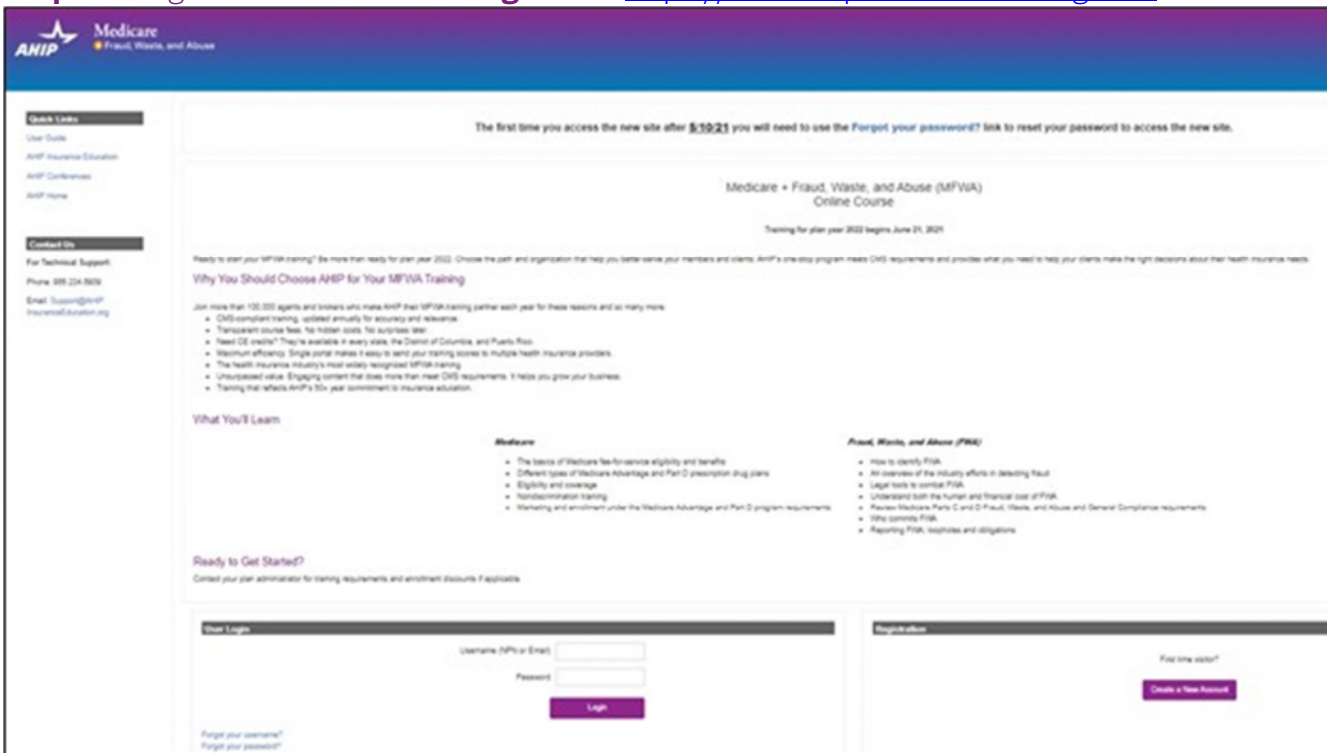


## AHIP: Reset Your User Password

This guide will help you to navigate through the process of resetting your password by using the self-service link located on the Pre-Login page of the AHIP Training Site. You may print this document and use it to assist you in the process.

**Step 1:** Navigate to the **AHIP Training Site** at <https://www.ahipmedicaretraining.com>



The first time you access the new site after 5/19/21 you will need to use the [Forgot your password?](#) link to reset your password to access the new site.

Medicare + Fraud, Waste, and Abuse (MFWA)  
Online Course

Training for plan year 2022 begins June 21, 2021

Ready to start your AHIP training? Be more than ready for plan year 2022. Choose the path and organization that help you better serve your members and clients. AHIP's one-stop program meets CMS requirements and provides what you need to help your clients make the right decisions about their health insurance needs.

**Why You Should Choose AHIP for Your MFWA Training**

Join more than 100,000 agents and brokers who make AHIP their MFWA training partner each year for these reasons and so many more:

- CMS-compliant training, updated annually for accuracy and relevance
- Transparent course fees, no hidden costs, 100% tuition waiver
- Real CE credits! They're available in every state, the District of Columbia, and Puerto Rico
- Maximum efficiency: Single portal makes it easy to send your training access to multiple health insurance providers
- The health insurance industry's most widely recognized MFWA training
- Unsurpassed value: Engaging content that does more than meet CMS requirements. It helps you grow your business.
- Training that reflects AHIP's 50+ year commitment to insurance education.

**What You'll Learn**

<p><b>Medicare</b></p> <ul style="list-style-type: none"> <li>• The basics of Medicare fee-for-service eligibility and benefits</li> <li>• Different types of Medicare Advantage and Part D prescription drug plans</li> <li>• Eligibility and coverage</li> <li>• Non-discrimination training</li> <li>• Wording and enrollment under the Medicare Advantage and Part D program requirements</li> </ul>	<p><b>Fraud, Waste, and Abuse (FWA)</b></p> <ul style="list-style-type: none"> <li>• How to identify FWA</li> <li>• An overview of the industry efforts in detecting fraud</li> <li>• Legal tools to combat FWA</li> <li>• Understand both the human and financial cost of FWA</li> <li>• Review Medicare Parts C and D Fraud, Waste, and Abuse and General Compliance requirements</li> <li>• Why controls FWA</li> <li>• Reporting FWA, penalties and obligations</li> </ul>
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**Ready to Get Started?**  
Contact your plan administrator for training requirements and enrollment discounts if applicable.

**User Login**

Username (NPN or Email)

Password

[Login](#)

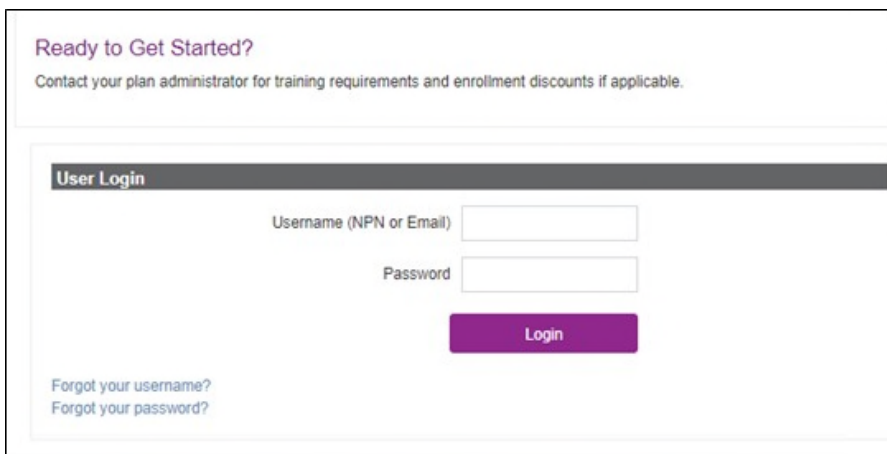
[Forgot your username?](#)  
[Forgot your password?](#)

**Registration**

First time visitor?

[Create a New Account](#)

**Step 2:** Select the **Forgot your password?** link.



**Ready to Get Started?**  
Contact your plan administrator for training requirements and enrollment discounts if applicable.

**User Login**

Username (NPN or Email)

Password

[Login](#)

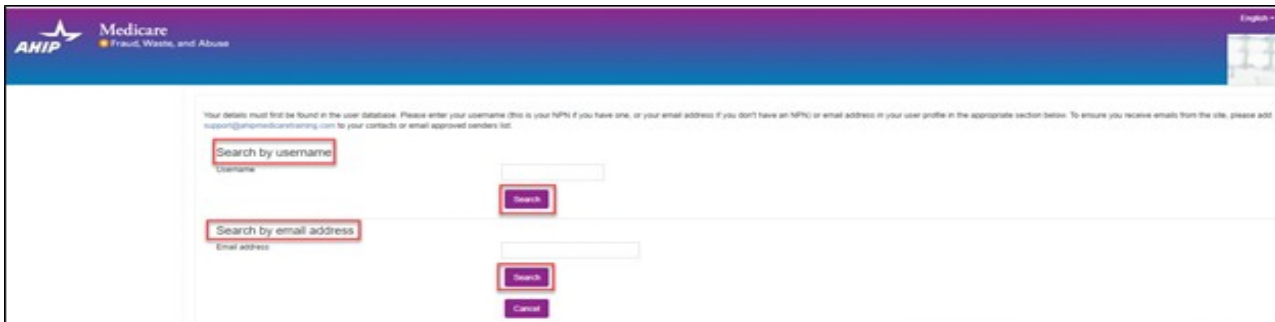
[Forgot your username?](#)  
[Forgot your password?](#)

A search can be conducted two different ways to locate your profile on the site to reset your password.

- **Search by username** (this is your NPN if you have one, or your email address if you do not have an NPN)
- **Search by email address** (email address listed on your account)

To ensure you receive emails from the site, please add support@ahipmedicaretraining.com to your contacts or email approved senders list.

**Step 3:** Enter NPN or email address to conduct search. Select the **Search** button.



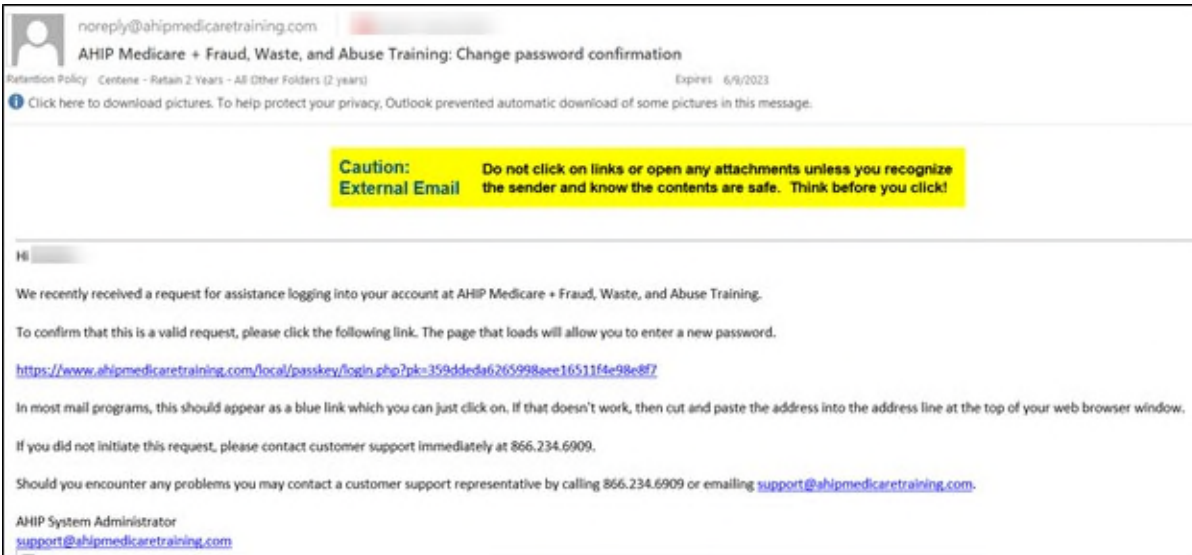
If you supplied the correct username/email address, then an email will be sent to you. The email contains easy instructions to confirm and complete this password change.

**Step 4:** You will see a confirmation message. Click the **Continue** button.

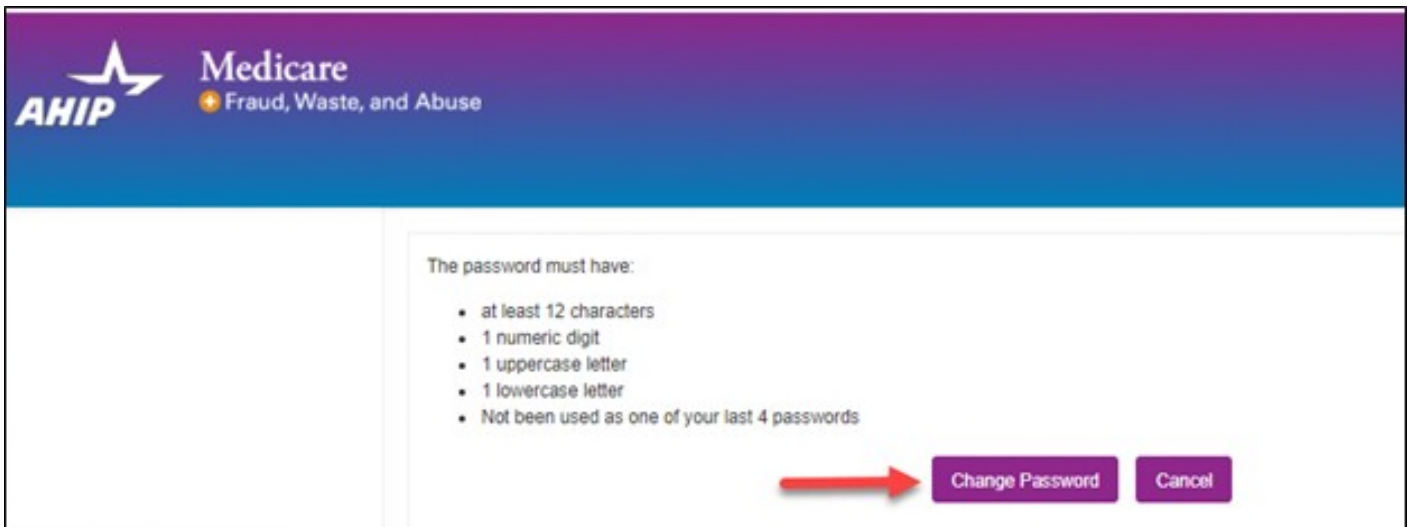


Navigate to your email inbox and open the email you have received from AHIP System Administrator (via Medicare Course Home). The Subject line will be **AHIP Medicare + Fraud, Waste, and Abuse Training: Change password confirmation.**

**Step 5:** Click the link in the email. You will be directed to a page showing the password requirements.



**Step 6:** Click the **Change Password** button.



**Step 7:** You will be directed to a page where you may enter a new password.

The screenshot shows the AHIP Medicare website interface. At the top, there is a navigation bar with the AHIP logo and the text 'Medicare Fraud, Waste, and Abuse'. Below this, there are three buttons: 'Medicare Course Home', 'Transcript', and 'Reporting'. On the left side, there is a sidebar with 'Quick Links' (User Guide, AHIP Insurance Education, AHIP Conferences, AHIP Home) and 'Contact Us' (For Technical Support: Phone: 866.234.6909, Email: Support@AHIPInsuranceEducation.org). The main content area is titled 'Change password'. It features two input fields: 'New password' and 'New password (again)'. Both fields have a red error icon and a message: 'Click to enter text'. Above the fields, there is a detailed password policy: 'The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), compliance with a custom set of security controls. Passwords can be reused after 4 changes.' Below the fields is a purple 'Save changes' button. At the bottom of the form, there is a message: 'There are required fields in this form marked'. Two error messages are displayed at the top of the form area: 'Your current password no longer matches the set password policy. Passwords must have at least 1 upper case letter(s).' and 'You must change your password to proceed.'

**Step 8:** Enter your new password twice, then select the **Save changes** button.

This screenshot is identical to the previous one, showing the 'Change password' form. A red arrow points to the purple 'Save changes' button, indicating the next step in the process.

**Step 9:** You will receive a confirmation of the password change and can select the **Continue** button to be directed to your dashboard.

The screenshot shows the AHIP Medicare website interface after the password change. The main content area displays a confirmation message: 'Password has been changed.' Below the message is a purple 'Continue' button. A red arrow points to the 'Continue' button, indicating the next step in the process.

## **We're Here to Help!**

If you have any questions, concerns or need assistance with any of the instructions provided pertaining to the **AHIP Training Site**, please feel free to contact Technical Support.

**AHIP Training Site:** [ahipmedicaretraining.com](http://ahipmedicaretraining.com)

Technical Support

Phone: 866.234.6909

Email: [Support@AHIPInsuranceEducation.org](mailto:Support@AHIPInsuranceEducation.org)

If assistance is needed pertaining to the **Centene Learning Center**, please contact Medicare Broker Support. AHIP Technical Support will be unable to assist with any Centene Learning Center site questions and/or issues.

**Centene Learning Center:** [centene.cmpsystem.com](http://centene.cmpsystem.com)

Medicare Broker Support

For all health plans:

Call: 1-866-822-1339

Hours: M – F, 8:00 a.m. - 8:00 p.m. ET (excluding holidays)