

# How to Complete Humana MAPD & PDP Certification & Recertification

## State Farm



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

**Looking for PDP-only guidance?** New to PY2021, Humana is no longer offering PDP-Only Certification and Recertification. If you were previously certified for PDP-only sales, you will ~~need to~~ take the MAPD/PDP recertification.

## Overview of Humana's Certification or Recertification

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

Initial Certification	Recertification
Part 1: Introduction	Part 1: Introduction
Part 2: AHIP	Part 2: AHIP
Part 3: Sales and Marketing Compliance	Part 3: Sales and Marketing Compliance
Part 4: Humana Products*	Part 4: Sales and Marketing Guidance*
Part 5: Sales Presentation and Tools	Part 5: Wrap-up
Part 6: Sales and Marketing Guidance	
Part 7: Wrap-up	

\*Contains a link to First Look, Humana's product information for the next plan year. First Look is released at the end of July. Do not be concerned if First Look is not available when you certify or recertify. You will be sent a link to First Look when it is available.

**Note:** For partner field agents both certification and recertification contains a link to order marketing materials. Each item in this section needs to be opened –even if you do not order your own marketing material – for the course to mark complete. Ordering marketing materials is not mandatory.

## AHIP's Basic Medicare and FWA Training

AHIP's basic Medicare and Fraud Waste and Abuse (FWA) courses are a mandatory part of both certification and recertification. Agents who enroll in their AHIP training through one of Humana's certification or recertification courses will receive a discount on their AHIP training cost.

## AHIP Basic Medicare Training Testing Requirement

Humana requires that agents pass AHIP's basic Medicare course test **within the first 6 test attempts**. Any passing test score earned after the first 6 attempts will not be accepted and agents will not be able to continue their training.



**NOTE:** 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 additional 3 attempts, you will be required to start the course over.

## CarePlus in Certification

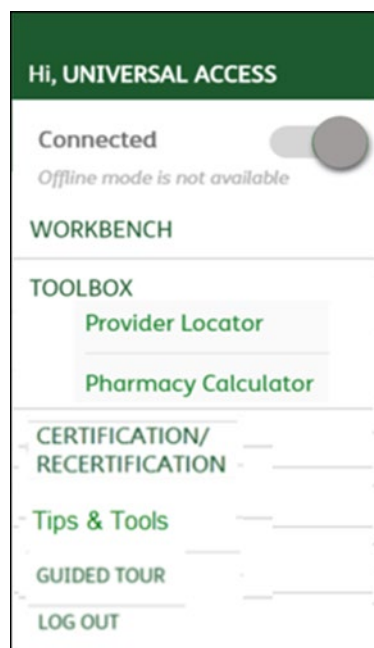
Agents who sell in Florida will complete the CarePlus training within the products part of certification to earn the CarePlus appointment. This training is mandatory for all certifying agents who sell in Florida.



After successfully completing the Humana initial certification or the recertification course, you will be certified to sell both MAPD and PDP products for the next plan year.

## Accessing Certification or Recertification with Enrollment HUB State Farm Agents

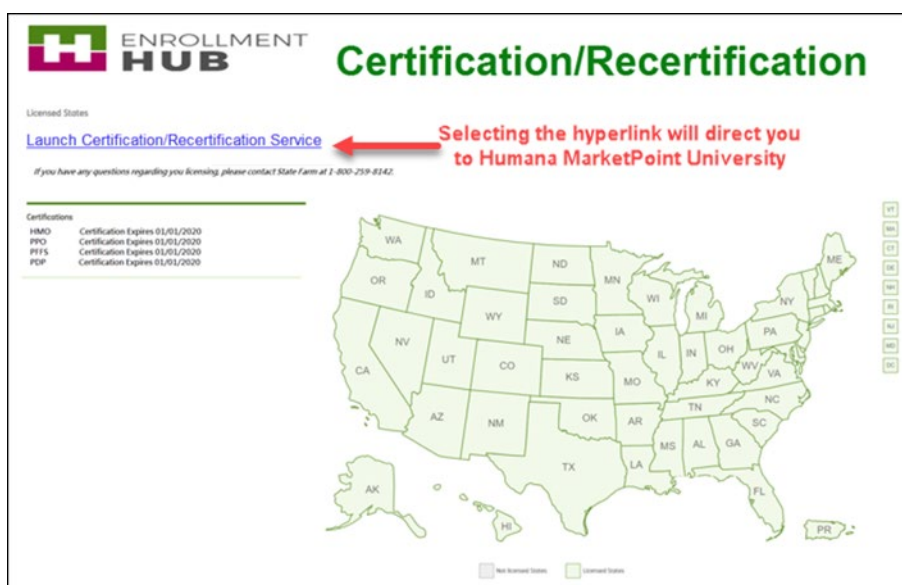
To access the Main Menu click on the green HAMBURGER MENU.



### CERTIFICATIONS/RE-CERTIFICATIONS

This page will allow you to see the Humana Medicare product(s) you are certified to sell.

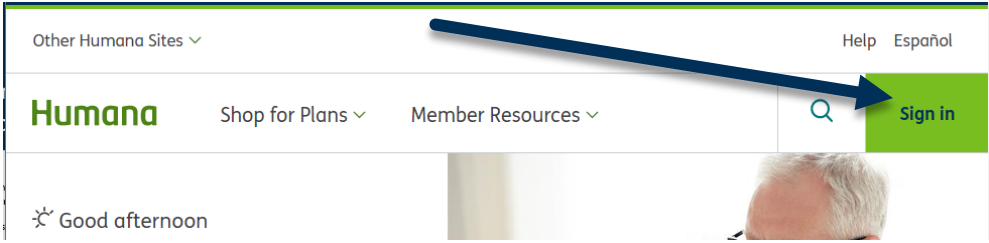
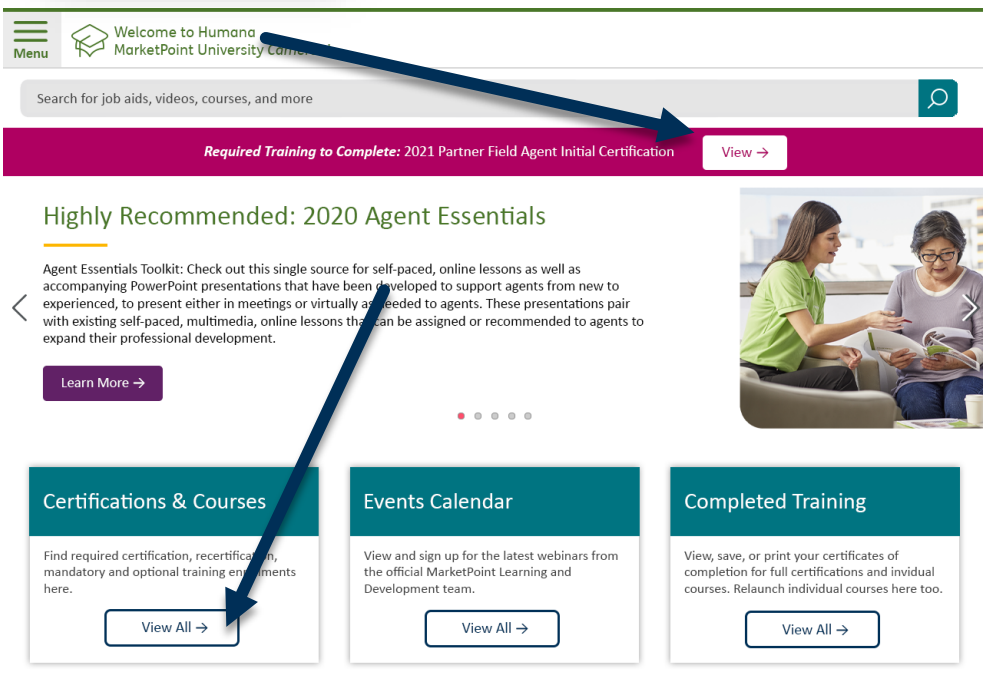
You will also have access to Humana MarketPoint University by clicking on the hyperlink.



Once you enter Humana MarketPoint University (HMU), you can access your certification course by clicking View on the top banner or “Certifications & Courses” or from the drop down menu.

The screenshot shows the Humana MarketPoint University (HMU) homepage. At the top, there is a navigation bar with a 'Menu' icon and a 'Welcome to Humana MarketPoint University' message. Below this is a search bar with the text 'Search for job aids, videos, courses, and more'. A prominent pink banner across the middle of the page reads 'Required Training to Complete: 2021 Partner Field Agent Initial Certification' with a 'View →' button. Below the banner, there is a section titled 'Highly Recommended: 2020 Agent Essentials' with a description and a 'Learn More →' button. To the right of this section is a photo of two people looking at a document. At the bottom, there are three teal-colored boxes: 'Certifications & Courses' (with a 'View All →' button), 'Events Calendar' (with a 'View All →' button), and 'Completed Training' (with a 'View All →' button'). Two blue arrows are overlaid on the image: one points from the top left to the 'View →' button in the pink banner, and the other points from the top left to the 'View All →' button in the 'Certifications & Courses' box.

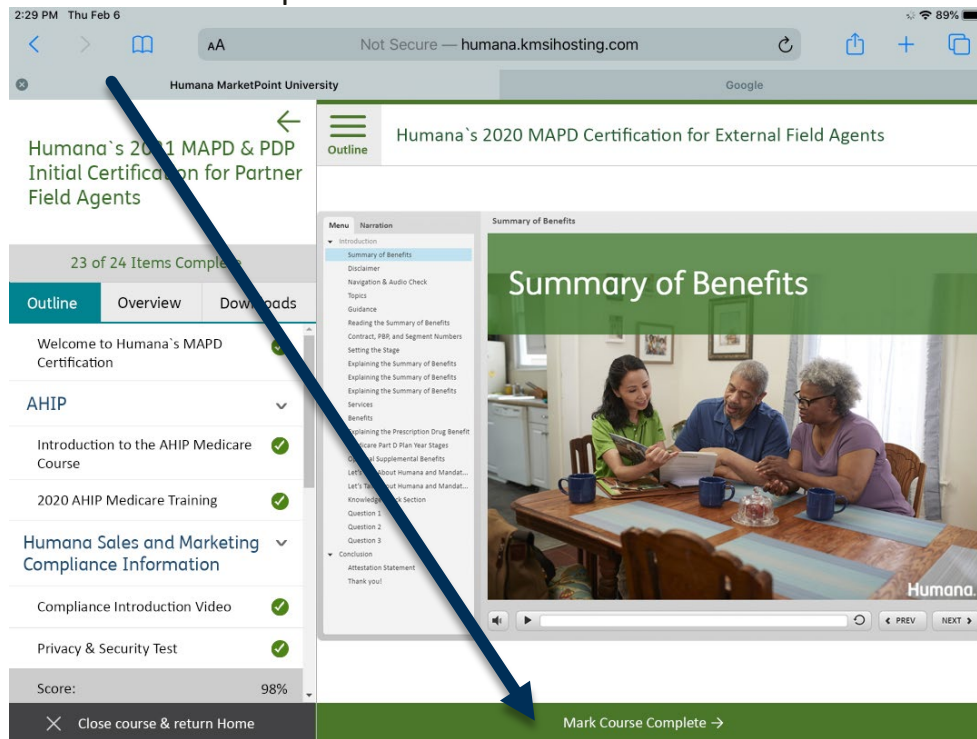
## Accessing Certification or Recertification with Vantage for Career and Partner Agents

<p>Go to www.Humana.com Log in as an agent (using your Vantage log in)</p>	
<p>Access Humana MarketPoint University through the Education Card</p> <p>Or</p> <p>Clicking Get Certified on the Licensing Certification and Contracts card</p>	
<p>Once you enter Humana MarketPoint University (HMU), you can access your certification course by clicking View on the top banner or “Certifications &amp; Courses” or from the drop down menu.</p>	

## Close Your Course and Print Your Certificate(s)

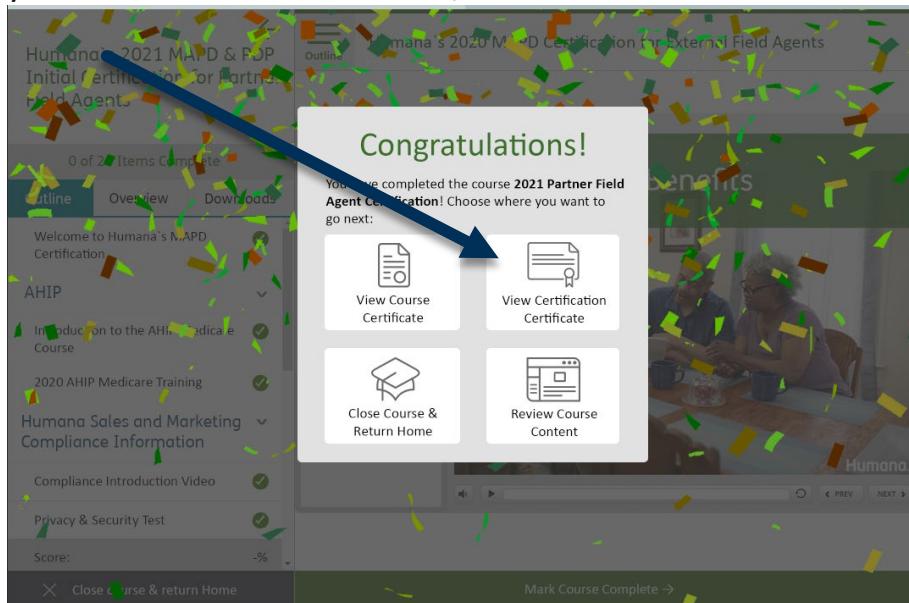
To receive full credit for completing this required training assignment and print your overall certificate, please follow these instructions.

1. When you have completed the final item in your certification, click the green Mark Course Complete button at the bottom of the screen.

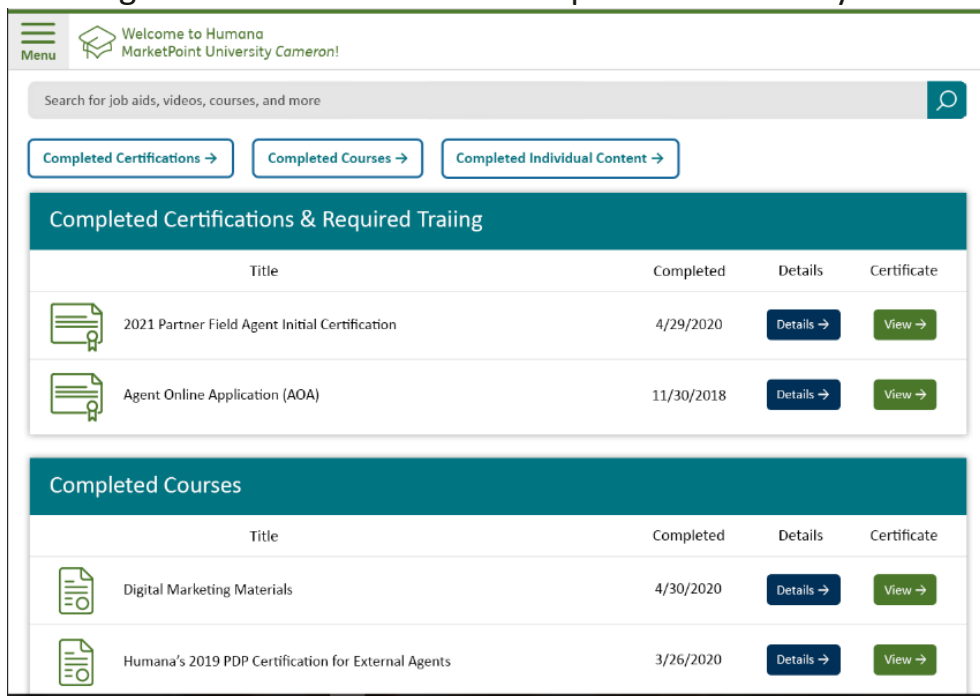




- Choose where you want to go next. If you are wanting to print or save a PDF of your certification's certificate, choose the View Certification Certificate button.



- If you'd like to review the certificate at a later time, simply access through Humana MarketPoint University's Completed Training page. **Please note, 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.



4. The certificate will display. You will know it's 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.

