

COMPLIANCE ALERT

Recertification 2012 – Extended to October 14th

SEPTEMBER 13, 2011

AGENT NOTIFICATION

Please be advised that Humana's annual on-line agent certification training will begin on **Tuesday, July 19, 2011 and must be completed by Friday, October 14, 2011.**

All current certifications expire on November 30, 2011 – if you are currently certified you can continue to enroll members in 2011 effective plans until November 30, 2011.

Recertification must be completed in order to be eligible to offer and enroll on any Medicare products with a 2012 effective date. In addition, **recertification is required** on an annual basis in order to **receive commissions** on any new or previously enrolled Medicare product. **Recertification is only for agents who are currently certified to offer Humana 2011 Medicare products.** Agents who are not currently certified for Medicare Advantage may become certified by attending a Medicare Advantage classroom session. First time PDP certification can be completed on-line without classroom training. Federal law requires that you must be certified to offer any Medicare plan.

- Be Informed
- Educate Your Clients
- Protect Our Members

IMPORTANT: You must be certified for each product you plan on representing (HMO, PPO, PFFS and PDP). If a new product becomes available in your area that you have not previously been certified for, you will need to attend a face-to-face certification class. Your ID card shows you what products you are currently certified for.

Training and Testing

All training material and recertification is available through the Humana agent portal and complies with federal requirements for all agents who market Medicare plans. The material is very comprehensive and represents a combination of standardized training developed by America's Health Insurance Plans (AHIP) and CMS, as well as material developed by Humana. **You are strongly advised to take the time to study the material thoroughly before taking the tests.**

Humana Recertification Schedule

- July 19th – Launch English versions of MAPD recertification
- July 19th – Launch English version of PDP only certification
- August 15th (subject to change) – Launch Spanish versions
- October 14th - Recertification must be completed – recertification site closes
- November 30th - **Sales privileges terminate** for any agent that did not recertify

AHIP Training & Testing

Similar to last year, Humana is partnering with AHIP in providing training and testing. AHIP works closely with CMS in developing the material and they are highly regarded in the industry. **The AHIP certification must be taken in order to represent MA or PDP products.** The training has been designed to strengthen an agent's knowledge and to better equip them to:

- help potential members to understand the basics of the Medicare program plans and benefits
- help potential members learn about the different types of Medicare Advantage and Part D prescription drug plans, eligibility, and how to get covered services
- comply with marketing and enrollment requirements under the Medicare Advantage and Part D programs

The AHIP training and testing can be accessed through the Humana Agent Portal. You will be required by AHIP to re-register with them this year even if you registered last year. There are 5 AHIP modules but you will only be required to open and read module 4 & 5 since you are recertifying. **However, you will be tested on all 5 modules so we strongly recommend reviewing all modules prior to testing.** You will have 3 attempts to pass the AHIP test with a minimum passing score of 90%.

Reimbursement

There is a discounted charge of \$100 for AHIP training and testing through the Humana site. We value your partnership and will reimburse your testing fee under the following circumstances:

- you took the courses through the Humana agent portal, **and**
- you have successfully enrolled five (5) MA **OR** twenty-five (25) PDP January 2012 members – members must be accreted with CMS by March 11, 2012.

After completing the AHIP testing successfully you will have the option to purchase CE credits.

IMPORTANT: After printing your transcript certificate, don't forget to "click" the "send my exam completion to Humana" button at the bottom of the page. If you have taken the AHIP testing through another carrier's site, access AHIP again through the Humana agent portal and send the exam to Humana.

After completing the AHIP portion of testing and sending the transcript to Humana, you will continue on to complete the Humana portion of recertification.

Humana Training & Testing

Similar to previous years, there will be several modules to complete on-line. You must **take the AHIP recertification courses prior to beginning the Humana modules.** Humana modules will include:

- Code of Ethics
- Medicare Fraud, Waste & Abuse Prevention
- Safeguarding Protected Information (PI)
- Humana Product information

A Spanish version of recertification will be available August 15, 2011.

La version en Español de AHIP 2012 estará disponible el 15 de August de 2011.

You will have 3 attempts to pass the Humana test with a minimum passing score of 85%. Upon successful completion of the Humana test, **return to "My Current Exams" to print your certificate of completion.**

The attached job aids will assist you in accessing and navigating the Humana Training & Testing through the agent portal as well as the AHIP site.

[JOB AID: How to Access Humana Recertification Training \(AP-094\)](#)

[JOB AID: How to Report your AHIP Transcript to Humana \(AP-101b\)](#)

If you have questions regarding the process, please contact the Agent Support Unit (ASU).

Agent Support

1(800)309-3163

AgentSupport@humana.com

Monday – Friday 8:00AM – 9:00 PM