



How to Complete PDP Certification

PURPOSE: This job aid will help guide you through the Humana PDP Certification process.

Step 1: Complete each part of the course in the order presented

Part 1: 2017 AHIP

This section will introduce you to Humana's Recertification as well as direct you to the AHIP's website to complete that portion of the training.

In the past, agents have sometimes struggled with transferring their AHIP scores to Humana. If you need assistance with transferring your AHIP scores:

- Click [HERE](#) to view an instructional video

Part 2: Sales and Marketing Compliance Information

This section will introduce you to Humana's Compliance information.

Attestations Statements

During this portion of the training, you will begin seeing Attestation Statements verifying that you understand and will comply with information presented to you.

You will have the option to select "I Agree" or "I Disagree." Please be very careful to not accidentally select "I Disagree". If you select "I Disagree" you will need to verify this is actually what you want to do. You will only get 1 extra chance to select "I Agree" so please be careful. ***If you select "I Disagree" a second time, you will not be able to complete recertification.***

Part 3: Humana Product and Process

This section will introduce you to Humana's Products and Processes. You will also complete the Certification Test.

Part 4: Testing

Important Note: All questions on the certification exam are taken from material presented in **Part 3: Humana Products and Process**



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A practice test: The practice test is provided as a study tool to prepare for the final certification exam. The questions will be representative of the type of questions included on the final exam. You will have unlimited attempts to complete this test and will be able to see which questions you answered incorrectly.

2017 Certification Exam: To successfully certify with Humana, you must pass the final certification exam with a score of 85% or better. You will receive 3 attempts to achieve a passing score. If you do not pass an attempt, be sure to check your test results to see which questions you answered incorrectly, review the supporting material and consider taking the practice test again. If you do not achieve a passing score in 3 attempts, you will not be certified to sell for Humana in 2017.

Part 4: Last Steps

This section of the course will provide the information needed to order marketing materials once you have completed all sections of the course.

Appendix: Certification Test Guidance

Overview

The Humana Certification course contains 2 tests:

1. **Practice Test.** Contains similar questions that agents will see on the final exam.

Agents are encouraged to take the practice test as many times as they need to gain confidence for passing the final exam.

2. **Final Exam.** Here is what agents need to know about the final exam:

- The final exam consists of 20 questions covering the material in the Part 3: Products and Process
- The final exam is a timed test. You will have 35 minutes to complete the test
- Any unanswered questions will be marked as incorrect
- A passing score of 85% is required to successfully pass the final exam
- You will have 3 attempts* to pass the final exam



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- *What constitutes an “attempt” on the final exam? An attempt is ONLY used when 1) the agent clicks the test submit button or 2) when the test timer reaches 35 minutes (the system will automatically submit the test and all unanswered questions will be counted as incorrect). No other conditions can occur that will cause an attempt to be taken. For example, loss of electricity or accidental computer shut down does not cause an attempt to be taken.
- **No additional attempts will be approved**

Taking the Test

1. Study the training material completely
2. Take the practice test and review the parts of the Recertification Reference Manual for which you missed questions
3. Repeatedly take the practice test until you are confident in your knowledge of the material
4. If you do not pass the final exam on the first try, take the practice test again and review the Recertification Reference Manual
5. Do not retake the test without further study. Remember, there are only 3 chances to pass. Do not gamble with your certification!