



# AHIP Online Medicare Training Course User Guide

This guide will help you to navigate the online system. You may print this document and use it to assist you in the process.

## Step 1: Register

If you are a first-time visitor to the training site, click the “Create a New Account” button.

The screenshot shows the homepage of the AHIP Medicare Fraud, Waste and Abuse training site. The header features the AHIP logo and the text "Medicare + Fraud, Waste and Abuse". Below the header, there is a "Quick Links" section with links to "User Guide", "AHIP Insurance Education", "AHIP Conferences", and "AHIP Home". A "Contact Us" section provides technical support information: "For Technical Support: Phone: 866.234.6909, Email: Support@AHIPInsuranceEducation.org". The main content area is titled "Marketing Medicare Advantage + Fraud, Waste and Abuse" and includes a brief introduction and a "What You'll Learn" section. The "What You'll Learn" section is divided into two columns: "Medicare" and "Fraud, Waste & Abuse (FWA)". The "Medicare" column lists topics such as "The basics of Medicare fee-for-service eligibility and benefits", "The different types of Medicare Advantage and Part D prescription drug plans", "Eligibility and coverage", "Vandalism/discrimination training", and "Marketing and enrollment under the Medicare Advantage and Part D program requirements". The "Fraud, Waste & Abuse (FWA)" column lists topics such as "How to identify FWA", "An overview of the industry efforts in detecting fraud", "Legal tools to combat FWA", "Understand both the human and financial cost of FWA", "Review Medicare Parts C and D Fraud, Waste, and Abuse and General Compliance requirements", "Who commits FWA", and "Reporting FWA, loopholes and obligations". Below the "What You'll Learn" section, there is a "Get started today! Login or create an account below." prompt. The "User Login" section has fields for "Username (NPN or Email)" and "Password", with a "Login" button. The "Registration" section has a "First time visitor?" prompt and a "Create a New Account" button.

Complete the “Confidential Information” section. The information you provide will be kept confidential. Then click **Submit**.

The screenshot shows the registration form, specifically the "Step 1 of 3" section titled "Confidential Information". The form prompts the user to "Please fill out the following required fields:". The fields are: "Last name" (with a red exclamation mark icon and a hint "Enter last name on the account"), "DOB" (with a red exclamation mark icon and a hint "mm/dd/yyyy Enter date of birth (mm/dd/yyyy)"), and "Last 4 Digits of SSN" (with a red exclamation mark icon and a hint "Enter last 4 digits of social security number"). There is a "Submit" button at the bottom right. A message at the bottom states "There are required fields in this form marked !".

Complete each of the required fields containing a red exclamation point (!).

The screenshot shows the Medicare AHIP registration form. The header includes the AHIP logo and 'Medicare Fraud, Waste and Abuse'. The left sidebar contains 'Quick Links' (User Guide, AHIP Insurance Education, AHIP Conferences, AHIP Home), 'Contact Us' (Phone: 866.234.6909, Email: Support@AHIP, InsuranceEducation.org), and a 'CE CREDITS DISCLAIMER'. The main form sections are: 'National Producer Number' (NPN field with a red exclamation point and a link to look up NPN on NIPR website; Confirm NPN field with a red exclamation point and a 'Verify NPN' link); 'Password' (Password field with a red exclamation point and a 'Click to enter text' link; Confirm password field with a red exclamation point and a 'Click to enter text' link); 'Email address' (Email address field with a red exclamation point and a 'Click to enter text' link; Confirm email address field with a red exclamation point and a 'Verify email address' link); and 'Mailing Address' (Address 1 field with a red exclamation point; Address 2 field).

If you do not remember your NPN, click the link to look up your NPN on the NIPR website.

You will see your NPN # displayed in the NPN field. Select **Continue** to go to the next page.

**NOTE:** You will see red exclamation points if the Confidential Information is entered incorrectly, or if you do not have an NPN# entered.

Review all of the information provided then click the “Register” button.

The screenshot shows the 'End User License Agreement' section of the Medicare AHIP registration form. It includes two checkboxes: 'I agree to the Privacy Statement' and 'I agree to the Legal Terms of Service', both of which are checked. Below the checkboxes are 'Register' and 'Cancel' buttons. The 'Register' button is highlighted in yellow.

Your account has been created.

Please note your username for future login in sessions.

Click the “Continue to Home” button to enroll in the training.



## Step 2: Logging In

Click **Continue** to proceed

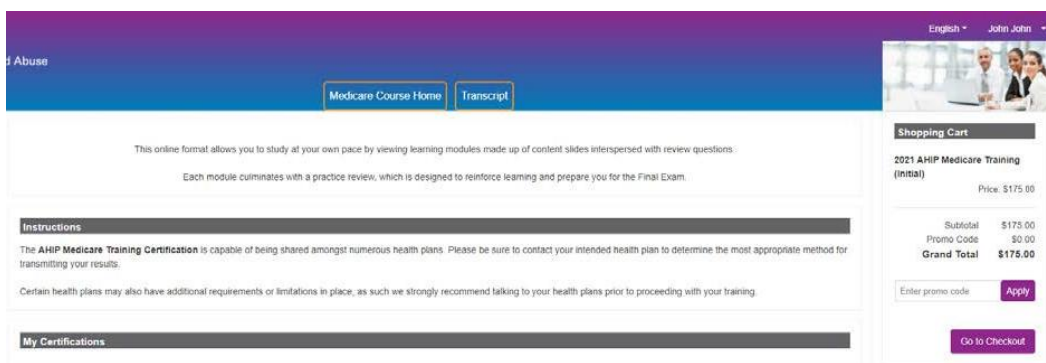


**OPTIONAL:** If you need training in a language other than English, use the dropdown menu in the top right corner to select your language.



If you have a promotional code, enter it in the promo code field.

Click “Go to Checkout”.



Complete all the required sections containing a red asterisk (\*). Then click **Continue** to enter your payment information.

Billing Information

☐ Copy profile information

First Name \*

Joe

Last Name \*

John

Company

Street Address \*

123 S Main St

City \*

Madison

State/Province \*

Wisconsin

Zip/Postal Code \*

53703

Country \*

United States

Phone Number \*

4144059124

Payment Information

Credit Card (Payflow Link)

Continue

Enter your credit card details and click **Pay Now** to complete your purchase.






Payment Information

Credit Card (Payflow Link)

Please do not refresh the page until you complete payment.

Pay with credit or debit card

Card number



Expiration date

mm / yy

CSC

What is this ?

Pay Now

MarketPoint Retail Sales Learning and Development  
Humana MarketPoint for Agent Training ONLY (Not CMS Approved)  
Proprietary to Humana Inc. Do Not Distribute  
REVISED: 06.17.2025 | TRN-REF-739a

You will see an “Order Processing Complete” screen to confirm your purchase. Click **Go to My Courses** to start the course.

Order #00000932

Receipt

Order Processing Complete

Your order has been processed successfully. Click on the **Go to my courses** button below to access your training.

Items Ordered

Product Name	Price	Qty	Subtotal
2021 AHIP Medicare Training (Initial)	\$175.00	Ordered: 1	\$175.00
		Subtotal	\$175.00
		Promo Code	\$0.00
		<b>Grand Total</b>	<b>\$175.00</b>

Go to my courses

### Step 3: Begin the Medicare Course

From the list of My Courses or My Certifications, find the current year AHIP Medicare Training. Click on the course to open it.

Medicare Course Home

Transcript

This online format allows you to study at your own pace by viewing learning modules made up of content slides interspersed with review questions.

Each module culminates with a practice review, which is designed to reinforce learning and prepare you for the Final Exam.

Instructions

The AHIP Medicare Training Certification is capable of being shared amongst numerous health plans. Please be sure to contact your intended health plan to determine the most appropriate method for transmitting your results.

Certain health plans may also have additional requirements or limitations in place, as such we strongly recommend talking to your health plans prior to proceeding with your training.

My Certifications

2021 AHIP Medicare Training (Initial)

0%

From the overview page, click **Next** to start reviewing the course content.

AHIP

Medicare

Fraud, Waste and Abuse

Medicare Course Home

Transcript

Quick Links

User Guide

AHIP Insurance Education

AHIP Conferences

AHIP Home

Contact Us

For Technical Support:

Phone: 866.234.6909

Email: [Support@AHIPInsuranceEducation.org](mailto:Support@AHIPInsuranceEducation.org)

CE CREDITS DISCLAIMER

For all students who are interested in receiving CE credits, in order to be eligible for CE credits, you must take

You Will Learn

Module 1: Overview

You will learn about the following in this module:

- Be able to explain that Medicare is a Federal health insurance program for individuals who are aged and disabled
- Gain an understanding of the different ways that beneficiaries can choose to receive their Medicare coverage including Original Medicare and Medicare Advantage
- List the various parts of Medicare and the benefits provided under them
- Explain Original Medicare and the benefits provided under Medicare Part A (hospital insurance) and Part B (outpatient services)
- Understand who is eligible for Original Medicare
- Be able to explain who qualifies for Part A coverage without having to pay a premium as well as the premiums entailed for Part B coverage
- Understand the penalties for late enrollment in Medicare Part B
- Gain knowledge about Medicare Parts A and B benefits and cost sharing
- Have a basic understanding of Medicare Part D prescription drug coverage and how it can be coupled with Original Medicare (Part A and Part B)
- Review Original Medicare beneficiary protections
- Gain an understanding of Medicare Supplement Insurance (Medigap) and its role in filling in the gaps in Original Medicare
- Be able to explain the various Medigap plans available to Original Medicare beneficiaries
- Learn about the changes in Medigap for those who became eligible after December 31, 2019, as well as the benefits still available for all enrollees
- Explore the role of Medicare for those still working beyond traditional retirement age

Next

To navigate through the training, click on the “Next” and “Previous” arrows.

**Note:** You must view **100%** of the training material, including attempting all quizzes, in each module. If you do not view all content and attempt all quizzes, the module will not be marked as complete and you will not be able to move forward.

MENU

Module 1: Overview Medicare Program Basics

Overview: Medicare Program Basics

Navigation Instructions

Terms and Conditions

LEARNING OBJECTIVES

Training Roadmap: Part 1

Medicare Basics

Overview of Medicare Parts A, B, C, D

Overview of Medicare - Part E

Overview of Different Ways to Get Medicare

Different Ways to Get Medicare — Brief Overview

Original Medicare

Eligibility for Part A and Part B

Module 1-Program Basics\_PY21\_R

Overview: Medicare Program Basics

Module 1  
Version 14  
June 22, 2020

START COURSE

< PREV

NEXT >

## Step 4: Medicare Final Exam & Selecting Continuing Education Credits

Once you have green checkmarks next to all required parts, you will be able to take the Medicare Final Exam.

To access the exam, click on the “Final Exam” link.

Medicare TrainingFWACertificate

Module 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits

Module 2 - Medicare Health Plans

Module 3: Medicare Part D: Prescription Drug Coverage

Module 4 - Marketing Medicare Advantage and Part D Plans

Module 5 - Enrollment Guidance Medicare Advantage and Part D Plans

2021 - Final Exam

To apply for 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.

(CE Credits Only)

Select the box next to the state(s) for which you would like to receive credit. Then click **Next Step**.

This AHIP training program qualifies for CE credits in most states (additional fees apply). If you wish to apply for CE credit you must apply before taking the final exam.

Yes, I want to apply for CE credits.

No, take me to the final exam.

Credit selection

Step 1 of 6: Choose your Resident State

States that require a monitoring affidavit are marked with a \*.

☐ Alabama

☐ Arizona

☐ Arkansas \*

☐ California

☐ Colorado

☐ Connecticut

☐ Delaware

☐ District of Columbia

☐ Florida

☐ Georgia

☐ Hawaii

☐ Idaho

☐ Illinois

☐ Indiana

☐ Iowa \*

☐ Kansas

☐ Kentucky

☐ Louisiana

☐ Maine

☐ Maryland

☐ Massachusetts

☐ Michigan

☐ Minnesota

☐ Mississippi

☐ Missouri

☐ Montana

☐ Nebraska \*

☐ Nevada

☐ New Hampshire

☐ New Jersey

☐ New Mexico

☐ North Carolina

☐ North Dakota

☐ Ohio

☐ Oklahoma

☐ Oregon

☐ Pennsylvania

☐ Puerto Rico

☐ Rhode Island

☐ South Carolina \*

☐ South Dakota

☐ Tennessee

☐ Texas

☐ Utah

☐ Vermont

☐ Virginia

☐ Washington

☐ West Virginia

☐ Wisconsin

☐ Wyoming

Cancel

Next step

(CE Credits Only)

For each state where you requested CE credits, enter your license number and license expiration date. Then click **Next Step**.

Credit selection

Step 2 of 6: Enter your license information

State	Credits	Cost	License number	License expiration mm/dd/yyyy
Wisconsin	6	\$30.00	<input type="text"/>	<input type="text"/>

Previous step

Next step

(CE Credits Only)

Read each required attestation and check “I agree”. Then click **Next Step**.

Once you have completed all attestations, the system will confirm completion. Click **Next Step** to move to the next item.

Credit selection

Step 3 of 6: Attestation 1 of 1

**PLEASE NOTE: STUDENTS MUST SUBMIT THE WI PERSONAL RESPONSIBILITY FORM DUE TO COVID-19**

**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.

**Student Attestation Requirements:** Prior to launching the exam the student must agree to the below attestation and print out the Continuing Education Attestation of Personal Responsibility Form by selecting the “WI Personal Responsibility Form” link. Upon completion of your exam, the student must complete, sign and return the Personal Responsibility Form within 7 days of exam completion for credits to be awarded.

**PLEASE NOTE:** Please note your credits will not be processed until we have received the signed Personal Responsibility Form. It is very important that this form is submitted immediately after the completion of the exam because it could make a difference if your license is due to expire.

Previous step

☐ I agree

Next step

## Credit selection

### Step 3 of 6: Complete

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

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

## (CE Credits Only)

Download and print any required documents. Once you have done so, click **Next Step**.

**Note:** If your state requires a monitoring affidavit, please note your date of completion will be the date that your monitor affidavit is received. 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.

## Credit selection

### Step 4 of 6: Required documents

You must download all required documents before proceeding.

✔ Wisconsin - No document

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

## (CE Credits Only)

You will be prompted to complete the final exam before purchasing the CE credits. Click on the link to the final exam to open it.

## Credit selection

### Step 5 of 6: Final exam

You must complete the final exam before you can purchase the selected CE credits. Please use the link below to proceed.

\*Please note, those who have already completed the final exam, must retake the exam in order to purchase CE credits. This only applies to purchasing credits for states that require monitoring affidavit.

2021 - Final Exam

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



Begin the final Medicare exam.

The final exam consists of fifty (50) randomly selected questions that cover all five portions of the training. You have three attempts to achieve a 90% passing score (you may also choose to purchase an additional three attempts if needed, for a total of six attempts).

Each attempt has a two-hour time limit. You must be prepared to sit for the two hours in a single continuous period.

Click the “Attempt now” button when you are ready to take the final exam.

Final Exam

The Final Exam consists of **fifty (50)** randomly selected questions from **all five (5) Parts** of the training modules. You must achieve a **ninety percent (90%)** passing grade for successful completion.

You will have the opportunity to take the Final Exam **three (3) times as part of your enrollment package**. If you fail the Final Exam three (3) times, you will be required to re-enroll and purchase another set of 3 attempts before proceeding. Upon re-enrollment, you will have to repeat the required training modules before gaining access to the Final Exam again. Please be aware that some companies do not accept exam completions beyond the three attempts included in the initial enrollment package. Please contact your carrier before re-purchasing. In addition, some companies may wish to know how many attempts were required to pass the exam. To view your attempt history, please click on Transcript in the upper navigation.

Each Final Exam attempt/submission must be completed within one **2-hour** sitting. The following scenarios represent attempts/submissions that count against the 3 included in 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 restart the exam.
- If you navigate away from the exam in the same tab/window, the system will remove the attempt and you will have to start over. If your session is still active, close the exam window before the two-hour mark so you are able to start a fresh attempt. If you continue with the attempt, this will be marked as a valid exam attempt!
- You should not open multiple tabs/windows on the AHIP training site while taking the exam. Doing so will cause your attempt to remain active and automatically submit your exam after reaching the two-hour mark.
- For ADA testing accommodations, please email [support@ahipinsuranceeducation.org](mailto:support@ahipinsuranceeducation.org).
- To protect the integrity of the AHIP Medicare Exam, all exam submissions are final and cannot be released and or redistributed.

If you are a re-certification user, it is strongly recommended that you review Parts 1-3 before taking the Final Exam as it covers **all parts of the course** - recommended and required.

If you have not yet opted for CE credits, you can click [here](#) to apply now.

Attempts allowed: 3

Attempt now

Step 5: Paying for CE Credits

If you applied for CE credits, you will see **Credit Selection** after completing your Medicare final exam. Click **Next Step** to pay for your CE credits.

Review the credits you have selected to purchase and click the “Pay for Credits” button.

Credit selection

Step 5 of 6: Final exam

You have completed the final exam and may now purchase CE credits.

2021 - Final Exam

Previous stepNext step

Credit selection

Step 6 of 6: Finalize credit purchase

You have selected the following credits for purchase.

State	Credits	Cost
Wisconsin	6	\$30.00

Add or remove creditsPay for credits

After paying for your CE credits, you will return to the course outline to complete the

Fraud, Waste, and Abuse and General Compliance training.

## Step 6: FWA and General Compliance Training

Once you have achieved a passing score on the Final exam, a green checkmark will appear on the homepage.

This will unlock the next section focused on Nondiscrimination, Fraud Waste and Abuse, and General Compliance.

Click the link for Nondiscrimination to begin the next section.

< Previous

Medicare TrainingFWACertificate

Nondiscrimination Training

Medicare Fraud, Waste, & Abuse

General Compliance

Restricted

Not available unless:

- The activity **Nondiscrimination Training** is complete and passed
- The activity **Medicare Fraud, Waste, & Abuse** is complete and passed

< Previous

You will be asked if you need to complete the Combating Medicare Parts C & D Fraud, Waste and Abuse training for the current plan year.

If you **need to complete** the training, click the appropriate response to open the training module.

If you **have already completed** the Combating Medicare Parts C & D Fraud, Waste and Abuse training for the current plan year through the CMS site, click the appropriate response and proceed to the Attestation Questionnaire.

Medicare Fraud, Waste, and Abuse Training

Developed by the  
Centers for Medicare & Medicaid Services

Have you completed Combating Medicare Parts C & D Fraud, Waste and Abuse Training through the CMS Medicare Learning Network (MLN)?

If you have **NOT** completed this portion of the training through the CMS Medicare Learning Network (MLN), please select **NO** below to complete the training through AHIP.

Requirements for this Module: Completion of **Combating Medicare Parts C & D Fraud, Waste and Abuse Training and Review Questions**.

Review questions are not counted towards the **Combating Medicare Parts C & D Fraud, Waste and Abuse Final Exam**.

YesNo

There is a test at the end of the training. For the FWA and Compliance Final Exam, you will have unlimited attempts to achieve a 70% passing score.

## FWA: Final Exam

**This is your Final Exam.** This assessment asks you 10 questions about Medicare Parts C and D Fraud, Waste, and Abuse (FWA). It should take about 10 minutes to complete. Once answers are selected click on Submit all and finish. You will need a passing score of 70%.

Grading method: Highest grade

Attempt now

## Step 7: Certification of Completion and Transferring Your Score

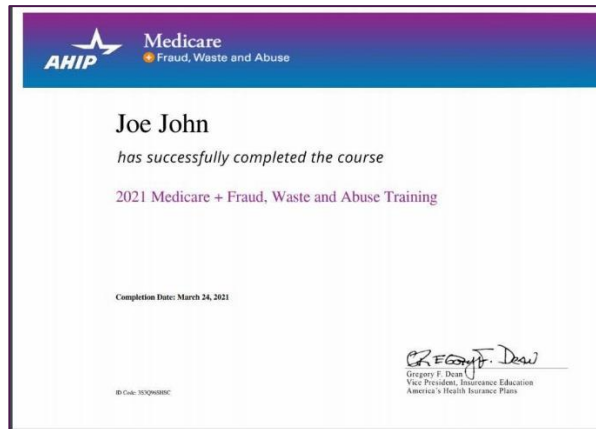
After completing the entire course, click **Continue to Certificate** to access your certificate of completion for AHIP's training.

Congratulations! You have completed the "FWA" portion of this course.

You can now move on to the "Certificate" portion. You can navigate there by clicking the "Certificate" tab in the menu at the top of the page or by clicking the button below.

Continue to Certificate

You may choose to save or print your certificate for your records.



### IMPORTANT!

From the course home page, find the Humana listing under "AHIP Course Completion". Click the "Transmit" button to transmit your score back to Humana. **You must complete this step to send your completion data to Humana!**

After completing your AHIP course, **return to Humana MarketPoint University** to complete the remainder of your certification or recertification course.