

## 2017 Humana Certification Instructions & Assistance

Remember, recertification is required on an annual basis in order to receive commissions on any new or previously enrolled Medicare product.

<http://humana.cmpsystem.com> to transfer or take AHIP

Next, access the Humana portal at [www.humana.com](http://www.humana.com) to complete the rest of the Medicare modules/tests.

### 2017 Delegated *Field Agent* Certification will launch on August 2nd\*

Upon successful completion of Parts 1, 2, and 3 of Humana's MAPD certification self-study, field agents will be given the option to complete the certification either online or attend a face-to-face class.

#### Should You Choose Online or Face-to-Face?

We recommend selecting the face-to-face training option for agents who . . .

- Are new to sales
- Are new to the Medicare sales
- Like face-to-face, interactive training and being among peers
- Struggle with computers at times

We recommend selecting the online training option for agents who . . .

- Are seasoned and have sold Medicare Advantage
- Are comfortable reading and responding using a computer
- Want the flexibility of completing the certification on their own schedule

More news and information to come: Including simplified training to help agents complete certification as well as additional improvements aimed at offering an easy-to-use experience.

\*This is Humana's intended date. Keep an eye out for additional information regarding finalized dates closer to launch.

For more information, contact us at 1-800-777-9322.