



Company Information

Important Phone Numbers:

Billing & Enrollment: 800-992-2551 (for billing, premium, and new enrollment issues)

Customer Service: 800-457-4708 (for all types of member inquiries)

Application Fax: 877-889-9936

Agent Support:

When contacting Humana's Agent Support, please be sure to provide the MGA name and account number, your first and last name, your contact information, and the reason you're calling.

Phone: 800-309-3163

- Option 1: Certification/Recertification Questions
- Option 3: Enrollment Questions
- Option 4: Check Status of Enrollment
- Option 6: Order Sales
- Option 7: Commissions

Email: agentsupport@humana.com

Hours: Monday through Friday from 8 a.m. to 9 p.m. EST

How to Check the Status of a Client:

In order to check the status of a client, email agentRSOS@humana.com. An email can contain either Medicare or Individual based concerns about a member's policy. Do not send Medicare and individual concerns in the same email. We recommend you use the following template for these emails.

Standard subject heading: *[Member Last Name], [Member First Name] [Medicare OR Humana Individual]*

Body text: Should include the information below.

- Agent Name (required)
- Agent SAN (required)
- Member ID # (required)
- Member Name in question (required)
- Member DOB (required)
- Member zip code (required)
- Reference # (if applicable)
- Summary of issue (required)

The Humana Pharmacy - Medications by Mail or by App:

Reasons to consider mail delivery pharmacies:

- Convenience – Members may be eligible to get a 3-month supply of maintenance medication with each order, so they only need to refill 4 times a year.
- Guidance – Members can speak directly with a pharmacist or pharmacy technician.
- Service & accuracy – Humana Pharmacy pharmacists independently review each new prescription for accuracy and possible drug
- Service & accuracy – Humana Pharmacy pharmacists independently review each new prescription for accuracy and possible drug interactions. Humana Pharmacy foil-sealed containers add safety and security.

Humana Pharmacy App features ([see how it works](#)):

- Scan to Refill - Scan prescription bottle to refill script easily.
- Order Status - View order status, approve payment and track shipment.
- Medicine Cabinet - Easily view all prescriptions in one place.
- Messages - Get account updates when refills become available, orders have shipped, orders are delayed or if a balance is due.
- Shipping and Billing - Update shipping and billing information.

How to download the Humana Pharmacy App:

- Text "HPAPP" to 239355 (BeWell) to download. Message and data rates apply. Reply STOP to cancel, HELP for help.
- <https://itunes.apple.com/us/app/rightsource/id893334296>
- <https://play.google.com/store/apps/details?id=com.humana.rightsource>

Humana's Member Assistance Program

The Humana Member Assistance Program (MAP) is a mandatory supplemental benefit available in all Humana Medicare Advantage plans. MAP supports members by providing counseling and elder care or childcare resource referrals for services in their community — at no additional cost. Services now include unlimited call support for Caregivers. MAP services include counseling and support for issues like:

- Grief and loss
- Taking care of others
- Transitioning to retirement
- Loneliness

To learn more about this valuable benefit available on all Humana Medicare Advantage plans, see the [Member Assistance Program Flyer](#) and [Member Assistance Program FAQs](#).

Certification

Humana 2020 Certification

Instructions for the Following Products:

- Medicare Advantage

- PDP

Certification Start Date:

- Initial Certification for New Agents: June 25, 2019 (Launches at 12PM ET)
- Recertification: June 25, 2019 (Launches at 12PM ET)

Note: To save agents time and frustration we would suggest that you complete your certifications after July 20th since marketing materials won't be available to order until July 10th, and 2020 benefits cannot be viewed until after July 18th. If you apply on the 20th you can complete AHIP and Certification, view plans, then order the appropriate materials.

Note: Spanish versions of the certification/recertification trainings will be available on a delayed basis. External agents will have until 5PM ET on November 30, 2019, to complete recertification.

Certification Link:

<https://www.humana.com/agent/>

Agents should log in to the Humana Vantage agent portal using the link above. All major internet browsers are now supported, including Google Chrome!

Once logged in to the agent portal, agents should click the Humana MarketPoint University link. Further instructions for accessing and completing the training will be displayed on the homepage for Humana's MarketPoint University.

Is AHIP Required?

Yes. Agents who complete AHIP through the Humana agent portal in a single sitting may find that their Humana login has timed out and their AHIP score won't transfer. Affected agents should log out of both AHIP and Humana, then log back in to Humana.com, and from there, log in to AHIP. Doing this will usually re-establish the connection and allow agents to transfer their score.

What is the Cost of AHIP?

If agents complete AHIP certification through the [Humana agent portal](#), it costs \$125. This is a discount of \$50 off the standard \$175 fee.

Can AHIP Be Used for Compliance Credit?

Yes

Does Carrier Reimburse for AHIP?

Agents receive a \$50 discount off their AHIP training if they access the training via Humana's agent portal. Humana grants AHIP reimbursement when all of the following criteria is met:

- Agents completed the courses through the Humana agent portal
- Agent successfully enrolled 10 MA or 40 PDP January 1, 2020, effective members, and members are accreted with CMS by March 3, 2020 **with no At Fault Allegations.**

How Do I Transfer My AHIP Score to Humana?

Access certification and recertification through MarketPoint University on Vantage.

Click AHIP link. Humana will look to see if training has been completed on the first 3 tries.

If yes click return at the bottom of the page to return to course outline. When you return to the course it will change your status.

If AHIP has not been completed it will redirect you to the AHIP website and you can follow the regular process of logging in, or if you are new "create a new account".

Certification Product and Compliance Training Information:

Top 4 Improvements (directly from Humana):

1. This will be the earliest cert and recert launch date in Humana MarketPoint history!
2. Certification Course outlines will be reduced by almost half while maintaining training quality and making it more efficient for you to complete your certification.
3. Both the certification and recertification final exams are open book, and for PY20 we are making it easier than ever to find the information you need to pass the test.
4. The time to complete the final exam (both cert and recert) will be extended from 35 minutes to 45 minutes.

Is Face-to-Face Training Required?

No. Humana offers an online-only certification course.

Will Certifying for 2020 Allow Me to Sell 2019 Products?

Yes- unless the agent failed the 2019 AHIP or Humana Certification 3 times. If this is the case they will not be able to sell until 2020

Are Additional Steps Required for Those Certifying for the First Time Versus Those Who Are Recertifying?

There are no additional steps required certification vs recertification. However, the content of each will differ slightly. Certification will have more info on sales processes and enrollment tools and recertification will have mostly compliance updates.

How Do I Retrieve My Username and Password?

Agents may contact Humana's Agent Support Unit at 800-309-3163 or email agentsupport@humana.com for assistance.

Humana Web Support can also assist with password retrieval and other troubleshooting.
Contact: 877-845-3780.

Who Do I Contact at Carrier to Confirm Certification?

Agents may contact Humana's Agent Support Unit at 800-309-3163 or email agentsupport@humana.com to check/confirm their certification status.

Suggestion- Although certification will open June 25th, marketing materials won't be available to order until July 10th, and 2020 benefits cannot be viewed until July 18th. To save agents time and frustration I would suggest they do their certifications after July 20th. This way they can complete AHIP and Certification, view plans, then order the appropriate materials.