



How to Complete Recertification for Career Field and MAPD Telesales Agents

PURPOSE: This job aid will help guide the following agents through the Humana Recertification process

- ✓ Career Field agents
- ✓ All MAPD Telesales agents

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

Step 1: Complete each part of the course in the order presented

Recertification Material

Part 1: AHIP

This module will 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](#) for instructions.

Part 2: Sales and Marketing Compliance Information

This module will provide you with Humana's Compliance information.

Attestations 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". If you select "I Disagree" you will need 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 Recertification.***

Part 3: Humana Sales and Marketing Guidance

This module will introduce you to important changes in Humana's Sales and Marketing Guidance as well as provide important reminders. The Agent Guidance Reference Manual included will provide all the information you need to pass Humana's recertification exam. The manual will contain links to supporting material, like job-aids and CBTs. ***We strongly encourage you to save the reference manual to your desktop for future reference.***



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Testing

Important Note: All questions on the Recertification exam are taken from material presented in the Agent Guidance Reference Manual. Agents may refer to the manual during testing.

This module includes:

- 1) A practice test: The practice test is provided as a study tool to prepare for the final Recertification exam. The questions will be representative of the type of questions included on the final exam. You will have unlimited attempts to complete this test and will be able to see which questions you answered incorrectly.
- 2) Recertification Exam: To successfully recertify with Humana, you must pass the final Recertification exam with a score of 85% or better. You will receive 3 attempts to achieve a passing score. If you do not pass an attempt, be sure to check your test results to see which questions you answered incorrectly, review the supporting material in the reference manual and consider taking the practice test again. If you do not achieve a passing score in 3 attempts, you will not be certified to sell for Humana for the upcoming plan year.

Click [HERE](#) to see Recertification Test Guidance to learn more about the test.

Downloadable Section

This section is not a mandatory part of the Recertification course. It is included to allow you to download content easily. It provides you with a list of both mandatory and optional documents to take away from training, such as the Agent Reference Manual.

Mandatory content will also be contained within the course outline and again in this section. Agents may choose which document to download and it is not necessary to download twice.

Optional content will also be included here. This is material we want agents to have but is not considered mandatory content.



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Step 2: Close the course and print your certificate

Follow the instructions below to receive full credit for completing this course and to print your certificate.

When your course is complete, 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

To print the course completion certificate from HMU, click the **Courses** drop-down and select **My Completed Courses** (as shown below).

Click the **Completed Satisfactorily** link of the appropriate course.

Course Title	Launch	Dates and Grades	Completion Date	Final Results
What is So Special About Chronic Condition Special Needs Plans?			2017-03-10	Completed Satisfactorily



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The certificate will display. Click the **Print Page** button found at the bottom of the screen for a hard copy of the certificate.





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Appendix: Recertification Test Guidance

Overview

The Humana Recertification 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 Agent Guidance Reference Manual.
- Referencing the Agent Guidance Reference Manual while taking the test is allowed
- 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.

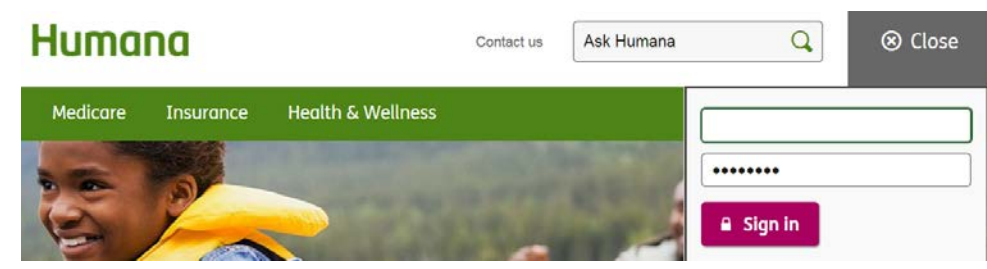
Taking the Test

1. Download and study the Agent Guidance Reference Manual 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!



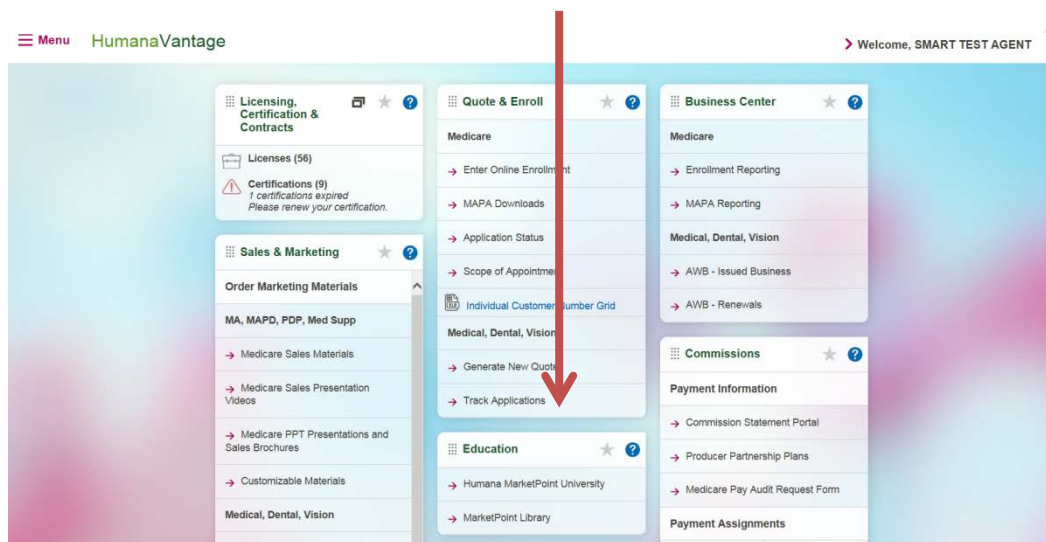
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Appendix: Accessing Humana's Recertification with Vantage

Log in as an agent at Humana.com (using your Vantage log in)	
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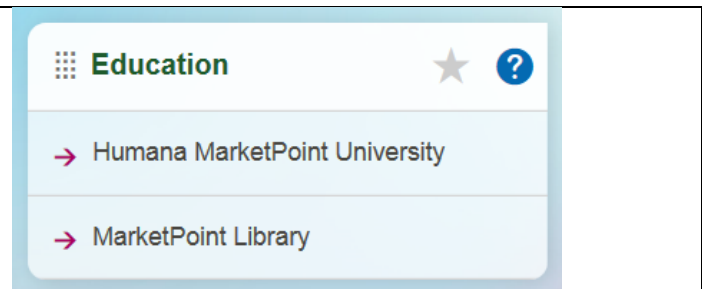
Accessing Recertification from Vantage

Access Humana MarketPoint University through the Education Card



Education Card

The Education Card provides a direct link to the Humana MarketPoint University





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

The screenshot displays the Humana MarketPoint University user interface. At the top left, there is a navigation bar with a home icon, a dropdown menu for "Courses", and links for "My Favorites", "Log Out", and "Help". The "Courses" dropdown menu is open, showing three options: ">Courses Assigned to Me", ">Courses I am Enrolled In", and ">My Completed Courses". Below the navigation bar is a search bar and a "Browse Topics" button. The main content area features three large green tiles: "Courses Assigned to Me" (highlighted with a red box), "Courses I am Enrolled In", and "Upcoming Events". The "Courses Assigned to Me" tile includes a list of draft review courses: ADQ, KKE, and KMO. The "Courses I am Enrolled In" tile lists the same three draft review courses. The "Upcoming Events" tile lists two events: "03/31/2017 Electronic Enrollment Using MAPA -" and "01/01/2018 EVENTS WILL BE COMING SOON".