

How to Complete Certification

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

Click [HERE](#) to see how to access Humana's External Certification with the Vantage Agent Portal

NOTE: Agents must successfully complete the entire Certification training requirements (face-to-face or online) to be certified in all Humana Medicare Advantage and PDP products.

Step 1: Complete Humana's 2018 External Agent MAPD Certification Part 1 - Self Study

Part 1: AHIP

This section will introduce you to Humana's Certification 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, click [HERE](#) for 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 Products and Processes

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

After you have completed this portion of the training, you must decide if you want to complete your training in a Face-to-Face environment or in an Online environment.

Step 2: Choosing Face-to-Face or Online to complete your training

Humana now offers the option to complete your Certification in a Face-to-Face class with a Sales Manager from your region or online in a series of computer-based learning modules.

Which should I pick?

The choice is yours to make, but here is some guidance to help you.

We recommend selecting the Face-to-Face training option if you. . .

- Are new to sales
- Are new to Medicare Advantage sales
- Like face to face, interactive training being among your peers
- Struggled to hear the audio in the previous modules
- Struggle with computers at times

We recommend selecting the Online training option if you. . .

- Are a seasoned agent who sells several Medicare Advantage plans each year
- Are comfortable reading and responding utilizing a computer
- Want the flexibility of completing the certification on your own schedule

How do I pick?

To Select a Face to Face Course

You need to return to the main screen (after completing Independent Field Agent 2018 MAPD Self-Study) and enroll in **Humana's 2018 External Agent MAPD Face to Face Certification Location Selection** (found by clicking the "Courses Assigned to Me" link).

NOTE: With the Face-to-Face selection, you will be contacted by the local market office to choose a class time

To Select an Online Course

You need to return to the main screen (after completing Independent Field Agent 2018 MAPD Self-Study) and enroll in **Humana's 2018 External Agent MAPD Certification Part 2 - Humana Sales Information and Processes** (found by clicking the "Courses Assignment to Me" link).

What if I change my mind?

If you wish to change your selection (to face-to-face or to online), simply click the other course in the "Courses Assigned to Me" section.

Step 3 – Option 1: Face to Face Training

After selecting the Face-to-Face option, you will be contacted by your local market office to schedule a 1-Day training. Once you successfully complete that Face-to-Face training, you will be Humana Certified.

Step 3 – Option 2: Online Training

After selecting the Online option, you will complete 1 more course:

Humana’s 2018 External Agent MAPD Certification Part 2 - Humana Sales Information and Processes

This course will give you specific information about your sales market as well as information about Humana’s national value and sales process.

This course will also provide you will all of the information needed to order your Humana materials. You will also be able to complete your first material order at the end of this course. This is the last step in the online training option, once you successfully complete it, you will be certified to market Humana Medicare Products. A local market manager will be in contact with you to talk about next steps and how they can help support your future with Humana.

Appendix: 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.

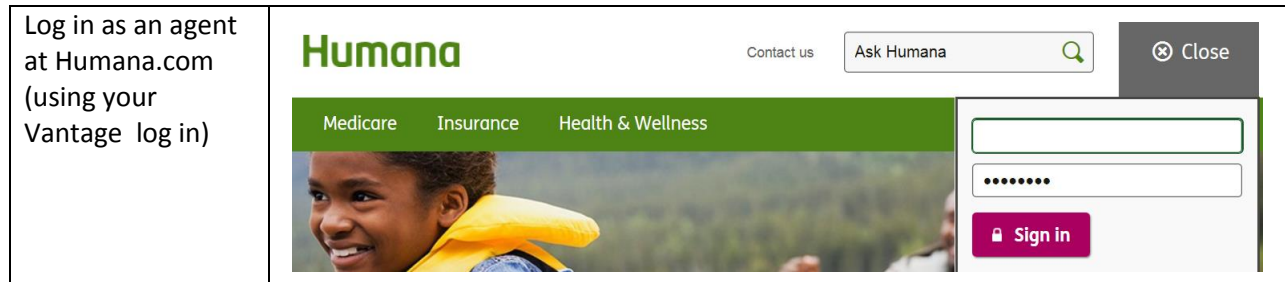
2. **Final Exam.** Here is what agents need to know about the final exam:

- 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

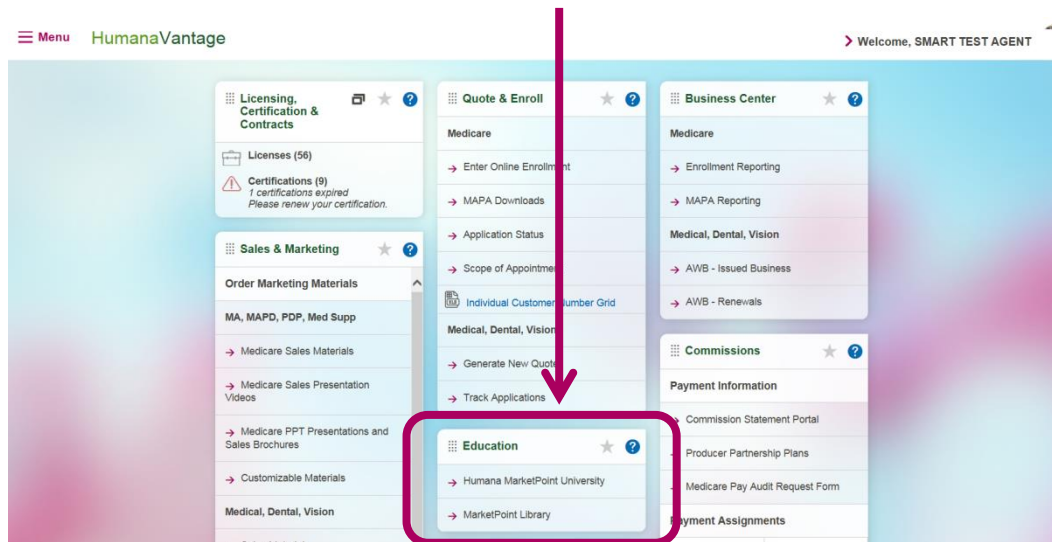
1. Study the training material completely
2. Take the practice test and review the parts of the Agent Guidance Reference Manual for which you missed questions
3. Repeatedly take the practice test until you are confident in your knowledge of the material
4. If you do not pass the final exam on the first 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!

Appendix: Accessing Humana's External Cert with Vantage

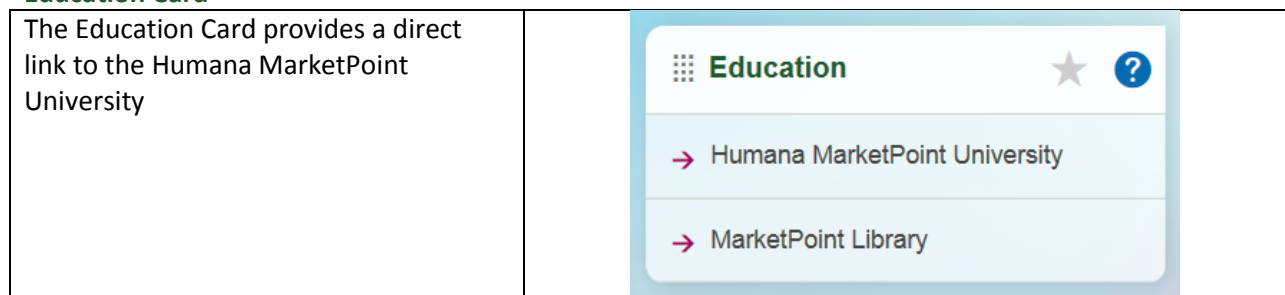


Accessing Certification from Vantage

Access Humana MarketPoint University through the Education Card



Education Card



Once you enter the Humana MarketPoint University, you can access your certification course in “Courses Assigned to Me” which can be accessed in the following 2 places:

