How to Navigate the AHIP Medicare Course

This document is for reference <u>only</u>.

It is a guide provided to help answer any questions you may have about the AHIP site and its coursework.

It is provided as a PDF, so if needed, please print and/or save this document.

No test questions are taken from the material presented in this document.

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READ ALL OF THESE INSTRUCTIONS CAREFULLY! These instructions can be printed by clicking the Print icon .

REMINDER: AHIP is not the only part of your Humana course work process. Once you have completed the AHIP exam, within the 3 allowed attempts, you will need to return to the course outline to complete the rest of the modules needed to complete your course work requirements.

Please note: If you are using a computer that someone previously used to complete their AHIP testing, at this time, please log off all current internet connections. Start a new internet connection and reconnect to the course. This will ensure that you will have a smooth log in process with the AHIP website, and your information does not get crossed with the previous user's information.

NEW for 2015: AHIP now offers Fraud, Waste and Abuse (FWA) training and CMS General Compliance training along with their Medicare Training Course. The addition of these training programs offers you the convenience to complete the required training all in one place.

New Users - AHIP Registration:
If you have not created a profile with AHIP since June 2012, you will need to register as a new user,
Instructions on how to complete the AHIP registration process and access the course begin on page 4.

Previous Users – AHIP Login Process
If you have created a profile with AHIP since June 2012, you do not need to register. You can login to the AHIP website using your National Producer Number (NPN) as your User Name and the password you created when you did register for the AHIP course. Instructions on how to log in to complete the login process and access the AHIP course begin on page 9.

Previously taken AHIP with another carrier
If you have previously taken and successfully passed the 2015 AHIP exam through a carrier other than Humana, you do not need to register. You will only need to log in to AHIP using your National Producer Number (NPN) as your User Name and the Password you created for the AHIP site. You will not have to take the AHIP test again. You will only need to pass you score back to Humana. So, once you are logged into to AHIP's site, go to page 25 of this document to pass your score back to Humana.

AHIP Registration Process

To begin the registration process, scroll down the page and click the **Create a New Account** button.

Enter your SAN (System Assigned Number). Your SAN is a 7-digit unique number assigned to you by Humana for identification reasons. It is EXTREMELY IMPORTANT to enter the correct number in this field. If you do not, you could be charged the wrong amount for the course. If you do not know your SAN number, please contact Agent Support at 800-309-3163. After your SAN has been entered, click the **Submit** button:

Enter your **Last Name, Date of Birth (DOB)** and the **last 4 digits of your Social Security Number (SSN)** and then click the **Submit** button.

The Registration page is an 8-part process:
1. The info you entered on the previous page will carried over to these fields. Please check for accuracy.
2. Enter your National Producer Number (NPN) and then enter it again for to confirm it. If you do not know it, you can click the highlighted link and it will take you to the National Insurance Producer Registry (NIPR) website. On this website you only need to enter your Social Security Number (SSN) and your Last Name to find your NPN. Your NPN will become your User Name for the AHIP site.
3. Create a Password that you will remember and then enter it again to confirm it. This will be used in case you need to access the AHIP site again at a later time. The Password must be at least 6 characters long.
4. Enter your email address and then enter again to confirm it.
5. Enter your First Name. Your Last Name will be carried over from the previous page. You can enter the additional information requested in this section, but it is not required.
6. Enter your Mailing Address, City, State, and ZIP Code.
7. Select your preferred language, English or Spanish. If you choose Spanish, the AHIP course and exam will be presented in Spanish.
8. Re-enter you SAN. After you have checked all the entered information for accuracy, click the **Register** button.

You will receive notification that your account has been created. Notice that your NPN will be your user name for the AHIP site. Click the **Continue to Home** button.

You will be taken back to your AHIP Home page. Please read the message on the screen.
In the **Available** section of the screen you will see the **AHIP Medicare Training** listed. Click this link.

You will then receive a message that tells you that you are about to be directed to AHIP's training site. Click **Yes** when you are ready to proceed.

Please note: The next 2 pages of these instructions explain the log-in process for those who already have a profile created for the AHIP site. You can skip these instructions by going to page 11 for instructions on how to complete the remaining sections of the registration process.

AHIP Login Process

To begin the login process, scroll down the page and enter your Username (NPN) and the password you created for the AHIP site. Click the **Login** button. If you do not remember your user name or your password, you can click the **Forgot your username?** or the **Forgot your password?** links and follow those instructions.

You will be taken back to your AHIP Home page. Please read the message on the screen.
In the **Available** section of the screen you will see the **AHIP Medicare Training** listed. Click this link.

You will then receive a message that tells you that you are about to be directed to AHIP's training site.
Click **Yes** when you are ready to proceed.

You will then be taken back to the Registration page. Most of your previous entered information will be on this page (check it for accuracy). Re-enter the same Password you created on the previous screen.

You will then need to scroll to the bottom of the page to the **Site Usage Agreements** section. Here you will need to click **I agree** to the Legal terms of service and the Privacy statement. To read these agreements, click their links and they will open. Once you have agreed, click the **Register** button.

You will receive another confirmation that your account has been created. Click the **Continue to Purchase** button.

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You will then be shown that you are being charged a $125 fee for the course and exam. On this screen you will need to enter your Billing information and your Payment information.

If your billing information is the same as the information you entered on your profile during the registration process, you can click the **Copy profile information** box. By doing so, all of your information will be entered for you in the needed fields.

AHIP will accept the following credit card types: American Express, Visa, Master Card, or Discover. Select the card you wish to use from the drop down menu and then enter the 16-digit number from the front of the card in the **Credit Card Number** field. You must also enter the month and year of the card's expiration date. You will usually find the 3- or 4-digit **Card Verification Number** on the back of the card; however some cards may have it on the front of the card.

Once all the needed information has been entered on this screen and checked for accuracy click the **Place Order** button.

You will receive an order confirmation. You should save this confirmation for your personal records. This can be done by clicking the **Click here to print** link. After you have the information needed for your records, click the **Go to my courses** button.

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AHIP Medicare Course Parts:

You have now completed the registration process and are now in the AHIP course. In the lower section of the screen you will see the 5 Parts of the AHIP course listed. Click the links of the course to open the needed Part. You must complete all 5 Parts before the Final Exam will be available.

By clicking on any one of these links, you will be redirected into a course Part. As you move through the training, the status of each Part will be reflected in the box to the left of the Part.

Please note, if you are on the recertification track, it will say **Recertification** to the right of the course title on your homepage. The purple arrows to the left of Parts 1, 2 and 3 mean these sections are recommended, but not required in order to access the final exam.
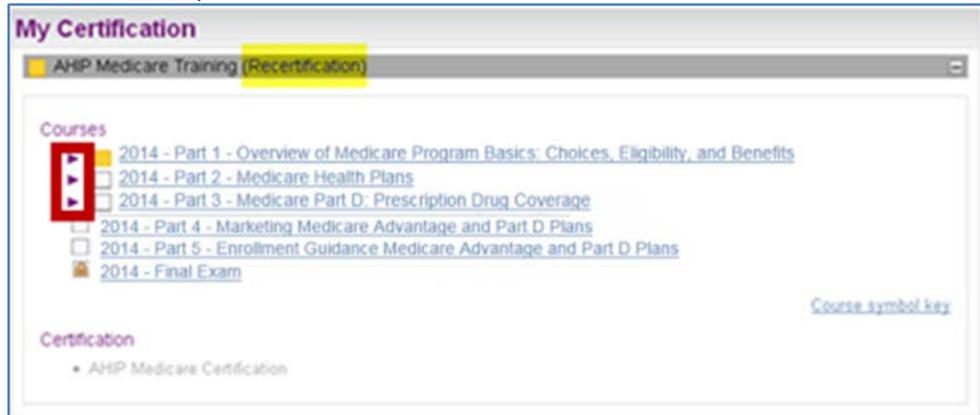
After a link to a Part is clicked, the Part will open. To navigate through the training, click on the **Next** and **Previous** arrows located at the top and bottom of the page. To download the slides that are presented in a Part, click the **Download Slides** link.

Please note: You must view **100%** of the training material (inclusive of attempting all Quick Reviews) in a Part in order to receive completion status.
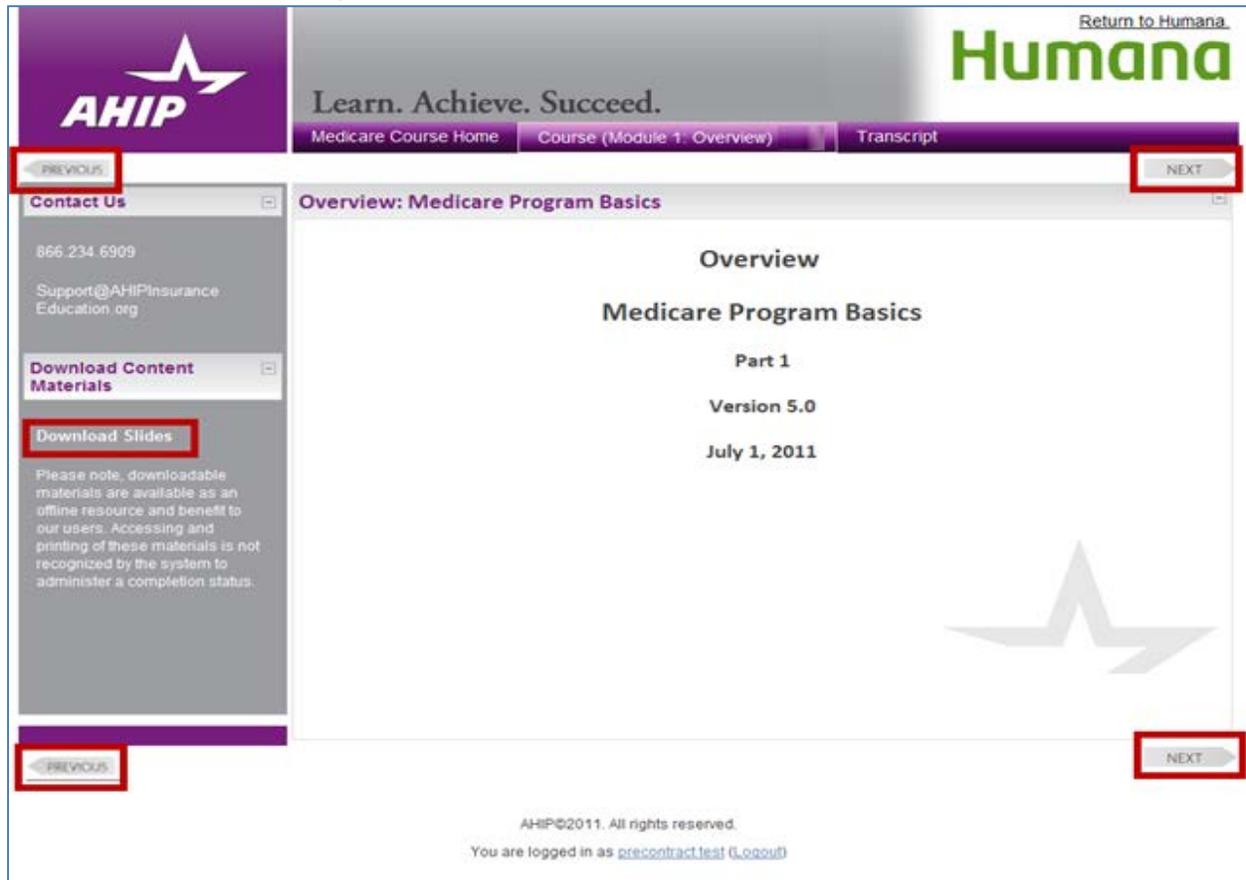
Medicare Final Exam and Continuing Education (CE) Credits:
Once you have green checkmarks next to all required Parts, you will be able to take the Final Exam. To access the exam, click on the **Final Exam** link.
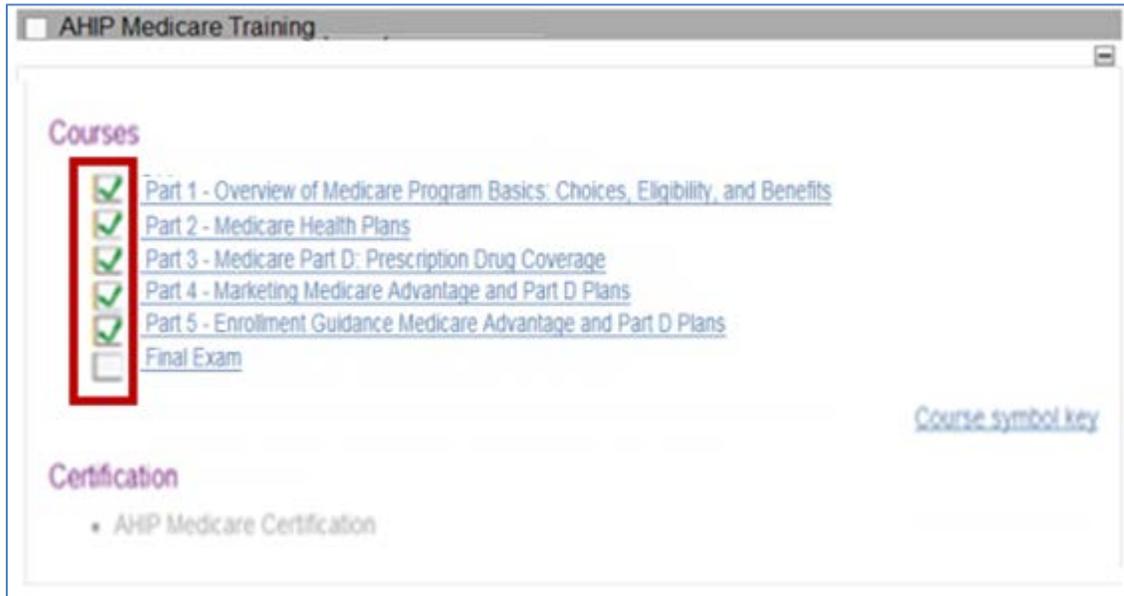
You will be asked if you would like to receive Continuing Education (CE) Credits. If you would like CE credits, click on the **Yes, I want to apply for CE** credits button. Otherwise, click the **No, take me to the final exam** button to proceed.
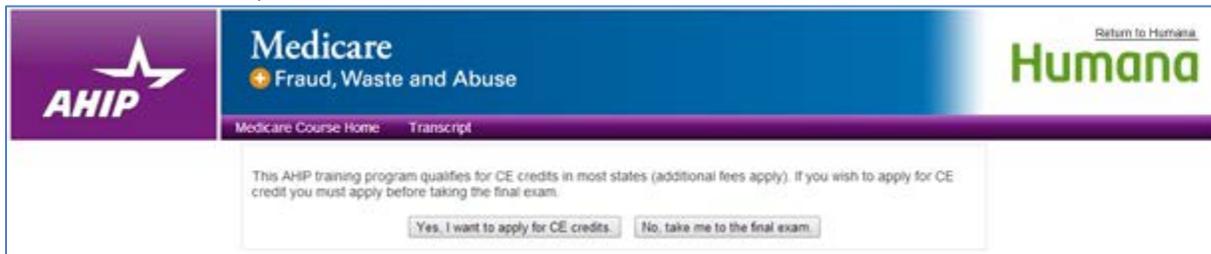
If you clicked on the **Yes, I want to apply for CE credits** button, select the box next to the state(s) for which you would like to receive credit. Then click the **Next Step** button.

Enter your License number and License expiration date. Then click the **Next Step** button.

After reading the Attestation Statement, click the box next to **I agree**. Then click the **Next Step** button.

Please download and print any required documents. Once you have done so, you will be able to click on the **Next Step** button.

If your state requires a monitoring affidavit, please note your date of completion will be the date that The National Underwriter Company CE staff receives your monitor affidavit. If you take the exam without a monitor present, you will not receive CE credits and will have to retake the exam with a monitor present. When you have agreed to all necessary attestation statements, click the Next Step button.

Click the **2015 Final Exam** link. Then click the **Yes** button to continue to the Final Exam.
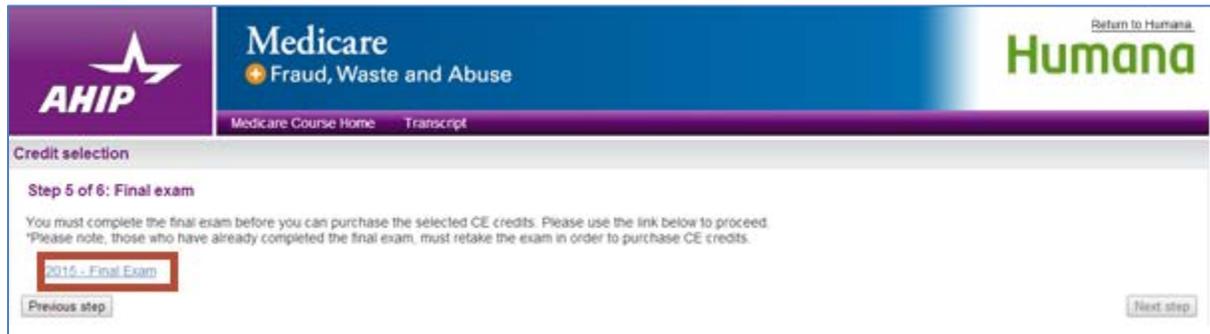
You will receive a notice that explains that only **three (3)** attempts are allowed on the exam. The final exam consists of **fifty (50)** randomly selected questions cover all five portions of the training. You need to pass the exam with a score of a **90%** or better. If you fail all 3 attempts then you will not be eligible to sell Humana products for this selling season. Each exam attempt must be completed in the 2 hour time frame given. When you are ready to begin the exam, click the **Attempt quiz now** button.
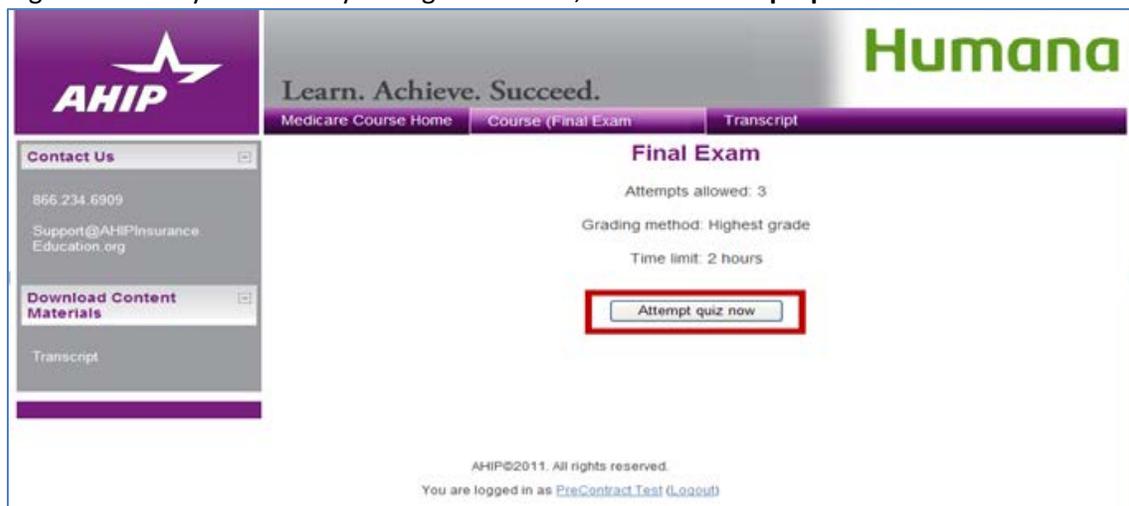
The exam will open and the remaining time is displayed in the upper right-hand corner of the exam screen. If the 2-hour time limit expires before you complete the exam, your test will be submitted and graded based on the answers submitted.
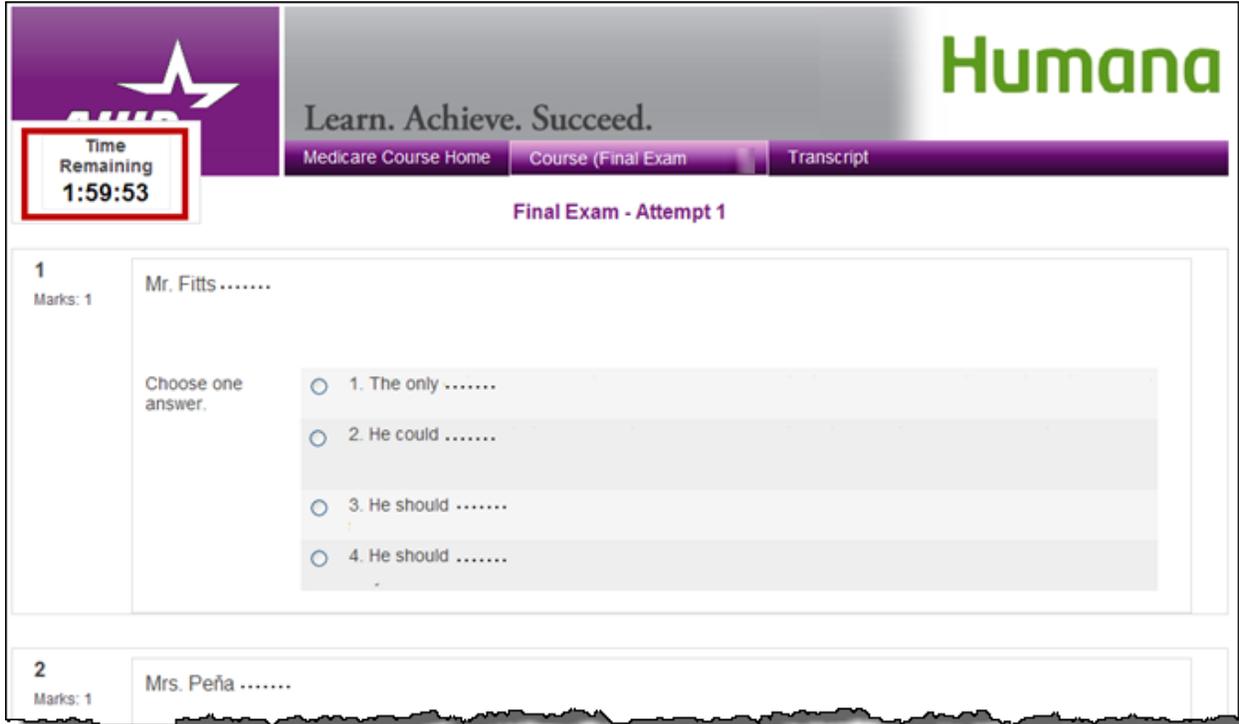
When you have reviewed your answer choices for all 50 questions of the exam, click the **Submit all and finish button** at the bottom of the final exam screen.
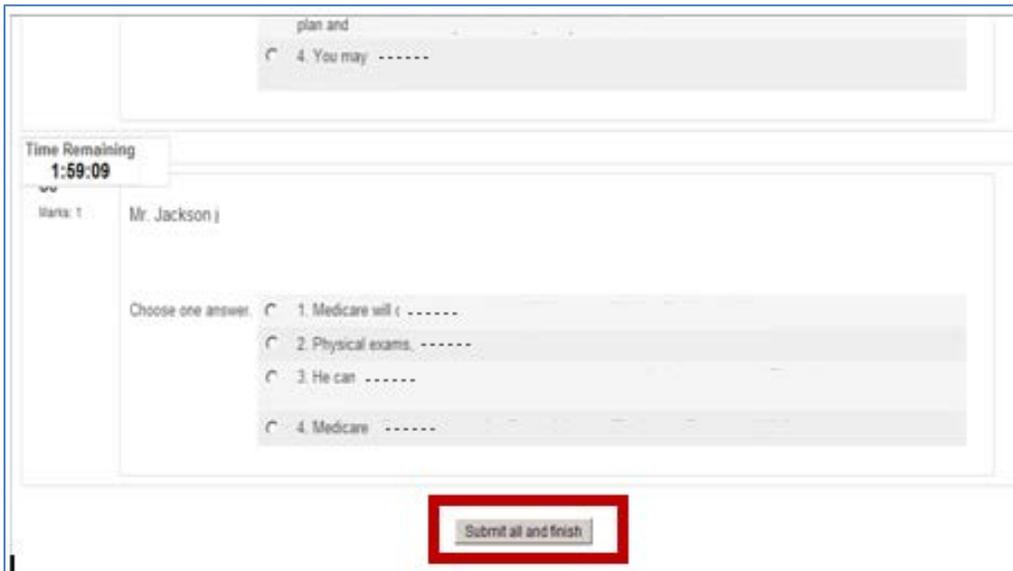
Click the "OK" button on the confirmation pop-up window to submit your exam.

Please note:
The final exam will be submitted <u>automatically</u> after 2 hours if you do **not** close the final exam window.

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Medicare Fraud, Waste and Abuse Course Parts:

Once you have green checkmarks next to all required the Medicare Parts and exam, the Fraud, Waste and Abuse (FWA) training will open. Click the **Medicare Fraud, Waste and Abuse** link to open the training.

To navigate through the FWA training, click on the **Next** arrows located at the top and bottom of the page. To download the slides that are presented in the training, click the **Download Slides** link.

Please note: You must view **100%** of the training material (inclusive of attempting all Quick Reviews) in a Part in order to receive completion status.

Fraud, Waste and Abuse Exam:

Once you have green checkmarks next to the Medicare Fraud, Waste and Abuse section, you will be able to take the Medicare Fraud, Waste and Abuse Exam. To access the exam, click on **the Fraud, Waste and Abuse Exam** link.

You will receive a notice that explains that the FWA final exam consists of ten **(10)** randomly selected questions cover all five portions of the training. You need to pass the exam with a score of a **90%** or better. For the FWA exam, you have as many attempts as needed to pass it. Each exam attempt must be completed in the 1 hour time frame given. When you are ready to begin the exam, click the **Attempt quiz now** button.

CMS General Compliance

Once you have green checkmarks next to all required the Medicare Parts and exam along with the Fraud, Waste and Abuse and its exam, the CMS General Compliance training will open. Click the **CMS General Compliance Training** link to open the training.

To navigate through the CMS General Compliance training, use the navigation arrows located at the top and bottom of the page. To download the slides that are presented in the training, click the **Download Slides** link.

There is no exam associated with the CMS General Compliance training.

Certificates and Transmit scores to Humana:
After you have successfully completed the exam within the first three (3) attempts, a green checkmark will appear on the homepage. You will also be able to print your AHIP Medicare certification certificate by clicking the **AHIP Certification** link.
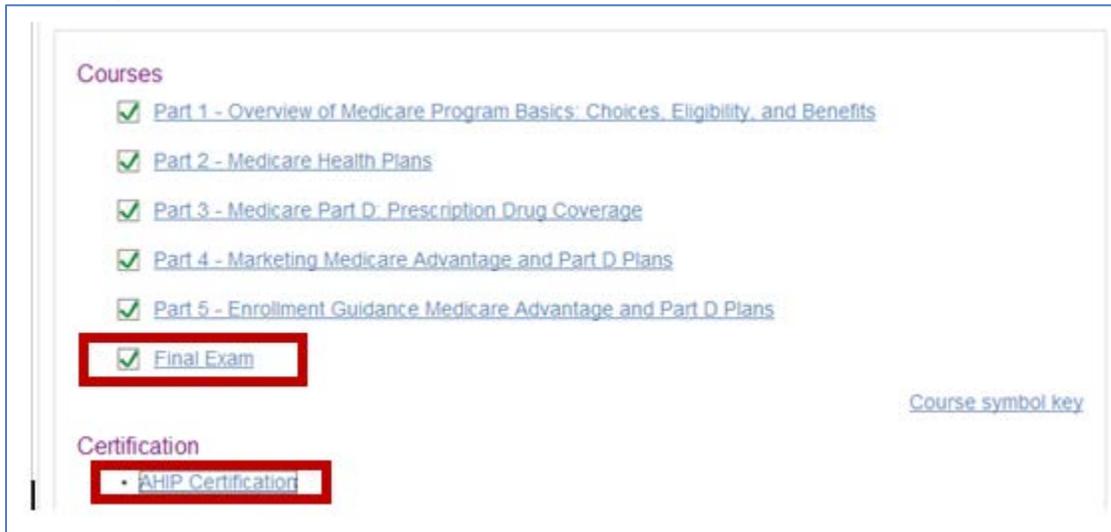
The link needed to send your exam results to Humana will be listed on your homepage. To send your exam results, please click on the **Transmit** button (shown below). Once you click on the button, your results will be sent to Humana and your AHIP requirement for the course will have been met. **It is VERY important to click this button! If you do not, your scores will not be sent and you will <u>not</u> be able to continue with your Humana course work.**
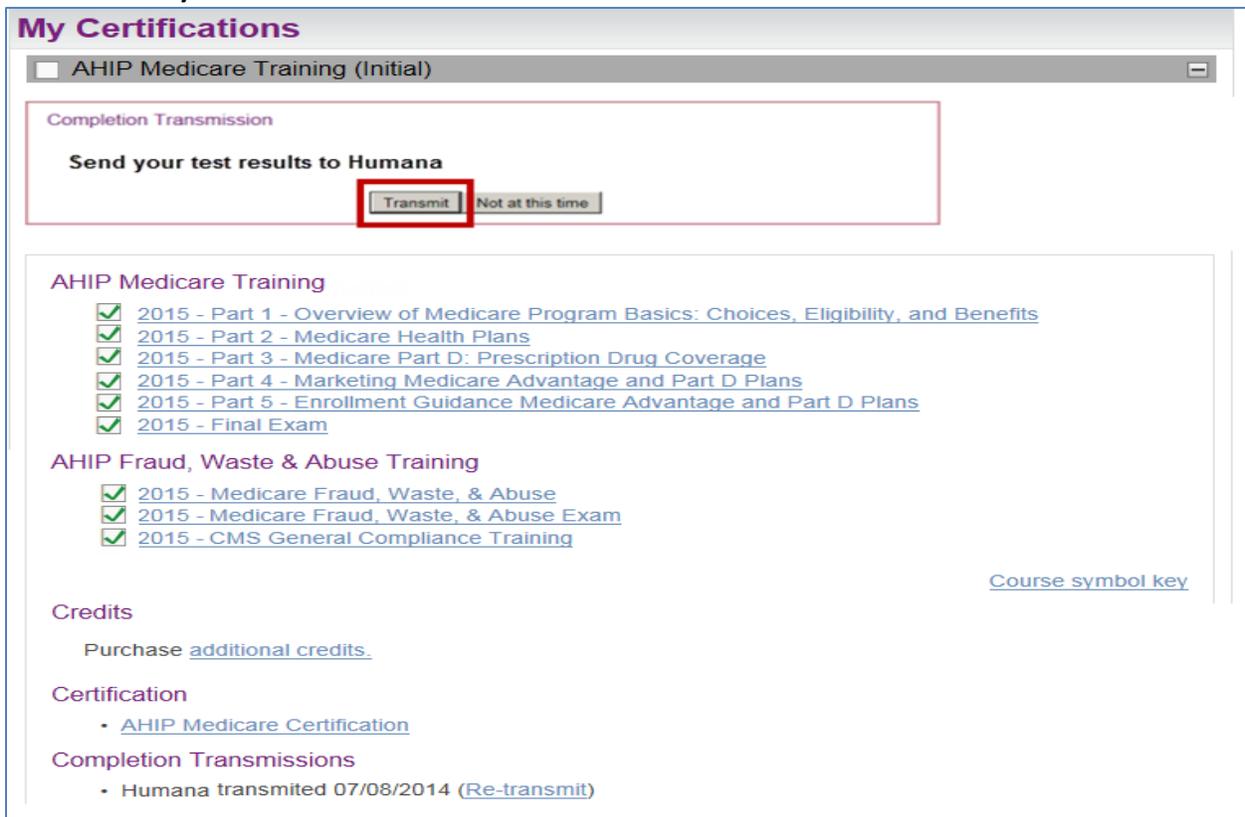
When your completion has been sent, the date stamp and **Re-Transmit** option will appear. This will allow you to resubmit your score to Humana, if needed.

AHIP Medicare Training

☑ 2015 - Part 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits
☑ 2015 - Part 2 - Medicare Health Plans
☑ 2015 - Part 3 - Medicare Part D: Prescription Drug Coverage
☑ 2015 - Part 4 - Marketing Medicare Advantage and Part D Plans
☑ 2015 - Part 5 - Enrollment Guidance Medicare Advantage and Part D Plans
☑ 2015 - Final Exam

AHIP Fraud, Waste & Abuse Training

☑ 2015 - Medicare Fraud, Waste, & Abuse
☑ 2015 - Medicare Fraud, Waste, & Abuse Exam
☑ 2015 - CMS General Compliance Training

Course symbol key

Credits

Purchase additional credits.

Certification

• AHIP Medicare Certification

Completion Transmissions

• Humana transmited 07/08/2014 (Re-transmit)

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My Profile:
To view your profile, please click on the **Profile** link on your home screen.

Your profile screen will display. To update the info, click the **Edit Profile** tab.

On your profile page you will have access to all of your personal information. You may update any of this information. Once you update your information please make sure you click on the **Update Profile** button at the bottom of the screen.

Humana

Medicare Course Home   Transcript

User Profile

test precontracttest

Profile | Edit profile | Blog | Transcript

Confidential Information

Information to uniquely identify user in the AHIP Medicare Training System.

Last name   precontracttest
DOB   03/03/1933
Last 4 Digits of SSN   3333

National Producer Number

Your NPN will be used as your username. If you do not have one your email address will be used as your username.

NPN*   159159159159
Click here to look up NPN on NIPR website.

Email

This email address will be used for password recovery.

Email address*   precontracttest@email.com

Personal Information

Name

Prefix
First name*   test
Middle name
Last name*   precontracttest
Suffix
Designation

Additional information

Company name
Job title
Phone number

Mailing Address

Provide the mailing address you can be reached at.

Address 1*   123
Address 2
City*   louisville
State / Territory*   Kentucky
Zip code*   40202
Enter your five digit zip code
Country   United States

Language

Indicate your preferred language for taking courses.

Language   English
Select your preferred language

[Update profile]

There are required fields in this form marked*.

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You are logged in as test precontracttest (Logout)

Powered by CourseStage from Web Courseworks Ltd.

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Log out / Re-enter AHIP's Site:
There are two different places that will allow you to log out of AHIP's website. You can use the **Logout** link on your home screen….
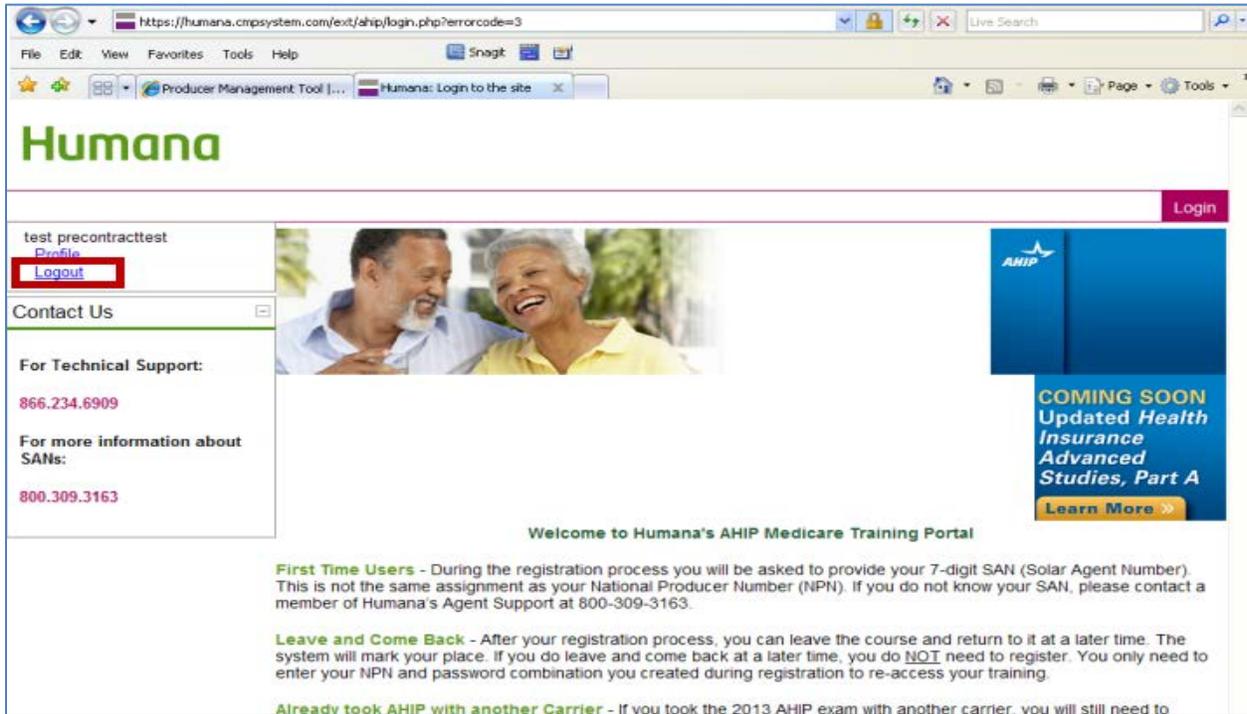
Or you can log off from any other screen that shows the Logout link at the bottom of it….
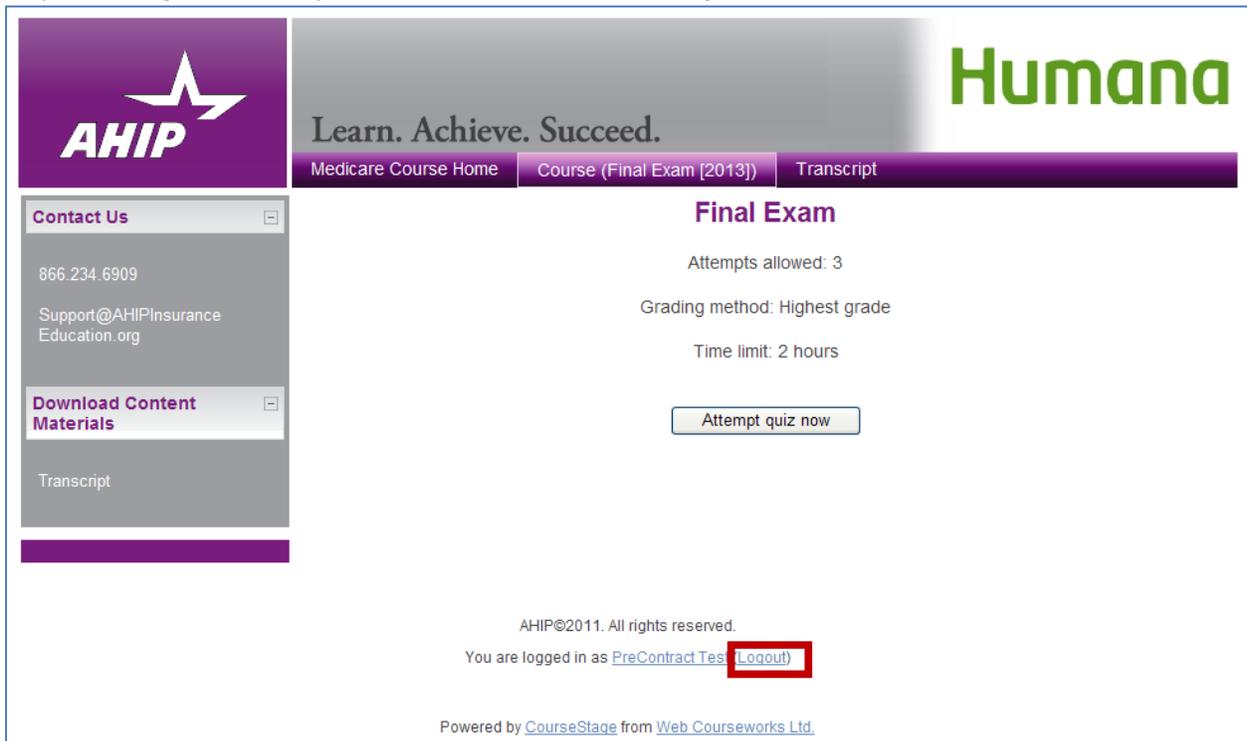
You will be asked to verify that you want to logout.
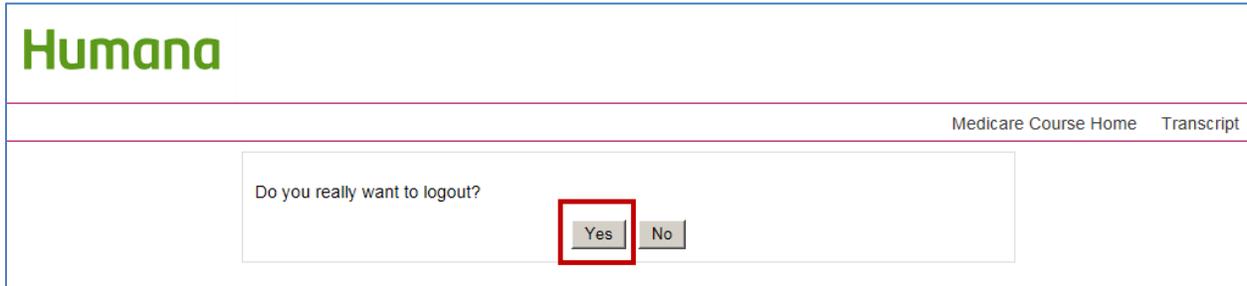
Once you return to AHIP's main page, you can close the website by clicking the X in the right top corner of the screen.
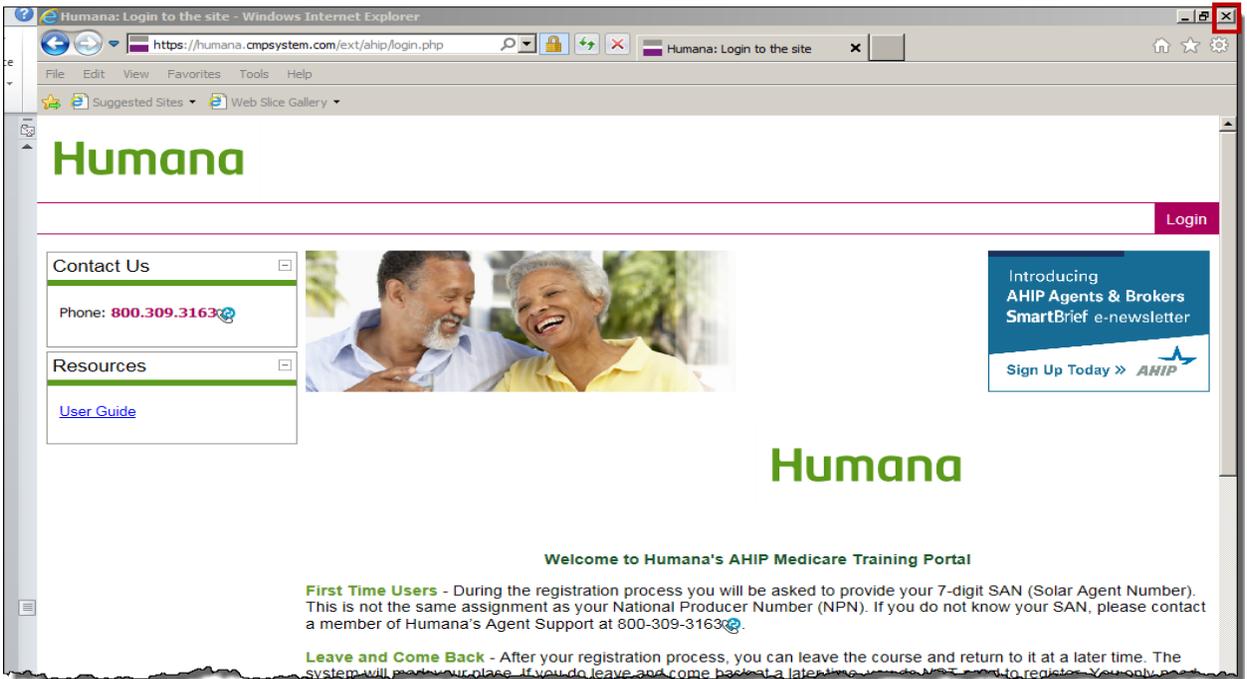
You will receive the following message. Ignore it and click the X in the right upper corner to close the screen.

You will be brought back to the AHIP launch page. Click the Return button to go back to the remaining modules of your course. (Remember: AHIP is only part of the course completion.)

You will then see the remaining modules of the course that need to be completed.

Level	Title	Score	Weight
completed	MAPD Introduction		
Part	AHIP Training Course		
completed	Introduction to AHIP		
completed	How to Navigate the AHIP Medicare Course		
completed	A Friendly Reminder...		
completed	AHIP Medicare Course	100	
Part	Sales and Marketing Compliance		
	Humana Sales and Marketing Compliance Introduction		
Section	Humana Ethics		
	Humana Compliance Document		
	Accept/Decline Ethics Provisions		
Section	Fraud, Waste and Abuse		
	Fraud, Waste and Abuse Overview		
	Accept/Decline Fraud, Waste and Abuse Policy		

If you need to return to AHIP's website for any reason, you will need to enter your User Name and password. **DO NOT RE-REGISTER.** Your User Name is your National Producer Number (NPN) and password is the one you created during the registration process.

This completes the AHIP navigation instructions. After you have completed the AHIP course, please remember to click the "Transmit" link to send your score back to Humana (see page 25). If Humana does not receive this score, you will <u>not</u> receive credit for your AHIP exam.

After the AHIP course is complete and your grade has been sent to Humana, you will then need to return to the original course outline and finish the rest of the requirements for your Humana course work.

<u>DO NOT FORGET</u>:   When you have successfully completed the AHIP exam within the first three (3) attempts, go back to the course outline to complete the remaining information needed to complete the requirements of your Humana course work.

You may want to print these instructions so that you can reference them while completing the AHIP requirement of your course completion process. You can do so by clicking the Print icon .