

# Humana 2016 Medicare Advantage Certification & Recertification for Delegated Field Agents.

Presenter:  
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# Agenda

1. Introduction of our Series
2. AHIP Training & Testing Overview
3. Certification Overview
4. Recertification Overview
5. Things to Remember...
6. Q & A

## What the Series will include

- **Certification**
- Contracting
- iMAPA
- Humana Pharmacy
- CarePlus
- Humana One Operations
- Agent Portal / AWB



# AHIP Training & Testing

- The AHIP course will include Fraud, Waste and Abuse (FWA) as well as CMS General Compliance Training.
- The training has been designed to strengthen the agent's knowledge and better equip them to:
  - Help better inform potential members to the basics of the Medicare program
  - Help better inform potential members about different types of MAPD, MA or Part D Plans. This will include eligibility and coverage.
  - How to comply with CMS marketing and enrollment requirements.
- AHIP assesses a \$175 fee to take this test. However, the fee is only \$125.00 when accessed through the Humana site.
- Humana will grant reimbursement of this fee if:
  - 1. The initial AHIP registration was purchased via the Humana Agent Portal.
  - 2. The agent successfully enrolled ten (10) MA/MAPD or forty (40) PDP members with a January 1, 2016 effective and members accreted with CMS by March 4, 2016.
- **IMPORTANT:** After printing the transcript certificate don't forget to "click" the "send my exam" to Humana! This will allow you to continue to the next module.

# Initial Certification Training

- All agents must be properly contracted, licensed, appointed and certified before they are allowed to sell any Humana MA/MAPD/PDP plans. Agents must first complete the on-line Delegated Pre-work and AHIP modules.
- Upon successful completion the agent will need to attend a face to face certification training class, or complete one of our new online Delegated certification pilot programs. The pilot programs will be available in CA, CO, NC, NM, TX, VA & WI.
- Agents must recertify annually to continue to receive commissions on new or current business.
- The launch date for the 2016 initial certification MAPD pre-work will be **Monday, August 3<sup>rd</sup>**. This will be for both our standard Delegated training, and the online Delegated certification pilot.
- Your Account Executive will begin sending certification reports leading up to AEP. This will help you identify which agents are certified for 2015 or 2016.
- Humana requires all Florida resident licensed agents to complete Careplus product training in addition to the MAPD/HMO certification. CarePlus training will be presented on the same day as the initial Medicare certification training. Florida Non-resident external/DIA agents training in Florida are also required to complete the HMO certification and CarePlus training.

# Initial Certification Steps

- Newly contracted Agents will receive a welcome letter with their System Assigned Number (SAN). Agents are required to register on Humana's Agent Portal. [www.humana.com](http://www.humana.com) (click Education link).

## Online Certification Pre-work

- This must be completed prior to attending any F2F certification training.
- Online certification pilot will include additional coursework. Details will be forthcoming.
- Pre-work includes:
  - Part 1: AHIP Training & Test\*
  - Part 2: Ethics & Compliance
  - Part 3: Products and Processes

**\*IMPORTANT:** If the agent has taken AHIP through another carrier's website, they will be able to share the results with Humana. Agents will need to access AHIP through Humana's Agent Portal Education Link and transfer the scores to Humana. Agents who completed the AHIP registration through a different carrier are not eligible for the Humana reimbursement program. Job Aids are available on the Portals MarketPOINT Library or upon request.

## Face-to-Face Training

- Once the pre-work is completed agents will be prompted to select a market where they would like to attend a F2F class. This step does **NOT** enroll them into the class. The information is forwarded to the local Market Office. The Market Office will notify agents of upcoming classes. The Market will enroll agents and send a confirmation upon completion.

# Recertification Steps

- **2016 MAPD/MA Recertification launches on July 21, 2015.**
- Agents may follow the guidelines through [www.humana.com](http://www.humana.com) (Education Link) for recertification.
- All current Medicare Advantage certifications expire on December 01, 2015. Agents must complete the recertification training modules on or before November 30, 2015 at 5:00 pm EST in order to be eligible to offer and enroll in Medicare Advantage products for a 2016 effective date.
- Recertification is required on an annual basis in order to receive commissions on any new or previously enrolled Medicare Advantage product. **Recertification is only for agents who are currently certified to offer Humana 2015 Medicare Advantage products.**
- **Recertification Schedule:**
- July 21 – Launch MAPD *field agent* recertification.
- August 3 – Launch MAPD *field agent* initial certification.
- August 11 – Launch PDP *field agent certification and* recertification.
- November 30 – Medicare Recertification must be completed by 5:00 pm EST .
- December 1 – **Sales privileges terminate** for any agent who did not recertify.

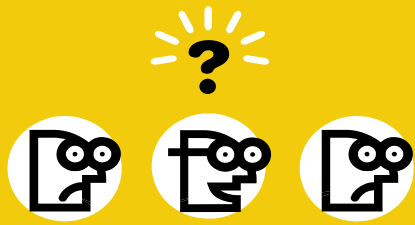
## Things to remember ...

- If agents certify for 2016, they will be eligible to sell in the remainder of 2015.
- Agents who complete 2015 PY certification are required to complete 2016 recertification to sell 2016 plans.
- Agents who have completed 2016 AHIP and 2015 certification will need to recertify for 2016. The 2016 AHIP will need to be transferred to complete the 2016 recert process.
- The on-line 2015 Certification materials (MAPD pre-work and PDP Cert) will close for enrollments on Tuesday, June 30, 2015 at 5:00 pm EST.
- A passing score of 90% is required for AHIP and 85% for Humana MAPD/PDP Tests. Agents will be given three (3) attempts to pass either AHIP or Humana tests. If agent is unsuccessful, they must wait until the 2017 AEP to attempt certification.
- Every week your AE will send a Face to Face class schedule, however this changes frequently. When agents complete their online pre-work, each applicable Market Office receives a list of agents that are ready for class. The Markets will each out to agents via email to see if they wish to enroll. Job aids are available for you to pass along to your newly contracted agents.
- The 2016 PDP certification and recertification courses are scheduled to launch on August 10<sup>th</sup>.



## Things to remember continued....

- There are several modules to complete on-line. You must take the AHIP training prior to beginning the Humana modules.
- Humana modules will include:
  - **Code of Ethics**
  - **Safeguarding Protected Information (PI)**
  - **Humana Product Information**
- If you (our Partner) have any questions about 2016 certification/recertification or the AHIP modules, please contact your National Account Executive
- If your agents have questions regarding any aspect of Certification or Recertification, please direct them to Agent Support (ASU).
  - **1-800-309-3163**
  - **[agentsupport@humana.com](mailto:agentsupport@humana.com)**



**It's QUESTION TIME!!**

