



How to Complete Recertification

PURPOSE: This job aid will help guide you 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 introduce you to Humana's Recertification as well as 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 introduce you to 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 Products and Process

This module will introduce you to important changes in Humana's Products and Processes as well as 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

Part 4: 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.

See Recertification Test Guidance appendix in this document to learn more about the test.

Part 5: Additional Humana Guidance (available for specific sales channels only)

If Part 5 is offered in the Recertification course, it contains additional Humana guidance for your specific agent channel. It provides important information to assist you with your Humana sales and enrollments. 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.



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.

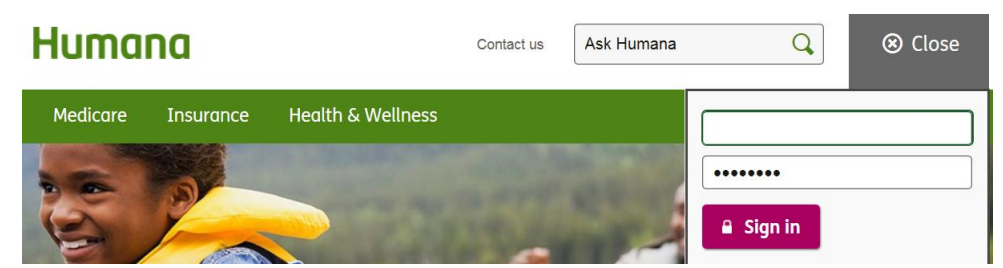
Taking the Test

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!



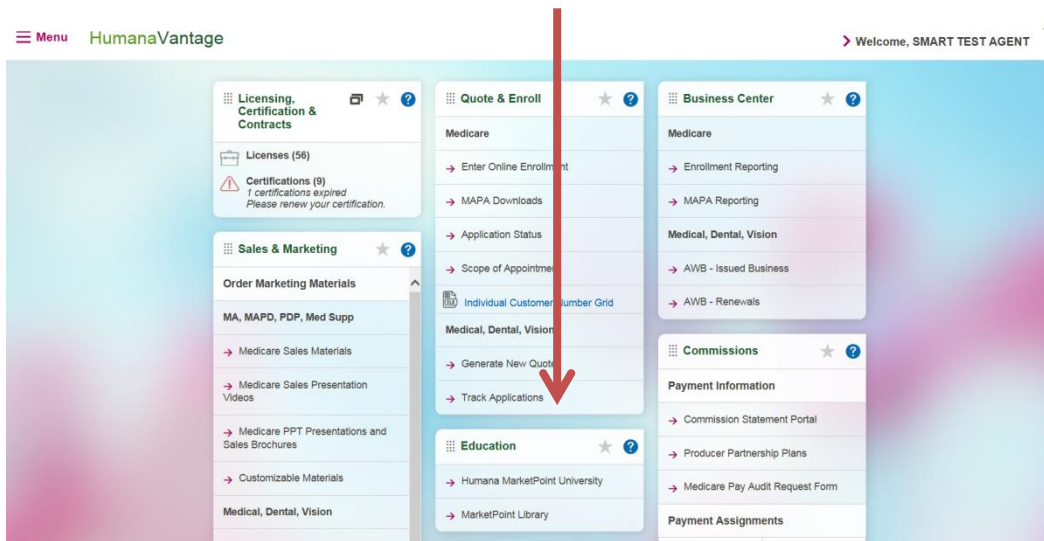
How to Complete Recertification

Appendix: Accessing Humana’s Recertification with Vantage

<p>Log in as an agent at Humana.com (using your Vantage log in)</p>	 <p>The screenshot shows the Humana.com homepage. At the top left is the Humana logo. To its right is a 'Contact us' link and an 'Ask Humana' search bar. Below the logo is a navigation menu with 'Medicare', 'Insurance', and 'Health & Wellness'. A large image of a smiling woman is visible. On the right side, there is a login form with a password field and a 'Sign in' button. A 'Close' button is in the top right corner.</p>
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Accessing Recertification from Vantage

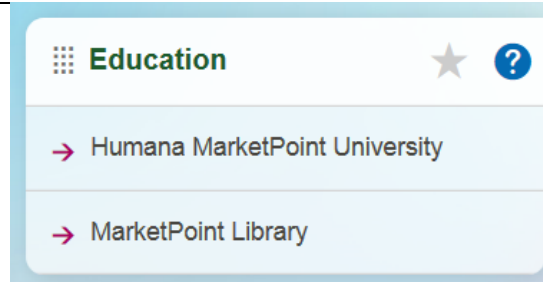
Access Humana MarketPoint University through the Education Card



The screenshot shows the HumanaVantage dashboard. A red arrow points to the 'Education' card in the 'Quote & Enroll' section. The 'Education' card contains links for 'Humana MarketPoint University' and 'MarketPoint Library'. Other sections include 'Licensing, Certification & Contracts', 'Sales & Marketing', 'Quote & Enroll', 'Business Center', and 'Commissions'.

Education Card

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



A close-up of the Education card from the dashboard. It features the title 'Education' with a star icon and a help icon. Below the title are two links: 'Humana MarketPoint University' and 'MarketPoint Library', each with a right-pointing arrow.



How to Complete Recertification

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:

