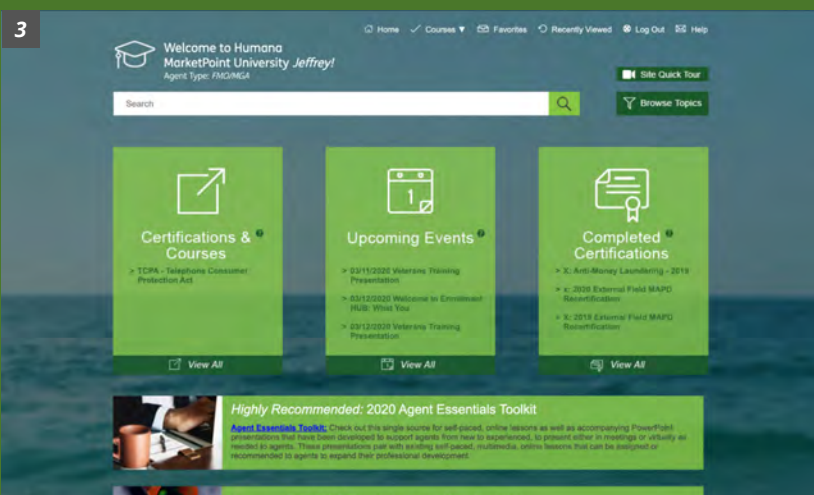
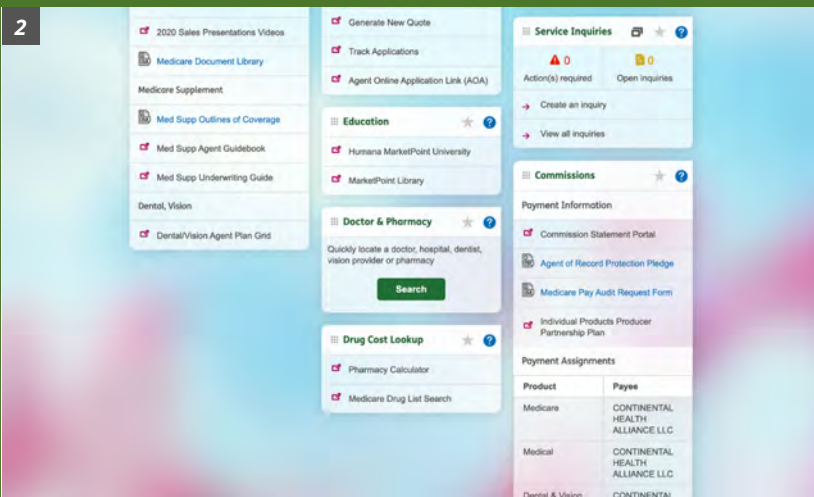
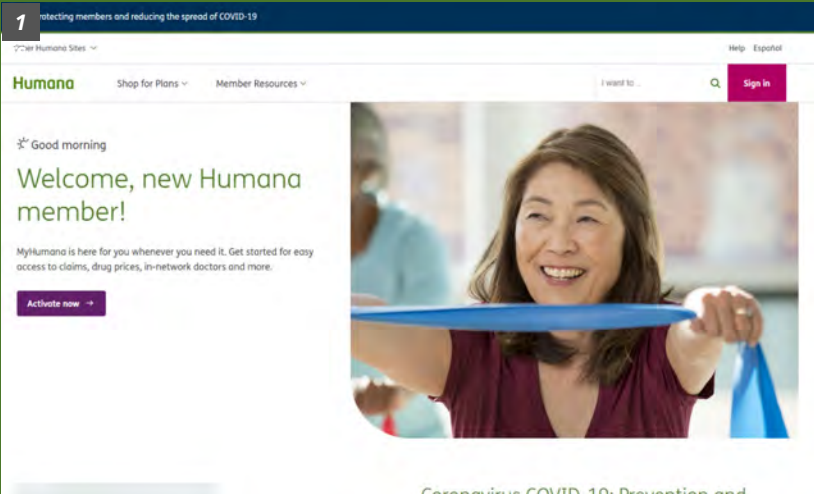


✓ HOW TO CERTIFY

HUMANA

EXAMPLE OF HUMANA CERTIFICATION



Directions

STEP 1:

- Navigate to the [Humana](#) website.
 - If you have not yet registered, go [here](#) instead.
 - Scroll to the bottom of the page and follow the directions to **Register for portal**.

STEP 2:

- Once you're registered, log in to your Vantage portal.
- Scroll down to the **Education** section.
- Select **Humana MarketPoint University**.

STEP 3:

- Select **Certifications & Courses**.
- If you have never certified for Humana, you will need to complete these training courses:
 - **Introduction**
 - **AHIP** (transmit your certification)
 - **Compliance**
 - **Humana Products**
 - **Sales Presentation and Tools**
 - **Agent Guidance**
 - **Wrap-up**

✓ HOW TO CERTIFY

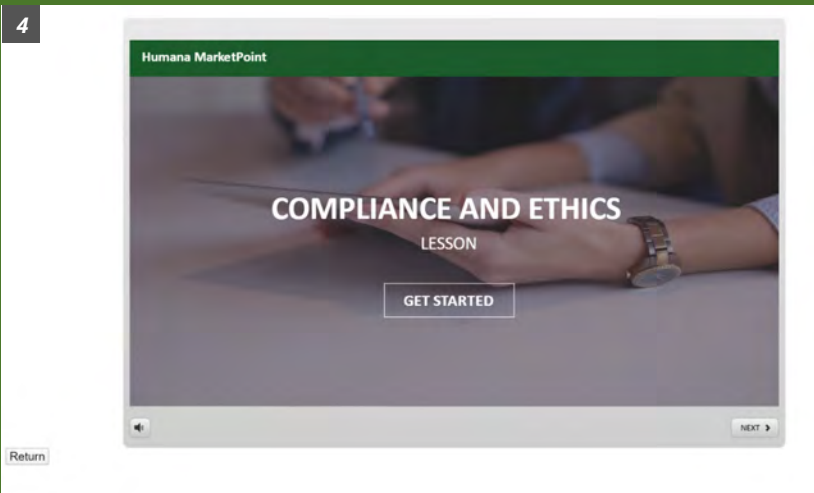
HUMANA

EXAMPLE OF HUMANA CERTIFICATION

3 MAPD Recertification for External Field Agents

This is the course grade book. It contains the current status for each assessment of the course, individual test score results and the weight of each individual within the course. This page enables a user to...

Level	Title
Part	How to Complete Recertification & Recertification
Part	AHIP (Please use your MFA on your device when logging into the AHIP site)
Part	Introduction to the AHIP Medicare Course
Part	2020 AHIP Medicare Training
Part	Humana Sales and Marketing Compliance
Part	Privacy and Security
Part	Agents Designate Humana Privacy and Security Practices
Part	Compliance and Ethics - Field
Part	Code of Ethics for External Agents
Part	Agents Designate: Business Ethics Professionals
Part	Compliance Knowledge Check
Part	Humana Sales and Marketing Guidance
Part	Electronic Mail
Part	Humana MarketPoint 2020 MAPD/UPF Agent Guidelines
Part	Testing
Section	Practice Test
Section	How To Take the Test
Section	MAPD Certification Practice Test - 2020
Section	Final Exam
Section	Final Exam Notice and Attention
Section	MAPD Certification Final Exam 2020
Part	Prepare to Sell for AHIP (NOTE: Please complete ALL remaining modules before clicking out of the course section.)
Part	Accept Test Score
Part	Humana Field Lead (Product Information)
Part	Humana Plan Year 2020 Sales Resilience
Part	Survey - External Field Recertification



5 Certification Practice Test - 2020

You are taking the Practice test. The practice test questions are for agents to test their knowledge of the training materials and to help agents determine if they are ready for the final exam. This test will final test score for this course. There is no time limit and the test can be taken multiple times.

Question Reference

1. Which of the following is an appropriate response when asked about the non-discrimination notice in the marketing materials?
To review the content, click the Question Reference button above. See Step: Prepare.

It is designed to inform you about receiving information in other languages - if you need it, which you don't.

It is designed to inform people about receiving information in other ways - but since it's the normal way of providing information, you can overlook it.

It is to inform you about receiving information in another language and being a complaint if you feel discriminated against.

It is a bit to read - so you can gloss over it as you have demonstrated to me that you understand English.

Question Reference

2. Which of the following are additional forms needed to enroll someone into a Chronic Condition SNP?
To review the content, click the Question Reference button above. See Step: Needs.

Physician verification form and scope of appointment

Prequalification form, physician verification form, and permission to contact form

Prequalification form and physician verification form

Physician verification form and permission to contact

Question Reference

3. Who is responsible for ensuring the agent licensing is current?
To review the content, click the Question Reference button above. See Step: Important.

Return

Directions

STEP 3 (cont.):

- If you have certified with Humana previously, you will only need to take the following courses to recertify:
 - **Introduction**
 - **AHIP**
 - **Compliance**
 - **Agent Guidance and Testing**
 - **Prepare to Sell**

STEP 4:

- After your AHIP certification is complete, you may begin the Humana courses.
- Launch the course and click **Get Started** to begin.
- Use the **Menu** in the top right-hand corner to navigate through the course.

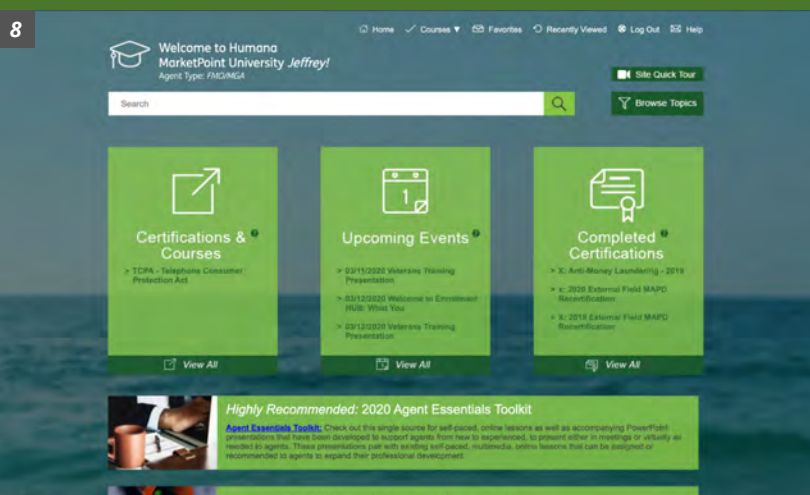
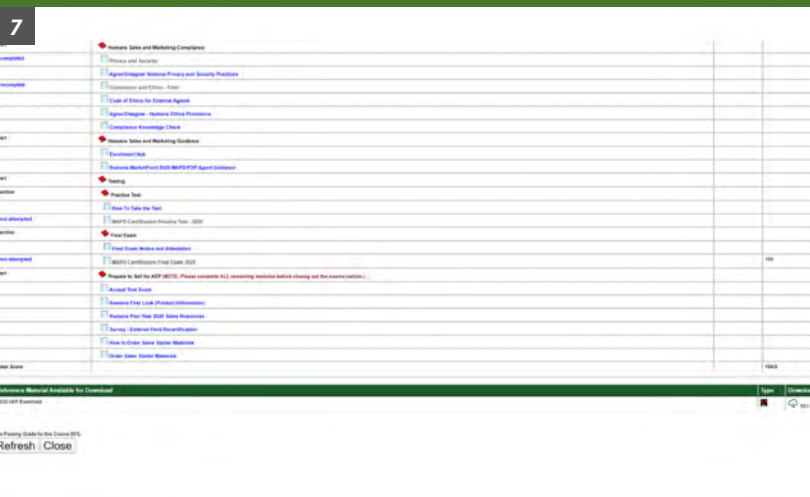
STEP 5:

- After your required courses are complete, you will take the **Humana MAPD Certification Practice Test**.
- This practice test can be taken as many times as needed to prepare for the final exam.

✓ HOW TO CERTIFY

HUMANA

EXAMPLE OF HUMANA CERTIFICATION



Directions

STEP 6:

- After your practice test, you will take the **Final Exam** to finish your certification.
- This exam consists of 20 questions and must be completed within 45 minutes. You have three attempts to achieve a passing score of 85% or higher.
- Once all answers are complete, click **Submit answers for scoring**.

STEP 7:

- In the **Certifications & Courses** home page, you can see your **Total Score**.
- From here, you can access any completed training or reattempt the **Final Exam**.

STEP 8:

- Once your certification is complete, you can access and print your Humana certification in the **Completed Certifications** section.