

# How to Complete Certification

## PURPOSE

This job aid will help guide you through the Humana Certification process

## Complete Humana's Strategic Alliance Call Center MAPD Online Certification

### Part 1: AHIP

This section will introduce you to Humana's Recertification 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 with transferring your AHIP scores:

- Click [HERE](#) to view instructions

### Part 2: Sales and Marketing Compliance Information

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

#### Attestation 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.

### Part 3: Humana Product and Process

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

### Part 4: Putting it All Together

This section will focus on the compliance requirements of a lead generation call, the general call flow and putting it all together with the Canvas system and tools you have already learned.

### Part 5: Humana Training Agreement

This section is an electronic signoff stating that you have completed all parts of this training course.

# Certification Test Guidance

## Overview

The Humana 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 20 questions covering the material in the Part 3: Products and Process
- 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.

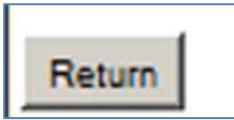
## Taking the Test

1. Study the training material completely
2. Take the practice test and review the parts of the Agent Guidance Reference Manual 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 Agent Guidance Reference Manual
5. Do not retake the test without further study. Remember, there are only 3 chances to pass. Do not gamble with your certification!







## To Close the Course

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

1. When you are finished reading this document, click the **Return** button at the bottom of the screen.



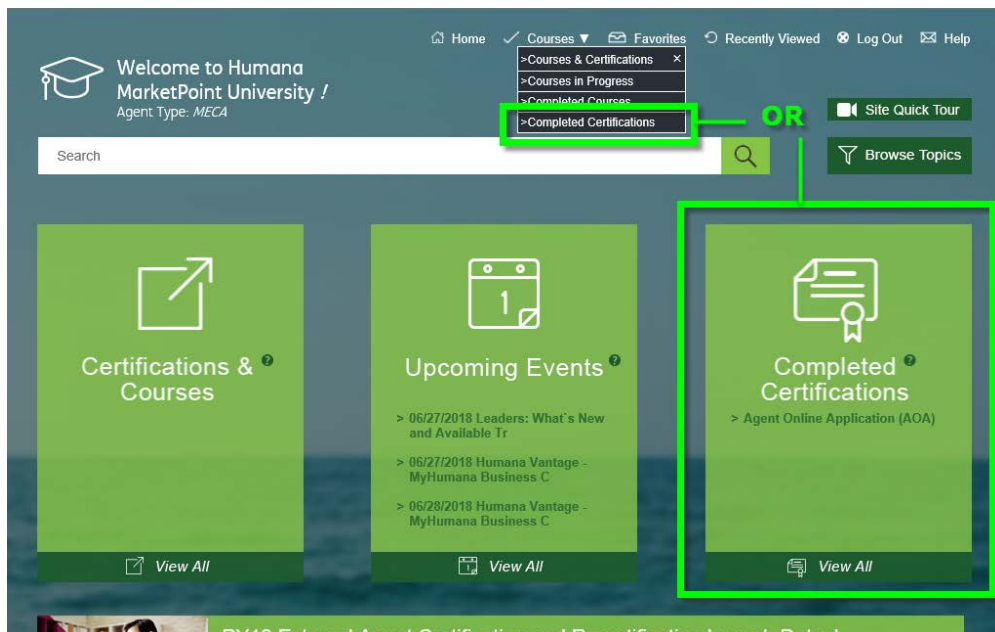
2. Click the **Close** button on the bottom of your course outline page.

Level	Title
completed	 Introduction to CSNPs
completed	 CSNP Enhanced Care Coordination
completed	 A Day in the Life of a CSNP Member
completed	 CSNP Product Offerings
completed	 CSNP Enrollment Process
completed	 Top 10 Reasons to Sell CSNPs
completed	 CSNP Webinar FAQ
Total Score	

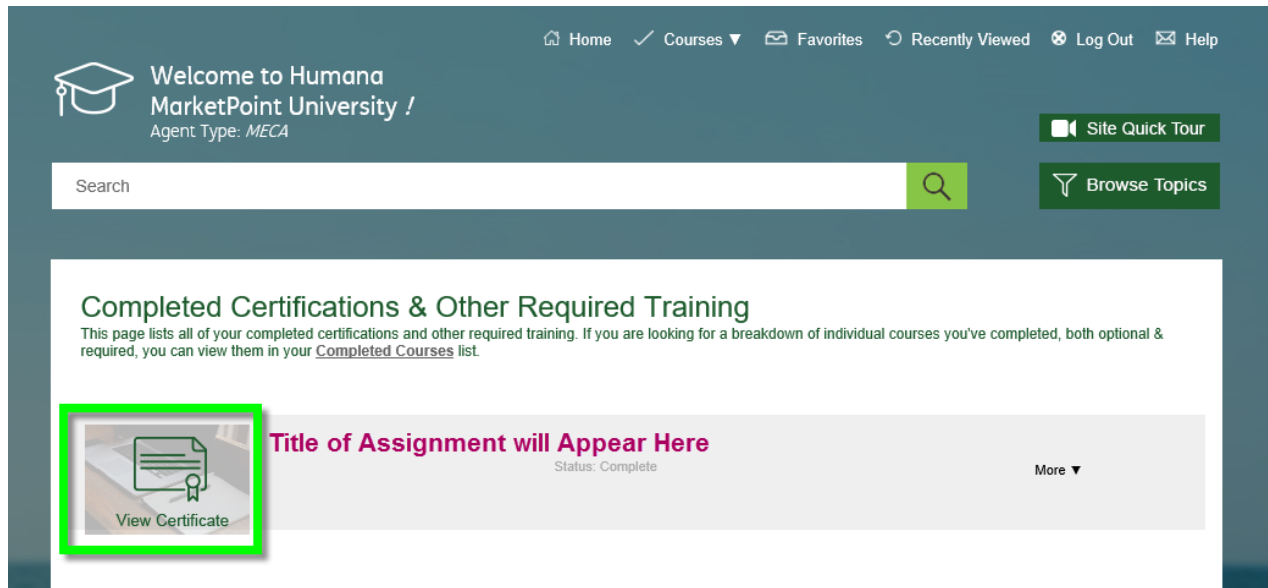
Refresh Close

## Print Your Certificate(s)

1. To print the certification or other required training certificate, either click the **Courses** drop-down and select **Completed Certifications**, or click the **Completed Certifications** tile on the right from the homepage.



- Find your assignment and hover over its title. The button “View Certificate” will appear. Simply click “View Certificate” to view a PDF of your certificate. Please note, the certificate applies to training. Agents are responsible for ensuring all applicable contracts, licenses and appointments are complete and in good standing in the relevant states for all products they sell.



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



