



How to Navigate the AHIP Medicare Course

This document is for reference only.


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.

Remember: 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. (More information about this training on pages 22 – 24.)

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 2016 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 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.

Humana


Login


Contact Us

Phone: 800.309.3163

Resources

[User Guide](#)



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Humana

Welcome to Humana's AHIP Medicare Training Portal

First Time Users - During the registration process you will be asked to provide your 7-digit SAN (Solar Agent Number). This is not the same assignment as your National Producer Number (NPN). If you do not know your SAN, please contact a member of Humana's Agent Support at 800-309-3163.

Leave and Come Back - After your registration process, you can leave the course and return to it at a later time. The system will mark your place. If you do leave and come back at a later time, you do **NOT** need to register. You only need to enter your NPN and password combination you created during registration to re-access your training.

Already took AHIP with another Carrier - If you took the AHIP exam with another carrier, you will still need to register for Humana's Training Portal. Upon doing so, a link to AHIP's training will be provided and the system will match your records from the previous carrier. Upon entry into AHIP's course you will then be able to see your previous course completions on the landing page. An option to "Send Your Results to Humana" will be available at the top and bottom of the page.

New User Registration

If you do not have an existing Account
Click here to Register

Create a New Account

Returning User Login

Username (NPN or Email)

Password

Login

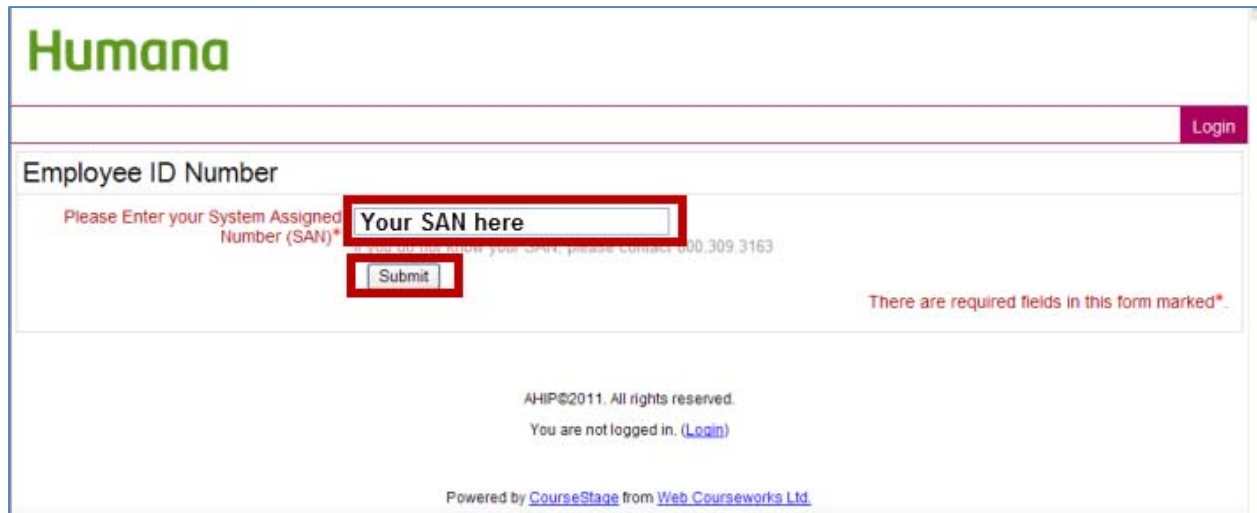
[Forgot your username?](#)
[Forgot your password?](#)

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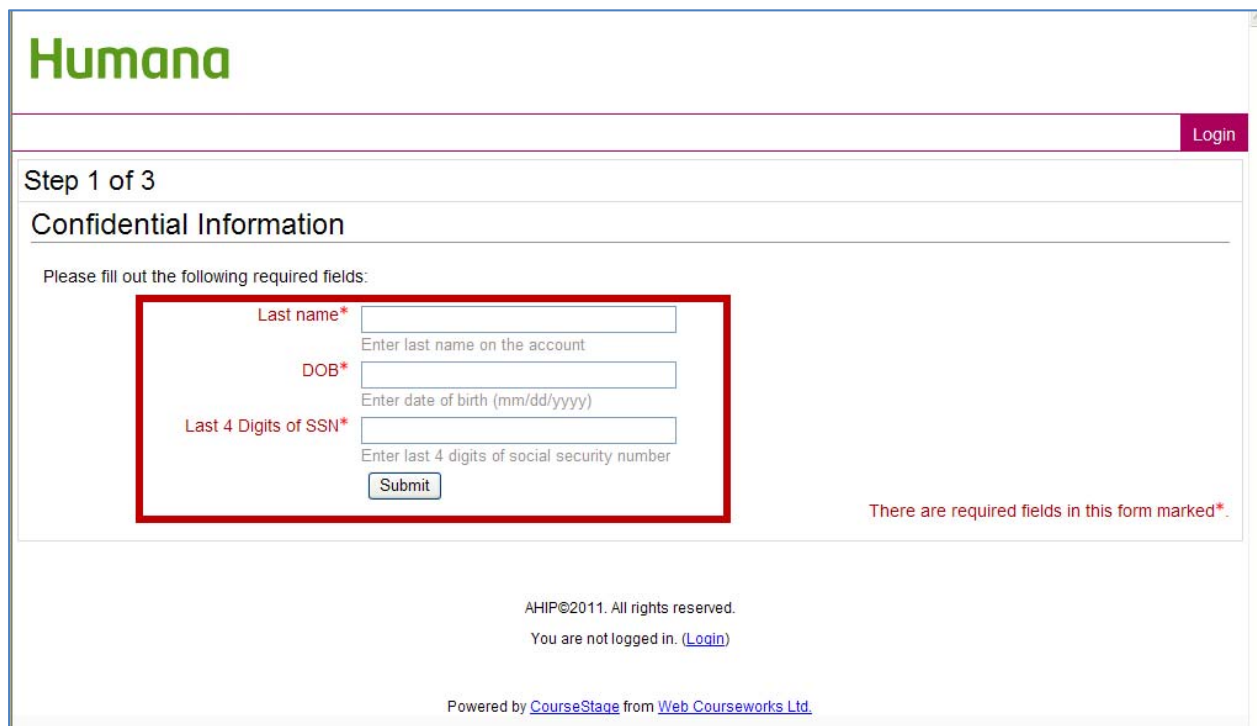
You are not logged in. ([Login](#))

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:



The image shows a web form titled "Employee ID Number" with the Humana logo at the top left. A "Login" button is in the top right. The main instruction is "Please Enter your System Assigned Number (SAN)*". A text input field contains the placeholder text "Your SAN here" and is highlighted with a red rectangle. Below the input field is a "Submit" button, also highlighted with a red rectangle. A red error message at the bottom right states "There are required fields in this form marked*.". At the bottom, it says "AHIP©2011. All rights reserved. You are not logged in. (Login)" and "Powered by CourseStage from Web Courseworks Ltd."

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 image shows a web form titled "Confidential Information" with the Humana logo at the top left. A "Login" button is in the top right. The form is labeled "Step 1 of 3". The instruction is "Please fill out the following required fields:". Three input fields are listed: "Last name*" with the placeholder "Enter last name on the account", "DOB*" with the placeholder "Enter date of birth (mm/dd/yyyy)", and "Last 4 Digits of SSN*" with the placeholder "Enter last 4 digits of social security number". These three fields and the "Submit" button below them are grouped within a red rectangle. A red error message at the bottom right states "There are required fields in this form marked*.". At the bottom, it says "AHIP©2011. All rights reserved. You are not logged in. (Login)" and "Powered by CourseStage from Web Courseworks Ltd."

The Registration page is an 8-part process:

1. The info you entered on the previous page will be 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.

Humana Login

Step 2 of 3

Confidential Information
Provide some information to uniquely identify yourself for the AHIP Medicare Training System

1 Last name
DOB
Last 4 Digits of SSN

National Producer Number
Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

2 NPN*
[Click here to look up NPN on NIPR website.](#)
Confirm NPN* Verify NPN

Password
Provide a password to access the system. The password must have at least 6 characters

3 Password*
Confirm password* Verify Password

Email address
Please provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number.

4 Email address*
Confirm email address* Verify email address

Personal Information

5 Name
Prefix
First name*
Middle name
Last name*
Suffix
Designation
Company name
Job title
Phone number

Additional information

Mailing Address
Provide the mailing address you can be reached at.

6 Address 1*
Address 2
City*
State / Territory*
Zip code*
Enter your five digit zip code
Country

Language
Indicate your preferred language for taking courses.

7 Language
Select your preferred language

Humana (Brokers)

8 Verify SAN
Please provide your Sales Agent Number
Register **Cancel**

There are required fields in this form marked.

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.

Humana

Medicare Course Home Transcript

Step 3 of 3

Your account has been created.

Please note your username below. You will need this information for future logins to the site.

Username: **Your NPN will appear here**

Continue to Home

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You are logged in as [precontract test](#) ([Logout](#))

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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.

Humana

Medicare Course Home Transcript



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AHIP Agents & Brokers
SmartBrief e-newsletter
Sign Up Today > AHIP

Humana

Welcome to Humana's AHIP Course Registration Page

Please note, Humana requires that its associates successful pass AHIP's test with a minimum score of 90% **within three test attempts**. Humana will not accept any completions that are made beyond the first three attempts.

Leave and Come Back - After your registration process, you can leave the course and return to it at a later time. The system will mark your place. If you do leave and come back at a later time, you do NOT need to register. You only need to enter your NPN and password combination you created during registration to re-access your training.

Already took AHIP with another Carrier - If you took the AHIP exam with another carrier, you will still need to register for Humana's Training Portal. Upon doing so, a link to AHIP's training will be provided and the system will match your records from the previous carrier. Upon entry into AHIP's course you will then be able to see your previous course completions on the landing page. An option to "Send Your Results to Humana" will be available at the top and bottom of the page.

Should you need any further assistance, you can [download a user guide here](#).

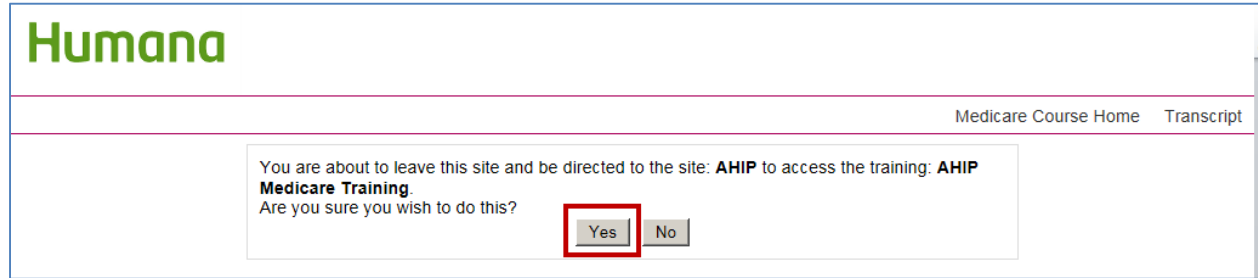
Available

These learning plans are available for you to enroll into.

AHIP Medicare Training

Get plan >

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.



The image shows a screenshot of the Humana Medicare Course Home page. At the top left is the Humana logo. At the top right are links for "Medicare Course Home" and "Transcript". In the center, a white dialog box with a thin border contains the following text: "You are about to leave this site and be directed to the site: **AHIP** to access the training: **AHIP Medicare Training**. Are you sure you wish to do this?". Below the text are two buttons: "Yes" and "No". The "Yes" button is highlighted with a red rectangular border.

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.

Humana

[Login](#)

Contact Us

Phone: **800.309.3163**

Resources

[User Guide](#)

Humana

Welcome to Humana's AHIP Medicare Training Portal

First Time Users - During the registration process you will be asked to provide your 7-digit SAN (Solar Agent Number). This is not the same assignment as your National Producer Number (NPN). If you do not know your SAN, please contact a member of Humana's Agent Support at 800-309-3163.

Leave and Come Back - After your registration process, you can leave the course and return to it at a later time. The system will mark your place. If you do leave and come back at a later time, you do **NOT** need to register. You only need to enter your NPN and password combination you created during registration to re-access your training.

Already took AHIP with another Carrier - If you took the AHIP exam with another carrier, you will still need to register for Humana's Training Portal. Upon doing so, a link to AHIP's training will be provided and the system will match your records from the previous carrier. Upon entry into AHIP's course you will then be able to see your previous course completions on the landing page. An option to "Send Your Results to Humana" will be available at the top and bottom of the page.

Register

Start here and Register

[Create a New Account](#)

Login

Username (NPN or Email)

Password

[Login](#)

[Forgot your username?](#)

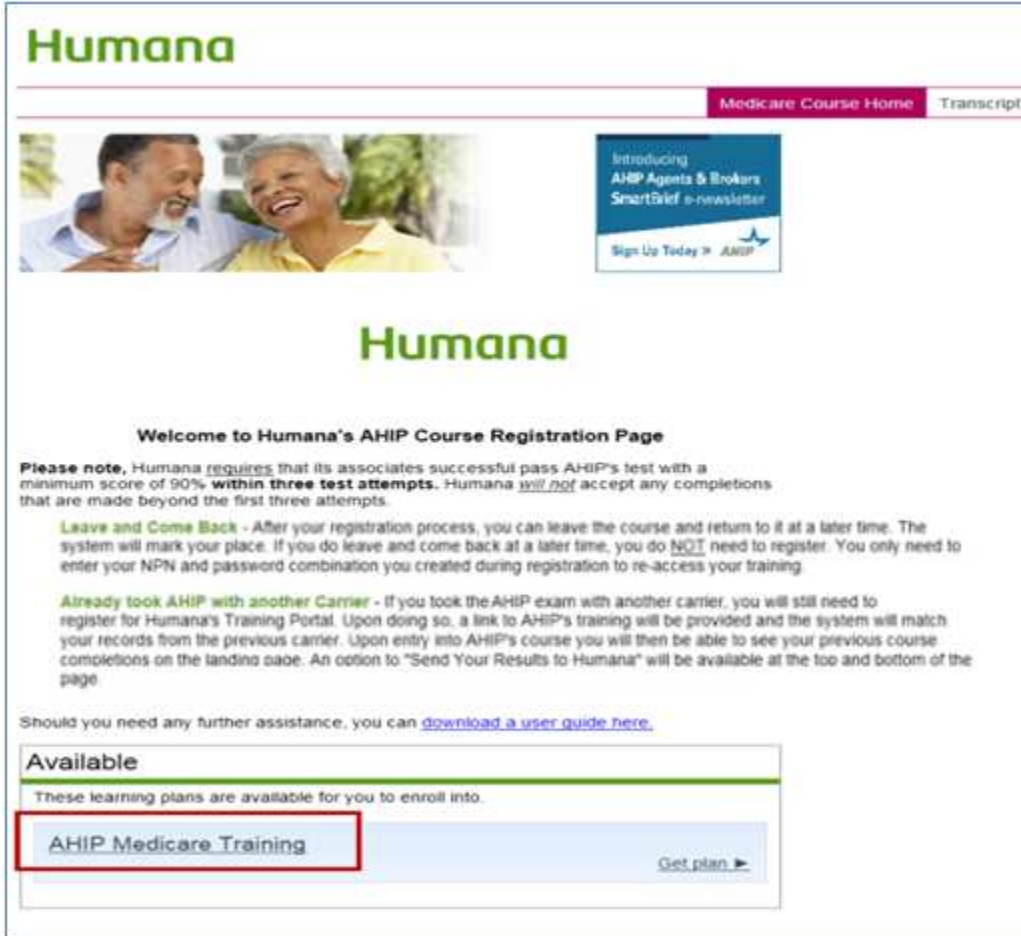
[Forgot your password?](#)

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You are not logged in. ([Login](#))

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.



The screenshot shows the Humana AHIP Course Registration Page. At the top is the Humana logo. Below it is a navigation bar with "Medicare Course Home" and "Transcript" links. A banner image shows an elderly couple smiling. To the right of the banner is a box for "Introducing AHIP Agents & Brokers SmartBrief e-newsletter" with a "Sign Up Today" button. Below the banner is the Humana logo again. The main heading is "Welcome to Humana's AHIP Course Registration Page". Below this is a "Please note" section stating that Humana requires a minimum score of 90% within three test attempts. There are two informational sections: "Leave and Come Back" and "Already took AHIP with another Carrier". Below these is a link to "download a user guide here". The "Available" section is highlighted with a green bar and contains the text "These learning plans are available for you to enroll into." Below this is a box with "AHIP Medicare Training" and a "Get plan" button. The "AHIP Medicare Training" text is highlighted with a red box.

Humana

Medicare Course Home Transcript

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SmartBrief e-newsletter
Sign Up Today » AHIP

Humana

Welcome to Humana's AHIP Course Registration Page

Please note, Humana requires that its associates successful pass AHIP's test with a minimum score of 90% **within three test attempts**. Humana will not accept any completions that are made beyond the first three attempts.

Leave and Come Back - After your registration process, you can leave the course and return to it at a later time. The system will mark your place. If you do leave and come back at a later time, you do **NOT** need to register. You only need to enter your NPN and password combination you created during registration to re-access your training.

Already took AHIP with another Carrier - If you took the AHIP exam with another carrier, you will still need to register for Humana's Training Portal. Upon doing so, a link to AHIP's training will be provided and the system will match your records from the previous carrier. Upon entry into AHIP's course you will then be able to see your previous course completions on the landing page. An option to "Send Your Results to Humana" will be available at the top and bottom of the page.

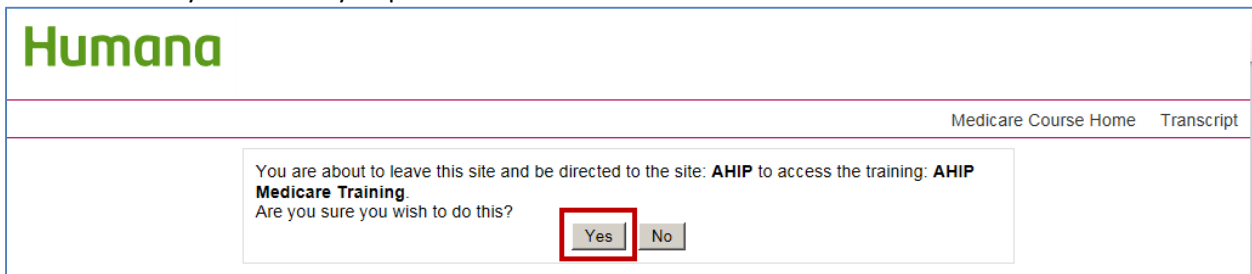
Should you need any further assistance, you can [download a user guide here](#).

Available

These learning plans are available for you to enroll into.

AHIP Medicare Training Get plan ▶

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.



The screenshot shows a confirmation message from Humana. At the top is the Humana logo. Below it is a navigation bar with "Medicare Course Home" and "Transcript" links. The main message is: "You are about to leave this site and be directed to the site: **AHIP** to access the training: **AHIP Medicare Training**. Are you sure you wish to do this?" Below the message are two buttons: "Yes" and "No". The "Yes" button is highlighted with a red box.

Humana


Medicare Course Home Transcript

You are about to leave this site and be directed to the site: **AHIP** to access the training: **AHIP Medicare Training**.
Are you sure you wish to do this?

Yes **No**

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.



Learn. Achieve. Succeed.

[Medicare Course Home](#) [Transcript](#)

[Return to Humana.](#)
Humana

Step 2 of 3

Confidential Information

Provide some information to uniquely identify yourself for the AHIP Medicare Training System

Last name

DOB

Last 4 Digits of SSN

National Producer Number

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN*

[Click here to look up NPN on NIPR website.](#)

Confirm NPN*

[Verify NPN](#)

Password

Provide a password to access the system. The password must have at least 6 characters

Password*

Confirm password*

Enter the SAME password you created on the previous screen

Email address

Please provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number.

Email address*

[Enter email address](#)

Confirm email address*

[Verify email address](#)

Personal Information

Name

Prefix

First name*

Middle name

Last name*

Suffix

Designation

Additional Information

Company name

Job title

Phone number

Mailing Address

Provide the mailing address you can be reached at.

Address 1*

Address 2

City*

State / Territory*

Zip code*

[Enter your five digit zip code](#)

Country

Language

Indicate your preferred language for taking courses.

Language

[Select your preferred language](#)

Site Usage Agreements

Legal terms of service

☐ I agree to the [Legal terms of service](#)

Privacy statement

☐ I agree to the [Privacy statement](#)


There are required fields in this form marked*.

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You are logged in as [precontract test](#) ([Logout](#))

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



[Return to Humana.](#)
Humana

Learn. Achieve. Succeed.
[Medicare Course Home](#) [Transcript](#)

Step 3 of 3

Your account has been created.

Please note your username below. You will need this information for future logins to the site.

Username: **Your NPN will appear here**

Continue to Purchase

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You are logged in as [precontract test](#) ([Logout](#))

Powered by [CourseStage](#) from [Web Courseworks Ltd.](#)

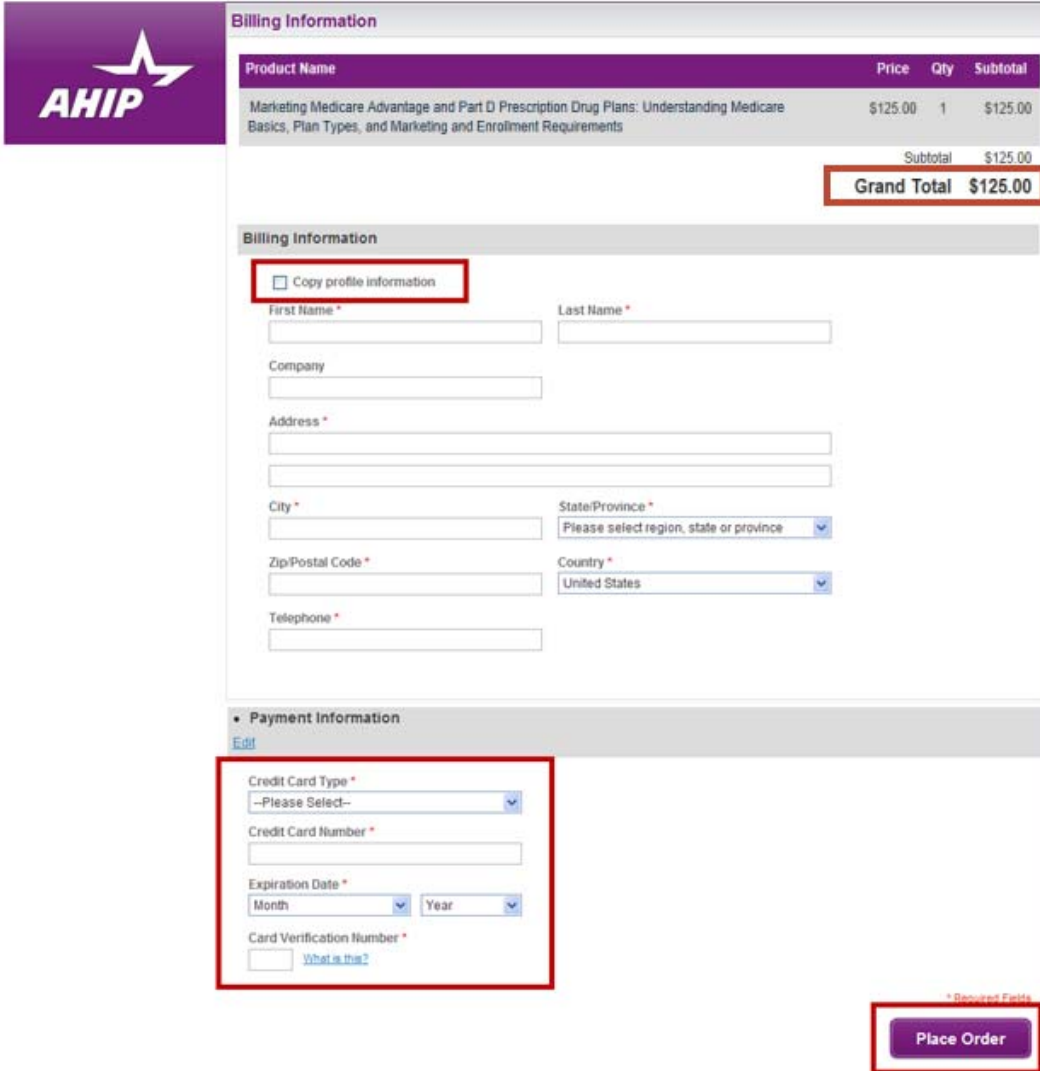
(Continued next page)

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.



The form is titled "AHIP" and is divided into two main sections: "Billing Information" and "Payment Information".

Billing Information

Product Name	Price	Qty	Subtotal
Marketing Medicare Advantage and Part D Prescription Drug Plans: Understanding Medicare Basics, Plan Types, and Marketing and Enrollment Requirements	\$125.00	1	\$125.00
Subtotal			\$125.00
Grand Total			\$125.00

Billing Information

☐ Copy profile information

First Name *
Last Name *

Company

Address *

City *
State/Province *
Zip/Postal Code *
Country *

Telephone *

Payment Information

☐ Credit Card Type *
--Please Select--



Credit Card Number *

Expiration Date *
Month *
Year *

Card Verification Number *
☐ [What is this?](#)

Place Order

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.

Learn. Achieve. Succeed.

ORDER CONFIRMATION

Your order has been received

Thank you for your purchase!

Your order # is: 100000290.

You will receive an order confirmation email with details of your order and a link to track its progress.

Click [here to print](#) a copy of your order confirmation.

Items ordered

Product Name	SKU	Price	Qty	Subtotal
Marketing Medicare Advantage and Part D Prescription Drug Plans: Understanding Medicare Basics, Plan Types, and Marketing and Enrollment Requirements	PLN	\$125.00	Ordered: 1	\$125.00

Go to my courses.


Subtotal \$125.00

Grand Total \$125.00

(Continued next page)

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.



Medicare
+ Fraud, Waste and Abuse

[Return to Humana](#)
Humana



[Medicare Course Home](#) [Transcript](#)

 **AHIP Medicare Training (Recertification)**

AHIP Medicare Training (Initial)

- ☐ [Part 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits](#)
- ☐ [Part 2 - Medicare Health Plans](#)
- ☐ [Part 3 - Medicare Part D: Prescription Drug Coverage](#)
- ☐ [Part 4 - Marketing Medicare Advantage and Part D Plans](#)
- ☐ [Part 5 - Enrollment Guidance Medicare Advantage and Part D Plans](#)
-  [Final Exam](#)

AHIP Fraud, Waste & Abuse Training

-  [Medicare Fraud, Waste, & Abuse](#)
-  [Medicare Fraud, Waste, & Abuse Exam](#)
-  [CMS General Compliance Training](#)

[Course symbol key](#)

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.

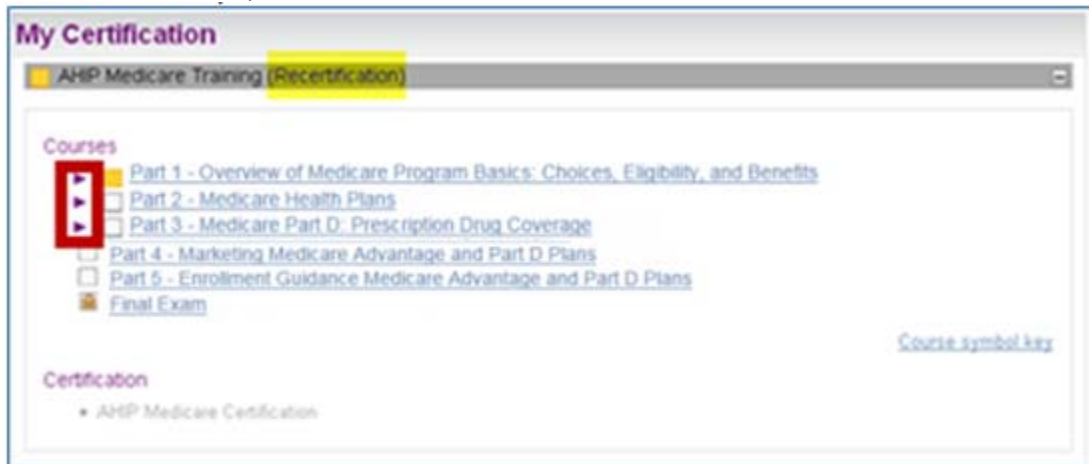
AHIP Medicare Training (Initial)

- ☐ [Part 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits](#)
- ☐ [Part 2 - Medicare Health Plans](#)
- ☐ [Part 3 - Medicare Part D: Prescription Drug Coverage](#)
- ☐ [Part 4 - Marketing Medicare Advantage and Part D Plans](#)
- ☐ [Part 5 - Enrollment Guidance Medicare Advantage and Part D Plans](#)
-  [Final Exam](#)

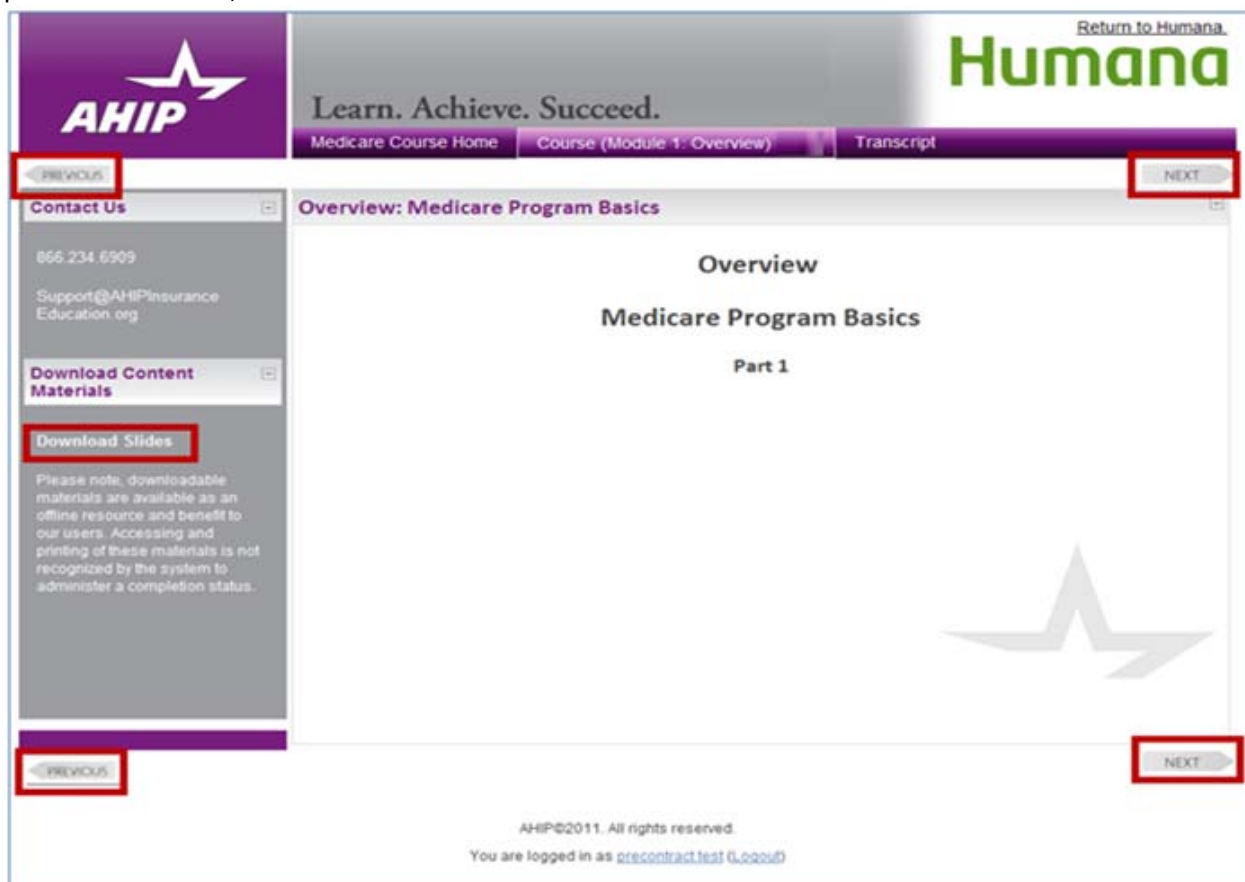
Course symbol key

-  Locked (inaccessible)
- ☐ Available, Unstarted
-  In progress
-  Complete passed
-  Complete failed
-  Recommended

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.

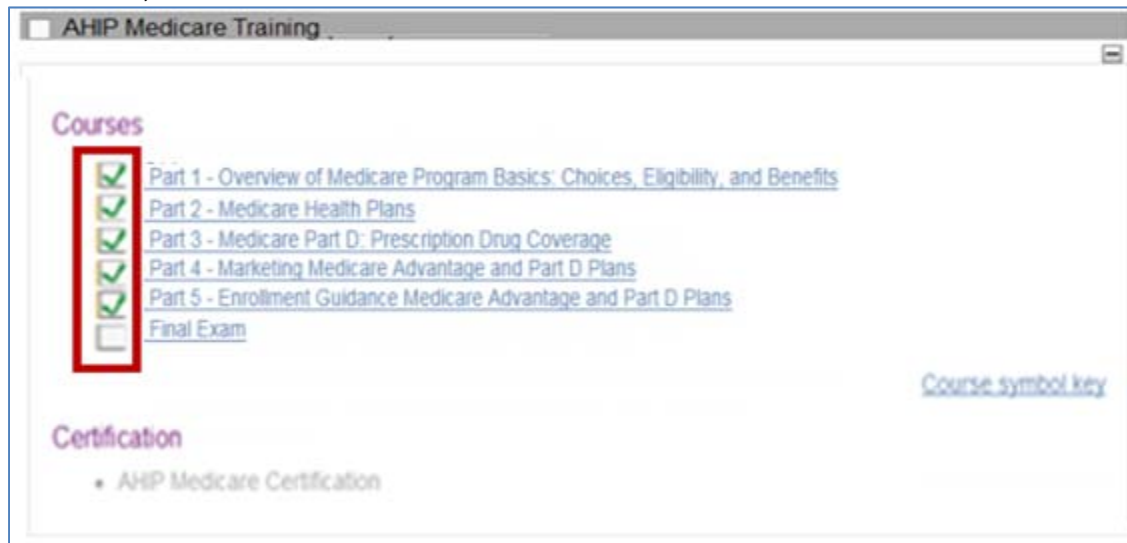


After a link to a Part is clicked, the Part will open. To navigate through the training, click on the **Next** and **Previous** arrows located at the top and bottom of the page. To download the slides that are presented in a Part, click the **Download Slides** link.



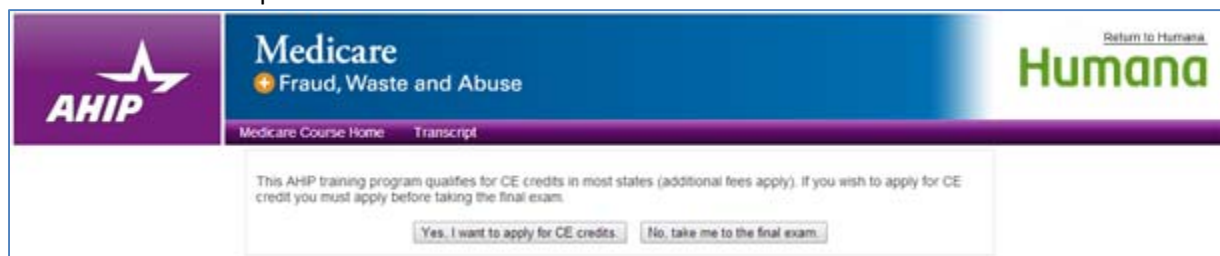
Medicare Final Exam and Continuing Education (CE) Credits:

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.



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.

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.

The screenshot shows the AHIP Medicare Fraud, Waste and Abuse course interface. The header includes the AHIP logo, the course title "Medicare Fraud, Waste and Abuse", and the Humana logo. The main content area is titled "Credit selection" and "Step 2 of 6: Enter your license information". It features a table with columns for State, Credits, Cost, License number, and License expiration (mm/dd/yyyy). The table shows Alabama with 6 credits and a cost of \$28.50. Below the table are "Previous step" and "Next step" buttons. The "Next step" button is highlighted with a red box.

State	Credits	Cost	License number	License expiration (mm/dd/yyyy)
Alabama	6	\$28.50	<input type="text"/>	<input type="text"/>

[Previous step](#) [Next step](#)

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

The screenshot shows the AHIP Medicare Fraud, Waste and Abuse course interface. The header includes the AHIP logo, the course title "Medicare Fraud, Waste and Abuse", and the Humana logo. The main content area is titled "Credit selection" and "Step 3 of 6: Attestation 1 of 1". It displays the state "Alabama" and the "Attestation Statement". The statement includes text about downloading the agreement, exam monitoring requirements, and the need for a monitor. Below the statement is a "Notice to the Monitor" section. At the bottom, there is a checkbox labeled "I agree" and "Next step" and "Previous step" buttons. The "I agree" checkbox and the "Next step" button are highlighted with red boxes.

Step 3 of 6: Attestation 1 of 1

Alabama

Attestation Statement

By downloading the following agreement(s) and proceeding to the exam, you affirm that you personally completed the course. Further, you affirm that the course examination must be completed without assistance from any outside source or individual, or the use of any study or reference materials and you understand that a violation of such standards shall result in the loss of course credit.

Exam Monitoring Requirements: Monitored State - Exams must be taken in the presence of a disinterested third party. The state defines a "disinterested third party" as someone with no family or employment relationship to the student or in the same "income stream" as student and must be at least 18 years of age.

Prior to launching the exam the student must agree to the below attestation and print out the Monitoring Affidavit by selecting the "Monitoring Affidavit" link. Upon completion of your exam, the monitor must sign the affidavit and certify that the exam was taken by the named student without any outside help from any source. Only the monitor may return the monitor affidavit to The National Underwriter Company, ATTN: CE Department 5051 Olympic Blvd., Erlanger, KY 41015.

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.

Notice to the Monitor:

The monitor must confirm the identity of an unknown student with a photo ID.

☐ I agree

[Previous step](#) [Next step](#)

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

The screenshot shows the AHIP Medicare Fraud, Waste and Abuse course interface. The header includes the AHIP logo, the course title "Medicare Fraud, Waste and Abuse", and the Humana logo. The main content area is titled "Credit selection" and "Step 3 of 6: Complete". It displays the message "You have agreed to all of the attestations. Please proceed to the next step." Below the message are "Previous step" and "Next step" buttons. The "Next step" button is highlighted with a red box.

Step 3 of 6: Complete

You have agreed to all of the attestations. Please proceed to the next step.

[Previous step](#) [Next step](#)

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.

The screenshot shows the AHIP Medicare Fraud, Waste and Abuse course interface. The top navigation bar includes the AHIP logo, the course title "Medicare Fraud, Waste and Abuse", and a "Return to Humana" link. Below the navigation bar, the page is titled "Credit selection" and "Step 4 of 6: Required documents". It instructs the user to download all required documents before proceeding. A link for "Alabama - Monitoring affidavit" is provided. At the bottom, there are "Previous step" and "Next step" buttons, with the "Next step" button highlighted by a red rectangle.

Click the **Final Exam** link. Then click the **Yes** button to continue to the Final Exam.

The screenshot shows the AHIP Medicare Fraud, Waste and Abuse course interface at "Step 5 of 6: Final exam". It instructs the user to complete the final exam before purchasing CE credits. A link for "Final Exam" is provided, which is highlighted by a red rectangle. At the bottom, there are "Previous step" and "Next step" buttons.

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 screenshot shows the AHIP Medicare Fraud, Waste and Abuse course interface at the "Final Exam" stage. The top navigation bar includes the AHIP logo, the course title "Learn. Achieve. Succeed.", and a "Return to Humana" link. Below the navigation bar, the page is titled "Final Exam". It displays the following information: "Attempts allowed: 3", "Grading method: Highest grade", and "Time limit: 2 hours". At the bottom, there is a button labeled "Attempt quiz now", which is highlighted by a red rectangle. The footer includes the text "AHIP©2011. All rights reserved." and "You are logged in as PreContract Test (Logout)".

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.

The screenshot shows the top portion of the exam interface. On the left is a purple logo with a white star. To its right is a purple banner with the text "Learn. Achieve. Succeed." and three navigation links: "Medicare Course Home", "Course (Final Exam)", and "Transcript". The "Humana" logo is in green on the far right. Below the banner, a red-bordered box on the left displays "Time Remaining 1:59:53". The main content area is titled "Final Exam - Attempt 1" and contains two questions. Question 1, "Mr. Fitts", has four radio button options. Question 2, "Mrs. Peña", is partially visible below.

Time Remaining
1:59:53

Learn. Achieve. Succeed.

Medicare Course Home Course (Final Exam Transcript

Humana

Final Exam - Attempt 1

1
Marks: 1

Mr. Fitts

Choose one answer.

☐ 1. The only

☐ 2. He could

☐ 3. He should

☐ 4. He should

2
Marks: 1

Mrs. Peña

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.

This screenshot shows the bottom portion of the exam interface. It includes a question about Medicare, a "Time Remaining 1:59:09" timer, and a red-bordered button at the bottom labeled "Submit all and finish".

plan and

☐ 4. You may

Time Remaining
1:59:09

Marks: 1

Mr. Jackson j

Choose one answer.

☐ 1. Medicare will c

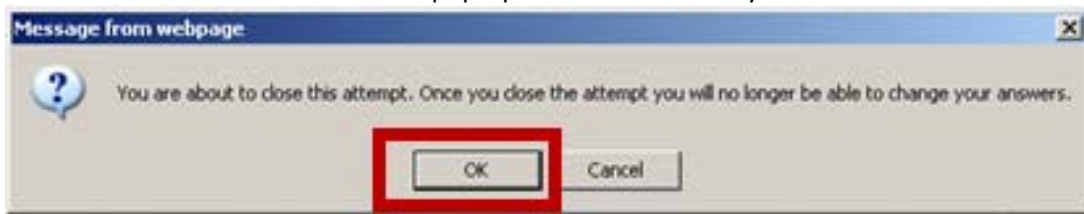
☐ 2. Physical exams,

☐ 3. He can

☐ 4. Medicare

Submit all and finish

Click the “OK” button on the confirmation pop-up window to submit your exam.



Please note:

The final exam will be submitted automatically after 2 hours if you do **not** close the final exam window.

(Continued next page)

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.

AHIP Medicare Training

- ☒ [Part 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits](#)
- ☒ [Part 2 - Medicare Health Plans](#)
- ☒ [Part 3 - Medicare Part D: Prescription Drug Coverage](#)
- ☒ [Part 4 - Marketing Medicare Advantage and Part D Plans](#)
- ☒ [Part 5 - Enrollment Guidance Medicare Advantage and Part D Plans](#)
- ☒ [Final Exam](#)

AHIP Fraud, Waste & Abuse Training

- ☐ [Medicare Fraud, Waste, & Abuse](#)
- ☐ [Medicare Fraud, Waste, & Abuse Exam](#)
- ☐ [CMS General Compliance 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.



Medicare
+ Fraud, Waste and Abuse

Return to Humana

Humana

[Medicare Course Home](#) | [Course \(2015 Medicare Fraud, Waste, & Abuse\)](#) | [Transcript](#)

Contact Us
 866.234.6909
 Support@AHIPInsuranceEducation.org

Download Content Materials
 [Download Slides](#)
Please note, downloadable materials are available as an offline resource and benefit to our users. Accessing and printing of these materials is not recognized by the system to administer a completion status.

Administration
 [Grades](#)
 [Profile](#)

Medicare Fraud, Waste, and Abuse Training

Medicare Fraud, Waste, and Abuse Training



[NEXT](#)

[NEXT](#)

<http://www.ahipmedicaretraining.com/>

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.


AHIP Medicare Training

- ☒ [Part 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits](#)
- ☒ [Part 2 - Medicare Health Plans](#)
- ☒ [Part 3 - Medicare Part D: Prescription Drug Coverage](#)
- ☒ [Part 4 - Marketing Medicare Advantage and Part D Plans](#)
- ☒ [Part 5 - Enrollment Guidance Medicare Advantage and Part D Plans](#)
- ☒ [Final Exam](#)

AHIP Fraud, Waste & Abuse Training

- ☒ [Medicare Fraud, Waste, & Abuse](#)
- ☐ [Medicare Fraud, Waste, & Abuse Exam](#)
- ☐ [CMS General Compliance Training](#)


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.



Medicare

+ Fraud, Waste and Abuse

[Return to Humana.](#)



[Medicare Course Home](#) | [Course \(2015 SP FWA Exam\)](#) | [Transcript](#)

Medicare Fraud, Waste, & Abuse Exam

The Final Exam consists of **ten (10)** randomly selected questions covering the training module for Medicare Fraud, Waste, & Abuse. You must achieve a **ninety percent (90%)** passing grade for successful completion.

You will have the opportunity to take the Final on Medicare Fraud, Waste, & Abuse an **unlimited number as part of your enrollment package**.

Each Final Exam attempt/submission must be completed within one **1-hour** sitting. The following scenarios represent attempts/submissions that count against your enrollment:

- Beginning the Final Exam and allowing the timer to expire will result in an automatic submission
- Clicking the Submit button to submit your answers to the questions

Note: Simply closing the Final Exam window does not count as an attempt/submission. If you close the window, your answers will not be saved and you will need to re-start the exam.

Grading method: Highest grade

Time limit: 1 hour

[Attempt quiz now](#)

Administration

- Grades
- Profile

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.

AHIP Medicare Training

- ☒ [Part 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits](#)
- ☒ [Part 2 - Medicare Health Plans](#)
- ☒ [Part 3 - Medicare Part D: Prescription Drug Coverage](#)
- ☒ [Part 4 - Marketing Medicare Advantage and Part D Plans](#)
- ☒ [Part 5 - Enrollment Guidance Medicare Advantage and Part D Plans](#)
- ☒ [Final Exam](#)

AHIP Fraud, Waste & Abuse Training

- ☒ [Medicare Fraud, Waste, & Abuse](#)
- ☒ [Medicare Fraud, Waste, & Abuse Exam](#)
- ☐ [CMS General Compliance 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.



Medicare

Fraud, Waste and Abuse

Return to Humana



[Medicare Course Home](#) | [Course \(2015 CMS General Compliance Training\)](#) | [Transcript](#)

PREVIOUS

CONTACT US

866.234.6909

Support@AHIPinsurance.com

Download Content Materials

Download Slides

Materials are available as an add-on resource and benefit to our users. Accessing and printing of these materials is not recognized by the system to administer a completion status.

Once you've reached the end of the Compliance training, saved the test below to access your Certificate of Completion.

2015 CMS General Compliance Training



Part 2: Medicare Parts C & D Compliance Training



Developed by the
Centers for Medicare & Medicaid Services

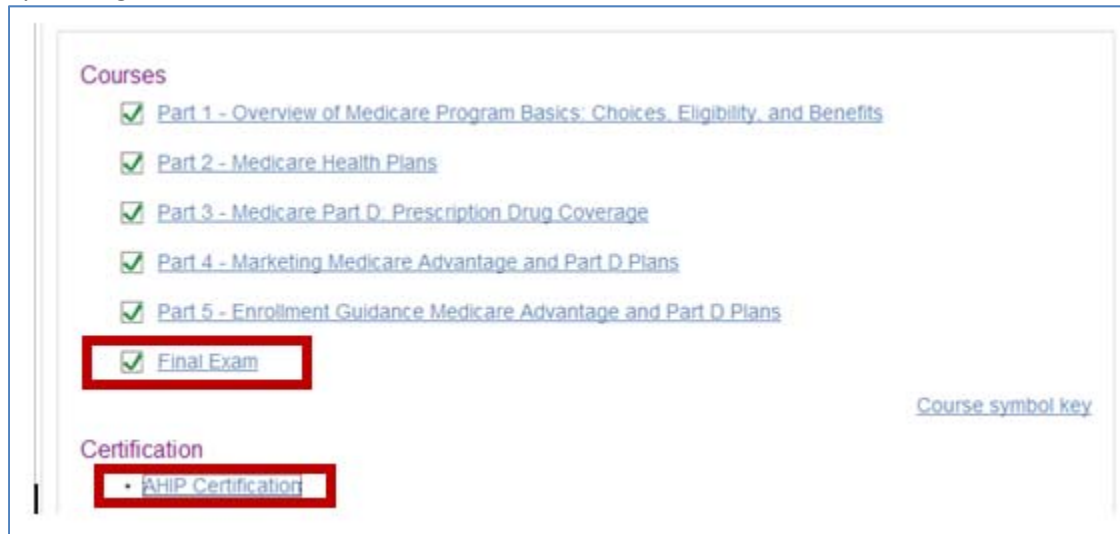
10

11

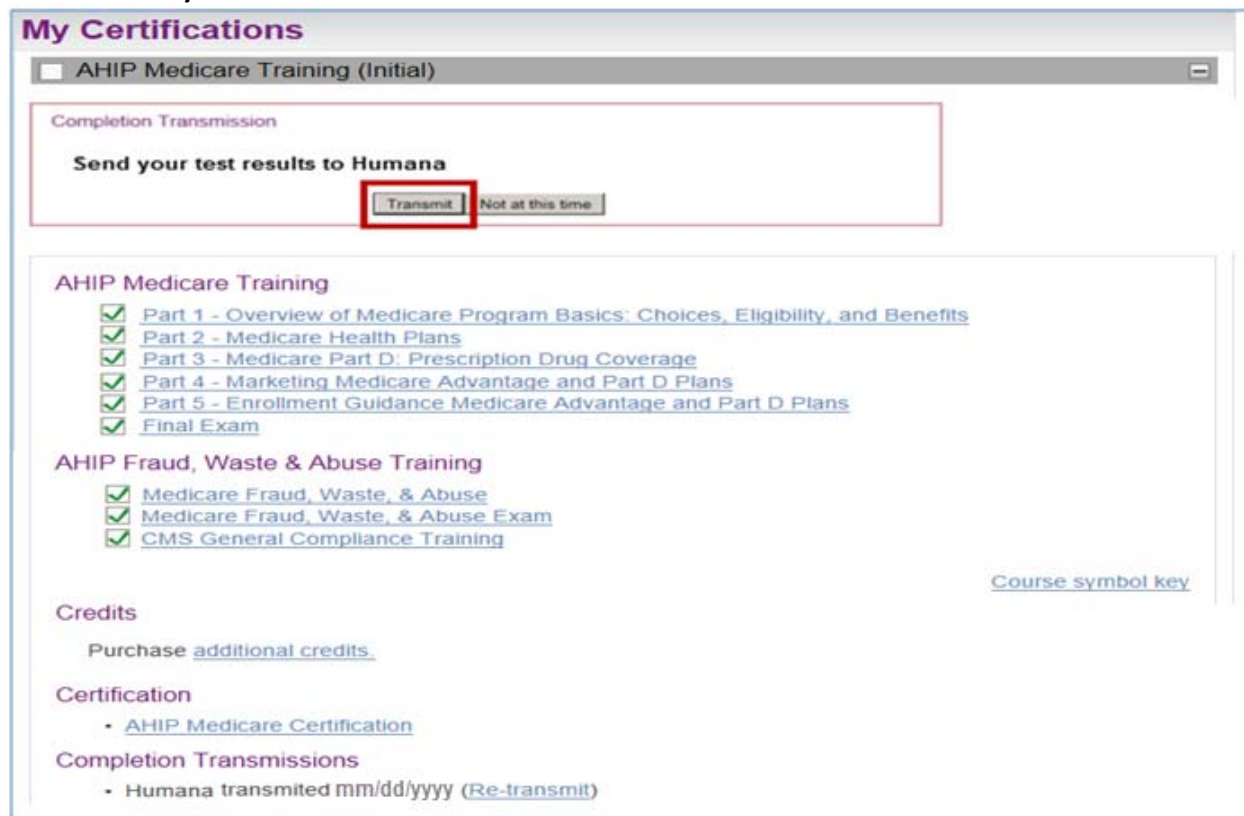
There is no exam associated with the CMS General Compliance training.

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 not 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

- ☒ [Overview of Medicare Program Basics: Choices, Eligibility, and Benefits](#)
- ☒ [Medicare Health Plans](#)
- ☒ [Medicare Part D: Prescription Drug Coverage](#)
- ☒ [Marketing Medicare Advantage and Part D Plans](#)
- ☒ [Enrollment Guidance Medicare Advantage and Part D Plans](#)
- ☒ [Final Exam](#)

AHIP Fraud, Waste & Abuse Training

- ☒ [Medicare Fraud, Waste, & Abuse](#)
- ☒ [Medicare Fraud, Waste, & Abuse Exam](#)
- ☒ [CMS General Compliance Training](#)

[Course symbol key](#)

Credits

Purchase [additional credits](#).

Certification

- [AHIP Medicare Certification](#)

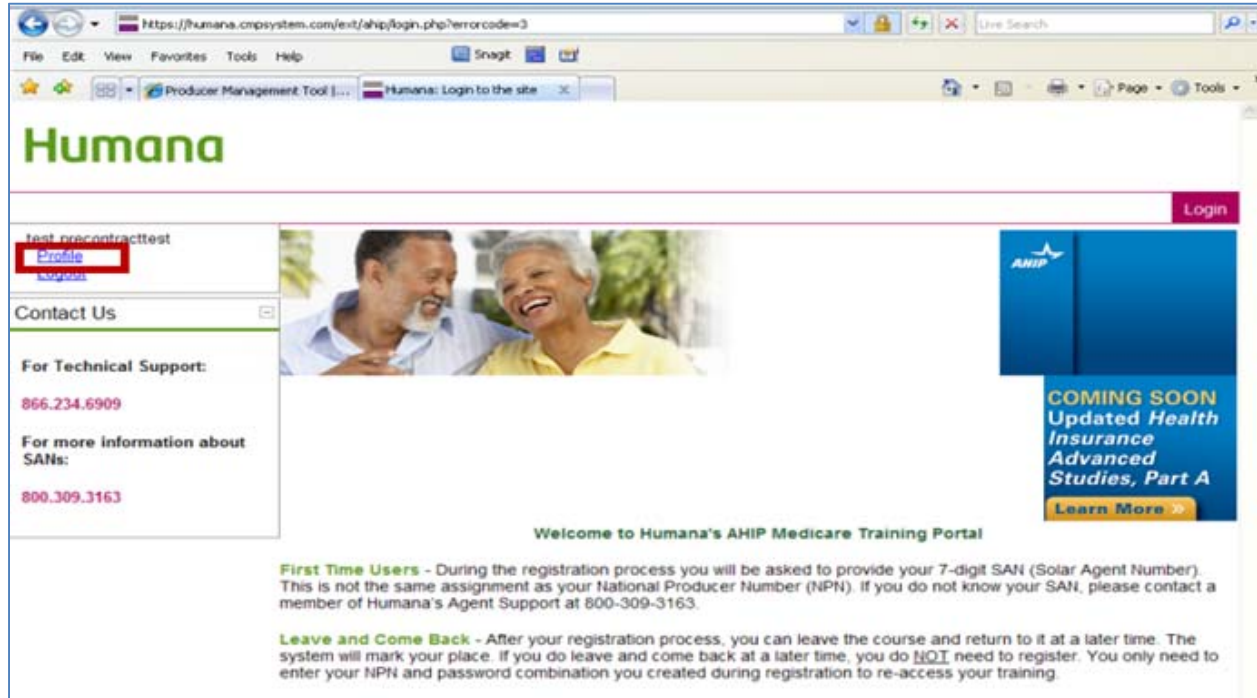
Completion Transmissions

- Humana transmitted mm/dd/yyyy (Re-transmit)

(Continued next page)

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 HomeTranscript

User Profile

test precontracttest

ProfileEdit profileBlogTranscript

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

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*.

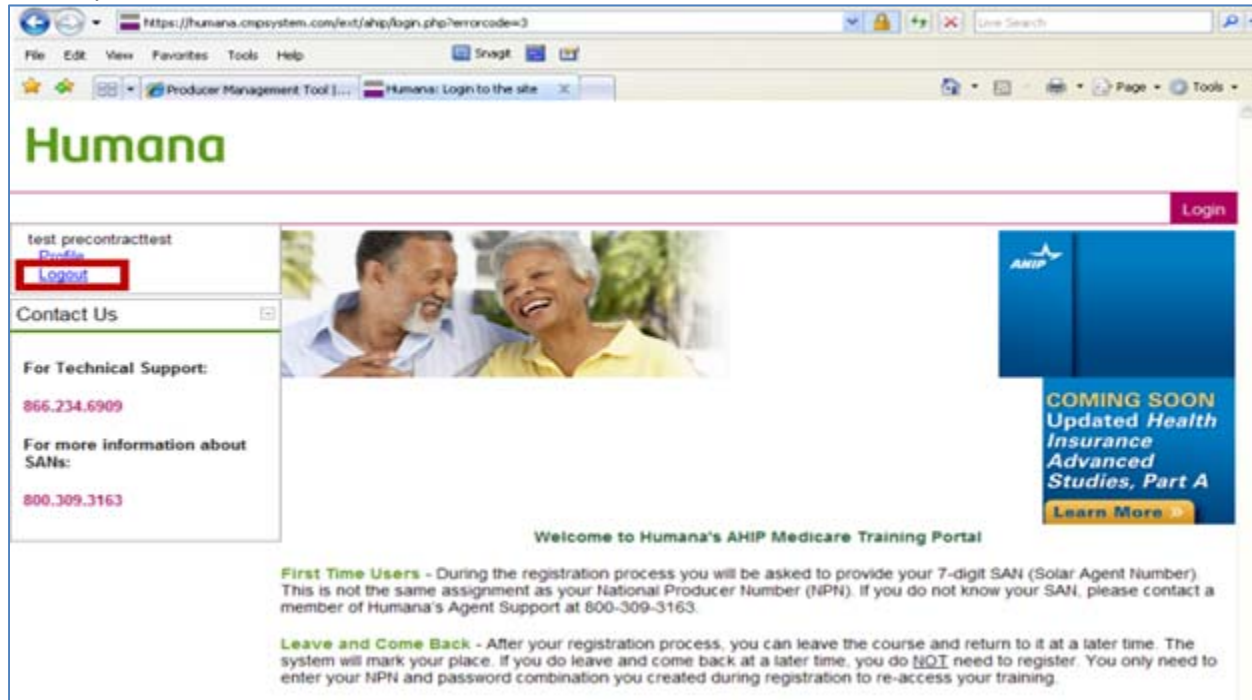
AHIP©2011. All rights reserved.

You are logged in as [test precontracttest](#) ([Logout](#))

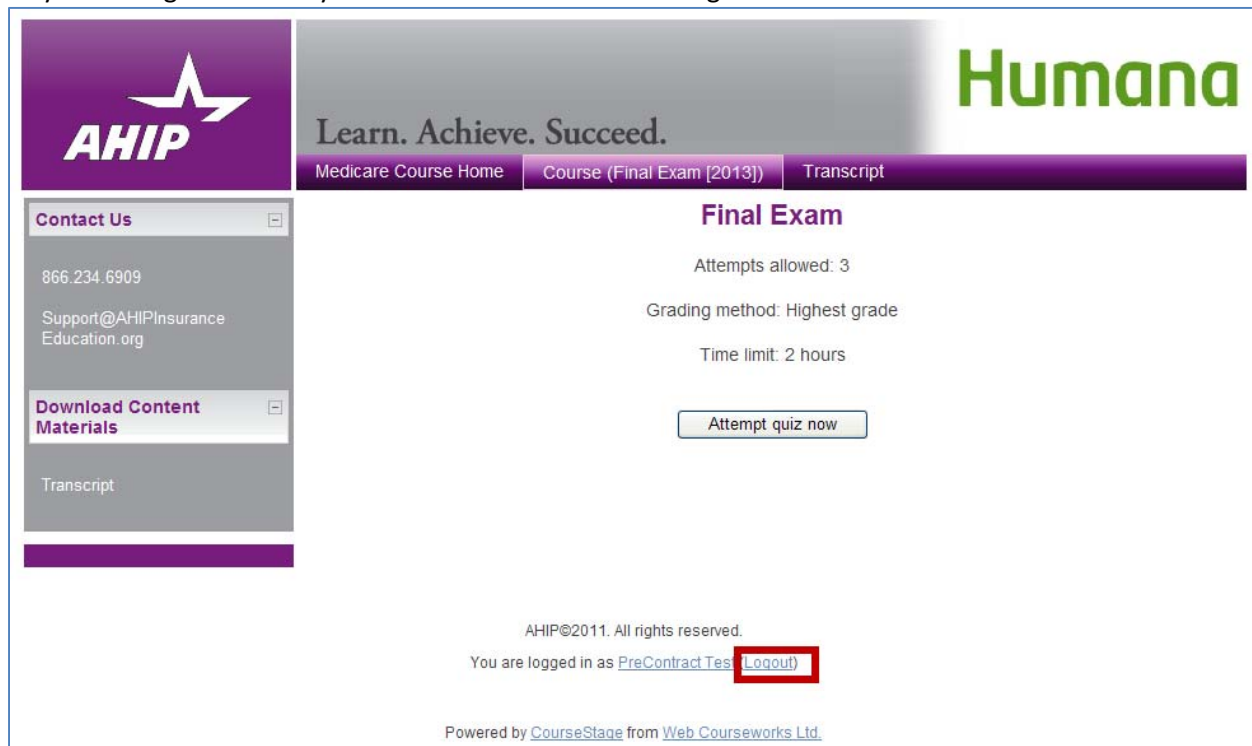
Powered by [CourseStage](#) from [Web Courseworks Ltd.](#)

Log out / Re-enter AHIP's Site:

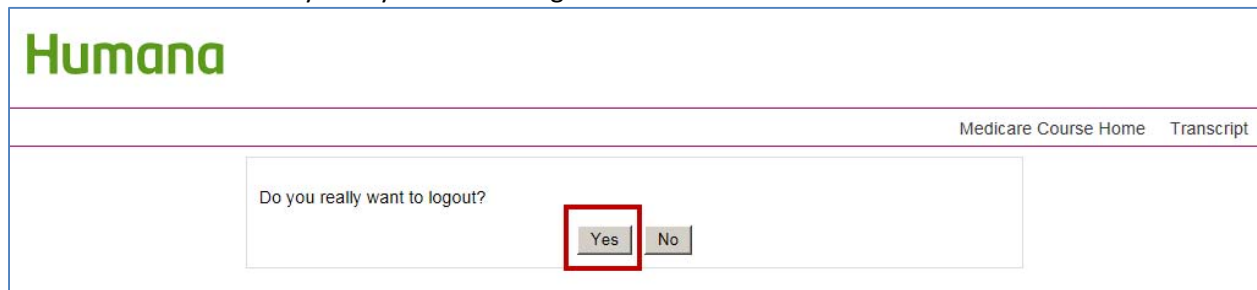
There are two different places that will allow you to log out of AHIP's website. You can use the **Logout** link on your home screen....



Or you can log off from any other screen that shows the Logout link at the bottom of it....

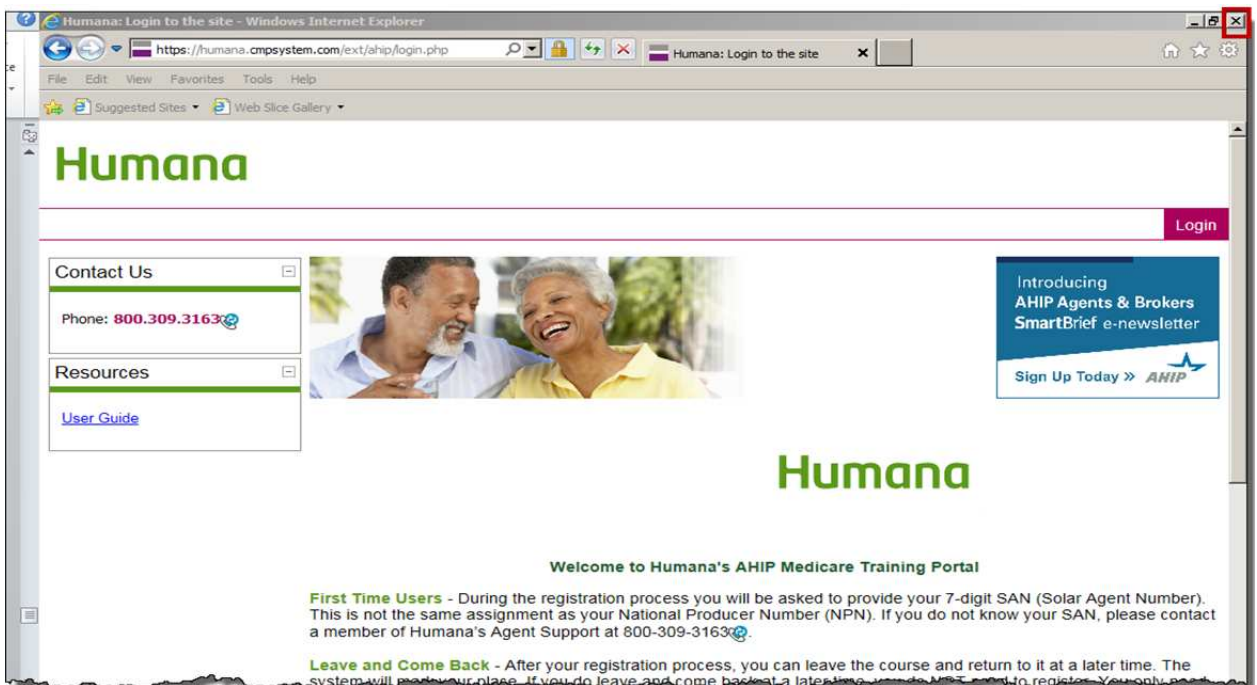


You will be asked to verify that you want to logout.



The image shows a web browser window displaying the Humana login page. At the top left is the Humana logo. At the top right are links for "Medicare Course Home" and "Transcript". In the center, a dialog box asks "Do you really want to logout?". Below the text are two buttons: "Yes" and "No". The "Yes" button is highlighted with a red rectangular box.

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/Denial Ethics Provisions		
Section	Fraud, Waste and Abuse		
	Fraud, Waste and Abuse Overview		
	Accept/Denial 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.

Humana


Login

Contact Us

Phone: 800.309.3163

Resources

[User Guide](#)



Introducing
AHIP Agents & Brokers
SmartBrief e-newsletter

Sign Up Today » AHIP

Humana

Welcome to Humana's AHIP Medicare Training Portal

First Time Users - During the registration process you will be asked to provide your 7-digit SAN (Solar Agent Number). This is not the same assignment as your National Producer Number (NPN). If you do not know your SAN, please contact a member of Humana's Agent Support at 800-309-3163.

Leave and Come Back - After your registration process, you can leave the course and return to it at a later time. The system will mark your place. If you do leave and come back at a later time, you do NOT need to register. You only need to enter your NPN and password combination you created during registration to re-access your training.

Already took AHIP with another Carrier - If you took the AHIP exam with another carrier, you will still need to register for Humana's Training Portal. Upon doing so, a link to AHIP's training will be provided and the system will match your records from the previous carrier. Upon entry into AHIP's course you will then be able to see your previous course completions on the landing page. An option to "Send Your Results to Humana" will be available at the top and bottom of the page.

Register

Start here and Register

Create a New Account

Login

Username (NPN or Email)

Password

Login

[Forgot your username?](#)
[Forgot your password?](#)

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Powered by [CourseStage](#) from [Web Courseworks Ltd.](#)

You are not logged in. ([Login](#))

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 not 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.

DO NOT FORGET: 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  .