



# How to Complete Recertification

**PURPOSE:** This job aid will help guide external field agents through the Humana Recertification process

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.***



# How to Complete Recertification

## 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.

## Part 4: Prepare to Sell for AEP

This module provides important information to prepare you to sell for AEP. The material contained within this module must be completed to satisfactorily complete your training but no information from this module will be included in the final Recertification exam.

## 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 (some of which might be in the course outline as well) to take away from training, such as the Agent Reference Manual.



# How to Complete Recertification

## Step 2: Close the course and print your certificate

To receive full credit for completing this required training assignment and print your overall certificate, please follow these instructions.

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
<b>Total Score</b>	

Refresh Close

To print the certification or other required training certificate, either click the **Courses** drop-down and select **Completed Certifications**, or click the **Completed Certifications** tile on the right from the homepage.

Welcome to Humana MarketPoint University!  
Agent Type: MECA

Home Courses Favorites Recently Viewed Log Out Help

>Courses & Certifications  
>Courses in Progress  
>Completed Courses  
>Completed Certifications

OR

Site Quick Tour  
Browse Topics

Certifications & Courses  
View All

Upcoming Events  
> 06/27/2018 Leaders: What's New and Available Tr  
> 06/27/2018 Humana Vantage - MyHumana Business C  
> 06/28/2018 Humana Vantage - MyHumana Business C  
View All

Completed Certifications  
> Agent Online Application (AOA)  
View All

PY19 External Agent Certification and Recertification Launch Dates



# How to Complete Recertification

Find your assignment and hover over its title. The button “View Certificate” will appear. Simply click “View Certificate” to view a PDF of your certificate. Please note, the certificate applies to training. Agents are responsible for ensuring all applicable contracts, licenses and appointments are complete and in good standing in the relevant states for all products they sell.

Welcome to Humana MarketPoint University / Agent Type: MECA

Home Courses Favorites Recently Viewed Log Out Help


Site Quick Tour

Browse Topics

Search

### Completed Certifications & Other Required Training

This page lists all of your completed certifications and other required training. If you are looking for a breakdown of individual courses you've completed, both optional & required, you can view them in your [Completed Courses](#) list.

Title of Assignment will Appear Here	Status	More
 <a href="#">View Certificate</a>	Complete	More ▼

The certificate will display. You know it's the correct overall certificate if it's horizontal. Individual Course certificates are vertical. This is a PDF, so when you hover over it you will be presented options to either print or save it. You can also go to File → Print in your browser.

**Humana.**

**This Certificate is Awarded to:**

*Your Name Will Appear Here*

For the Successful Completion of the  
*The Title of Your Overall Assignment will Appear Here*  
**Training Requirement.**

Completion Date & Time (EST) Unique Verification Code Site Administrator Verified By

Disclaimer: This certificate applies to training. Agents are responsible for ensuring all applicable contracts, licenses and appointments are complete and in good standing in the relevant states for all products they sell.

[View Certificate](#)



# How to Complete Recertification

## 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!



# How to Complete Recertification

## Appendix: Accessing Humana's Recertification with Vantage

<p>Log in as an agent at Humana.com (using your Vantage log in)</p>	
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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



# How to Complete Recertification

Once you enter the Humana MarketPoint University, you can access your recertification course in “Certifications & Courses” which can be accessed in the following 2 places:

