

How to Complete Humana MAPD & PDP Certification & Recertification

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

Overview of Humana's Certification or Recertification

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

Initial Certification

Part 1: Introduction

Part 2: CMS Annual Medicare & FWA Training (AHIP or NABIP or Humana's In-House training)

Part 3: Sales and Marketing Compliance

Part 4: Humana Medicare Products*

Part 5: Enrollment Tools and Resources

Part 6: Sales and Marketing Guidance

Part 7: Wrap-up

Recertification

Part 1: Introduction

Part 2: CMS Annual Medicare & FWA Training (AHIP or NABIP or Humana's In-House training)

Part 3: Sales and Marketing Compliance

Part 4: Sales and Marketing Guidance*

Part 5: Wrap-up

* Contains a link to First Look, Humana's product information for the next plan year. First Look is released prior to AEP. Do not be concerned if First Look is not available when you certify or recertify. You will be sent a link to the coming year's 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. Completion is a mandatory part of both certification and recertification.

Externally contracted Partner and Strategic Alliance Agents have the option of completing either AHIP or NABIP to satisfy the CMS required training.

The two (2) options will be available to you in your course enrollment. You are only required to complete ONE of the options. Agents who access either AHIP or NABIP training through Humana's certification or recertification courses will receive a discount on their purchase cost for that training.

Upon completion of the **AHIP/NABIP Pre-Training Attestation** in the course outline, both the AHIP and the NABIP training links will be activated. Agents will select the option they either want to complete OR have already completed. *Agents that have already completed the AHIP or NABIP training must click the link for that option to sign in on the site via Humana and allow the score to transfer over.*

Humana's Internal Career Field/Telesales and Medicare Exclusive Agents (State Farm) will be assigned training that contains the Humana Medicare and Fraud, Waste & Abuse (FWA) version.

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.

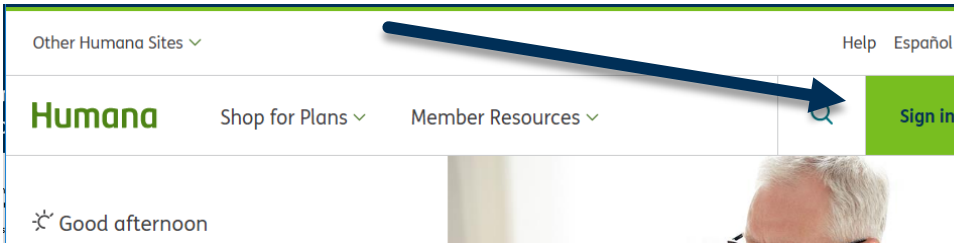
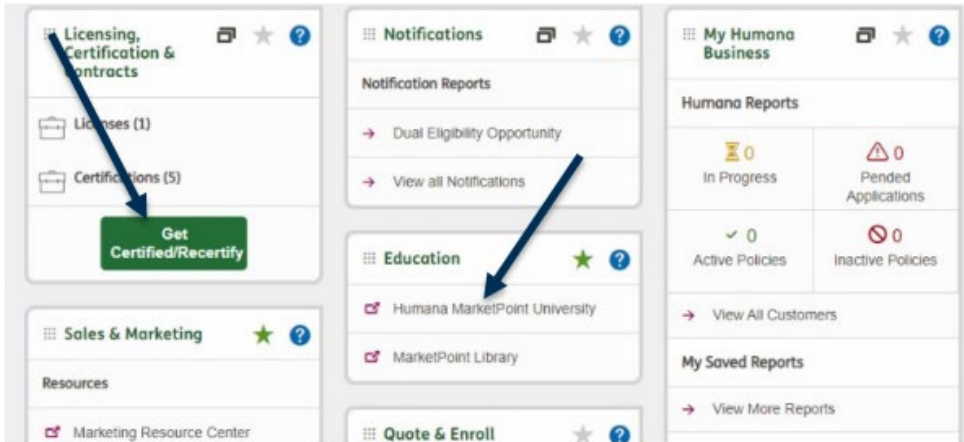
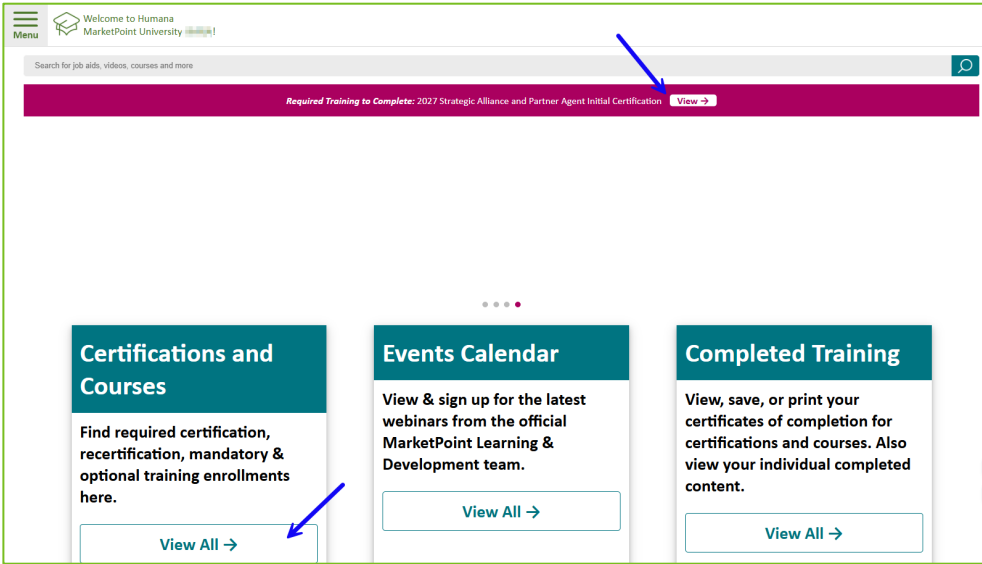
CarePlus in Certification

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

Accessing Certification or Recertification via Vantage for Career and Partner Agents (except State Farm).

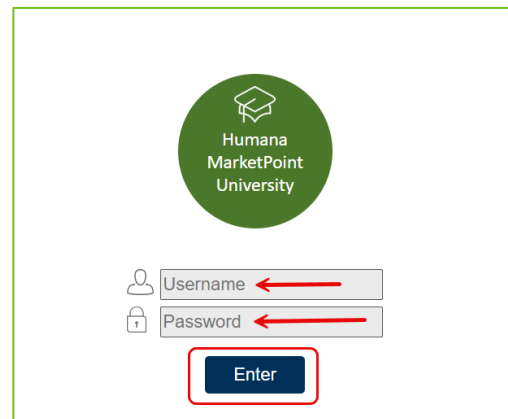
Go to www.Humana.com Log in as an agent (using your Vantage log in.)	 The screenshot shows the Humana website header. A blue arrow points from the 'Other Humana Sites' dropdown menu to the 'Sign in' button in the top right corner.
Access Humana MarketPoint University (HMU) through the Education card. Or Click Get Certified/Recertify on the Licensing Certification and Contracts card.	 The screenshot shows the Humana MarketPoint University dashboard. A blue arrow points to the 'Get Certified/Recertify' button in the 'Licensing, Certification & Contracts' card. Another blue arrow points to the 'Humana MarketPoint University' link in the 'Education' card.
Once you enter Humana MarketPoint University (HMU), you can access your certification course by clicking either: • “View” on the top banner or • “Certifications & Courses” or • drop-down menu.	 The screenshot shows the Humana MarketPoint University course page. A blue arrow points to the 'View' button in the top banner. Below the banner, there are three cards: 'Certifications and Courses', 'Events Calendar', and 'Completed Training'. A blue arrow points to the 'View All' button in the 'Certifications and Courses' card.

How to Complete Certification and Recertification

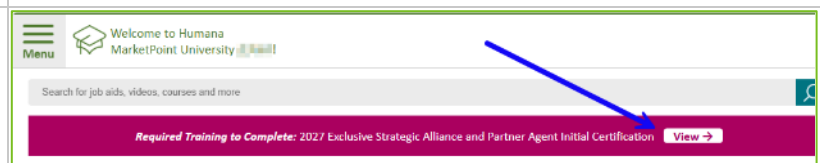
Accessing Certification or Recertification via Direct HMU Login for State Farm Agents ONLY.

To access HMU, please use the following link:
<https://HumanaMarketPointUniversity>

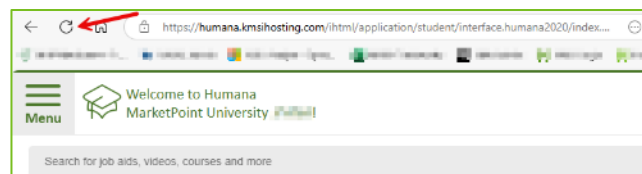
Enter your Humana Agent SAN# as your login credentials.

The login form features the Humana MarketPoint University logo at the top. Below it are two input fields: 'Username' and 'Password', each with a red arrow pointing to the right. A blue 'Enter' button is positioned below the password field.

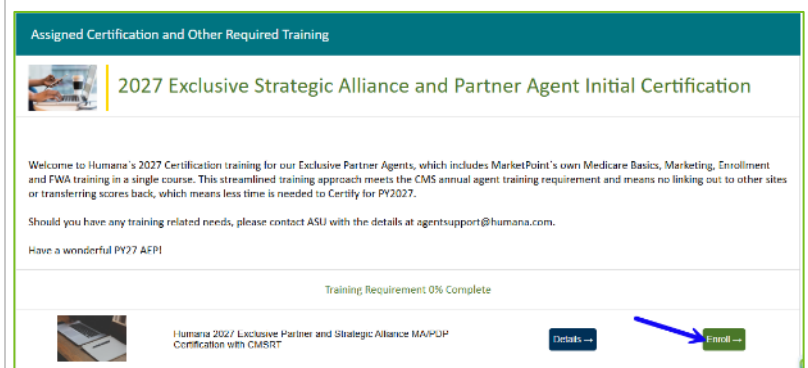
You will land on your HMU Home Page where you will see a **PLUM** Banner indicating **Required Training to Complete**.



If you do not see the **PLUM** Banner, refresh the page one or two times.



Click the **PLUM** Banner to open the Assigned Training and click **ENROLL** to begin the training course.



How to Complete Certification and Recertification

Completing the Course

Each module in the course outline must be marked as “Complete” before the course will be considered “Satisfactorily Complete.”

***Note: Only ONE of the 2 options – either AHIP or NABIP – is required.**

Introduction to the AHIP/NABIP Medicare Training Score N/A	Introduction to the AHIP/NABIP Medicare Training Score N/A
AHIP/NABIP Pre-Training Attestation. After this attestation, please select either AHIP or NABIP from the 2 options below. Score N/A	AHIP/NABIP Pre-Training Attestation. After this attestation, please select either AHIP or NABIP from the 2 options below. Score N/A
2027 AHIP - Medicare/FWA Training. (Please enter your NPN as your AHIP Username) Score N/A	2027 AHIP - Medicare/FWA Training. (Please enter your NPN as your AHIP Username) Score N/A
2027 NABIP - Medicare/FWA Training. (Please be sure your NPN is entered correctly on the NABIP site.) Score N/A	2027 NABIP - Medicare/FWA Training. (Please be sure your NPN is entered correctly on the NABIP site.) Score N/A
AHIP/NABIP Post-Completion Attestation Score N/A	AHIP/NABIP Post-Completion Attestation Score N/A

Certification and Recertification training for Partner Agents will contain a link to order marketing materials (**intended for Field Sales Agents only**). Field Sales agents who want to order Sales Materials for PY2027 will need to complete each item in the **Ordering Materials** section BEFORE closing out of the course outline.

Wrap-Up:	
Exiting the course now will mark your enrollment complete. Please complete ALL remaining modules before closing out of the course outline.	
Confirm Completion and Accept Score	✓
Partner Cert/Recert Survey 2027	✓
Ordering Materials	
For FIELD Sales Agents ONLY (*Telesales Agents may now EXIT the course)	
Ordering Medicare Materials - 2027 For FIELD Sales Agents ONLY Score N/A	✓
Order 2027 Sales Starter Materials For FIELD Sales Agents ONLY	○

Strategic Alliance Call Center Agents should **NOT** complete this section and may close the course outline once the **Wrap-Up** Section is complete.

Wrap-Up:	
Exiting the course now will mark your enrollment complete. Please complete ALL remaining modules before closing out of the course outline.	
Confirm Completion and Accept Score	✓
Partner Cert/Recert Survey 2027	✓

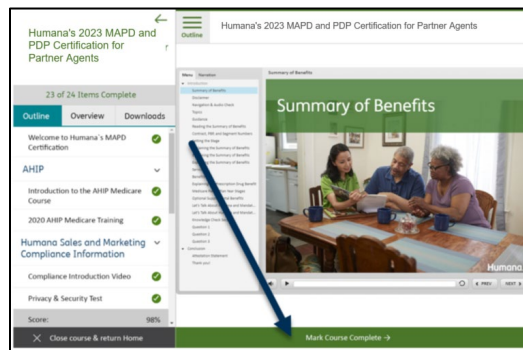
Title	Status
Introduction	
Welcome to Humana's MAPD/PDP Certification. Score N/A	✓
AHIP or NABIP:	
Get Started:	
In this section, you will have the opportunity to choose either AHIP or NABIP Training (you DO NOT need to complete both). After completing the Introduction and Pre-Training Attestation, select the 2027 AHIP or 2027 NABIP to transfer your score OR begin/complete the training.	
Transfer Your Score:	
If you have already completed the 2027 AHIP or 2027 NABIP, please log on to that site using the links provided in the course outline below to transfer your score.	
After You Pass:	
Once your AHIP or NABIP score is received, return to the course outline and complete all remaining modules.	
Introduction to the AHIP/NABIP Medicare Training Score N/A	✓
AHIP/NABIP Pre-Training Attestation. After this attestation, please select either AHIP or NABIP from the 2 options below. Score N/A	✓
2027 AHIP - Medicare/FWA Training. (Please enter your NPN as your AHIP Username) Score N/A	✓
2027 NABIP - Medicare/FWA Training. (Please be sure your NPN is entered correctly on the NABIP site.) Score N/A	✓
AHIP/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	✓
Humana Medicare Products	
Humana Medicare Products Score N/A	✓
Enrollment Tools	
Enrollment Tools and Resources Score N/A	✓
Humana Enrollment Platform Score N/A	✓
Agent Guidance	
Humana Agent Guidance - 2027 Score N/A	✓
Sales Resources - 2027	✓
Model of Care - 2026 Score N/A	✓
Humana Partner Certification Attestations - Plan Year 2027 Score N/A	✓

How to Complete Certification and Recertification

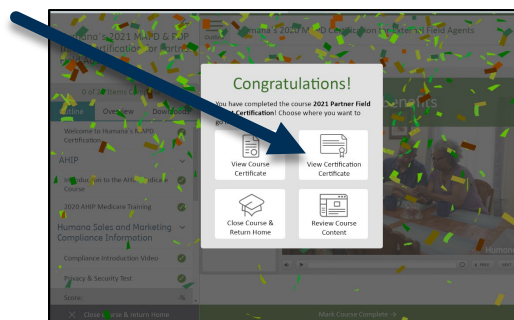
Closing Your Course and Printing Your Certificate(s)

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.

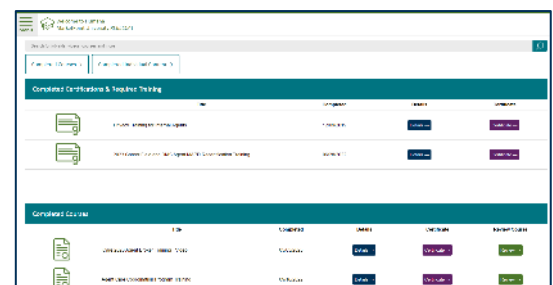


2. Choose where you want to go next. To print or save a PDF of your certification certificate, choose the View Certification Certificate button.



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.

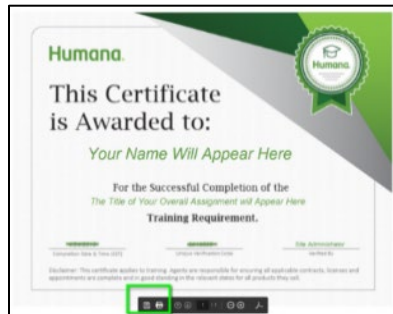


Completed Training			
Name	Status	Actions	Actions
2023 MAPD and PDP Certification for Partner Agents	Completed	View Certificate	Download
2023 AHP Medicare Training	Completed	View Certificate	Download
Humana Sales and Marketing Compliance Information	Completed	View Certificate	Download

Completed Course			
Name	Status	Actions	Actions
2023 MAPD and PDP Certification for Partner Agents	Completed	View Certificate	Download
2023 AHP Medicare Training	Completed	View Certificate	Download
Humana Sales and Marketing Compliance Information	Completed	View Certificate	Download

How to Complete Certification and Recertification

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.



After successfully completing the Humana initial certification course or the recertification course, you will be certified to sell all Medicare Products (HMO, PDP, PFFS and PPO) for the plan year. *Certifying prior to AEP will also certify you to sell Medicare for the remainder of the current Plan Year.*

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!