

# How to Complete Humana Certification

**PURPOSE:** This job aid will help guide you through the Humana certification process.

Click [HERE](#) to see how to access Humana's External Certification with the Vantage Agent Portal

**NOTE:** Agents must successfully complete the entire Certification training requirements to be certified in all Humana Medicare Advantage and PDP products.

## Complete Humana's External Agent MAPD Certification Course

### Part 1: AHIP

This section will introduce you to Humana's Certification as well as direct you to 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, click [HERE](#) for instructions.

### Part 2: Sales and Marketing Compliance Information

This section will introduce you to Humana's Compliance information.

#### Attestation 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" (we have found this is easy to do especially when using a tablet for certification). If you select "I Disagree" you will be able 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 certification.

### Part 3: Humana Products and Processes

This section will introduce you to Humana's Products and Processes. You will also complete the Certification Test (minimum passing score of 85% within 3 attempts). For important test guidance, click [HERE](#).

### Part 4: Humana Sales Information

This section will give you specific information about your sales market as well as information about Humana's national value and sales process.

Ordering marketing materials will also be included within this section. Each item in this section needs to be clicked on—even if you do not order your own marketing material.

*This is important because the course will be marked complete and you can get your certificate of completion only after each item is opened.*

After successfully completing the Humana certification course, you are certified!

# Appendix: Certification Test Guidance

## Overview

The Humana Certification 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.

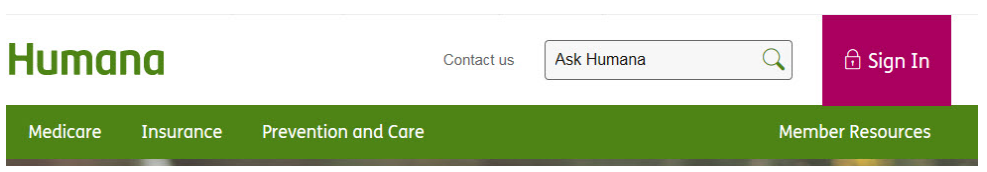
2. **Final Exam.** Here is what agents need to know about the final exam:

- The final exam consists of 20 questions covering the material in the Part 3: Products and Process
- 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

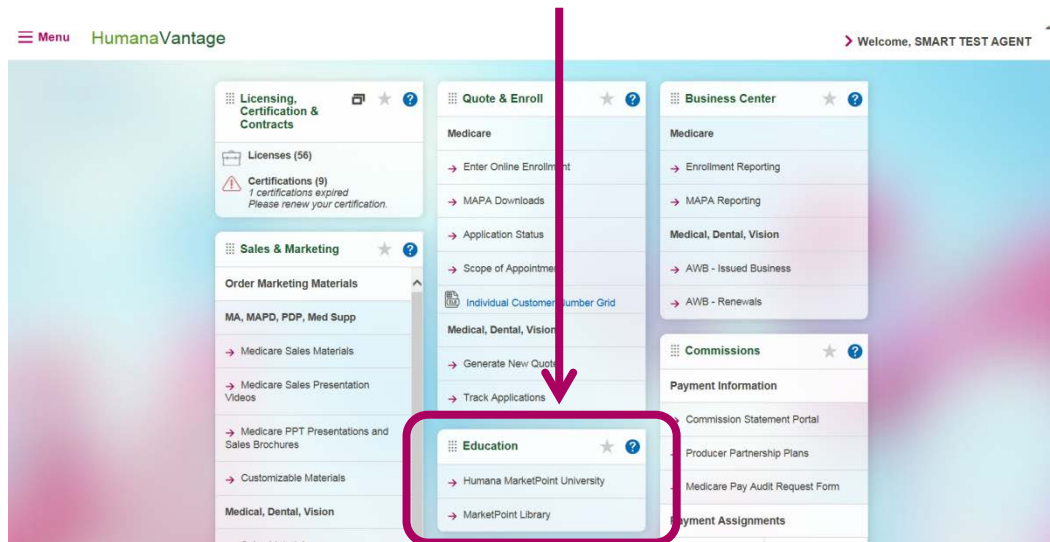
1. Study the training material completely
2. Take the practice test and review the parts of the Agent Guidance Reference Manual for which you missed questions
3. Repeatedly take the practice test until you are confident in your knowledge of the material
4. If you do not pass the final exam on the first 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!

## Appendix: Accessing Humana's External Certification with Vantage

Log in as an agent at Humana.com (using your Vantage log in)	
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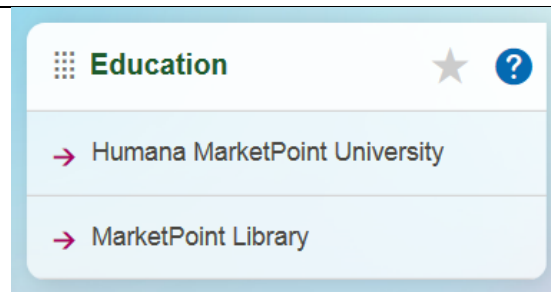
### Accessing Certification from Vantage

Access Humana MarketPoint University through the Education Card

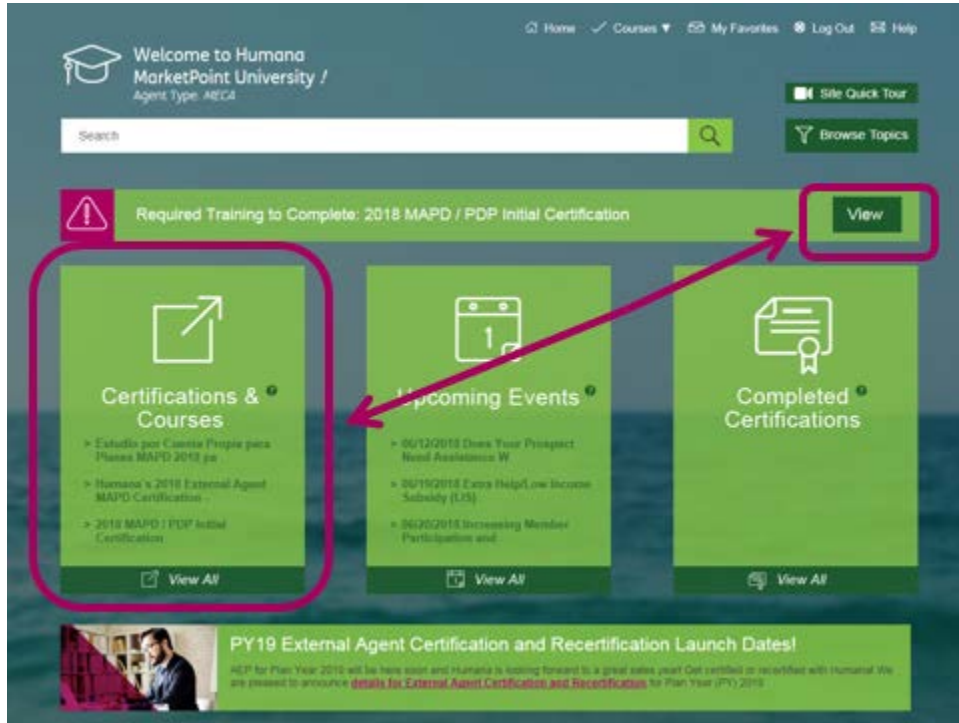


### Education Card

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



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



## Appendix: Close Your Course and Print Your Certificate(s)

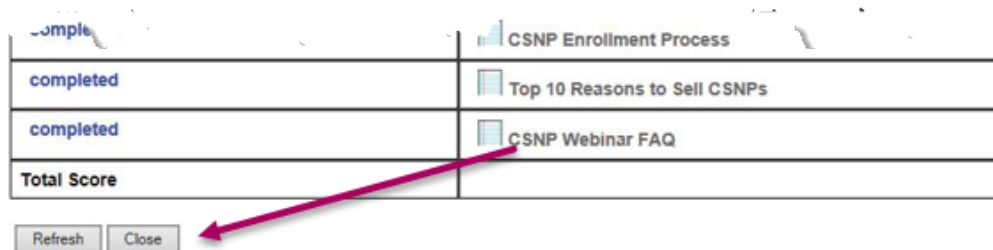
To receive full credit for completing this required training assignment and print your overall certificate, please follow these instructions.

### Overview

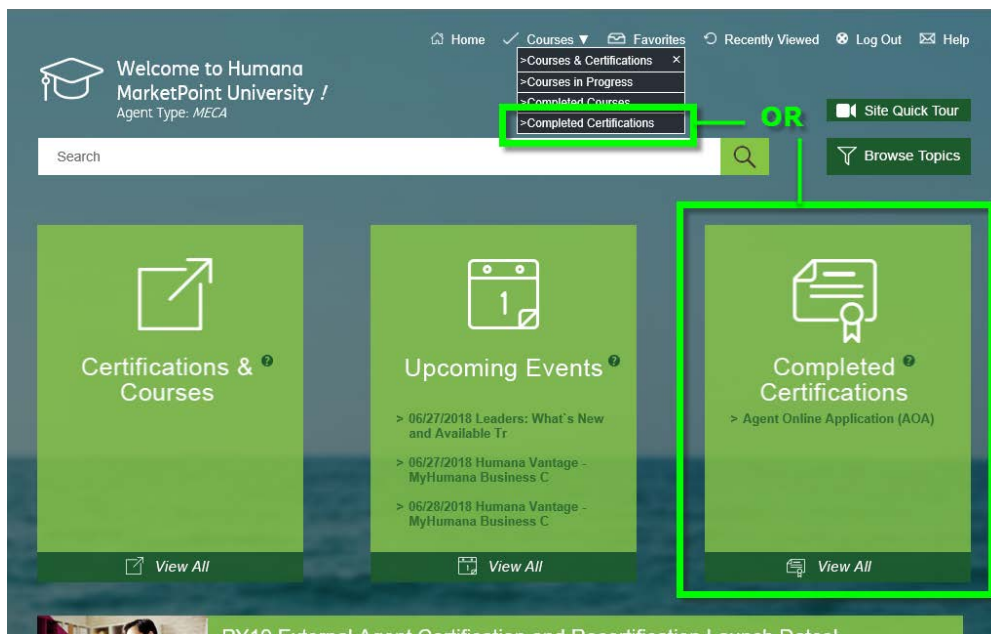
1. When you have completed the final item in your certification, click the Return button at the bottom of the screen.



2. Click the **Close** button on the bottom of your course outline page.



3. 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.



4. 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 only.** Agents are responsible for ensuring all applicable contracts, licenses, and appointments are complete and in good standing in the relevant states for all products that they sell.

Home Courses Favorites Recently Viewed Log Out Help

Welcome to Humana MarketPOINT University!  
Agent Type: MECA


Site Quick Tour

Browse Topics

Search

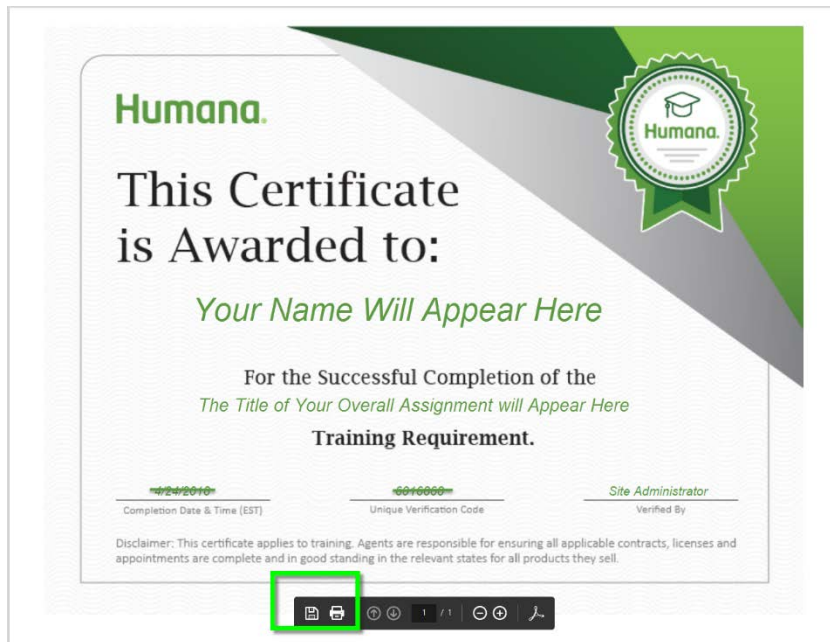
### Completed Certifications & Other Required Training

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: Complete
More ▾

[View Certificate](#)

- The certificate will display. You will know it's the correct overall certificate if it is horizontal. Individual Course certificates are vertical. This is a PDF, so when you hover over it you, will be see 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.**

01/24/2016  
Completion Date & Time (EST)
0010000  
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.

