

How to Complete Humana MAPD & PDP Certification & Recertification

Important: The initial Certification and Recertification courses will certify agents to sell both Medicare Advantage Prescription Drug (MAPD) and Prescription Drug Plan (PDP) products. Agents **must successfully complete the entirety** of the training requirements to be certified in all Humana Medicare Advantage (MA) and PDP products.

Looking for PDP-only guidance? Humana is no longer offering PDP-Only Certification and Recertification. The certification and recertification will certify you to sell all Medicare products.

Overview of Humana's Certification or Recertification

The tables below provide the general flow of each training course - outlines may vary

Initial Certification

Part 1: Introduction

Part 2: CMS Annual Medicare & FWA Training (AHIP or NABIP or Humana's In-House training)

Part 3: Sales and Marketing Compliance

Part 4: Humana Medicare Products*

Part 5: Enrollment Tools and Resources

Part 6: Sales and Marketing Guidance

Part 7: Wrap-up

Recertification

Part 1: Introduction

Part 2: CMS Annual Medicare & FWA Training (AHIP or NABIP or Humana's In-House training)

Part 3: Sales and Marketing Compliance

Part 4: Sales and Marketing Guidance*

Part 5: Wrap-up

* Contains a link to First Look, Humana's product information for the next plan year. First Look is released prior to AEP. Do not be concerned if First Look is not available when you certify or recertify. You will be sent a link to the coming year's First Look when it is available.

How to Complete Certification and Recertification

Basic Medicare and FWA Training

Agents are required to complete the CMS Annual Medicare and Fraud, Waste & Abuse training. Completion is a mandatory part of both certification and recertification.

Externally contracted Partner and Strategic Alliance Agents have the option of completing either AHIP or NABIP to satisfy the CMS required training.

The two (2) options will be available to you in your course enrollment. You are only required to complete ONE of the options. Agents who access either AHIP or NABIP training through Humana's certification or recertification courses will receive a discount on their purchase cost for that training.

Upon completion of the **AHIP/NABIP Pre-Training Attestation** in the course outline, both the AHIP and the NABIP training links will be activated. Agents will select the option they either want to complete OR have already completed. *Agents that have already completed the AHIP or NABIP training must click the link for that option to sign in on the site via Humana and allow the score to transfer over.*

Humana's Internal Career Field/Telesales and Medicare Exclusive Agents (State Farm) will be assigned training that contains the Humana Medicare and Fraud, Waste & Abuse (FWA) version.

Basic Medicare and FWA Training Testing Requirement

Humana requires that agents pass the CMS Annual Basic Medicare and FWA course test within the first **six (6) test attempts**. Any passing test score earned after the first six (6) attempts is not accepted and agents cannot certify with Humana to market Medicare Advantage plans for that selling season.

NOTE: AHIP grants three (3) test attempts per purchase. If you need additional attempts, you may purchase another enrollment at your own cost. NABIP grants six (6) test attempts per purchase.

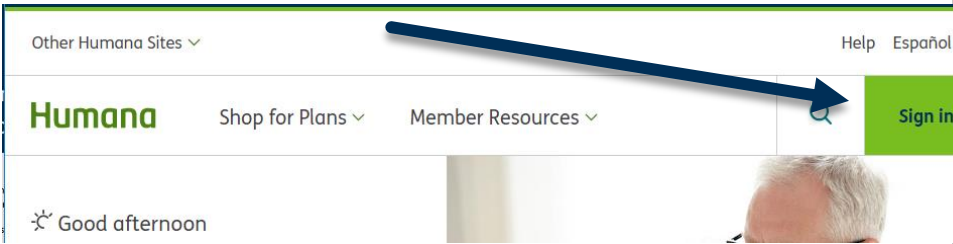
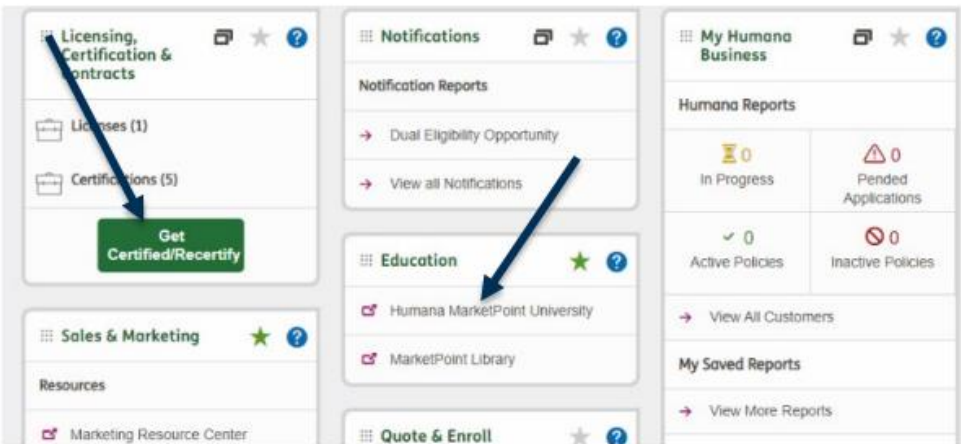
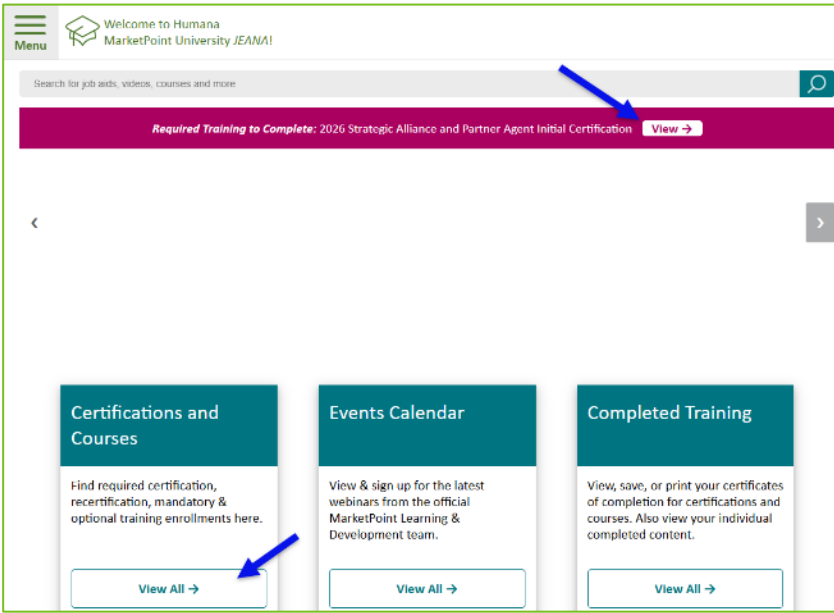
CarePlus in Certification

Agents who sell in Florida will complete the CarePlus training within the products part of certification to earn the CarePlus appointment. This training is mandatory for all certifying agents who sell in Florida.



How to Complete Certification and Recertification

Accessing Certification or Recertification via Vantage for Career and Partner Agents (except State Farm).

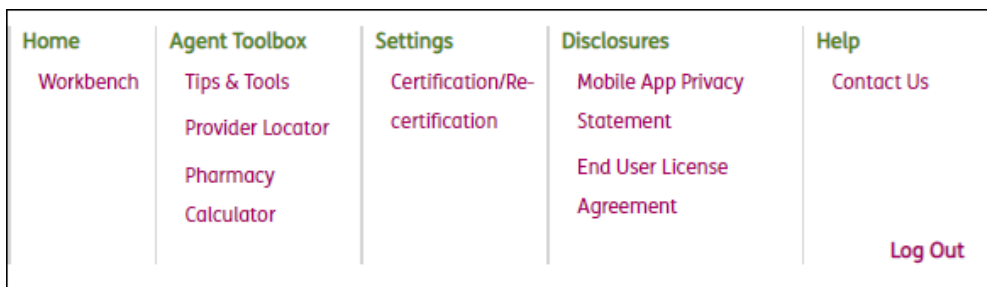
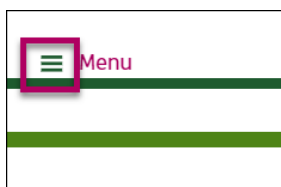
Go to www.Humana.com Log in as an agent (using your Vantage log in.)	
Access Humana MarketPoint University (HMu) through the Education card. Or Click Get Certified/Recertify on the Licensing Certification and Contracts card.	
Once you enter Humana MarketPoint University (HMu), you can access your certification course by clicking either: • “View” on the top banner or • “Certifications & Courses” or • drop-down menu.	

How to Complete Certification and Recertification

State Farm Agents ONLY:

Accessing Certification or Recertification via E-HUB

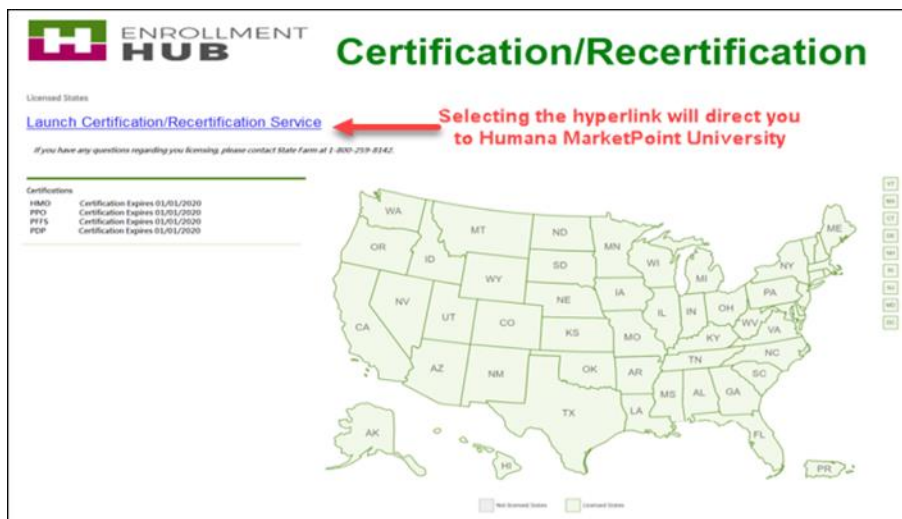
To access the Main Menu, click on the green **HAMBURGER MENU**.



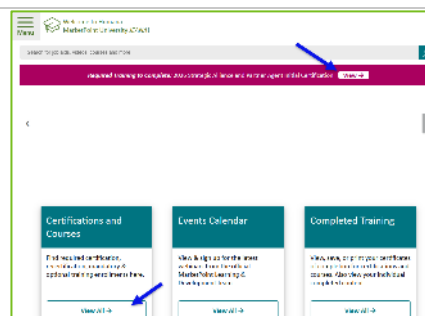
CERTIFICATION/RE-CERTIFICATION

This page will allow you to see the Humana Medicare product(s) you are certified to sell.

You will also have access to Humana MarketPoint University by clicking on the hyperlink.



Access your certification course by clicking “View” on the top banner or the “Certifications & Courses” card below.



How to Complete Certification and Recertification

Completing the Course

Each required module in the course outline must be marked as “Complete” before the course will be considered “Satisfactorily Complete.”

NOTE: Certification and Recertification training for Partner Agents will contain a link to order marketing materials (intended for **Field Sales Agents only**). Field Sales agents who want to order Sales Materials for PY2026 will need to complete each item in the **Ordering Materials** section BEFORE closing out of the course outline.

Wrap-Up (NOTE: Please complete remaining modules before closing the course.)	
Confirm Completion and Accept Score	☒
Survey *Optional - Certification and Recertification	☒
Ordering Materials For FIELD Sales Agents ONLY (*Telesales Agents may now close out the course)	
Ordering Medicare Materials - 2026 For FIELD Sales Agents ONLY	☒
Order 2026 Sales Starter Materials For FIELD Sales Agents ONLY	☐

Strategic Alliance Call Center Agents should **NOT** complete this section and may close the course outline once the **Wrap-Up** Section is complete.

Wrap-Up (NOTE: Please complete remaining modules before closing the course.)	
Confirm Completion and Accept Score	☒
Survey *Optional - Certification and Recertification	☒
Ordering Materials For FIELD Sales Agents ONLY (*Telesales Agents may now close out the course)	
Ordering Medicare Materials - 2026 For FIELD Sales Agents ONLY	☐
Order 2026 Sales Starter Materials For FIELD Sales Agents ONLY	☐

Title	Status
Welcome to Humana's MAPD and PDP Certification	
Welcome to Humana's MAPD/PDP Certification	☒
AHIP or NABIP:	
Please select either AHIP or NABIP below to begin the training or to transfer over your score.	
After a PASSING SCORE for AHIP or NABIP is received, please complete the Post-Completion Attestation for that option and then proceed to the Sales and Marketing Compliance section in the course.	
Introduction to the AHIP/NABIP Medicare Training	☒
Score: N/A	
AHIP/NABIP Pre-Training Attestation	☒
Score: 100.0 %	
2026 AHIP - Medicare/FWA Training (Please enter your NPN as your AHIP Username)	☒
Score: 96.0 %	
AHIP Post-Completion Attestation	☒
Score: 100.0 %	
2026 NABIP - Medicare/FWA Training (for agents who prefer NOT to complete AHIP)	☐
Score: N/A	
NABIP Post-Completion Attestation	☐
Score: N/A	
Humana Sales and Marketing Compliance Information	
Retail Sales Ethics and Compliance Training - 2026	☒
Score: 100.0 %	
Sales and Marketing Code of Ethics - PY2026	☒
Compliance Plan for Telemarketing Calls - 2026	☒
Compliance Knowledge Check for Certifying Agents	☒
Score: 100.0 %	
Humana Medicare Products	
Humana Medicare Products	☒
Humana's Value Commitment	
Humana's Value Commitment	☒
Enrollment Tools	
Enrollment Tools and Resources Webpage	☒
Agent Guidance	
Humana Agent Guidance - 2026	☒
Score: 100.0 %	
Sales Resources - 2026	☒
Health Risk Assessment and Model of Care Training	☒
Score: 100.0 %	
How to complete a Health Care Risk Assessment (HRA) Survey	☒
Humana Partner Certification Attestations - Plan Year 2026	☒
Score: 100.0 %	
Wrap-Up (NOTE: Please complete remaining modules before closing the course.)	
Confirm Completion and Accept Score	☒
Survey *Optional - Certification and Recertification	☒
Ordering Materials For FIELD Sales Agents ONLY (*Telesales Agents may now close out the course)	
Ordering Medicare Materials - 2026 For FIELD Sales Agents ONLY	☒
Order 2026 Sales Starter Materials For FIELD Sales Agents ONLY	☒

How to Complete Certification and Recertification

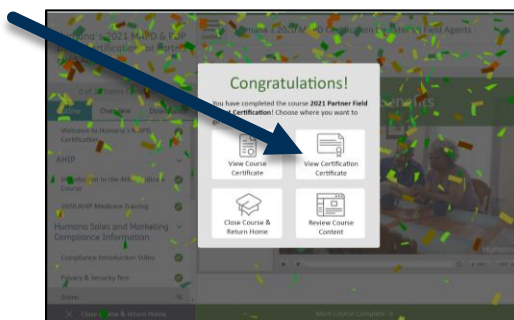
Closing Your Course and Printing Your Certificate(s)

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

1. When you have completed the final item in your certification, click the green Mark Course Complete button at the bottom of the screen.



2. Choose where you want to go next. To print or save a PDF of your certification certificate, choose the View Certification Certificate button.



Notes:

- **The certificate applies to training only.** Agents are responsible for ensuring all applicable contracts, licenses, and appointments are complete and are in good standing in the relevant states for all products that they sell.
- To review the certificate later, simply access through Humana MarketPoint University's Completed Training page.

Completed Certificates & Training				
	CERTIFICATE	CERTIFICATE	CERTIFICATE	CERTIFICATE
1. HUMANITY'S 2023 MAPD & PDP CERTIFICATION FOR PARTNER AGENTS	10/1/2023	10/1/2023	10/1/2023	10/1/2023
2. HUMANITY'S 2023 MAPD & PDP CERTIFICATION FOR PARTNER AGENTS	10/1/2023	10/1/2023	10/1/2023	10/1/2023

Completed Courses				
	COURSE	COURSE	COURSE	COURSE
1. HUMANITY'S 2023 MAPD & PDP CERTIFICATION FOR PARTNER AGENTS	10/1/2023	10/1/2023	10/1/2023	10/1/2023
2. HUMANITY'S 2023 MAPD & PDP CERTIFICATION FOR PARTNER AGENTS	10/1/2023	10/1/2023	10/1/2023	10/1/2023

How to Complete Certification and Recertification

3. The certificate will display. You will know it is 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 see options to either print or save it. You can also go to File → Print in your browser.



After successfully completing the Humana initial certification course or the recertification course, you will be certified to sell both MAPD and PDP products for the next plan year.

Ready to Sell (RTS) Status

Ready to Sell (RTS) is based on your contract, license, and certification status.

The course completion certificate and Course Completion Notice email acknowledges agents have completed the certification portion of the process.

To confirm your status, you can do one or more of the following:

1. Check your RTS status with your Agency.
2. Verify your license, appointment, and certification status with Humana directly in Vantage. You will find this information under the Licensing, Certification and Contracts card.
3. If still unsure about your Ready to Sell status, you can call the Agent Support Unit (ASU) at 1-800-309-3163 to have a representative check your RTS status.

Thank you for certifying with Humana!