Career Agents employed by Humana and certain other non-career agents will not see the same e-commerce site.

Once you have completed AHIP, you will see a list of your completed AHIP coursework and Final Exam with a GREEN checkmark next to it. Below that, you will see a TRANSMIT (or Re-Transmit) link next to "HUMANA". Click it!

Click the Return button on the lower left corner of the browser window to return to your course.

The screenshot shows the AHIP Medicare Training (Recertification) page. The header includes the AHIP logo and the course title. The main content area has a section titled 'AHIP Medicare Training (Recertification)' with a list of completed coursework: Part 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits; Part 2 - Medicare Health Plans; Part 3 - Medicare Part D: Prescription Drug Coverage; Part 4 - Marketing Medicare Advantage and Part D Plans; Part 5 - Enrollment Guidance Medicare Advantage and Part D Plans; and Final Exam. Below this is a section titled 'AHIP Fraud, Waste & Abuse Training' with a list of completed coursework: Fraud, Waste, and Abuse; and General Compliance. The page also includes sections for 'Credits', 'Certification', and 'Completion Transmissions'. The 'Completion Transmissions' section lists three transmissions: Humana (Brokers) transmitted 03/10/2017 (Re-transmit); Humana (State Farm) transmitted 11/21/2016 (Re-transmit); and Humana (Humana Broker) transmitted 12/23/2016 (Re-transmit).

Accessing AHIP and Transferring AHIP Scores

Once your score is received, you will proceed with completing the remaining Humana Certification or Recertification coursework! Please be sure all the content in the course outline is completed to ensure your Certifications are processed.

AHIP or NABIP:
In this section, you will access either AHIP or NABIP to transfer your score OR to begin/complete the training.

SCORE TRANSFER: if you have already completed either AHIP or NABIP, click the link to the option you completed and login on the site to allow your score to transfer over.

Once the PASSING SCORE for AHIP or NABIP is received, complete the Post-Completion Attestation for that option and proceed to the Sales and Marketing Compliance section in the course.

Introduction to the AHIP/NABIP Medicare Training	✓
Score N/A	
AHIP/NABIP Pre-Training Attestation	✓
Score N/A	
2027 AHIP - Medicare/FWA Training (Please enter your NPN as your AHIP Username)	✓
Score N/A	
AHIP Post-Completion Attestation (upon completion proceed to the Sales and Marketing Compliance section)	☐
Score N/A	

If your score did not transfer, simply click the AHIP link again for HMU to check for your score and pull it over.

WINNING TIPS:

- AHIP's passing score is **90%**, which Humana requires agents to achieve within 6 attempts. If AHIP was completed beyond the allotted 6 attempts, the score will not transfer. Agents will be notified of Humana's policy and will be shown their six allotted test attempt scores.
- The initial test registration will allow 3 test attempts. If an additional 3 attempts are needed, a second registration purchase is required **at the agent's expense**. With the purchase of the additional 3 attempts, you will be required to start the AHIP Medicare Training course over.
- If you have been logged into the Humana MarketPoint University for a long time, it may time out. Click the AHIP link again from the course outline and HMU will pull your AHIP score into the course. If you are not able to transfer your score after following these steps, or need any other assistance, please contact **Humana Agent Support at 1-800-309-3163**.