



How to Complete Recertification

PURPOSE: This job aid will help guide you through the Humana Recertification process

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

2017 Recertification Material

Part 1: 2017 AHIP

This module 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 module 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: Recertification Information

This module will introduce you to important changes in Humana's Products and Processes as well as important reminders for 2017. The Recertification Reference Manual included will provide all the information you need to pass Humana's Recertification exam. The manual will contain links to supporting material, like job-aids and CBTs. We strongly encourage you to save the Recertification Reference manual to your desktop for future reference.



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Part 4: Testing

Important Note: All questions on the recertification exam are taken from material presented in the recertification reference manual.

This module includes:

- 1) A practice test: The practice test is provided as a study tool to prepare for the final Recertification 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.
- 2) 2017 Recertification Exam: To successfully recertify with Humana, you must pass the final Recertification 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 in the reference manual 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.

See Recertification Test Guidance appendix in this document to learn more about the test.

Part 5: Additional Humana Guidance (available for specific channels only)

If Part 5 is offered in the recertification course, it contains additional Humana Guidance for your specific agent channel. It provides important information to assist you with your Humana sales and enrollments. The material contained within this module must be completed to satisfactorily complete your training but no information from this module will be included in the final Recertification exam.

Important Note for External Agents

After passing the Recertification exam DO NOT close the course window until all parts are completed.

- **You can submit an order for your Humana sales materials after passing the Recertification test, BUT you must order your material BEFORE closing the course window.**
- **After passing the test, Agents WILL NOT be able to re-launch the course to complete the remaining portions.**
- **Be sure to complete the course in its entirety before closing the course window.**



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Appendix: Recertification Test Guidance

Overview

The Humana Recertification 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 Recertification Reference Manual.
- 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
 - *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**

Before Taking the Test

1. Get plenty of sleep the night before
2. Don't take the test on an empty stomach
3. Make sure the room temperature is comfortable
4. Take the test in a quiet place where you can concentrate
5. Take the test when you will not be distracted by others (i.e. customers, the phone, pets, family) for at least 35 minutes

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



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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!