

Humana's PPO Online-Only Certification

PURPOSE

This job aid will help guide you through the Humana PPO certification process

Who is this training for?

Agents who have never been PPO certified but are currently certified for PFFS and/or HMO.

How does the online-only PPO certification work?

The PPO certification is a **single** course that should take an agent 1-2 hours to complete. The course contains a test that agents will need to pass with a score of 85% or better (3 opportunities to pass). The course covers:

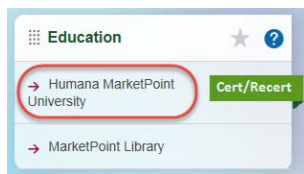
1. The Essentials of PPO
2. Providers and Humana Processes
3. Testing
4. Course Wrap-up

How is the PPO online-only certification course accessed?

Take the following steps to access the course:

Step 1: Determine if you are already enrolled. Humana typically pre-enrolls agents into the course to make it easier for the agent to locate and complete the training.

- The course is located in Humana MarketPoint University, which is accessed via the Education Card in Vantage (see graphic below).



- Click on the **Certifications & Courses** tile to see if you have been pre-enrolled in the course. If so, launch the course and complete your PPO Certification Training.

Don't see the PPO Certification course in Humana MarketPoint University? Go to Step 2:

Step 2: Getting enrolled in the PPO cert course is really easy. Agents just contact ASU. They will confirm that the agent lacks their PPO certification and provide guidance on next steps.

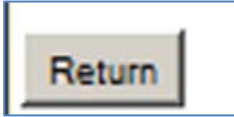
After agents complete their PPO online certification course satisfactorily, they will receive the PPO certification code. Certification codes are renewed once agents complete their annual Humana Recertification training.

Have Additional Questions? Please contact ASU.

To Close the Course

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

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

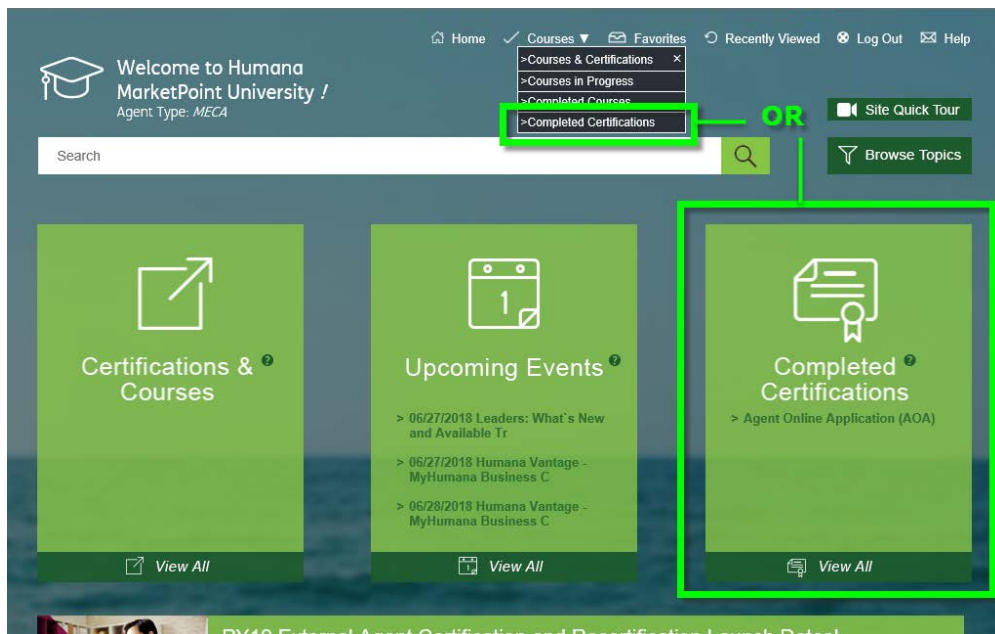


Click the **Close** button on the bottom of your course outline page.

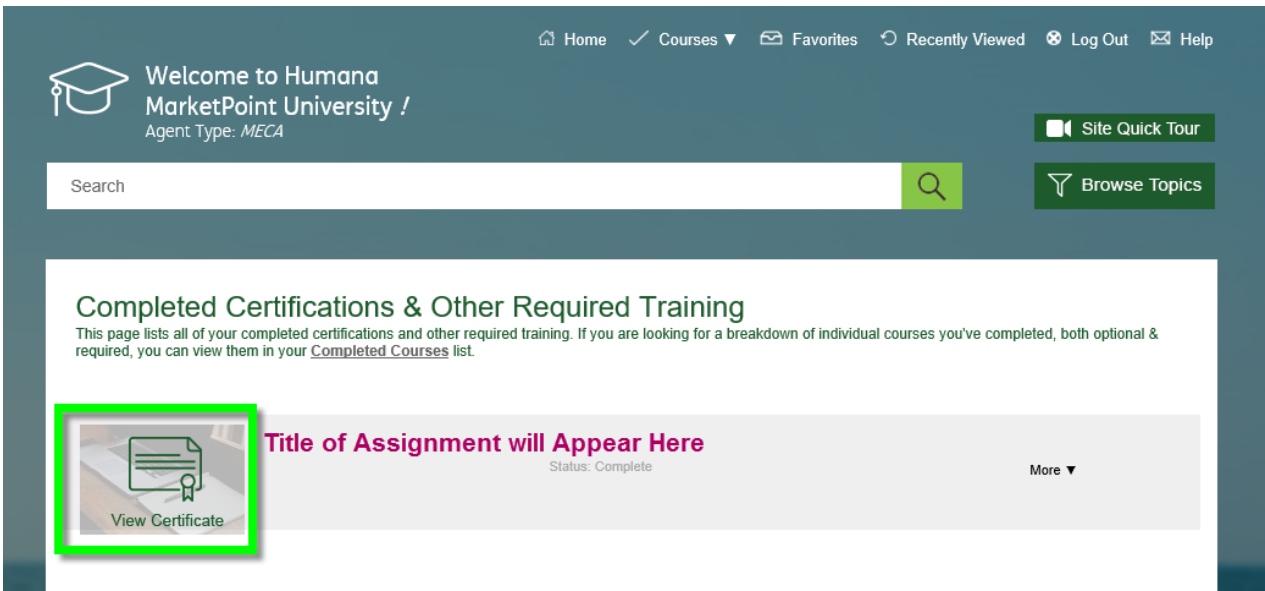
Level	Title
completed	Introduction to CSNPs
completed	CSNP Enhanced Care Coordination
completed	A Day in the Life of a CSNP Member
completed	CSNP Product Offerings
completed	CSNP Enrollment Process
completed	Top 10 Reasons to Sell CSNPs
completed	CSNP Webinar FAQ
Total Score	

Print Your Certificate(s)

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.

