



# 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](tel:800.309.3163)

Resources

[User Guide](#)

Introducing AHIP Agents & Brokers SmartBrief e-newsletter

Sign Up Today » 



### 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](tel: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

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

AHIP®. All rights reserved. Powered by [CourseStage](#) from [Web Courseworks Ltd.](#) 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 screenshot shows the Humana login interface. At the top left is the Humana logo. In the top right corner, there is a 'Login' button. Below the logo, the text 'Employee ID Number' is displayed. A red box highlights the input field for the System Assigned Number (SAN), with the placeholder text 'Your SAN here'. To the left of this field, it says 'Please Enter your System Assigned Number (SAN)\*'. Below the input field is a 'Submit' button, also highlighted with a red box. A red error message at the bottom right of the form area reads 'There are required fields in this form marked\*'. At the bottom of the page, there is a copyright notice 'AHIP©2011. All rights reserved.', a login status 'You are not logged in. (Login)', and a footer '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 screenshot shows the Humana login interface at 'Step 1 of 3'. The title is 'Confidential Information'. Below the title, it says 'Please fill out the following required fields:'. A red box highlights the three required input fields: 'Last name\*', 'DOB\*', and 'Last 4 Digits of SSN\*'. Each field has a corresponding instruction: 'Enter last name on the account', 'Enter date of birth (mm/dd/yyyy)', and 'Enter last 4 digits of social security number'. A 'Submit' button is located below the last field. A red error message at the bottom right of the form area reads 'There are required fields in this form marked\*'. At the bottom of the page, there is a copyright notice 'AHIP©2011. All rights reserved.', a login status 'You are not logged in. (Login)', and a footer '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\*:   
 Confirm NPN\*:   
[Click here to look up NPN on NIPR website.](#)  
Verify NPN

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

**3** Password\*:   
 Confirm password\*:   
Enter 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\*:   
Enter 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:   
Re-enter your Solar Agent Number

There are required fields in this form marked\*.

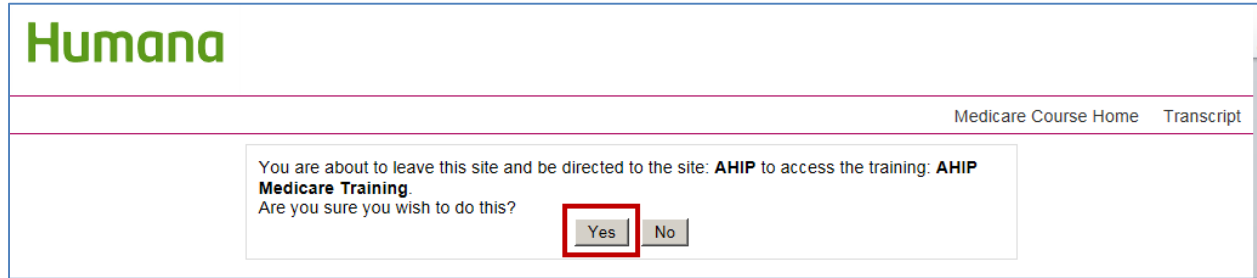
You will receive notification that your account has been created. Notice that your NPN will be your user name for the AHIP site. Click the **Continue to Home** button.

The screenshot shows the Humana website interface. At the top left is the Humana logo. On the right, there are links for "Medicare Course Home" and "Transcript". Below the header, it says "Step 3 of 3". The main content area contains the message: "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**". A red box highlights a button labeled "Continue to Home". At the bottom, there is a copyright notice "AHIP©2011. All rights reserved.", a login status "You are logged in as [precontract test](#) ([Logout](#))", and a footer "Powered by [CourseStage](#) from [Web Courseworks Ltd.](#)".

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 left is the Humana logo. On the right, there are links for "Medicare Course Home" and "Transcript". Below the header, there is a banner image of an elderly couple smiling. To the right of the image is a blue box with the text "Introducing AHIP Agents & Brokers SmartBrief e-newsletter" and a "Sign Up Today >> AHIP" button. Below the banner is the Humana logo. The main heading is "Welcome to Humana's AHIP Course Registration Page". Below this is a "Please note" section: "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." There are two informational sections: "Leave and Come Back" and "Already took AHIP with another Carrier". Below these is a link: "Should you need any further assistance, you can [download a user guide here](#)." At the bottom, there is a section titled "Available" with a green border. It says "These learning plans are available for you to enroll into." A red box highlights a button labeled "AHIP Medicare Training" with a "Get plan >>" link to its right.

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 a Humana web page. At the top left is the Humana logo in green. To the right, there are two links: "Medicare Course Home" and "Transcript". Below these links is a white dialog box with a grey border. The dialog box 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.

The screenshot shows the Humana AHIP Medicare Training Portal. At the top left is the Humana logo. A navigation bar contains a 'Login' button. On the left, there are 'Contact Us' and 'Resources' sections. The 'Contact Us' section lists the phone number 800.309.3163. The 'Resources' section includes a link to 'User Guide'. A central image shows an elderly couple smiling. To the right is a banner for 'Introducing AHIP Agents & Brokers SmartBrief e-newsletter' with a 'Sign Up Today' link. Below the Humana logo is the heading 'Welcome to Humana's AHIP Medicare Training Portal'. Three paragraphs provide instructions for 'First Time Users', 'Leave and Come Back', and 'Already took AHIP with another Carrier'. At the bottom, there are two main sections: 'Register' and 'Login'. The 'Register' section has a 'Create a New Account' button. The 'Login' section has input fields for 'Username (NPN or Email)' and 'Password', a 'Login' button, and links for 'Forgot your username?' and 'Forgot your password?'. The footer contains copyright information, 'Powered by CourseStage from Web Courseworks Ltd.', and a 'You are not logged in. (Login)' link.

**Humana**

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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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

Introducing 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.

**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.

[Return to Humana.](#)

**AHIP** **Humana**

**Learn. Achieve. Succeed.**

Medicare Course Home    Transcript

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**Step 2 of 3**

### Confidential Information

Please provide 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](#)

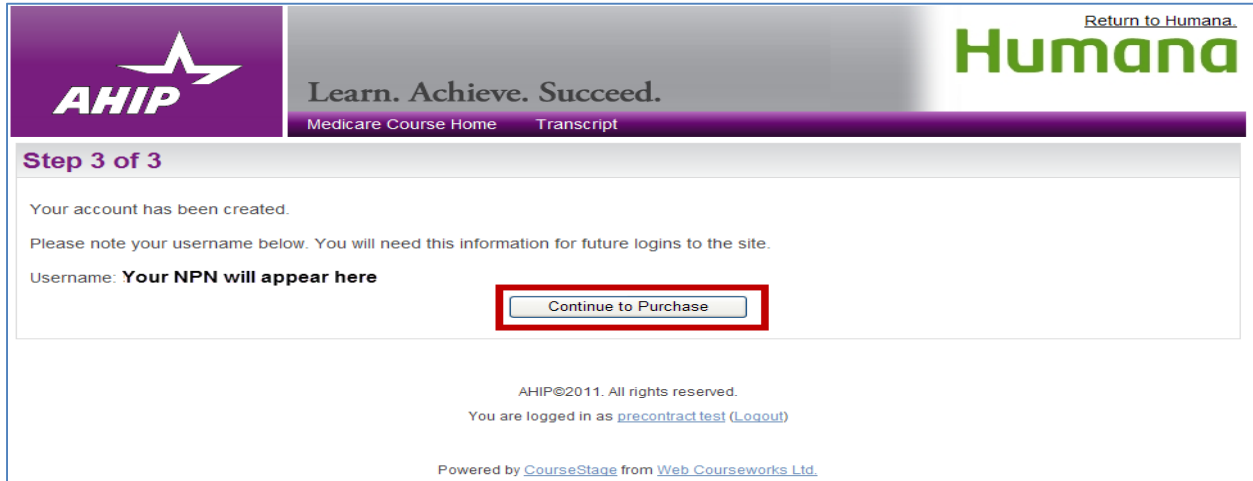
There are required fields in this form marked\*.

---

AHIP©2011. All rights reserved.  
You are logged in as [precontracttest](#) ([Logout](#))

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

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



**AHIP** 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**

AHIP©2011. All rights reserved.  
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.

**AHIP**

**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
<b>Grand Total</b>			<b>\$125.00</b>

**Billing Information**

Copy profile information

First Name \*  Last Name \*

Company

Address \*

City \*  State/Province \*

Zip/Postal Code \*  Country \*

Telephone \*

**Payment Information**

[Edit](#)

Credit Card Type \*

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.

**AHIP** 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

Subtotal \$125.00

**Grand Total \$125.00**

**Go to my courses.**

(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.

**Return to Humana**

**Medicare**  
+ Fraud, Waste and Abuse

**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.

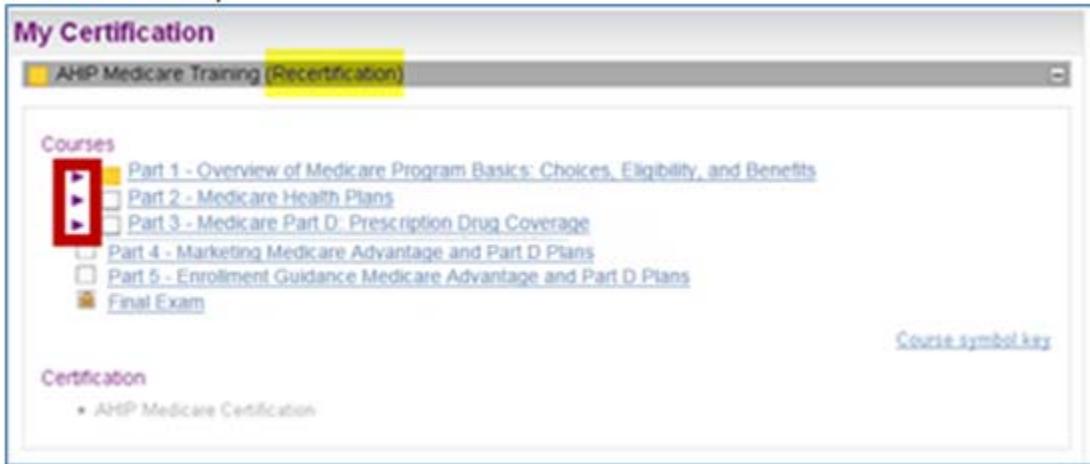
**AHIP Medicare Training (Initial)**

- [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](#)

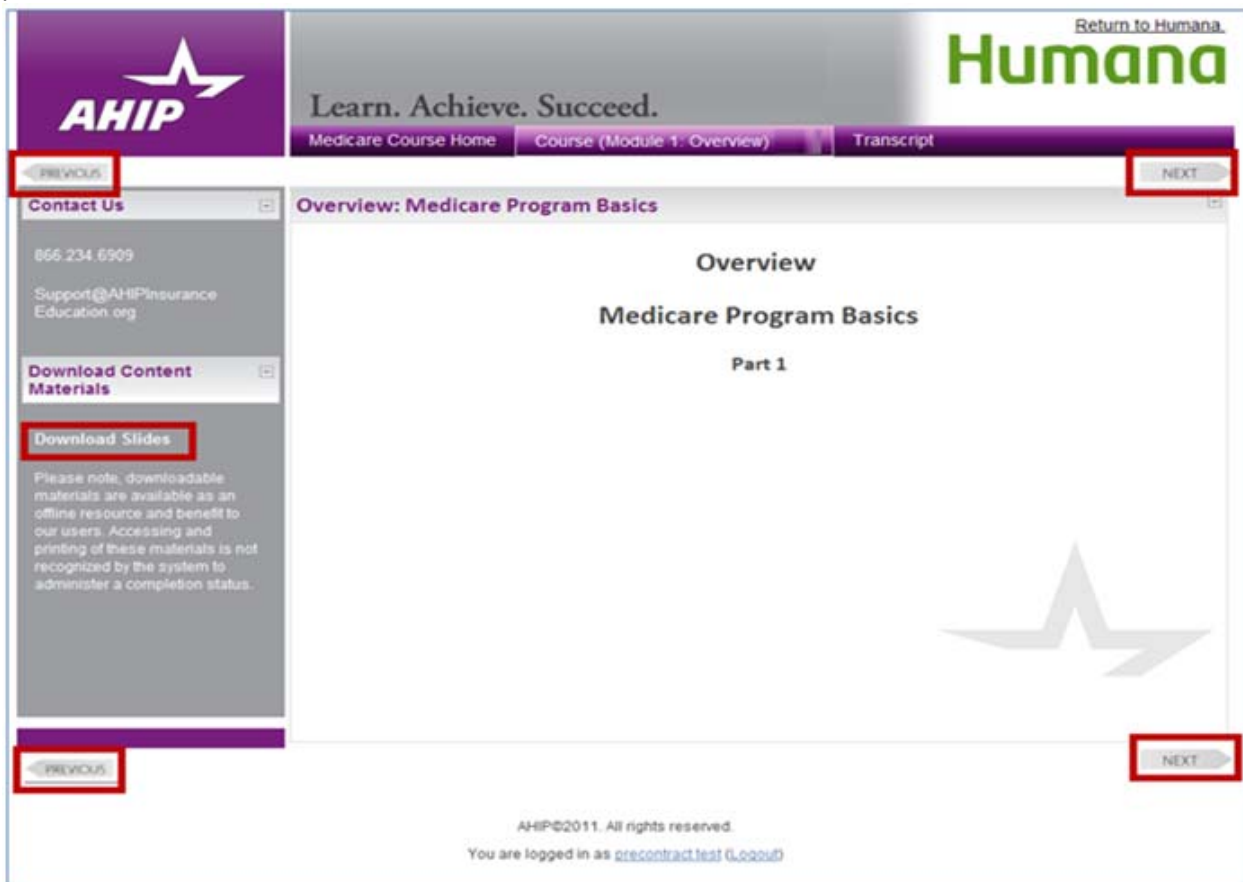
**Course symbol key**

- 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.



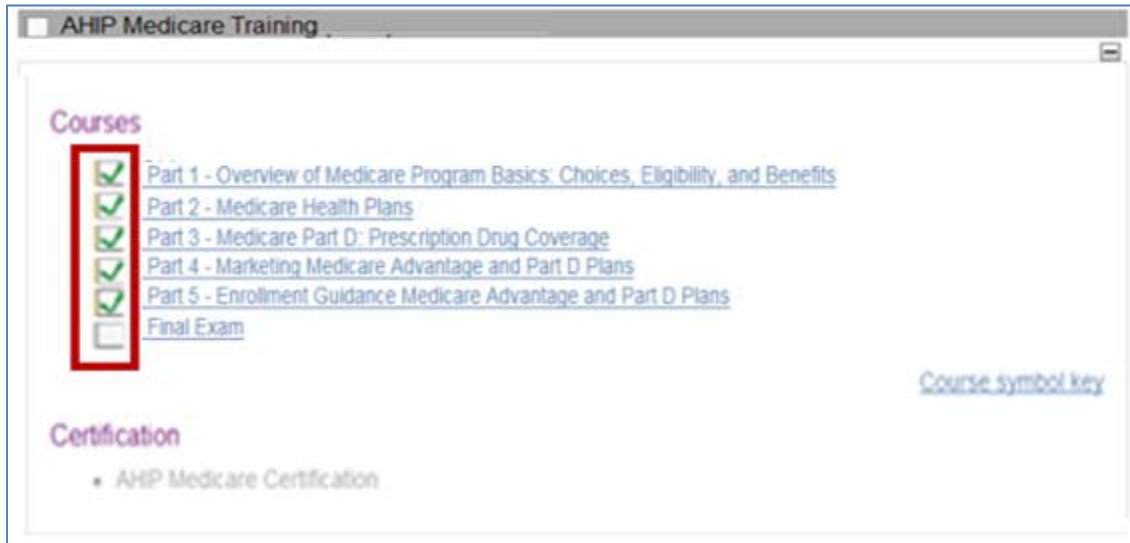
After a link to a Part is clicked, the Part will open. To navigate through the training, click on the **Next** and **Previous** arrows located at the top and bottom of the page. To download the slides that are presented in a Part, click the **Download Slides** link.





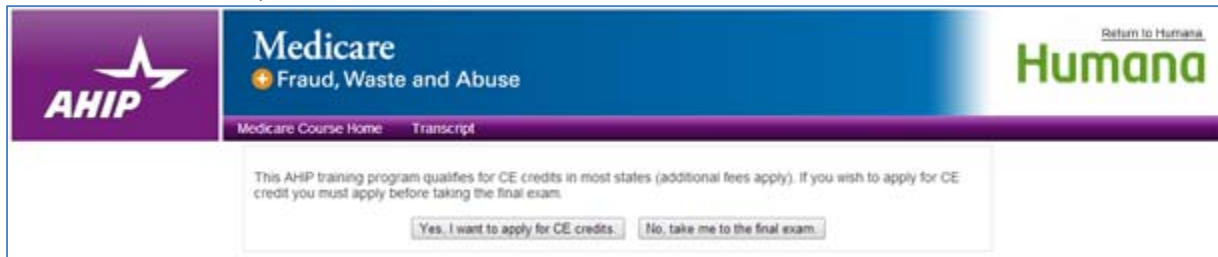
### Medicare Final Exam and Continuing Education (CE) Credits:

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 'Credit selection' section of the course. The header includes the AHIP logo, 'Medicare Fraud, Waste and Abuse', and the Humana logo with a 'Return to Humana' link. Below the header, there are links for 'Medicare Course Home' and 'Transcript'. The main content area is titled 'Step 2 of 6: Enter your license information'. It contains a table with the following data:

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

At the bottom left is a 'Previous step' button, and at the bottom right is a 'Next step' button, which is highlighted with a red box.

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

The screenshot shows the 'Credit selection' section of the course. The header is identical to the previous screenshot. The main content area is titled 'Step 3 of 6: Attestation 1 of 1'. It displays 'Alabama' and 'Attestation Statement'. The text reads: '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.' It also includes 'Exam Monitoring Requirements' and a 'Notice to the Monitor' section. At the bottom, there is an 'I agree' checkbox, which is highlighted with a red box, and a 'Next step' button, also highlighted with a red box. A 'Previous step' button is located at the bottom left.

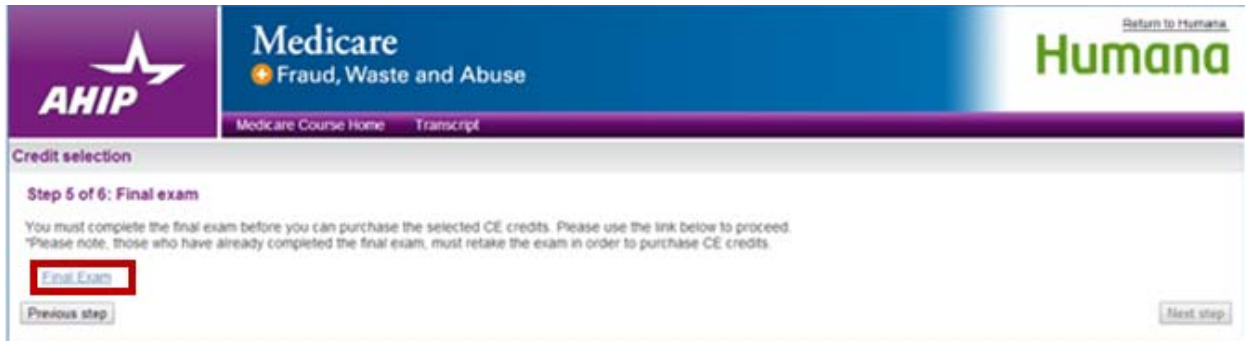
Please download and print any required documents. Once you have done so, you will be able to click on the **Next Step** button.

The screenshot shows the 'Credit selection' section of the course. The header is identical to the previous screenshots. The main content area is titled 'Step 3 of 6: Complete'. It displays the message: 'You have agreed to all of the attestations. Please proceed to the next step.' At the bottom left is a 'Previous step' button, and at the bottom right is a 'Next step' button, which is highlighted with a red box.

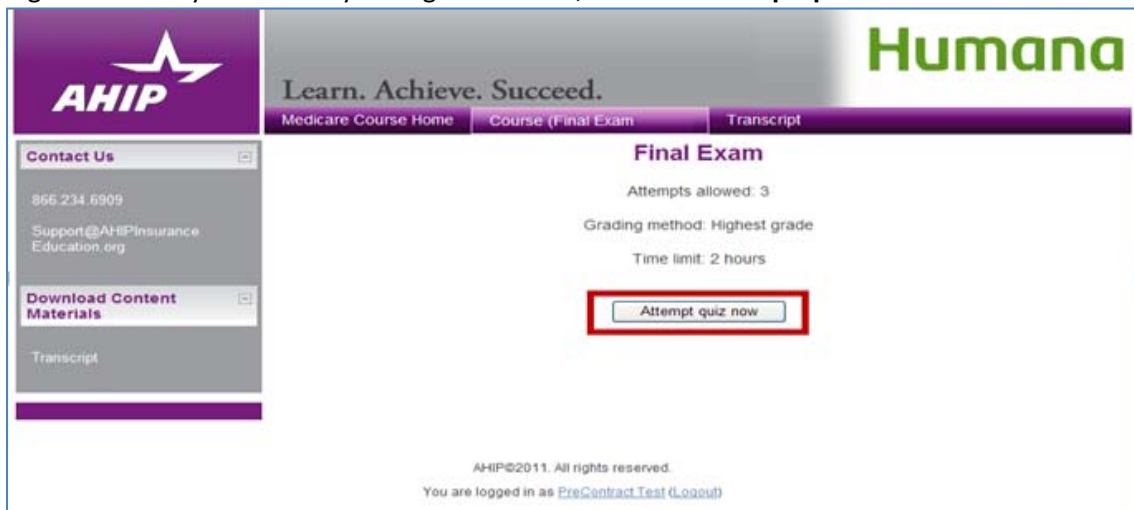
If your state requires a monitoring affidavit, please note your date of completion will be the date that The National Underwriter Company CE staff receives your monitor affidavit. If you take the exam without a monitor present, you will not receive CE credits and will have to retake the exam with a monitor present. When you have agreed to all necessary attestation statements, click the **Next Step** button.



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



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 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.

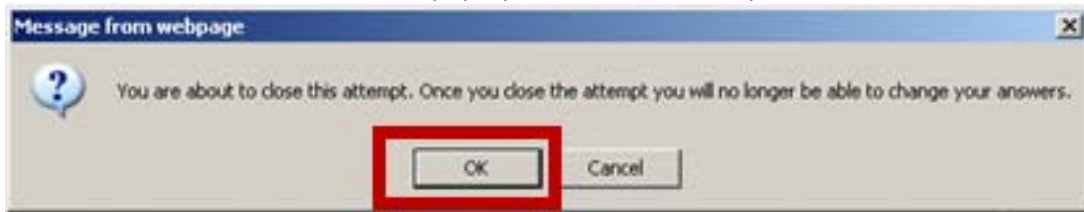
The screenshot shows the top of the exam interface. On the left is a purple logo with a white star. To its right is the text "Learn. Achieve. Succeed." and the Humana logo. Below the logo is a purple navigation bar with three tabs: "Medicare Course Home", "Course (Final Exam)", and "Transcript". A red-bordered box highlights a "Time Remaining" counter showing "1:59:53". Below the navigation bar, the text "Final Exam - Attempt 1" is centered. The main content area shows question 1, "Mr. Fitts .....", with a "Marks: 1" label. The question asks to "Choose one answer." and provides four radio button options: "1. The only .....", "2. He could .....", "3. He should .....", and "4. He should .....".

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 "Time Remaining" counter showing "1:59:09" and a question titled "Mr. Jackson j" with a "Marks: 1" label. The question asks to "Choose one answer." and provides four radio button options: "1. Medicare will c .....", "2. Physical exams, .....", "3. He can .....", and "4. Medicare .....".

At the bottom center of the screen, a button labeled "Submit all and finish" is highlighted with a red border.

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.

Return to Humana

**Medicare**  
+ Fraud, Waste and Abuse

**Humana**

Medicare Course Home | Course (2015 Medicare Fraud, Waste, & Abuse) | Transcript

**Next**

**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**

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

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.

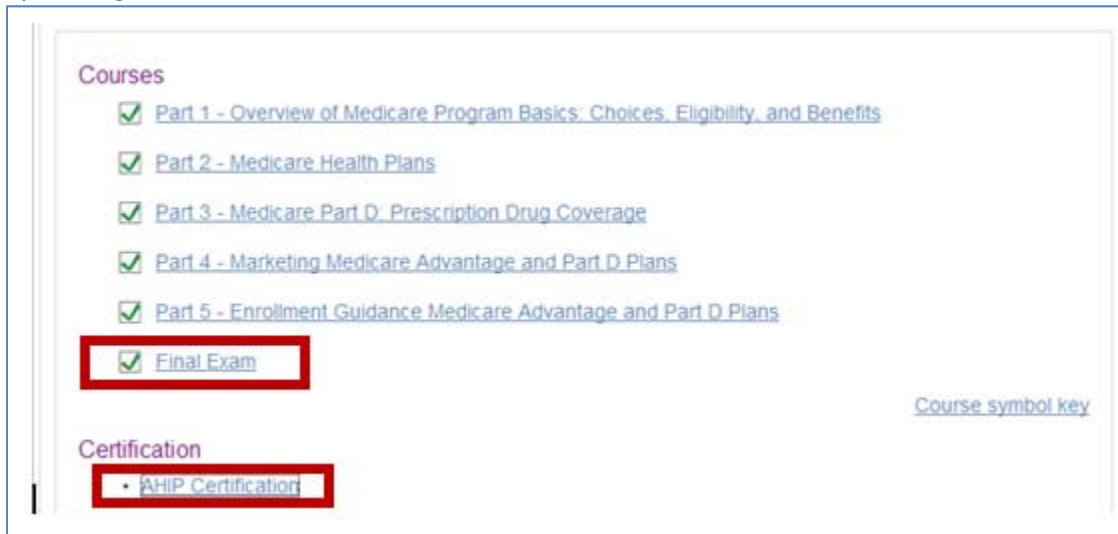
The screenshot shows the training interface for Medicare Parts C & D Compliance Training. The top navigation bar includes the AHIP logo, the text 'Medicare Fraud, Waste and Abuse', and the Humana logo. Below this, there are links for 'Medicare Course Home', 'Course (2015 CMS General Compliance Training)', and 'Transcript'. The main content area features the CMS logo and the title 'Part 2: Medicare Parts C & D Compliance Training'. A blue graphic with circuit-like patterns is displayed below the title. To the right of the graphic, it says 'Developed by the Centers for Medicare & Medicaid Services'. In the bottom right corner of the main content area, there is a navigation control with left and right arrows, highlighted by a red box. The left sidebar contains a 'Download Content Materials' section with a 'Download Slides' link highlighted by a red box.

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

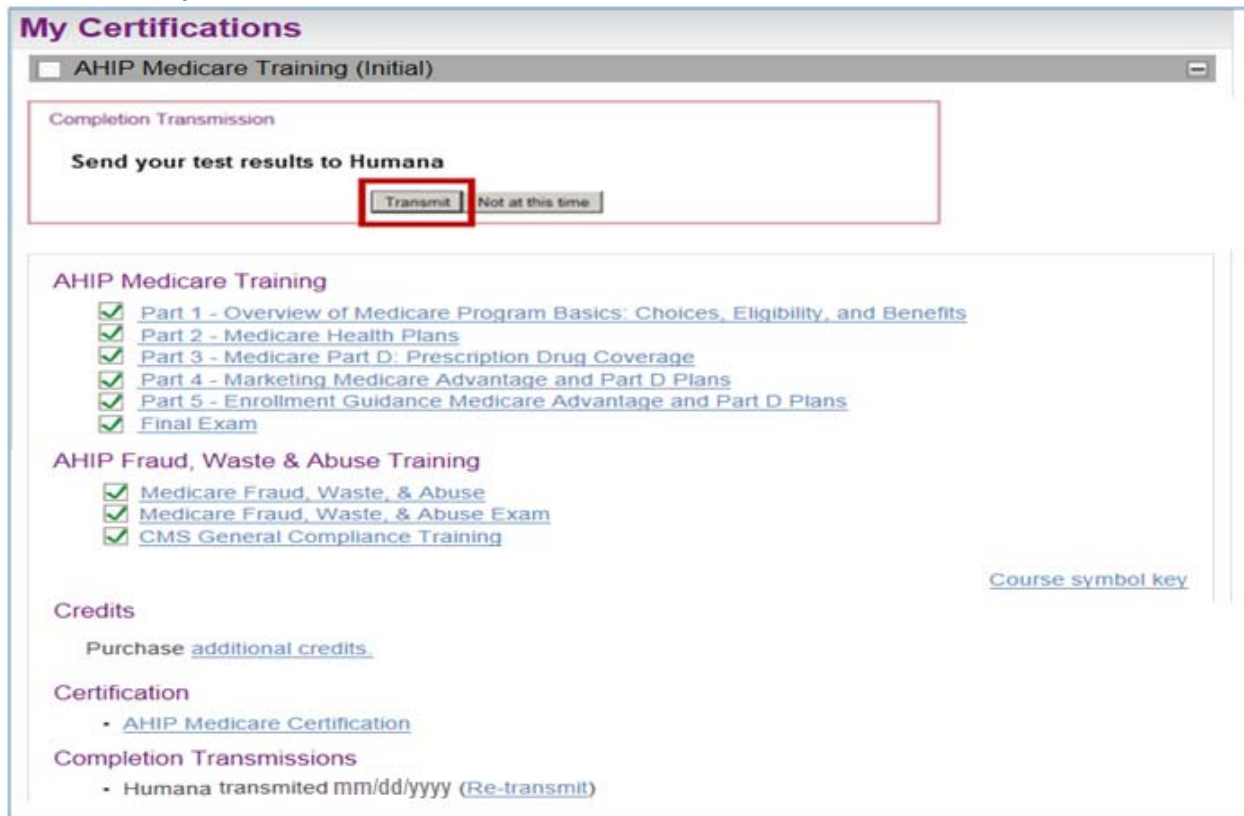


### Certificates and Transmit scores to Humana:

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.

test\_precontracttest

[Profile](#)

Contact Us

For Technical Support:  
866.234.6909

For more information about SANs:  
800.309.3163

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.

Your profile screen will display. To update the info, click the **Edit Profile** tab.

Humana

Medicare Course Home Transcript

test\_precontracttest

Profile [Edit profile](#) Blog Transcript

Country: United States  
City/town: louisville  
Learning plans: [AHIP Medicare Training](#)  
First access: July 10, 10:20 AM (3 days 2 hours)  
Last access: July 13, 12:20 PM (33 secs)

Change password Messages

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

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

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 Home Transcript

## User Profile

test precontracttest

[Profile](#) [Edit profile](#) [Blog](#) [Transcript](#)

### Confidential Information

Information to uniquely identify user in the AHIP Medicare Training System.

Last name

DOB

Last 4 Digits of SSN

### 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\*

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

### Email

This email address will be used for password recovery.

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

There are required fields in this form marked\*.

AHIP©2011. All rights reserved.  
You are logged in as [test precontracttest](#) ([Logout](#))

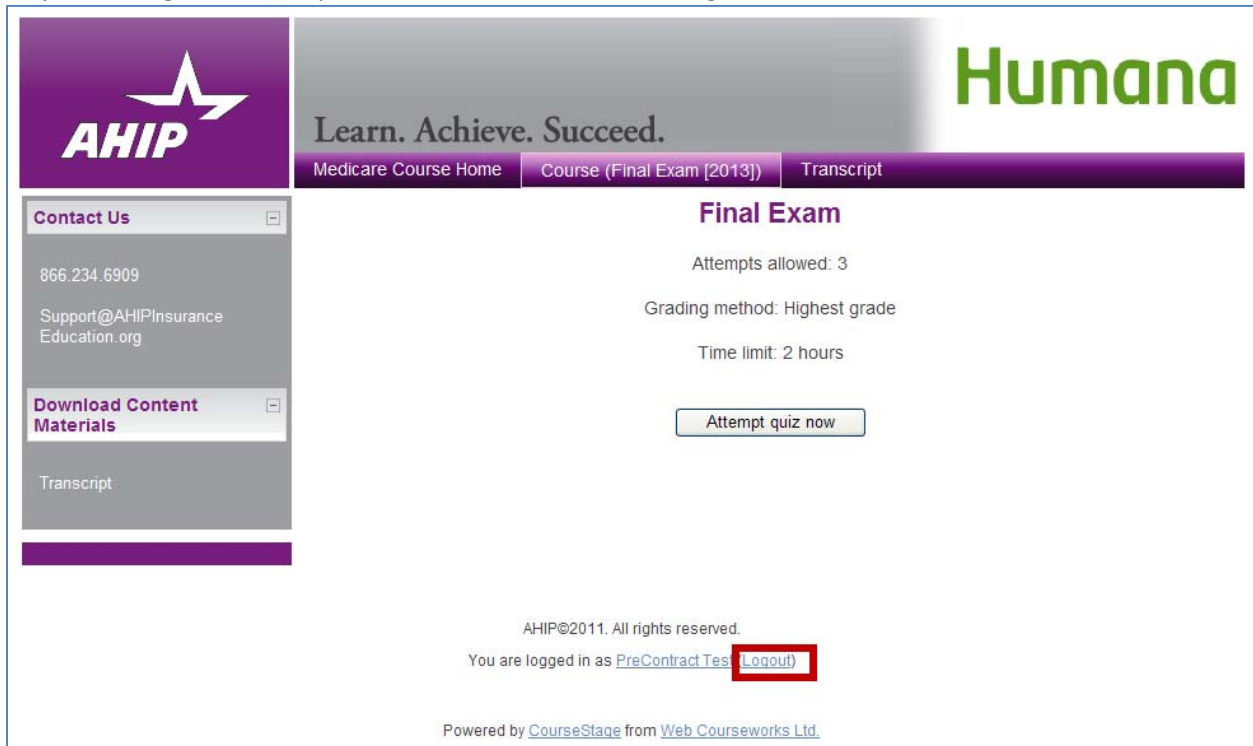
Powered by [CourseStage](#) from [Web Courseworks Ltd.](#)

### Log out / Re-enter AHIP's Site:

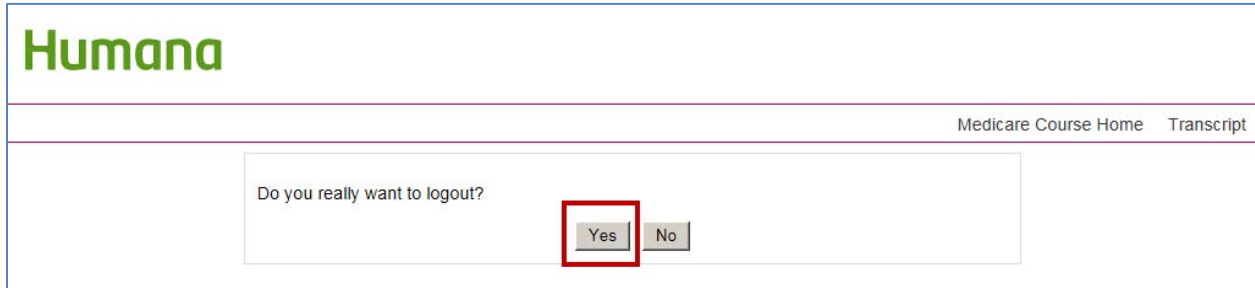
There are two different places that will allow you to log out of AHIP's website. You can use the **Logout** link on your home screen....



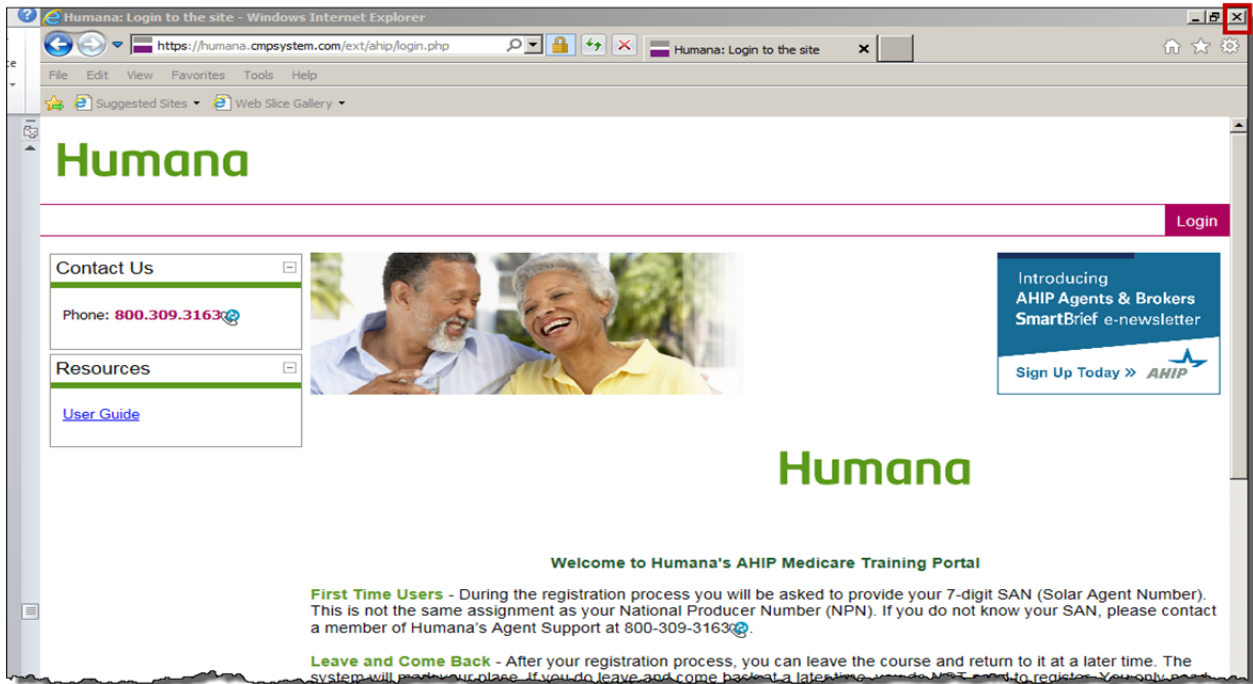
Or you can log off from any other screen that shows the Logout link at the bottom of it....



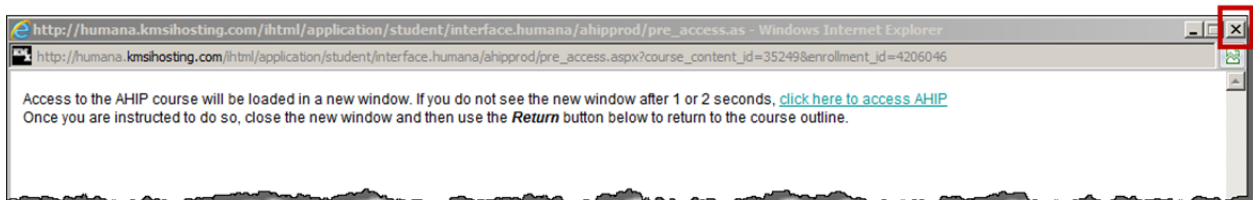
You will be asked to verify that you want to logout.



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		
<b>Part</b>	<b>AHIP Training Course</b>		
completed	Introduction to AHIP		
completed	How to Navigate the AHIP Medicare Course		
completed	A Friendly Reminder...		
completed	AHIP Medicare Course	100	
<b>Part</b>	<b>Sales and Marketing Compliance</b>		
	:Humana Sales and Marketing Compliance Introduction		
<b>Section</b>	<b>Humana Ethics</b>		
	:Humana Compliance Document		
	Accept/Decline Ethics Provisions		
<b>Section</b>	<b>Fraud, Waste and Abuse</b>		
	Fraud, Waste and Abuse Overview		
	Accept/Decline 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**

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


AHIP®. All rights reserved. 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  .**