

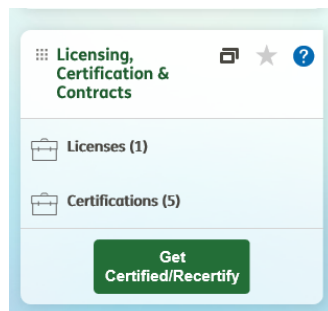
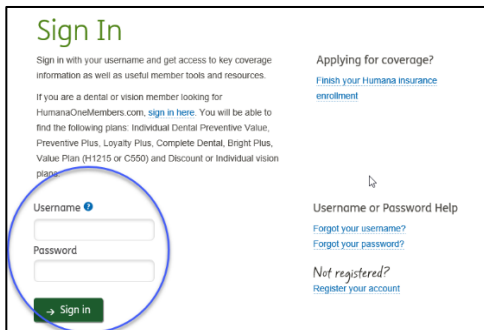
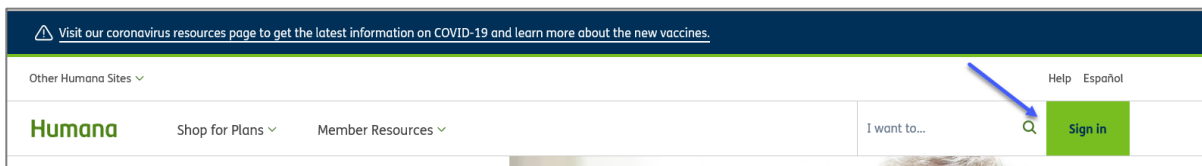


Accessing AHIP and Transferring AHIP Scores

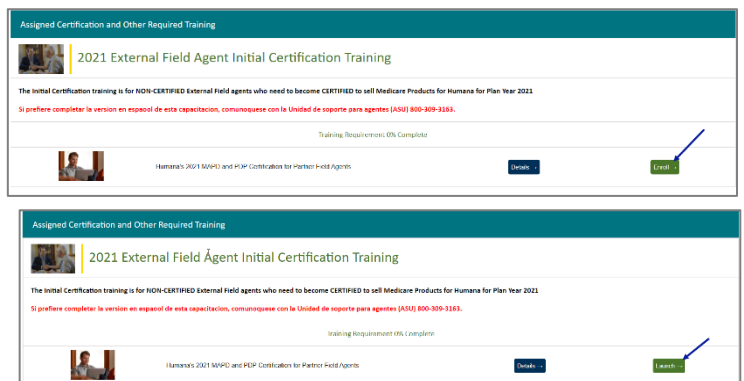
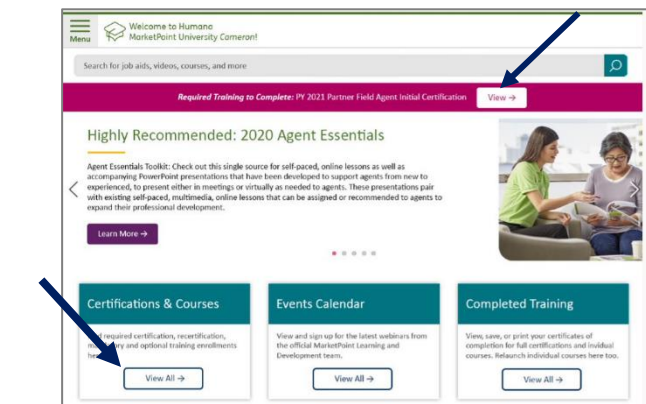
PURPOSE: This job aid will assist agents with accessing AHIP from Humana MarketPoint University (HMU) and transferring their AHIP scores to the Humana Certification or Recertification course enrollment.

How to Access AHIP and Transfer Your AHIP Score to Humana

To transfer an AHIP score you must be enrolled in a Humana Certification or Recertification course located on Humana MarketPoint University. You can access Humana MarketPoint University from the **Humana Vantage Agent Portal**.



Once logged in on Humana MarketPoint University, you will access your Assigned Certification or Recertification Training through the top homepage alert. You can also navigate to this by selecting View All under the Certifications & Courses section.



Accessing AHIP and Transferring AHIP Scores

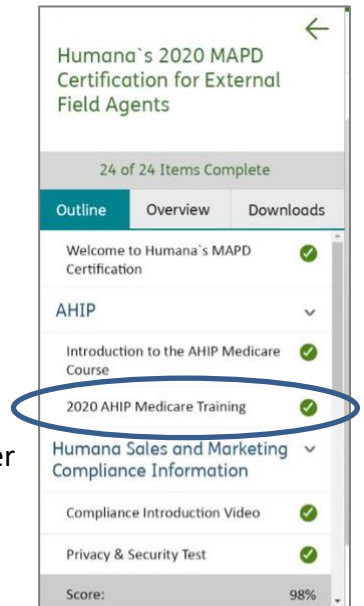
Make your way through the list of modules until you can click on the “**AHIP Medicare Training**” link.

When you click “**AHIP**,” a new window displays.

NOTE: Make sure you are logged out of AHIP before clicking the “**AHIP**” link and that pop-up blockers are turned off).

If you are a first-time AHIP user, you will need to enter your **National Producer Number (NPN)** during the registration process.

NOTE: You only need to register once. If you leave and come back, just enter your NPN and password.



Important Reminder:

When logging in to AHIP from the Humana course outline **you must use your NPN as the Username.**

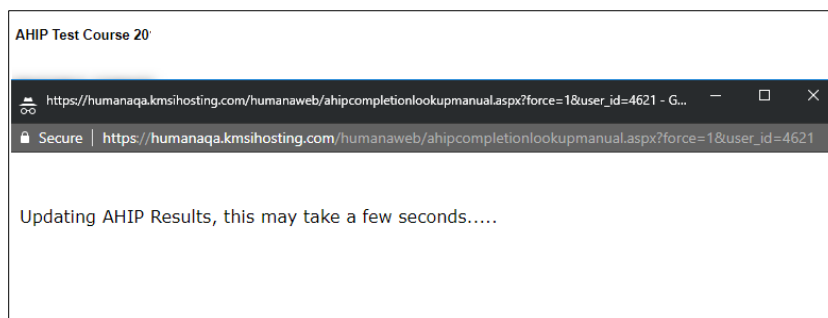
The system will prompt you to enter either your email, or NPN. Humana’s connection to AHIP is tied to an agent’s **NPN**. Entering the NPN ensures the agent’s AHIP score is transferred over to Humana without issue.

The 'User Login' form contains the following elements:

- Username (NPN or Email) field with a red placeholder text: *Enter NPN here.*
- Password field
- Login button
- Links for [Forgot your username?](#) and [Forgot your password?](#)

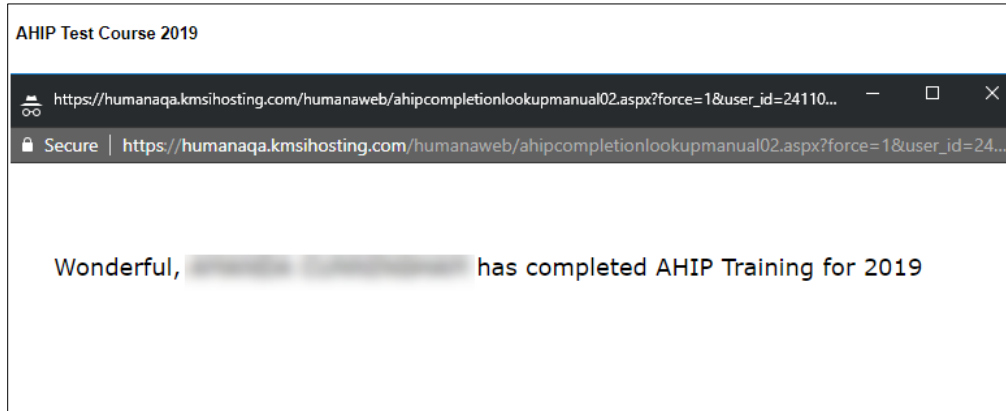
Looking for AHIP Scores

Once signed into AHIP, the system will look to see if the current plan year course has been completed successfully within six attempts (even if completed outside of Humana).



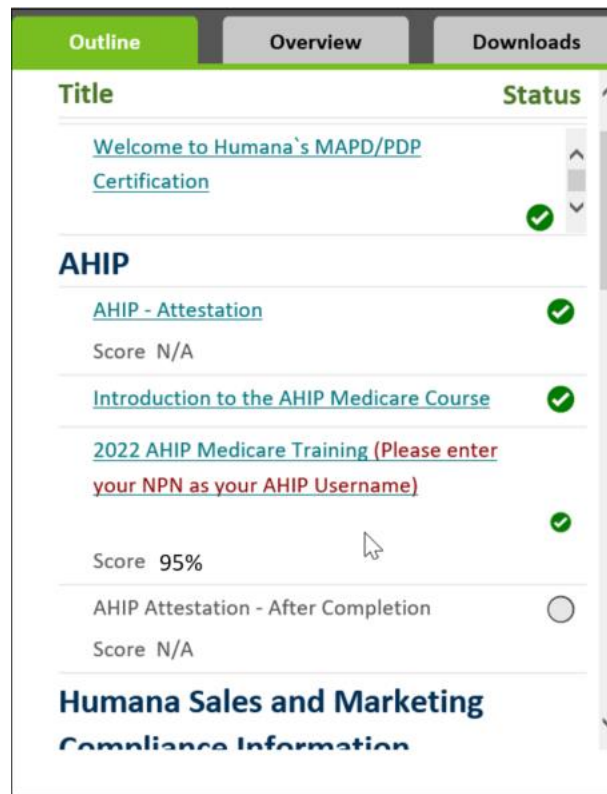
Accessing AHIP and Transferring AHIP Scores

If AHIP is already successfully complete, the test score will *automatically send* to Humana and the following message will be received.



Click the **“Return”** button at the bottom of the page to return to the course outline.

When you return to the course, the AHIP score and status will be updated. You can then continue with the training. (You may need to refresh the screen.)



Accessing AHIP and Transferring AHIP Scores

Troubleshooting: If AHIP is already completed, but score is not transferring

If you have successfully completed AHIP for the current plan year by passing the exam within six test attempts but the score is not transferring, you will **NOT** be required to retake the AHIP Training. The MarketPoint Training Team will be able to manually transfer over your score once we receive proof your completion.

To provide Proof of Completion if the score is not transferring, you will simply need to login on the AHIP Site, navigate to your Transcripts page (as shown in the image below) and capture an image of this page to send to MarketPointTraining@humana.com. The image **MUST** show your Name and your Final Exam Score on the same page.

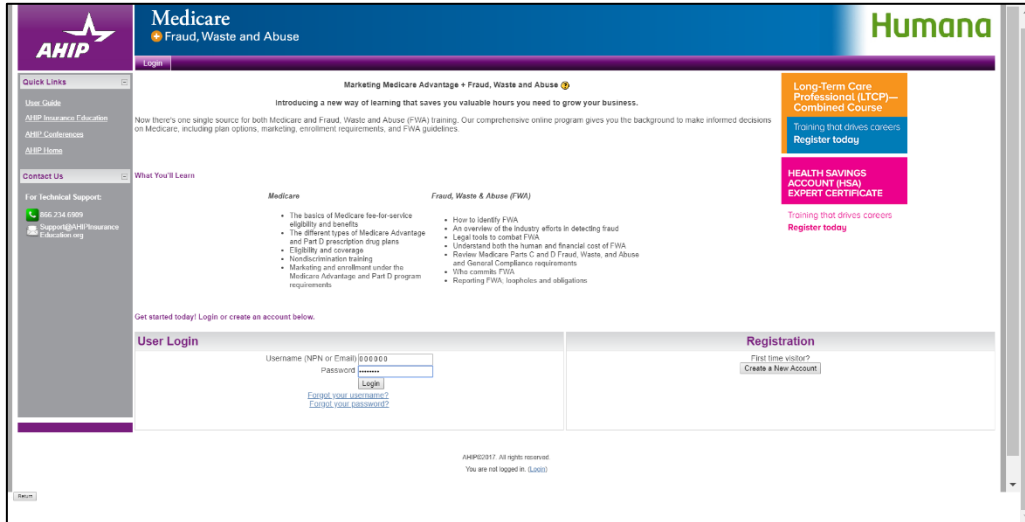
Please allow one business day for the MarketPoint Training Team to transfer the score.

Your name here							Export table
Name	Attempt	Start	Complete	Duration	Status	Score	Certif
2021 - Module 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits	1	October 8, 2020	October 8, 2020	93h 01m 46s	✓	45.00	--
2021 - Module 2 - Medicare Health Plans	1	October 8, 2020	October 9, 2020	79h 39m 16s	✓	40.00	--
2021 - General Compliance	1	October 12, 2020	October 12, 2020	89h 49m 47s	✓	80.00	--
2021 - Module 3 - Medicare Part D: Prescription Drug Coverage	1	October 9, 2020	October 9, 2020	71h 26m 15s	✓	35.00	--
2021 - Medicare Fraud, Waste, & Abuse	1	October 12, 2020	October 12, 2020	92h 21m 34s	✓	90.00	--
2021 - Final Exam	1	October 12, 2020	October 12, 2020	02h 19m 56s	✓	96.00	--
Final Exam	1	October 12, 2020	October 12, 2020	01h 59m 57s	✓	96.00	--
2021 - Nondiscrimination Training	1	October 12, 2020	October 12, 2020	99h 52m 50s	✓	77.78	--
2021 - Module 5 - Enrollment Guidance Medicare Advantage and Part D Plans	1	October 9, 2020	October 11, 2020	62h 16m 57s	✓	35.00	--
2021 - Module 4 - Marketing Medicare Advantage and Part D Plans	1	October 9, 2020	October 9, 2020	63h 17m 19s	✓	32.50	--
AHIP Fraud, Waste & Abuse Training	1	October 8, 2020	October 12, 2020	282h 04m 11s	✓	--	--

Accessing AHIP and Transferring AHIP Scores

If AHIP has not yet been completed, you will be redirected to the AHIP website.

- *Already have an AHIP account?* Login using your NPN and AHIP account password.
- *New to AHIP?* Please register by clicking the **Create a New Account** button.



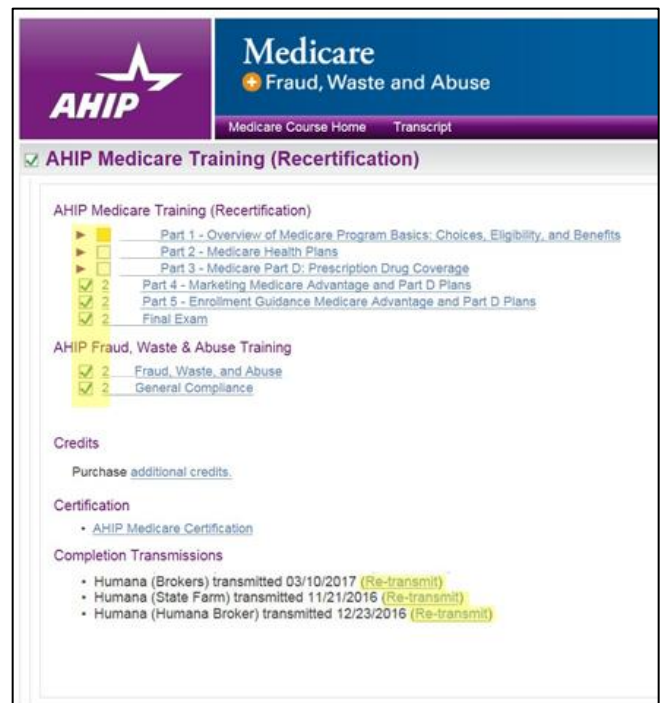
Enroll in the Medicare training.

If you have not yet started AHIP, you may be prompted to pay \$125 (discounted rate for contracted Humana agents).

NOTE: Career Agents employed by Humana and certain other non-career agents will not see the same e-commerce site.

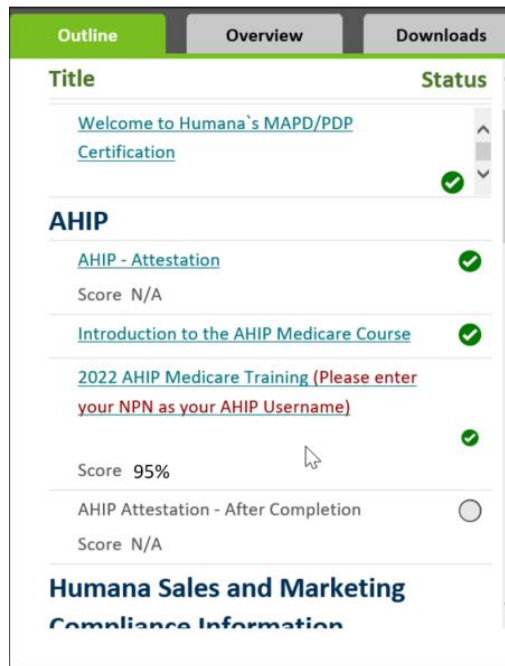
Once you have completed AHIP, you will see a list of your completed AHIP coursework and Final Exam with a GREEN checkmark next to it. Below that, you will see a TRANSMIT (or Re-Transmit) link next to "HUMANA". Click it!

Click the Return button in lower left corner of the browser window to return to your course.



Accessing AHIP and Transferring AHIP Scores

Once your score is received, you will continue completing the remainder of the Humana Certification or Recertification coursework!



The screenshot shows a course outline with three tabs: Outline, Overview, and Downloads. The 'Outline' tab is active. The table below lists course items with their titles and completion statuses.

Title	Status
Welcome to Humana's MAPD/PDP Certification	✓
AHIP	
AHIP - Attestation	✓
Score N/A	
Introduction to the AHIP Medicare Course	✓
2022 AHIP Medicare Training (Please enter your NPN as your AHIP Username)	✓
Score 95%	
AHIP Attestation - After Completion	○
Score N/A	
Humana Sales and Marketing Compliance Information	

If your score did not transfer, simply click the AHIP link again for HMU to check for your score and pull it over.

WINNING TIPS:

- AHIP's passing score is **90%** within 6 attempts. If AHIP was completed beyond the first 6 attempts, the score will not transfer. Agents will be notified of Humana's policy and will be shown their first three test attempt scores.
- The initial test registration will allow 3 test attempts. If an additional 3 attempts are needed, a second registration purchase is required at the agent's expense. With the additional 3 attempts, you will be required to start the course over.
- If you have been logged into the Humana MarketPoint University for a long time, it may time out. Click the AHIP link again from the course outline and HMU will pull your AHIP score into the course. If you are not able to transfer your score after following these steps, or need any other assistance, please contact Humana Agent Support at 1-800-309-3163.