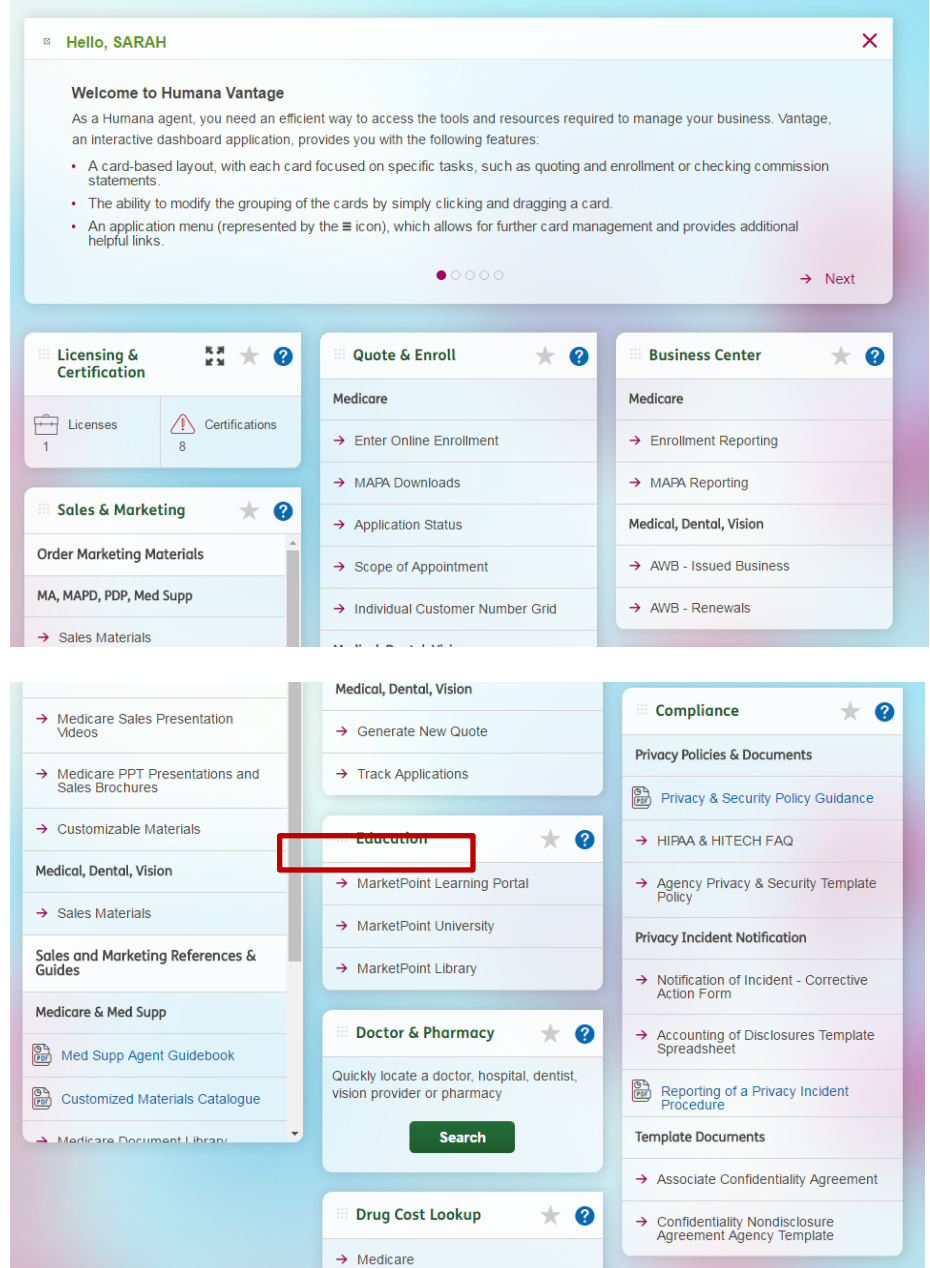
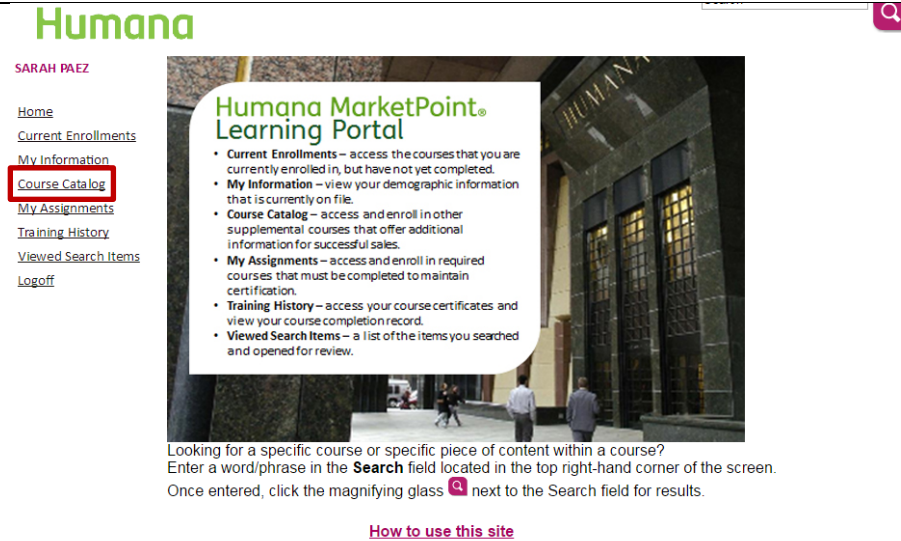


2017 Humana Recertification Job Aide

1. To access Humana training log in to HumanaVantage Portal by going to www.Humana.com. You will arrive on a page similar to the screenshots to the right. Scroll down to the box labeled Education and click on "MarketPoint Learning Portal" seen in the red box. A new tab will open. If it does not double check that your pop up blocker is off and try again.



2. You are now on the training portal page. You will first need to enroll in the courses you will need to take. Click on “My Assignments” seen in the red box.




Humana

SARAH PAEZ

[Home](#)
[Current Enrollments](#)
[My Information](#)
[Course Catalog](#)
[My Assignments](#)
[Training History](#)
[Viewed Search Items](#)
[Logoff](#)

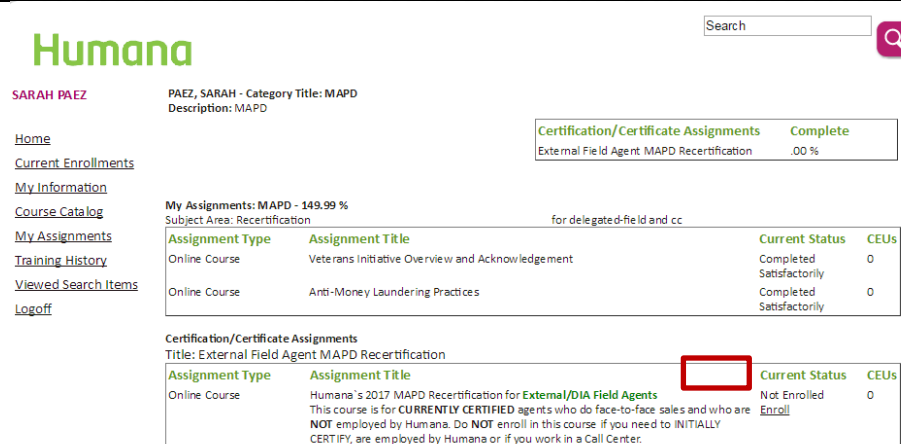
Humana MarketPoint Learning Portal

- **Current Enrollments** – access the courses that you are currently enrolled in, but have not yet completed.
- **My Information** – view your demographic information that is currently on file.
- **Course Catalog** – access and enroll in other supplemental courses that offer additional information for successful sales.
- **My Assignments** – access and enroll in required courses that must be completed to maintain certification.
- **Training History** – access your course certificates and view your course completion record.
- **Viewed Search Items** – a list of the items you searched and opened for review.

Looking for a specific course or specific piece of content within a course? Enter a word/phrase in the **Search** field located in the top right-hand corner of the screen. Once entered, click the magnifying glass  next to the Search field for results.

[How to use this site](#)

3. Here you will see all required training. In order to enroll in Humana’s 2017 MAPD Recertification for External/DIA Field Agents, click “Enroll” next to the title seen in the red box to the right.




Humana

SARAH PAEZ

PAEZ, SARAH - Category Title: MAPD
Description: MAPD

[Home](#)
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Search 

Certification/Certificate Assignments **Complete**

External Field Agent MAPD Recertification	00 %
---	------

My Assignments: MAPD - 149.99 %
Subject Area: Recertification for delegated field and cc

Assignment Type	Assignment Title	Current Status	CEUs
Online Course	Veterans Initiative Overview and Acknowledgement	Completed Satisfactorily	0
Online Course	Anti-Money Laundering Practices	Completed Satisfactorily	0

Certification/Certificate Assignments
Title: External Field Agent MAPD Recertification

Assignment Type	Assignment Title	Current Status	CEUs
Online Course	Humana's 2017 MAPD Recertification for External/DIA Field Agents This course is for CURRENTLY CERTIFIED agents who do face-to-face sales and who are NOT employed by Humana. Do NOT enroll in this course if you need to INITIALLY CERTIFY, are employed by Humana or if you work in a Call Center.	Not Enrolled Enroll	0

4. You will be told that your enrollment is complete click on “Return to Home Page”.




Humana

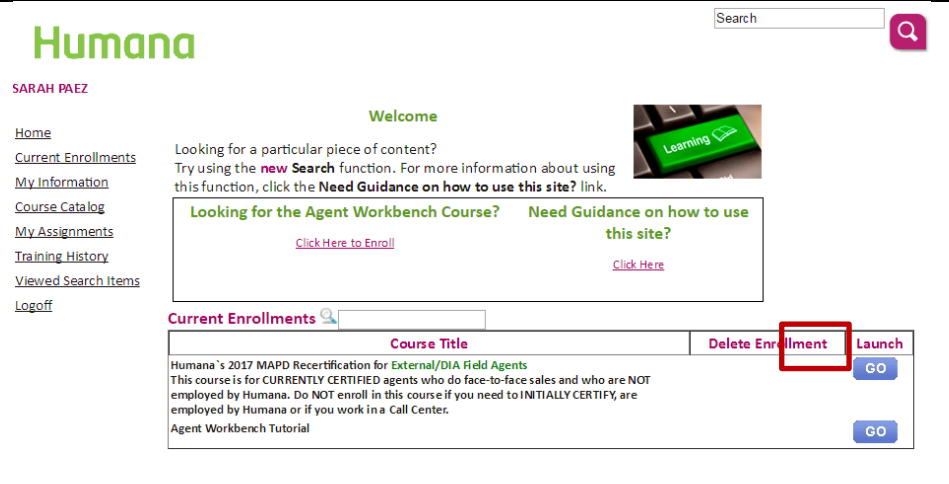
SARAH PAEZ

Enrollment Complete - Return to Home Page

[Home](#)
[Current Enrollments](#)
[My Information](#)
[Course Catalog](#)
[My Assignments](#)
[Training History](#)
[Viewed Search Items](#)
[Logoff](#)

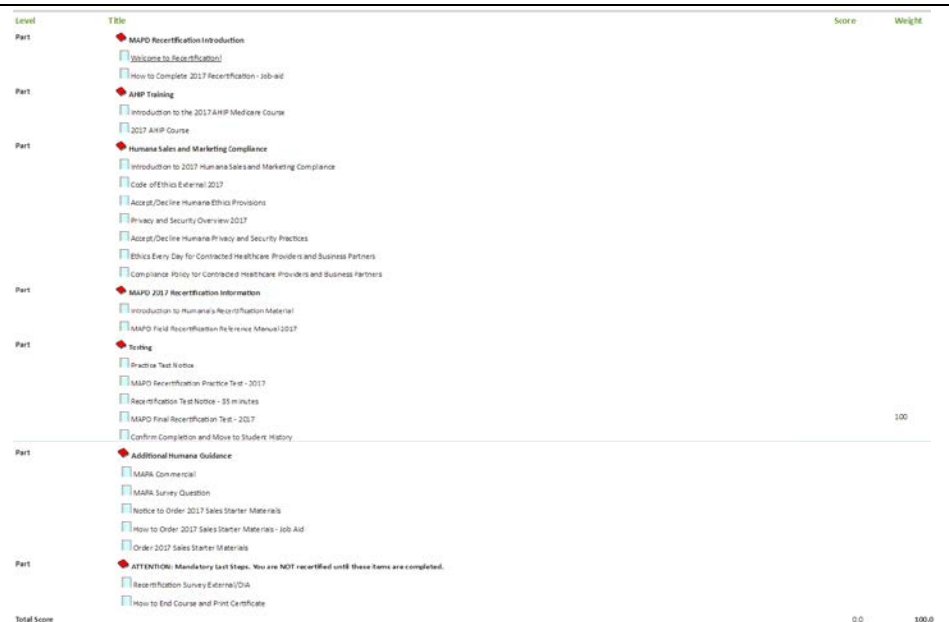
Search 

5. To begin working on Recertification, click on the go button to the right of the title “Humana’s 2017 MAPD Recertification for External/DIA Field Agents”, seen at the right in the red box.



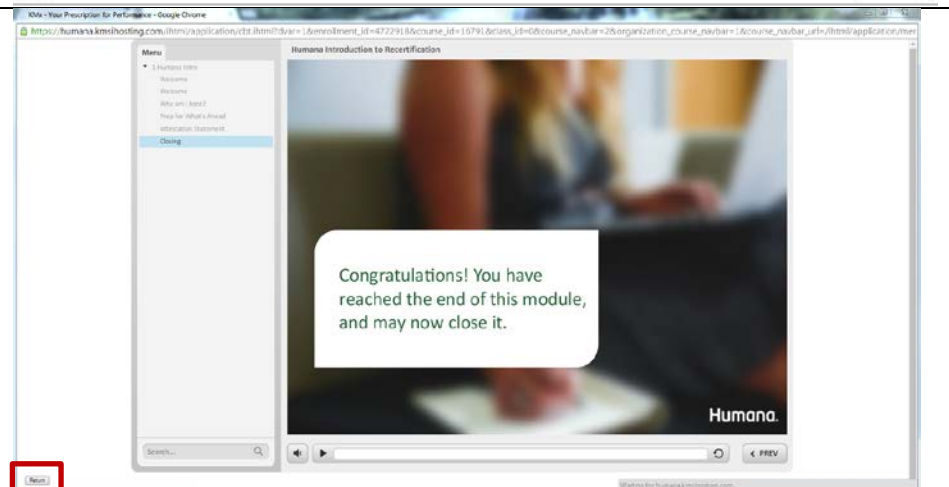
The screenshot shows the Humana LMS home page. At the top, there is a search bar and a user profile for SARAH PAEZ. A welcome message is displayed. On the left, a navigation menu includes links for Home, Current Enrollments, My Information, Course Catalog, My Assignments, Training History, Viewed Search Items, and Logoff. The main content area features a search function and a section for "Current Enrollments". A table lists available courses, with the first entry, "Humana's 2017 MAPD Recertification for External/DIA Field Agents", highlighted. The "Delete Enrollment" button for this course is circled in red. Below the table, a "Total Score" of 0.0 and a "Weight" of 100.0 are shown.

6. To the right you will see a full list of the modules you will need to complete. These modules must be completed in order, in order to move on to the next module. To begin a module click the underlined title that does not say “completed” next to it.

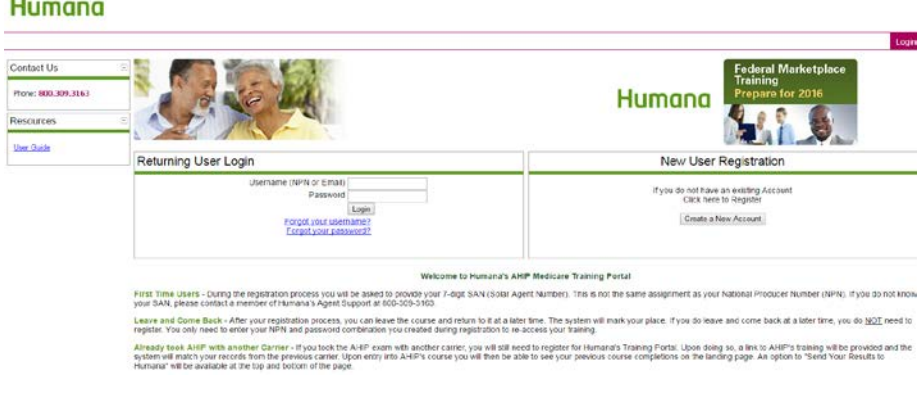
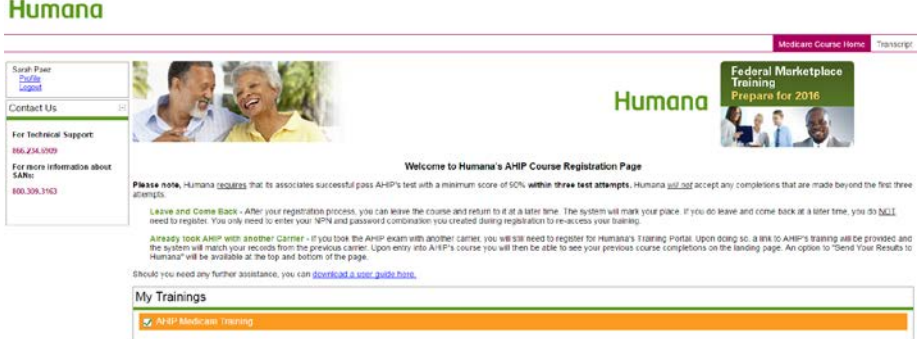



The screenshot displays a list of modules for the "Humana's 2017 MAPD Recertification" course. The modules are organized into parts and include titles such as "MAPD Recertification Introduction", "AHP Training", "Humana Sales and Marketing Compliance", "MAPD 2017 Recertification Information", "Testing", and "Additional Humana Guidance". Each module has a status indicator (a red dot for incomplete and a green dot for completed) and a "Launch" button. The "Launch" button for the "Humana Sales and Marketing Compliance" module is circled in red.

7. When you have completed each module or test, make sure you click on the “Return” button in the bottom left corner of the screen, as seen in the red box to the right. DO NOT click on the red X in the right hand upper corner or you will have to enter the training again.



The screenshot shows the completion screen for the "Humana Introduction to Recertification" module. A message box states: "Congratulations! You have reached the end of this module, and may now close it." The "Return" button in the bottom left corner is circled in red. The "Close" button in the top right corner is also visible.

<p>8. Upon entering the AHIP module, you will need to click “Launch Content in New Window”.</p>	<p>2017 AHIP Course</p> <p>Launch Content in New Window</p> <p>Return</p>
<p>9. You will be taken to the Humana AHIP site. Log into AHIP using your AHIP username and password.</p>	
<p>10. Once logged in click on AHIP Medicare Training seen in the orange box to the right.</p>	
<p>11. You will need to pay for and complete all training for the AHIP before being asked to transmit results. If you have already complete AHIP, scroll down and select “Transmit” or “Re-Transmit” next to Humana under Completion Transmissions.</p>	<p>✓ AHIP Medicare Training (Recertification)</p> <p>AHIP Medicare Training (Recertification)</p> <ul style="list-style-type: none"> ▶ <input type="checkbox"/> 2017 - Part 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits ▶ <input type="checkbox"/> 2017 - Part 2 - Medicare Health Plans ▶ <input type="checkbox"/> 2017 - Part 3 - Medicare Part D: Prescription Drug Coverage ✓ 2017 - Part 4 - Marketing Medicare Advantage and Part D Plans ✓ 2017 - Part 5 - Enrollment Guidance Medicare Advantage and Part D Plans ✓ 2017 - Final Exam <p>AHIP Fraud, Waste & Abuse Training</p> <ul style="list-style-type: none"> ✓ 2017 Fraud, Waste, and Abuse ✓ 2017 General Compliance <p>Credits</p> <p>Purchase additional credits.</p> <p>Certification</p> <ul style="list-style-type: none"> • AHIP Medicare Certification <p>Completion Transmissions</p> <ul style="list-style-type: none"> • United Healthcare transmitted 06/27/2016 (Re-transmit) • WellCare (1099) last viewed 06/24/2016 (Show Instructions) • Humana (Brokers) transmitted 07/19/2016 (Re-transmit)

<p>12. A new window will open after transmitting the AHIP to Humana. Click the Close Window button.</p>	<p>Congratulations you have completed this course of study! You may now close this window and return to the menu to claim your certificate.</p> <p>Close Window</p>
<p>13. Return to the window with 2017 AHIP course listed. Click Return to return to the list of modules. Continue completing the modules in order.</p>	<p>2017 AHIP Course</p> <p>Return</p> <p>Launch Content in New Window</p>
<p>14. When you come to the 2017 Recertification Field Agent Reference Manual, please take a moment to save the document for your reference during the Recertification test. To save the document, click the down arrow seen in the red box to the right.</p> <p>Note: Many answers for the recertification test come from this document.</p>	 <p>Return</p>
<p>15. When you arrive at the Testing segment of this course you will be reminded that the actual test will be 20 questions which you must score 85% or higher. The test is also timed and must be completed in 35 minutes. You will only have 3 chances to pass the test. You will first take a practice test which will contain 20 questions which are very similar to the test. After submitting answer on the practice test you will be given an opportunity to see the correct answer. When you complete the 2017 Recertification Test you will also have an opportunity to see the correct answers after submitting your answers.</p> <p>16. Once you have passed the 2017 Recertification test, there will be several more modules to complete. You must complete all of them in order to complete the course and receive credit. When you have finished all of the modules be sure to use the close button in the left bottom corner of the screen to exit the course.</p>	