

PURPOSE: This job aid will assist agents with accessing AHIP from Humana MarketPoint University (HMU) and transferring their AHIP scores to the Humana Certification or Recertification course enrollment.

How to Access AHIP and Transfer Your AHIP Score to Humana

To transfer an AHIP score you **must** be enrolled in a Humana Certification or Recertification course located on Humana MarketPoint University. You can access Humana MarketPoint University from the **Humana Vantage Agent Portal**. The option to transfer the score will not appear until you reach the AHIP Training section.

▲ Visit our coronavirus resources page to get	the latest information on COVID-19	and learn more about the r	new vaccines.		
Other Humana Sites \vee					Help Español
Humana Shop for Plans ~	Member Resources ~			I want to	Q Sign in
					Hally.
Sign 1 with your username and get access to key coverage information a well as useful member bools and resources. If you are a dential or vision member looking for Hum et oblowing plans informational Dential Preventive Value, Preventive Plus, Loyaly Plus, Complete Dental, Bright Plus, Value Plun (H215 or C550) and Discount or Individual Vision preventive Plus, Loyaly Dential Dential Preventive Username Plus, Social Dential Preventive Password	Applying for coverage? Finish your Humana Insurance enrollment Username or Password Help Forga your jasaword? Not register Register your account		IIII Licensing, Certification & Contracts IIII Licenses (1) IIIII Certifications (5) Get Certified/Recent	□ ★ 2	

Once logged in on Humana MarketPoint University, you will access your assigned Certification or Recertification training through the top homepage alert. You can also navigate to this by selecting View All under the Certifications & Courses section. Once on the Assigned Training section, you will Enroll In or Launch the course to begin or continue.

Menu	Welcome to Humana Masterbism University ABBCCM		Í	
599	ech für pils salls, volkeier, courseer and more	Q		Assigned Certification and Other Required Training
	Required Training to Complete: DMS Nov Hire: -MADO Oxfore Certification Training (PODD) - Van ->			NIEAX
	Required Training to Complete: Sals: Integrity Education for External Portner Agents Vilan ->			SAMPLE CERT: 2024 External Partner Agent Initial Certification
	Required Training to Complete: SAMPLL CLIP: 2004 External Partner Agent Initial Certification 🦷 View -1		-	MarketPoint now offers Partner agents 2 options for completing the annual CMS Wedicare/FWA training requirement.
¢		>		Agents still choose between AMP or MAIP effectly from the course outline; ONIT one of the 2 options is required. Below are some key points of each to help you docide which option to select:
				AMP: Score widely accented by major carriers, discounted fee, 3 test attempts per yourchare; 90% passing score required, available in Spanish; C2 credits available for entra fee. NOTE: If AMP is already completed, choose the AMP link in the source to transfer your acceer. MARP: Score may not be accepted by all carriers, discounted fee; C2 credits for no entra fee, 5 test attempts; 85% passing score required; available in Spanish.
			-	Table Development (WC Consider
	Certifications and Courses Events Calendar Completed Training		-	maning inspections are compared
	Thd required certification, nearthcation, nanotatory & Vare 8 sign up to the laster unbiases from the official View, Gae, or print your certification or certification and corruns. Nov iten your individual completed carents, and corruns. Nov iten your individual corruns. Nov iten your corrests and corruns. Nov iten your individual corrests and corruns. Nov iten your individual corrests and cor			Humana's 2024 MAPO and PDP Centron for Partner Agents - AHIPIN48P Cetabu - Enter Agents - AHIPIN48P
	T View All → View All →			

Make your way through the list of modules until you can click



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Accessing AHIP and Transferring AHIP Scores

on the "AHIP Medicare Training" link.

When you click "AHIP," a new window displays.

NOTE: Before clicking the AHIP link, make sure you are logged out of AHIP and that pop-up blockers are turned off).

If you are a first-time AHIP user, you will need to enter your **National Producer Number (NPN)** during the registration process.

NOTE: You only need to register once. If you leave and come back, just enter your NPN and password.



Important Reminder:

When logging in to AHIP from the Humana course outline **you must use your NPN as the Username**. The system will prompt you to enter either your email, or NPN. Humana's connection to AHIP is tied to an agent's **NPN**. Entering the NPN ensures the agent's AHIP score is transferred over to Humana without issue.

User Login	
Username (NPN or Email)	Enter NPN here.
Password	
	Login
Forgot your user	mame?
Forgot your pas	sword?

Looking for AHIP Scores

Once signed into AHIP, the system will look to see if the current plan year course has been completed successfully within six attempts (even if completed outside of Humana).

AHIP Test Course 2			
https://humanaqa.kmsihosting.com/humanaweb/ahipcompletionlookupmanual.aspx?force=1&user_id=4621 - G	-		×
B Secure https://humanaqa.kmsihosting.com/humanaweb/ahipcompletionlookupmanual.aspx?forces	=1&use	er_id=46	521
updating AHIP Results, this may take a few seconds			

If AHIP is already successfully complete, the test score will *automatically send* to Humana and the following message will be received.



Accessing AHIP and Transferring AHIP Scores

AHIP Test Course 2024		
🚆 https://humanaqa.kmsihosting.com/hu	manaweb/ahipcompletionlookupmanual02.aspx?force=1&user_id=24110 — 🗆	×
Secure https://humanaqa.kmsiho	osting.com/humanaweb/ahipcompletionlookupmanual02.aspx?force=1&user_ic	d=24
Wonderful,	has completed AHIP Training for 2024	

Click the "**Return**" button at the bottom of the page to return to the course outline.

When you return to the course, the AHIP score and status will be updated. You can then continue with the training. (You may need to refresh the screen.)

Outline	Overview	Downloads
Title		Status
Welcome to Certification	Humana`s MAPD/PDP	• •
AHIP		
AHIP - Attest	ation	0
Score N/A		
Introduction	to the AHIP Medicare C	ourse 📀
2024 AHIP M your NPN as	Iedicare Training (Please your AHIP Username)	e enter
55576	tion - After Completion	0



Troubleshooting: If AHIP is already completed, but score is not transferring

If you have successfully completed AHIP for the current plan year by passing the exam within six test attempts but the score is not transferring, you will **NOT** be required to retake the AHIP Training. The MarketPoint Training Team will be able to manually transfer over your score once we receive proof of your completion.

To provide Proof of Completion if the score is not transferring, you will simply need to login on the AHIP site, navigate to your Transcripts page (as shown in the image below) and capture an image of this page to send to <u>MarketPointTraining@humana.com</u>. The image **MUST** show your Name and your Final Exam score on the same page.

Please allow one business day for the MarketPoint Training Team to transfer the score.

Yo	ur name here					1	Export	table i
	Name	Attempt	Start	Complete	Duration	Status	Score	Certif
ж	2021 - Module 1 - Overview of Medicare Program Basics: Choices. Eligibility, and Benefits	1	October 8, 2020	October 8, 2020	93h 01m 46s		45.00	-
*	2021 - Module 2 - Medicare Health Plans	1	October 8, 2020	October 9, 2020	79h 39m 16s	2	40.00	
ж	2021 - General Compliance	1	October 12, 2020	October 12, 2020	89h 49m 47s	8	80.00	
*	2021 - Module 3 - Medicare Part D: Prescription Drug Coverage	1	October 9, 2020	October 9, 2020	71h 26m 15s	M	35.00	-
ж	2021 - Medicare Fraud. Waste. & Abuse	1	October 12, 2020	October 12, 2020	92h 21m 34s	2	90.00	
8	2021 - Final Exam	1	October 12, 2020	October 12, 2020	02h 19m 56s	8	96.00	
	Einal Exam		1 October 2020	12, October 1, 2020	2. 01h 59m 57s	8	96.00	-
×	2021 - Nondiscrimination Training	1	October 12, 2020	October 12, 2020	99h 52m 50s	2	77.78	
*	2021 - Module 5 - Enrolment Guidance Medicare Advantage and Part D Plans	1	October 9, 2020	October 11, 2020	62h 16m 57s	Ø	35.00	-
*	2021 - Module 4 - Marketing Medicare Advantage and Part D Plans	1	October 9, 2020	October 9, 2020	63h 17m 19s	2	32.50	-
	AHSP. Fraud, Waste & Abuse Training	1	October 8, 2020	October 12, 2020	282h 04m 11s	2		



If AHIP has not yet been completed, you will be redirected to the AHIP website.

- Already have an AHIP account? Login using your NPN and AHIP account password.
- New to AHIP? Please register by clicking the Create a New Account button.

EAHIP Medica Fraud,	are + Waste, and Abuse	
Quick Links User Guide AHIP Insurance Education AHIP Conferences AHIP Home	Medicare + Frauc O Training for pla	d, Waste, and Abuse (MFWA) nline Course n year 2022 begins June 21, 2021
Contact Us For Tachnical Support: Phone: 866.034.6909 Email: Support@AHIP InguranceEducation.org	User Login Username (NPN or Email) Password Eg Login Forgot your username? Forgot your password?	Registration First time visitor? Create a New Account

Enroll in the Medicare training.

If you have not yet started AHIP, you may be prompted to pay \$125 (discounted rate for contracted Humana agents). NOTE: Career Agents employed by Humana and certain other non-career agents will not see the same e-commerce site.

Once you have completed AHIP, you will see a list of your completed AHIP coursework and Final Exam with a GREEN checkmark next to it. Below that, you will see a TRANSMIT (or Re-Transmit) link next to "HUMANA". Click it!

Click the Return button in lower left corner of the browser window to return to your course.

HIP	Medicare + Fraud, Waste, and Abuse
AHIP Me	dicare Training (Recertification)
AHIP Medic	are Training (Recertification)
	Part 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits Part 2 - Medicare Health Plans Part 3 - Medicare Part D: Prescription Drug Coverage Part 4 - Marketing Medicare Advantage and Part D Plans Part 5 - Enrollment Guidance Medicare Advantage and Part D Plans Enal Evan
AHIP Fraud	, Waste & Abuse Training Fraud, Waste, and Abuse General Compliance
Credits	
Purchase	additional credits.
Certification	Part and a second s
• AHIP	Medicare Certification
Completion	Transmissions
 Huma Huma Huma 	ına (Brokers) transmitted 03/10/2017 (<u>Re-transmit)</u> ına (State Farm) transmitted 11/21/2016 (<u>Re-transmit)</u> ına (Humana Broker) transmitted 12/23/2016 (<u>Re-transmit)</u>



Once your score is received, you will continue completing the remainder of the Humana Certification or Recertification coursework!



If your score did not transfer, simply click the AHIP link again for HMU to check for your score and pull it over.

WINNING TIPS:

- AHIP's passing score is **90%** within 6 attempts. If AHIP was completed beyond the first 6 attempts, the score will not transfer. Agents will be notified of Humana's policy and will be shown their first three test attempt scores.
- 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.
- If you have been logged into the Humana MarketPoint University for a long time, it may time out. Click the AHIP link again from the course outline and HMU will pull your AHIP score into the course. If you are not able to transfer your score after following these steps, or need any other assistance, please contact Humana Agent Support at 1-800-309-3163.



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