

# How to Complete PDP Certification

**PURPOSE:** This job aid will help guide you through the Humana PDP Certification process.

Click [HERE](#) to see how to access Humana's External Certification with the Vantage Agent Portal

## Complete Humana's 2018 PDP Certification

### Part 1: AHIP

This section will introduce you to Humana's Recertification as well as direct you to the AHIP's website to complete that portion of the training.

In the past, agents have sometimes struggled with transferring their AHIP scores to Humana. If you need assistance with transferring your AHIP scores:

- Click [HERE](#) to view instructions

### Part 2: Sales and Marketing Compliance Information

This section will introduce you to Humana's Compliance information.

#### Attestations Statements

During this portion of the training, you will begin seeing Attestation Statements verifying that you understand and will comply with information presented to you. You will have the option to select "I Agree" or "I Disagree." Please be very careful to not accidentally select "I Disagree" (we have found this is easy to do especially when using a tablet for certification). If you select "I Disagree" you will be able to verify this is actually what you want to do. You will only get 1 extra chance to select "I Agree" so please be careful. If you select "I Disagree" a second time, you will not be able to complete certification.

### Part 3: Humana Product and Process

This section will introduce you to Humana's Products and Processes. You will also complete the Certification Test. For important test guidance, click [HERE](#).

### Part 4: Enrollment Tools

This section will introduce you to Humana's Electronic Enrollment tools and will help you decide which one may be right for you.

### Part 5: Ordering Materials

This section of the course will provide the information needed to order marketing materials once you have completed all sections of the course.

# Appendix: Certification Test Guidance

## Overview

The Humana Certification course contains 2 tests:

1. **Practice Test.** Contains similar questions that agents will see on the final exam.

Agents are encouraged to take the practice test as many times as they need to gain confidence for passing the final exam.

2. **Final Exam.** Here is what agents need to know about the final exam:

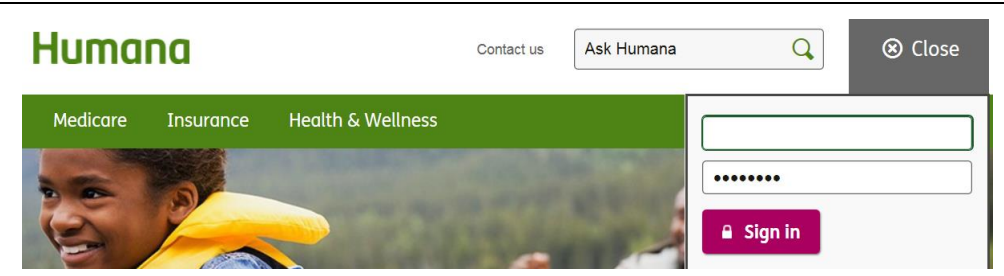
- The final exam consists of 20 questions covering the material in the Part 3: Products and Process
- The final exam is a timed test. You will have 35 minutes to complete the test
- Any unanswered questions will be marked as incorrect
- A passing score of 85% is required to successfully pass the final exam
- You will have 3 attempts\* to pass the final exam
- \*What constitutes an “attempt” on the final exam? An attempt is ONLY used when 1) the agent clicks the test submit button or 2) when the test timer reaches 35 minutes (the system will automatically submit the test and all unanswered questions will be counted as incorrect). No other conditions can occur that will cause an attempt to be taken. For example, loss of electricity or accidental computer shut down does not cause an attempt to be taken.

## Taking the Test

1. Study the training material completely
2. Take the practice test and review the parts of the Agent Guidance Reference Manual for which you missed questions
3. Repeatedly take the practice test until you are confident in your knowledge of the material
4. If you do not pass the final exam on the first try, take the practice test again and review the Agent Guidance Reference Manual
5. Do not retake the test without further study. Remember, there are only 3 chances to pass. Do not gamble with your certification!

## Appendix: Accessing Humana's External Cert with Vantage

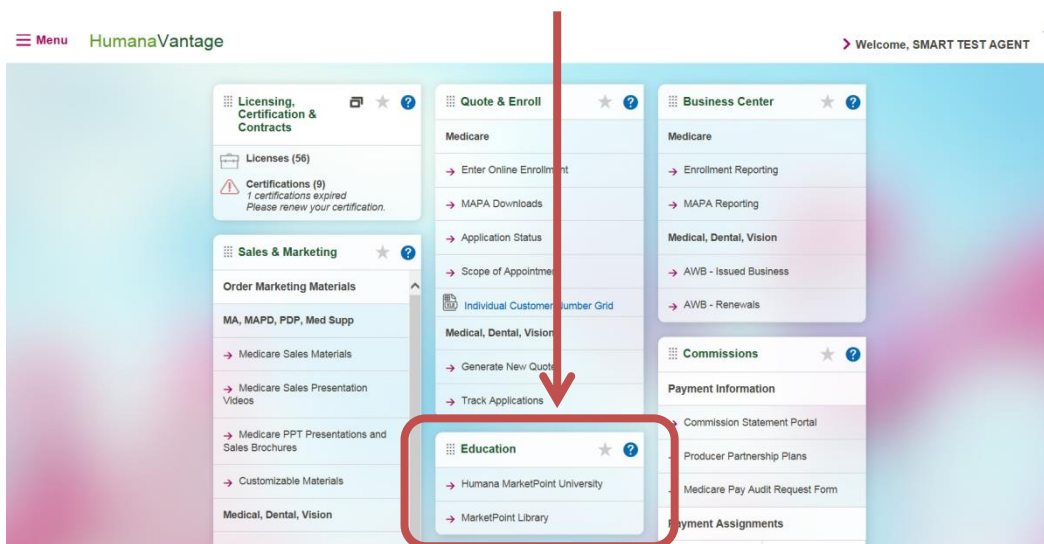
Log in as an agent at Humana.com (using your Vantage log in)



The screenshot shows the Humana website interface. At the top left is the Humana logo. To its right are links for 'Contact us' and a search bar labeled 'Ask Humana'. Below the logo is a green navigation bar with 'Medicare', 'Insurance', and 'Health & Wellness'. A large image of a smiling woman is on the left. On the right, there is a login form with a password field and a 'Sign in' button.

### Accessing Certification from Vantage

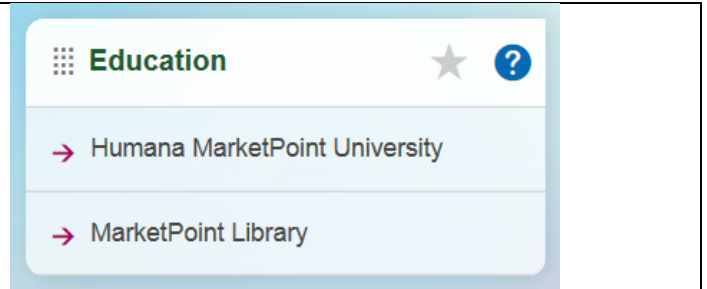
Access Humana MarketPoint University through the Education Card



The screenshot shows the HumanaVantage dashboard. The 'Education' card is highlighted with a red box, and a red arrow points to it. The dashboard includes sections for 'Licensing, Certification & Contracts', 'Quote & Enroll', 'Business Center', 'Sales & Marketing', and 'Commissions'. The 'Education' card lists 'Humana MarketPoint University' and 'MarketPoint Library'.

### Education Card

The Education Card provides a direct link to the Humana MarketPoint University



The close-up screenshot shows the 'Education' card with a star icon and a question mark icon. It contains two links: 'Humana MarketPoint University' and 'MarketPoint Library'.

Once you enter the Humana MarketPoint University, you can access your certification course in “Courses Assigned to Me” which can be accessed in the following 2 places:

