

HUMANA CERTIFICATION INFO

2018 MEDICARE CERTIFICATION:

Humana offers newly certifying agents the opportunity to certify [online](#) or [via attending a local Face-to-Face \(F2F\) certification class](#) for the PY2018.

- While online certification will be an option, we recommend one of the Face-to-Face (F2F) certification classes. Humana will be offering multiple classes during the months of August through October. [See the end of this pdf for F2F dates and registration info.](#)
- Only delegated agents who are initially certifying for Humana or those delegated agents who let their certification with Humana lapse and are going back through the certification process are required to attend a 2018 F2F class or complete their certification online.
- Agents who complete the 2018 initial certification are allowed to sell plans with 2017 effective dates through 11/30/2017.

AHIP REMAINS A REQUIREMENT FOR CERTIFICATION & RECERTIFICATION:

[2018 AHIP is required for both 2018 Certification and 2018 Recertification.](#)

- Agents typically take their AHIP through Humana after they have logged into training from our Humana site. *If an agent goes directly to AHIP they must have their AHIP results sent to Humana before they can continue completing their certification or recertification.*
- The AHIP training and testing can be accessed through the *Humana Vantage Agent Portal*. There are 5 Medicare AHIP modules. You will be tested on all 5 modules. You will have 3 attempts to pass the AHIP test with a minimum passing score of 90%.
- Upon successful completion of the final AHIP Medicare exam, the Fraud, Waste and Abuse (FWA) course will “unlock” and become accessible or agents can attest that they completed FWA training on the Medicare Learning Network. Once you have completed the required course work, the FWA exam will “unlock” for completion. You will have an hour to complete the 10-question exam. You must score 90% to pass the exam but have as many attempts as needed to do so.
- Once the FWA is successfully completed, the CMS General Compliance course will “unlock” and be accessible. There is a ten question exam and 70% is the minimum passing score.

[Successful completion of the AHIP, FWA and CMS General Compliance training and testing are required before a passing score can be transmitted to the Humana Certification course.](#)

- ❖ For assistance with transferring the AHIP score to Humana, click here: [JOB AID: Transferring AHIP Scores](#)

AHIP FEES AND REIMBURSEMENT:

The discounted charge for the 2017 AHIP training is \$125.00 per registration when accessed via the Humana Agent Portal. The general fee for the 2017 AHIP training is \$175.00 per registration.

(AHIP Fees & Reimbursement Continued)

We value your partnership and will reimburse your testing fee under the following circumstances:

- You took the courses through the Humana Agent Portal, and
- You have successfully enrolled ten (10) MA OR forty (40) PDP January 1, 2018 effective members – members must be accreted with CMS by March 3, 2017.

After completing the AHIP testing successfully you will have the option to purchase CE credits.

IMPORTANT: After printing your AHIP transcript certificate, don't forget to "click" the "send my exam completion to Humana" button at the bottom of the transcript page. *If you have taken the AHIP testing through another carrier's site, access the AHIP site again through the Humana Certification course and send the acceptable exam to Humana.*

After completing the AHIP portion of testing and sending the transcript to Humana, you will continue on to complete the Humana portion of Certification.

FACE-TO-FACE CERTIFICATION CLASSES:

Space is limited, so complete your pre-work early and register for one of the classes below ASAP!

Agents must have completed the following requirements to attend a face-to-face certification class!

REQUIREMENTS FOR ATTENDING A FACE-TO-FACE CERTIFICATION CLASS:

Prior to registering and sitting for a face-to-face certification class, Agents must complete the **2018 AHIP and Humana's online certification**. **Please print out the three certificates upon completion of your 2018 AHIP and Humana's Part 2 and Part 3 and bring them to the meeting you plan to attend.** For confirmation of your completion of the pre-work or for instructions on how complete the 2018 AHIP and Humana's Part 2 and Part 3, please call **[800-309-3163](tel:800-309-3163), option # 1, followed by option #1 again to speak to Agent Support.** *Upon completion of the Initial Certification Training process, you will only need to complete the Medicare Recertification each year to continue to market Humana Medicare Advantage plans.*

HOW DO I REGISTER FOR ONE OF HUMANA'S FACE-TO-FACE CERTIFICATION CLASSES?

To register for one of the Atlanta F2F certification classes, call our **Atlanta Market Office** and reserve a seat at **[800-986-9527](tel:800-986-9527)**. **Provide the date and session you wish to attend.**

To register for the Macon or Savannah F2F certification classes, call our **Georgia Market Office** and reserve a seat at **[800-671-4055](tel:800-671-4055)**. **Provide the date and session you wish to attend.**

AUGUST F2F SCHEDULE

Session #	Date	Location	Class Times	Market Office responsible for registration
1	8/29/2017	Humana Atlanta Market Office 1200 Ashwood Parkway, Suite 250 Atlanta, GA 30338 Well-Being Room	Registration at 9:30 am Class will be from 10:00 am – approximately 4 pm	Call the Atlanta Market Office and reserve a seat at 800-986-9527

SEPTEMBER F2F SCHEDULE

Session #	Date	Location	Class Times	Market Office responsible for registration
2	9/7/2017	Greater Macon Chamber of Commerce 305 Coliseum Drive Macon, GA 31217	Registration at 9:30 am Class will be from 10:00 am – approximately 4 pm	Call the Georgia Market Office and reserve a seat at 800-671-4055
3	9/21/2017	Humana Atlanta Market Office 1200 Ashwood Parkway, Suite 250 Atlanta, GA 30338 Well-Being Room	Registration at 9:30 am Class will be from 10:00 am – approximately 4 pm	Call the Atlanta Market Office and reserve a seat at 800-986-9527

OCTOBER F2F SCHEDULE

Session #	Date	Location	Class Times	Market Office responsible for registration
4	10/5/2017	Humana Atlanta Market Office 1200 Ashwood Parkway, Suite 250 Atlanta, GA 30338 Well-Being Room	Registration at 9:30 am Class will be from 10:00 am – approximately 4 pm	Call the Atlanta Market Office and reserve a seat at 800-986-9527
5	10/10/2017	Hampton Inn Savannah, GA 591 Al Henderson Blvd. Savannah, GA 31419	Registration at 9:30 am Class will be from 10:00 am – approximately 4 pm	Call the Georgia Market Office and reserve a seat at 800-671-4055
6	10/26/2017	Humana Atlanta Market Office 1200 Ashwood Parkway, Suite 250 Atlanta, GA 30338 Well-Being Room	Registration at 9:30 am Class will be from 10:00 am – approximately 4 pm	Call the Atlanta Market Office and reserve a seat at 800-986-9527