

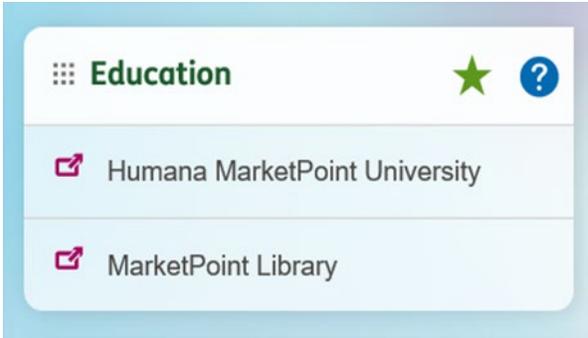
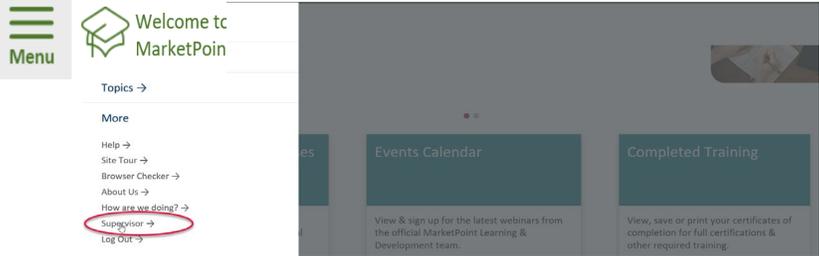


How to use the Supervisor Menu Report in Humana MarketPoint University

Purpose: The Supervisor Menu gives MarketPoint leaders self-serve training reports and course enrollment options in Humana MarketPoint University (HMU). Career Channel leaders (Field and DMS) have visibility of their direct reports. Partner Channel BREs or BRMs have visibility of aligned agents.

Print this document as a reference. If you have questions about the Supervisor Menu, please email MarketpointTraining@humana.com.

Process:

Action	What You will See
Log into HMU.	
Click on the Menu icon, Scroll down to the More section and click on Supervisor	

TRN-REF-1049-Supervisor Menu report job aid

The Individual and Team Data menu contains a Supervisor function and reports.

From the Select Employee drop down menu, select a direct report/agent.

Search Agent – use this search to locate agent using SAN # (known as the Directory Services ID in HMU)

Click – **Next** once agent is located

Important Note: You will only see agents for which you are designated as Supervisor. If you do not see a direct report or you have an emergency need, please email MarketPointTraining@humana.com with the details of the agents in question, including SAN number if possible.

Individual Data:
Select Employee: SMITH, ANN
Search for Agent:

Team Data:
View Team Current Enrollments:
View Team History:
View Team Certification Summary:

An Individual Data screen will appear

From here you will be able to :

1. See Demographic information
2. Enroll Agent in Course/Class
3. View Agent Current Enrollments
4. View Agent History
5. View Agent Certification Summary

Individual Data:
Agent Name: GRACE
Agent Type: FMO/MGA
Address: [REDACTED]
City: WINTER PARK
State: FL
Zip Code: [REDACTED]
County: ORANGE
Phone: [REDACTED]
Fax: 999-999-9999
Email: [REDACTED]

Enroll Agent in Course/Class:
View Agent Current Enrollments:
View Agent History:
View Agent Certification Summary:

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Enroll Agent in Course/Class

This option allows managers to enroll their direct report in a select number of courses or classes.

Select a course and/or class (if available) and click the Next button to complete the enrollment.

In most cases, your direct report will receive an enrollment notice from HMU.

Note – Not all courses will be available for enrollment. Please email MarketPointtraining@humana.com if you cannot locate a specific course.

Individual Data:

Agent Name: [Redacted]

Selected Member: [Redacted]

Please Select the Desired Offering:

- none
- Common Objections in Medicare Advantage Sales
- Conduct and Compliance Training for Agents
- Conducting a NEADS Analysis the Humana Way - for Field Agents
- Conducting a NEADS Analysis the Humana Way - for Telesales
- Connection Hub for Agents
- Find a Doctor (A.K.A. Physician Finder Plus)
- Fundamentals of Dual Eligible Special Needs Plans (D-SNP)
- Humana Pharmacy Calculator Training for Agents
- Humana's Integrated Health Delivery
- Introduction to the Community Engagement Model (CEM) and Role Specific Training
- Medicare Compliance
- Sales Success Webinar Series (Recording)
- TCPA - Telephone Consumer Protection Act
- Understanding Medicare Marketing

Next Close Window

View Agent Current Enrollments

This option will show what courses the agent is currently enrolled in.

Individual Data:

Agent Name: [Redacted]

Current Enrolled

Enrollment Request	Course Title	Activity Title	Date	Grade
	Individual Dental and Vision Product Portfolio - non-Medicare (archived 10-8-14) - Student		N/A	.0
	Independent Agent CORE CRM Training - Student		N/A	.0
	Free Standing Benefits (Archived 2-28-14) - Student		N/A	.0
	Short Term Medical Plan (archived 10-23-14) - Student		N/A	.0
	MAPD and PDP FastApp - Student		N/A	.0
	MAPA Training for the Personal Computer (PC) and iPad Solution - Student		N/A	.0
	DO NOT USE: Compliant Interactions with Providers - Student		N/A	.0
	What is So Special About Chronic Condition Special Needs Plans? - Student		N/A	.0
	Find a Doctor (A.K.A. Physician Finder Plus) - Student		N/A	.0
	Connection Hub for Agents - Student		N/A	.0

View Agent History

This report will show all the courses the direct report has completed.

Individual Data:

Agent Name: [Redacted]

Agent Type: FMO/MGA

Address: CONNELLSVILLE, PA 154259718

County: FAYETTE

Enroll Agent in Course/Class: [Click Here](#)

View Agent Current Enrollments: [Click Here](#)

View Agent History: [Click Here](#)

View Agent Certification Summary: [Click Here](#)

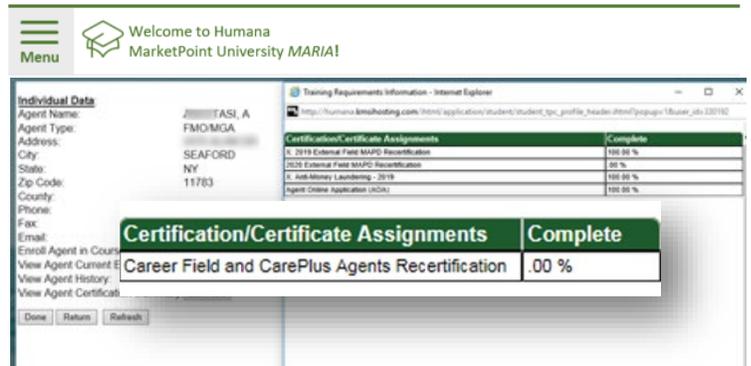
Done Return Refresh

Course Title	Date	Grades	Status
2011 Humana PDP Certification <i>This course is for those agents who want to sell Humana PDP products. Do not enroll in this course if you want to sell MAPD products.</i> - Student	2010-10-29	95.0	Completed Satisfactorily
2012 Humana PDP Recertification - Student	2011-09-02	100.0	Completed Satisfactorily
2013 Humana PDP Recertification - Student	2012-09-25	95.0	Completed Satisfactorily
Humana Veterans Initiative - Agent Certification and Product Training-archived - Student	2011-09-19	100.0	Completed Satisfactorily
2014 Humana PDP Recertification - Student	2013-09-27	95.0	Completed Satisfactorily
2015 Humana PDP Recertification - Student	2014-10-06	95.0	Completed Satisfactorily

View Agent Certification Summary

This will show assigned certifications and recertification's with completion percent for the direct report.

Use this report to check on Recertification status of direct reports.



When finished, click:

Done to return to the Humana MarketPoint University Home page.

Return to go back to the Supervisor menu

Refresh button to refresh the data displayed in reports.



Team Data:

Team data allows you to look at the entire team's status at one time.

You can:

View Team Current Enrollment

View team History

View Certification Summary

Make your selection and click the 'Click Here' Button

Note: all reports can be exported to excel.

Certification	Start Date	Agent Name	SAN	Percent Complete
2020 External Field MAPD Recertification	2019-06-26 02:19:26:780	ABBATE, PETER	1596611	00
Agent Online Application (AOA)	2018-04-24 02:16:54:133	ABBATE, PETER	1596611	00
2020 External Field MAPD Recertification	2019-06-26 02:19:26:780	ABELLERA, GRACE	1774277	100.00
Agent Online Application (AOA)	2019-03-11 11:36:09:953	ABELLERA, GRACE	1774277	100.00
X. 2019 External Field MAPD or PDP Certification	2019-02-20 16:37:42:263	ABELLERA, GRACE	1774277	100.00
X. Anti-Money Laundering - 2019	2019-02-20 16:37:42:270	ABELLERA, GRACE	1774277	100.00
2020 External Field MAPD Recertification	2019-06-26 02:19:26:780	ABOUL-HOSN, HAITHAM	1487236	100.00
X. 2019 External Field MAPD Recertification	2018-07-18 02:10:43:827	ABOUL-HOSN, HAITHAM	1487236	100.00
X. Anti-Money Laundering - 2019	2018-07-11 02:19:08:870	ABOUL-HOSN, HAITHAM	1487236	100.00
Agent Online Application (AOA)	2018-04-24 02:16:54:133	ABOUL-HOSN, HAITHAM	1487236	100.00
2020 External Field MAPD Recertification	2019-06-26 02:19:26:780	ABRAMS, FRANK	1451116	100.00
X. Anti-Money Laundering - 2019	2018-07-11 02:19:08:870	ABRAMS, FRANK	1451116	100.00