

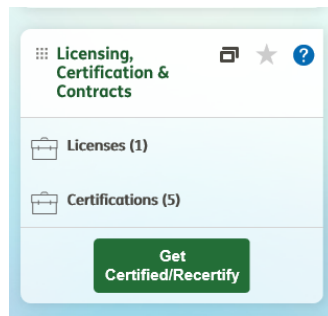
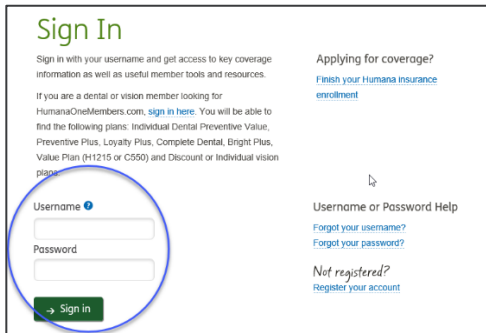
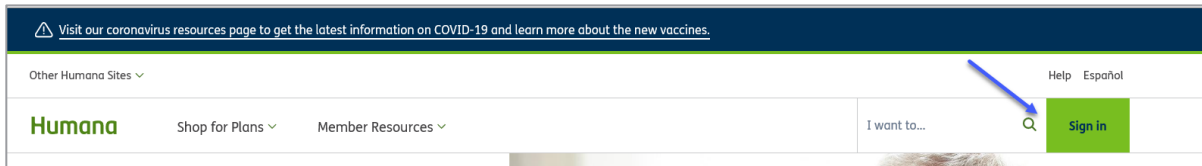


Accessing AHIP & Transferring Scores

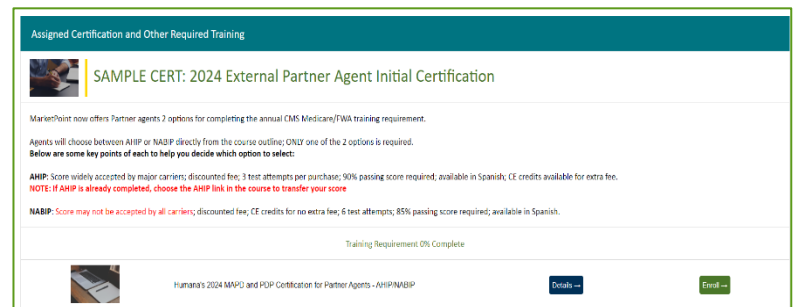
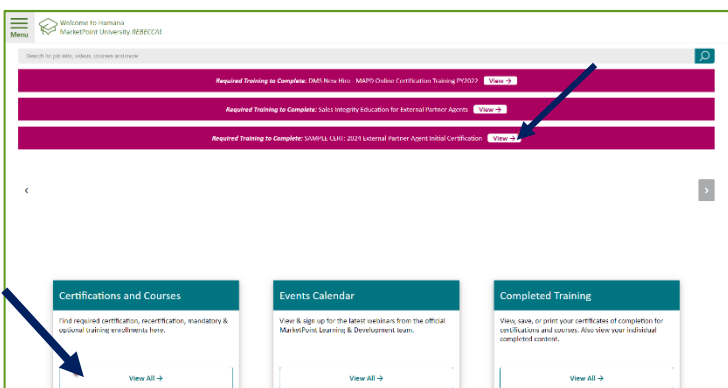
PURPOSE: This job aid will assist agents with accessing AHIP from Humana MarketPoint University (HMU) and transferring their AHIP scores to the Humana Certification or Recertification course enrollment.

How to Access AHIP and Transfer Your AHIP Score to Humana

To transfer an AHIP score you **must** be enrolled in a Humana Certification or Recertification course located on Humana MarketPoint University. You can access Humana MarketPoint University from the **Humana Vantage Agent Portal**. The option to transfer the score will not appear until you reach the AHIP Training section.



Once logged in on Humana MarketPoint University, you will access your assigned Certification or Recertification training through the top homepage alert. You can also navigate to this by selecting View All under the Certifications & Courses section. Once on the Assigned Training section, you will Enroll (or Launch) the course to access the training content in the course outline.



Accessing AHIP and Transferring AHIP Scores

Work through the first few courses modules in the outline. Upon completing the AHIP/NABIP Pre-Training Attestation, both of those options will become active in the outline.

Click on the “**AHIP-Medicare/FWA Training**” link; a new window will display.

Before clicking the AHIP link, make sure you are logged out of AHIP and that pop-up blockers are turned off.

First-time AHIP User: You will need to complete the registration process, which requires you to enter your National Producer Number (NPN).

You only need to register once.
If you leave and come back, just enter your NPN and AHIP password.

Important Reminder:

When logging in to AHIP from the Humana course outline **you must use your NPN as the Username**. The system will prompt you to enter either your email, or NPN. Humana’s connection to AHIP is tied to an agent’s **NPN**. Entering the NPN ensures the agent’s AHIP score is transferred over to Humana without issue.

Outline	Overview	Downloads
Title		Status
Welcome to Humana’s MAPD and PDP Certification		
Welcome to Humana’s MAPD/PDP Certification		✓
AHIP or NABIP:		
Please select either AHIP or NABIP below. After achieving a PASSING SCORE in AHIP or NABIP and completing the Post-Completion Attestation for that option, you may proceed to the Sales and Marketing Compliance section in the course.		
Introduction to the AHIP/NABIP Medicare Training		✓
Score N/A		
AHIP/NABIP Pre-Training Attestation		✓
Score N/A		
2025 AHIP - Medicare/FWA Training (Please enter your NPN as your AHIP Username)		○
Score N/A		
AHIP Post-Completion Attestation		○
Score N/A		
2025 NABIP - Medicare/FWA Training (for agents who prefer NOT to complete AHIP)		○
Score N/A		

User Login

Username (NPN or Email)

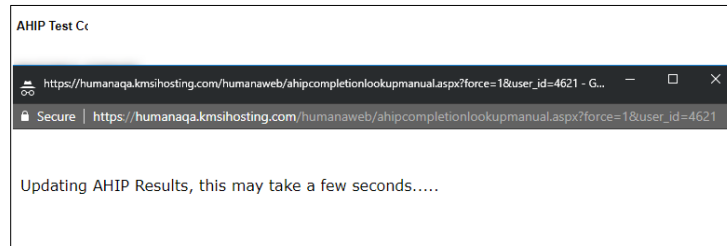
Password

[Forgot your username?](#)

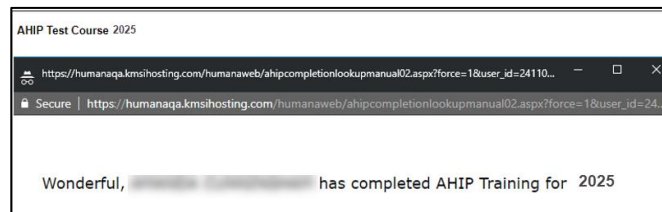
[Forgot your password?](#)

Looking for AHIP Scores

Once signed into AHIP, the system will look to see if the current plan year course has been completed successfully within six attempts (even if completed outside of Humana).



If AHIP is already successfully complete, the test score will *automatically be sent* to the course enrollment on HMU and the following message will be received.



Accessing AHIP and Transferring AHIP Scores

When you return to the course outline on HMU, your AHIP score will be displayed, and the next course content will be active for you to continue with the training (you may need to refresh the screen).

You MUST attest to completing the AHIP Training on your own without any assistance before you may proceed with completing the remaining course elements.

Once the Attestation is completed, the first module under the Sales and Marketing Section will activate and allow you to proceed with completed the Certification or Recertification course.

Score: 95.0 %

- [AHIP Post-Completion Attestation](#) Score N/A
- [2025 NABIP - Medicare/FWA Training \(for agents who prefer NOT to complete AHIP\)](#) Score N/A
- [NABIP Post-Completion Attestation](#) Score N/A

Humana Sales and Marketing Compliance Information

- [Retail Sales Ethics and Compliance Training](#) Score N/A
- [Sales and Marketing Code of Ethics - PY2025 - All Channels](#)
- [Compliance Plan for Telemarketing Calls - 2025](#)
- [Compliance Knowledge Check for Certifying Agents](#)

Outline Overview Downloads

Title Status

- [Welcome to Humana's MAPD and PDP Certification](#)
- AHIP or NABIP:**
Please select either AHIP or NABIP below. After achieving a PASSING SCORE in AHIP or NABIP and completing the Post-Completion Attestation for that option, you may proceed to the Sales and Marketing Compliance section in the course.
- [Introduction to the AHIP/NABIP Medicare Training](#) Score N/A
- [AHIP/NABIP Pre-Training Attestation](#) Score N/A
- [2025 AHIP - Medicare/FWA Training \(Please enter your NPN as your AHIP Username\)](#) Score: 95.0 %
- [AHIP Post-Completion Attestation](#) Score N/A
- [2025 NABIP - Medicare/FWA Training \(for agents who prefer NOT to complete AHIP\)](#) Score N/A
- [NABIP Post-Completion Attestation](#) Score N/A

Troubleshooting: If AHIP is already completed, but score is not transferring

If you have successfully completed AHIP for the current plan year by passing the exam within six test attempts but the score is not transferring, you will **NOT** be required to retake the AHIP Training. The MarketPoint Training Team will be able to manually transfer over your score once we receive proof of your completion. To provide Proof of Completion if the score is not transferring, you will simply need to login on the AHIP site, navigate to your Transcripts page and capture an image showing your **Name** and **Final Exam** score on the same page (see example below) and send it to MarketPointTraining@humana.com.

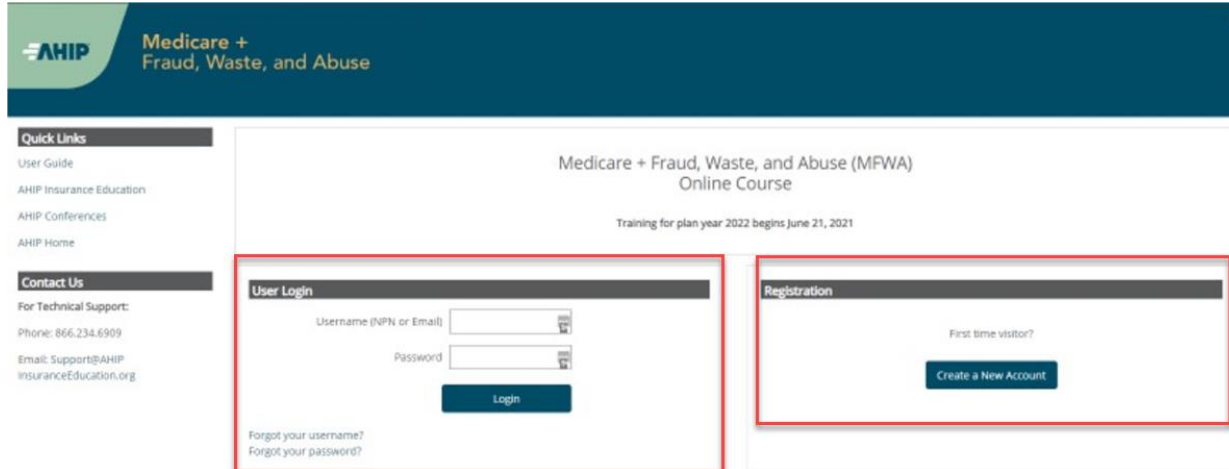
Please allow one business day for the MarketPoint Training Team to transfer the score.

Name	Attempt	Start	Complete	Duration	Status	Score	Certif
2021 - Module 1 - Overview of Medicare Program Basics, Choices, Eligibility, and Benefits	1	October 8, 2020	October 8, 2020	93h 01m 46s	<input checked="" type="checkbox"/>	45.00	--
2021 - Module 2 - Medicare Health Plans	1	October 8, 2020	October 9, 2020	79h 39m 16s	<input checked="" type="checkbox"/>	40.00	--
2021 - General Compliance	1	October 12, 2020	October 12, 2020	89h 49m 47s	<input checked="" type="checkbox"/>	80.00	--
2021 - Module 3 - Medicare Part D: Prescription Drug Coverage	1	October 9, 2020	October 9, 2020	71h 26m 15s	<input checked="" type="checkbox"/>	35.00	--
2021 - Medicare Fraud, Waste, & Abuse	1	October 12, 2020	October 12, 2020	92h 21m 34s	<input checked="" type="checkbox"/>	90.00	--
2021 - Final Exam	1	October 12, 2020	October 12, 2020	02h 19m 56s	<input checked="" type="checkbox"/>	96.00	--
Final Exam	1	October 12, 2020	October 12, 2020	01h 59m 57s	<input checked="" type="checkbox"/>	96.00	--
2021 - Nondiscrimination Training	1	October 12, 2020	October 12, 2020	99h 52m 50s	<input checked="" type="checkbox"/>	77.78	--
2021 - Module 5 - Enrollment Guidance Medicare Advantage and Part D Plans	1	October 9, 2020	October 11, 2020	62h 16m 57s	<input checked="" type="checkbox"/>	35.00	--
2021 - Module 4 - Marketing Medicare Advantage and Part D Plans	1	October 9, 2020	October 9, 2020	63h 17m 19s	<input checked="" type="checkbox"/>	32.50	--
AHIP Fraud, Waste, & Abuse Training	1	October 8, 2020	October 12, 2020	282h 04m 11s	<input checked="" type="checkbox"/>	--	--

Accessing AHIP and Transferring AHIP Scores

If AHIP has not yet been completed, you will be redirected to the AHIP website.

- *Already have an AHIP account?* Login using your NPN and AHIP account password.
- *New to AHIP?* Please register by clicking the **Create a New Account** button.



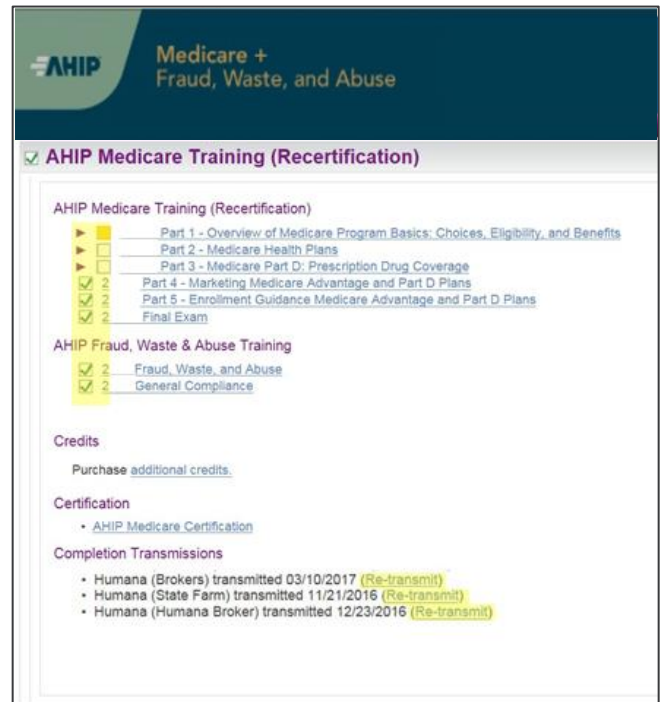
Enroll in the Medicare training.

If you have not yet started AHIP, you may be prompted to pay \$125 (discounted rate for contracted Humana agents).

NOTE: Career Agents employed by Humana and certain other non-career agents will not see the same e-commerce site.

Once you have completed AHIP, you will see a list of your completed AHIP coursework and Final Exam with a GREEN checkmark next to it. Below that, you will see a TRANSMIT (or Re-Transmit) link next to "HUMANA". Click it!

Click the Return button in lower left corner of the browser window to return to your course.



Accessing AHIP and Transferring AHIP Scores

Once your score is received, you will proceed with completing the Humana Certification or Recertification coursework! Please be sure all of the content in the course outline is completed to ensure your Certifications are processed.

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Welcome to Humana's MAPD/PDP Certification		✓
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Score N/A		
AHIP/NABIP Pre-Training Attestation		✓
Score N/A		
2025 AHIP - Medicare/FWA Training (Please enter your NPN as your AHIP Username)		✓
Score: 95.0 %		
AHIP Post-Completion Attestation		○
Score N/A		

If your score did not transfer, simply click the AHIP link again for HMU to check for your score and pull it over.

WINNING TIPS:

- AHIP's passing score is **90%**, which Humana requires agents achieve within 6 attempts. If AHIP was completed beyond the allotted 6 attempts, the score will not transfer. Agents will be notified of Humana's policy and will be shown their six allotted test attempt scores.
- The initial test registration will allow 3 test attempts. If an additional 3 attempts are needed, a second registration purchase is required at the agent's expense. With the additional 3 attempts, you will be required to start the course over.
- If you have been logged into the Humana MarketPoint University for a long time, it may time out. Click the AHIP link again from the course outline and HMU will pull your AHIP score into the course. If you are not able to transfer your score after following these steps, or need any other assistance, please contact **Humana Agent Support at 1-800-309-3163**.