



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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Introduction

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 Medicare 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 page 18)

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 10.

Previously taken AHIP with another carrier

If you have previously taken and successfully passed the 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 to AHIP's site, go to page 24 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.

The screenshot shows the AHIP Medicare Fraud, Waste and Abuse website. The header includes the AHIP logo, the text "Medicare + Fraud, Waste and Abuse", and the Humana logo. A "Login" button is visible in the top navigation bar. The main content area features a "Marketing Medicare Advantage + Fraud, Waste and Abuse" section with a "Create a New Account" button highlighted in a red box. The page also includes a "Quick Links" sidebar, a "What You'll Learn" section with bullet points for Medicare and Fraud, Waste & Abuse (FWA), and a "Registration" section with a "Create a New Account" button highlighted in a red box.

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 "Step 1 of 3: Confidential Information" registration form. The form includes a "Submit" button highlighted in a red box. The form fields are: Last name (with a red box around the label and input field), DOB (with a red box around the label and input field), and Last 4 Digits of SSN (with a red box around the label and input field). A "Submit" button is located below the input fields. The text "There are required fields in this form marked ." is visible at the bottom right of the form.

The Registration page is a 10-part process (parts 1 through 5 are shown on this page):

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.

The screenshot shows the AHIP registration page, Step 2 of 3, titled "Confidential Information". The page header includes the AHIP logo, the tagline "Learn. Achieve. Succeed.", and the Humana logo. A "Login" button is visible in the top right. The page is divided into five numbered sections:

- 1. Confidential Information:** Fields for Last name (testSF), DOB (01/02/1988), and Last 4 Digits of SSN (4545).
- 2. National Producer Number:** Fields for NPN* and Confirm NPN*. A link "Click here to look up NPN on NIPR website" is provided. A "Verify NPN" button is at the bottom.
- 3. Password:** Fields for Password* and Confirm password*. Labels "Enter Password" and "Verify Password" are below the respective fields.
- 4. Email address:** Fields for Email address* and Confirm email address*. Labels "Enter email address" and "Verify email address" are below the respective fields.
- 5. Personal Information:** Fields for Name (Prefix, First name*, Middle name, Last name* (testSF), Suffix), Designation, and Additional information (Company name, Job title, Phone number).

Registration process continued – steps 6 through 10:

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. 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.
9. In the Site Usage Agreements section 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.
10. After you have checked all the entered information for accuracy, click the **Register** button.

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

8

Verify SAN

Please re-enter your Solar Agent Number

Site Usage Agreements

Legal terms of service

9

I agree to the [Legal terms of service](#)


Privacy statement

I agree to the [Privacy statement](#)

10

There are required fields in this form marked*.

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



[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**

[Continue to Purchase](#)

FOR CAREER AGENTS EMPLOYED BY HUMANA

External Agents, proceed to page 7

You will receive notice that you were not charged for the course. Click the **Place Order** button.



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	\$0.00	1	\$0.00
Subtotal			\$0.00
Grand Total			\$0.00


Payment Information

No Payment Information Required

* Required Fields

[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.



ORDER CONFIRMATION

Your order has been received

Thank you for your purchase!

Your order # is: 100005675.

You will receive an order confirmation email with details of your order and a link to track its progress.

Click [here to print](#) 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-7	\$0.00	Ordered: 1	\$0.00
Subtotal				\$0.00
Grand Total				\$0.00

[Go to my courses.](#)

FOR EXTERNAL AGENTS

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

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
Grand Total			\$125.00

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 *

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.


AHIP Login Process

Please note: These instructions explain the log-in process for those who already have a profile created for the AHIP site.


To begin the login process, scroll down the page and enter your Username (NPN address) 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 AHIP Medicare Fraud, Waste and Abuse website. The top navigation bar includes the AHIP logo, the text "Medicare + Fraud, Waste and Abuse", and the Humana logo. A "Login" button is visible in the top left. The main content area features a "Marketing Medicare Advantage + Fraud, Waste and Abuse" section with a "Login" button. Below this, there are two columns of text: "Medicare" and "Fraud, Waste & Abuse (FWA)", each with a list of bullet points. To the right, there are two promotional banners: "Earn the HCAFA designation" and "ACA rules + requirements". At the bottom, there are two main sections: "User Login" and "Registration". The "User Login" section has a red box around the "Username (NPN or Email)" and "Password" input fields, and a "Login" button. Below the input fields are links for "Forgot your username?" and "Forgot your password?". The "Registration" section has a "Create a New Account" button.

You will then be asked to verify your **User Profile** information. Review the information, and make any needed corrections. You will also need to agree to the **Legal terms of service** and the **Privacy statement**. Click the **Update** profile button when complete.



Learn. Achieve. Succeed.
Medicare Course Home Transcript



User Profile
Your Name Here

Please fill in missing information

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

Humana

Verify SAN

Please re-enter your Solar Agent Number

Site Usage Agreements

Legal terms of service

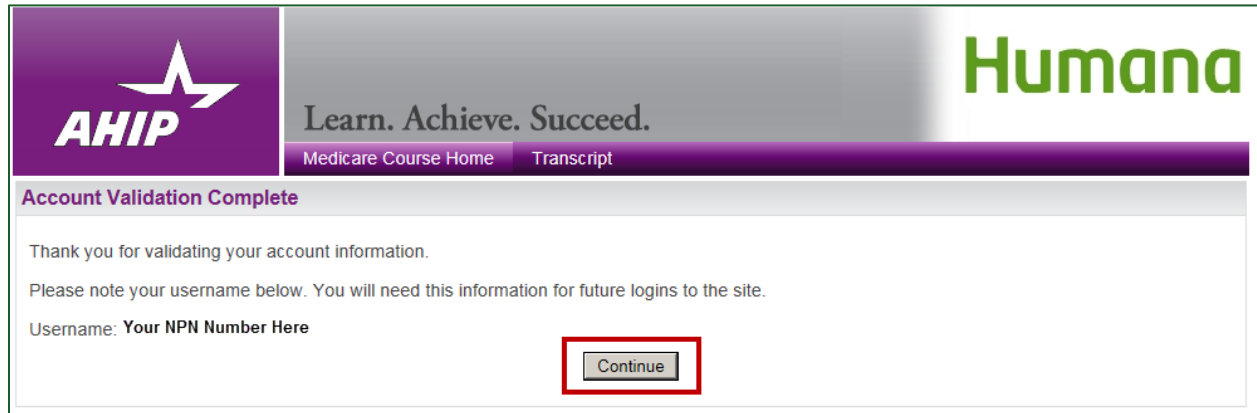
Privacy statement

* I agree to the [Legal terms of service](#)

* I agree to the [Privacy statement](#)

There are required fields in this form marked*.

You will then be told that your Account Validation is complete. Please note that your NPN will be your Username. You will need this information the next time you login to the AHIP website. Click the **Continue** button.



The screenshot shows the AHIP website header with the AHIP logo on the left and the Humana logo on the right. Below the logo is the slogan "Learn. Achieve. Succeed." and a navigation bar with "Medicare Course Home" and "Transcript" links. The main content area is titled "Account Validation Complete" and contains the following text: "Thank you for validating your account information. Please note your username below. You will need this information for future logins to the site. Username: Your NPN Number Here". A "Continue" button is located at the bottom right of the content area, highlighted with a red rectangular border.

(Continued on 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 Medicare Training course listed. Click the links of the course to open the needed Part. You must complete all 5 Parts before the Medicare Final Exam will be available.

Medicare
 + Fraud, Waste and Abuse

Humana

Medicare Course Home | Transcript

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](#).

Instructions

Please complete required modules in order to access and complete the Final Exam.

AHIP's Medicare Fraud, Waste and Abuse Training component requires successful completion of AHIP's Medicare Training Final Exam. Once the Final Exam has been satisfied, access to the Fraud, Waste and Abuse training will be made available.

The AHIP Medicare Training Certification is capable of being shared amongst numerous health plans. Please be sure to contact your intended health plan to determine the most appropriate method for transmitting your results.

Certain health plans may also have additional requirements or limitations in place, as such we strongly recommend talking to your health plans prior to proceeding with your training.

Attention Virginia Producers – Please review the [VA Mandatory Statement](#) prior to beginning this course.

My Certifications

AHIP Medicare Training (Initial)

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](#)

Available Certifications

Purchase [AHIP Medicare Training](#) here

AHIP's training certificate is verification of course completion only and is not valid for Insurance CE credits in the United States.

It is for your records and should not be submitted to any state DOI. If you wish to obtain CE credit, please send an email to support@ahipinsuranceeducation.org to obtain instructions on how you can receive CE credit for this course.

UPCOMING WORKSHOP:
 The Future of Health Care IT
 July 22, 2014, Minneapolis, MN
 Reserve your seat today

Earn the HCAFA designation
 AHIP Professional Designations

ACA rules + requirements
 Consider yourself an expert?
 ACA Compliance Train

For Technical Support:
 866.234.6900
 Support@AHIPInsuranceEducation.org

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.

My Certification

AHP Medicare Training (Recertification)

Courses

- [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

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.

AHIP Return to Humana

Learn. Achieve. Succeed.

Medicare Course Home | Course (Module 1: Overview) | Transcript

PREVIOUS **NEXT**

Overview: Medicare Program Basics

Overview

Medicare Program Basics

Part 1

Contact Us

866.234.6909

Support@AHIPinsurance Education.org

Download Content Materials

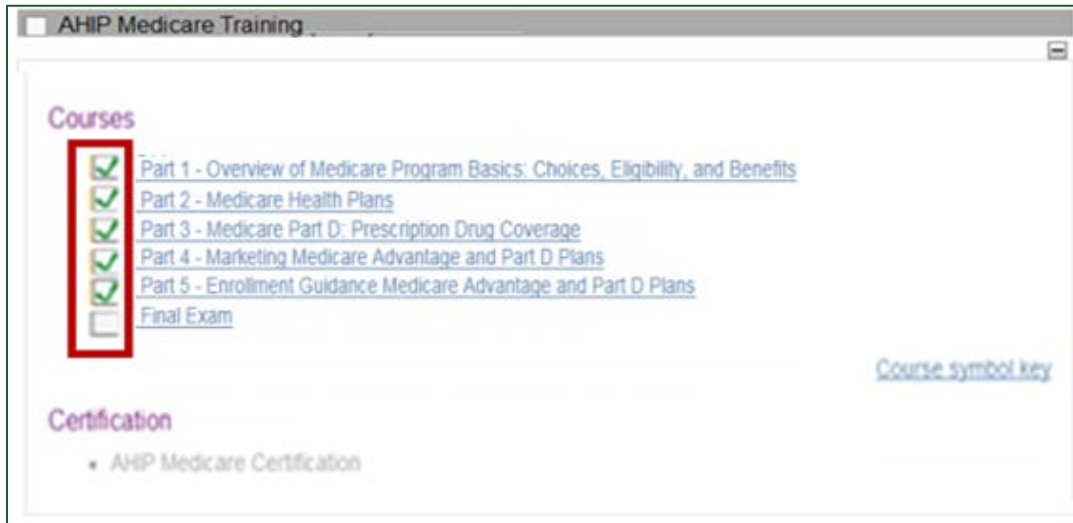
Download Slides

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.

PREVIOUS **NEXT**

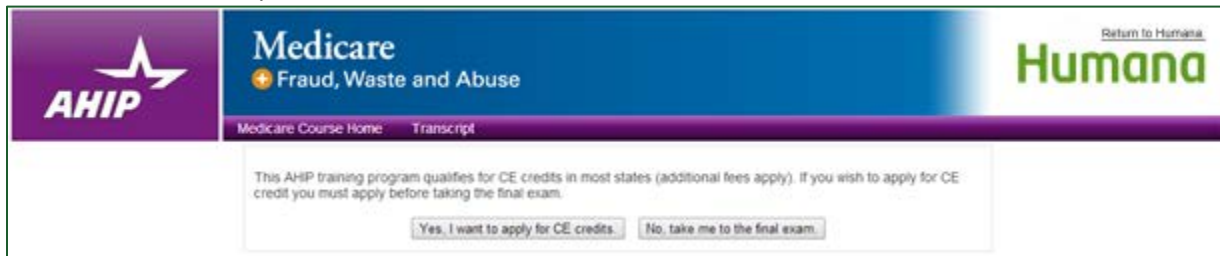
Medicare Final Exam and Continuing Education (CE) Credits

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 title is 'Step 2 of 6: Enter your license information'. Below the title is a table with columns for State, Credits, Cost, License number, and License expiration (mm/dd/yyyy). The 'Alabama' row is selected. The 'License number' and 'License expiration' fields are highlighted in yellow and contain empty input boxes. A 'Next step' button is highlighted with a red box in the bottom right corner.

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

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 title is 'Step 3 of 6: Attestation 1 of 1'. Below the title is the text 'Alabama' and 'Attestation Statement'. The text describes the requirements for the exam, including the need for a disinterested third party and the requirement to sign an affidavit. A 'Notice to the Monitor' section states that the monitor must confirm the identity of an unknown student with a photo ID. A checkbox labeled 'I agree' is highlighted with a red box. A 'Next step' button is highlighted with a red box in the bottom right corner.

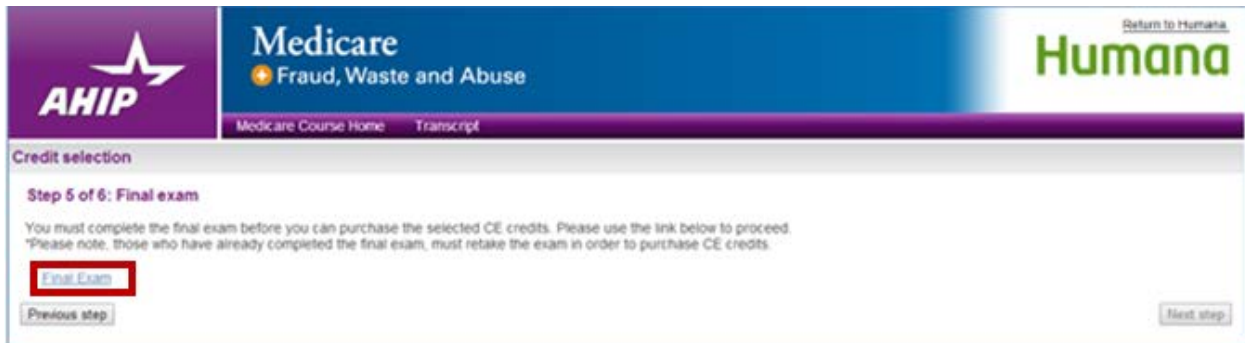
Please download and print any required documents. Once you have done so, you will be able to click on the **Next Step** button.

The screenshot shows the 'Credit selection' section of the course. The title is 'Step 3 of 6: Complete'. Below the title is the text 'You have agreed to all of the attestations. Please proceed to the next step'. A 'Next step' button is highlighted with a red box in the bottom right corner.

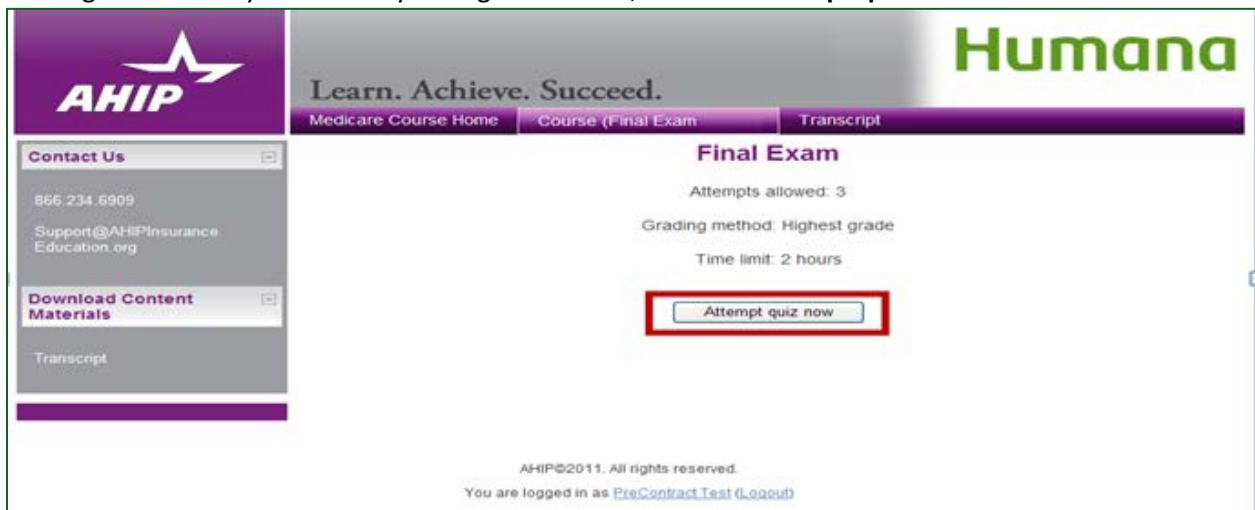
If your state requires a monitoring affidavit, please note your date of completion will be the date that The National Underwriter Company CE staff receives your monitor affidavit. If you take the exam without a monitor present, you will not receive CE credits and will have to retake the exam with a monitor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



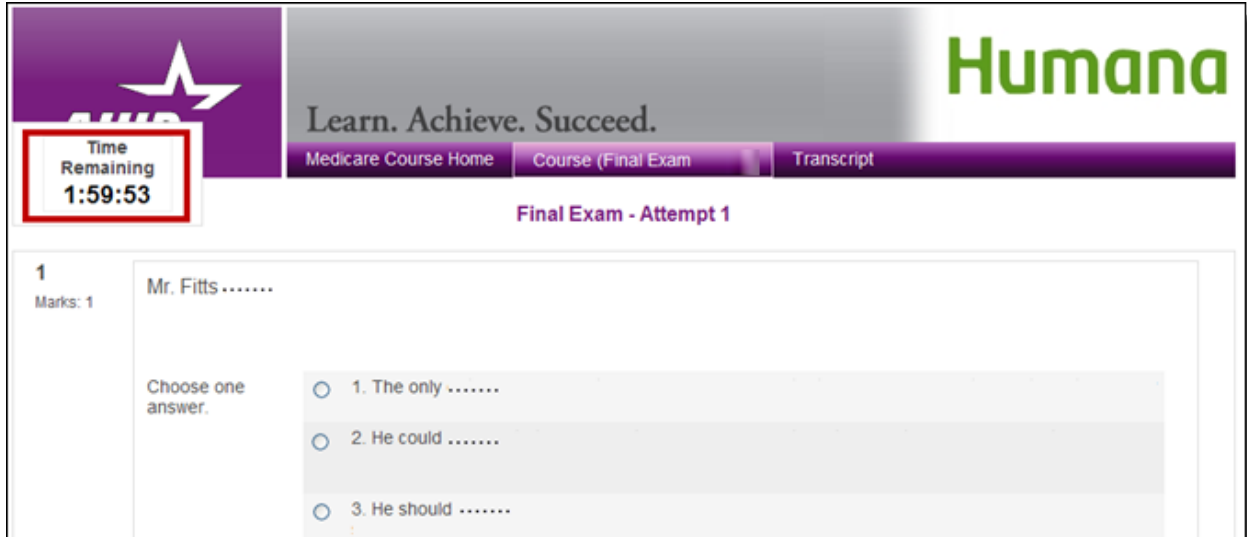
Click the **Final Exam** link. Then click the **Yes** button to continue to the Final Exam.



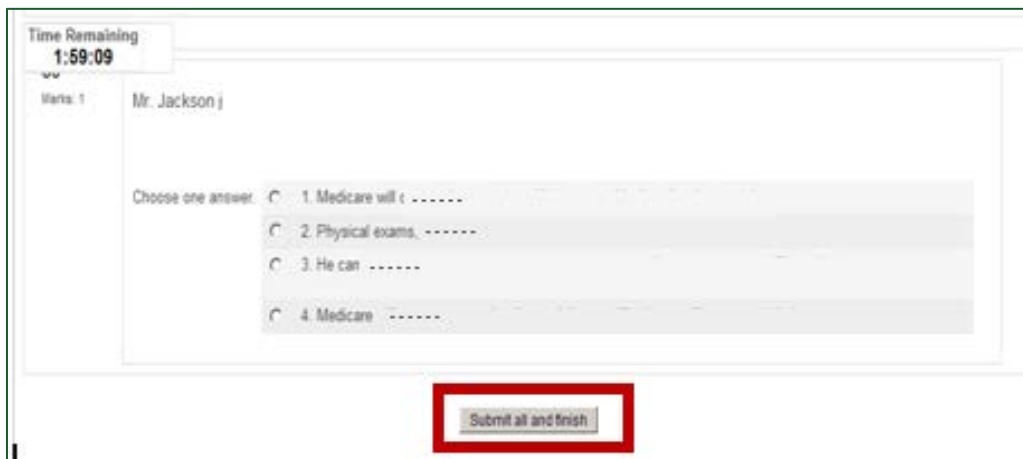
You will receive a notice that explains that only **three (3)** attempts are allowed on the exam. The final exam consists of **fifty (50)** randomly selected questions cover all five portions of the training. You need to pass the exam with a score of a **90%** or better. If you fail all 3 attempts then 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.



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.



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.

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.

The screenshot shows the AHIP Medicare Fraud, Waste, and Abuse Training interface. At the top, there is a navigation bar with the AHIP logo on the left, the text "Medicare Fraud, Waste and Abuse" in the center, and the Humana logo on the right. Below the navigation bar, there are three tabs: "Medicare Course Home", "Course (2015 Medicare Fraud, Waste, & Abuse)", and "Transcript". A "NEXT" button is visible in the top right corner. On the left side, there is a sidebar with several sections: "Contact Us" (with a phone icon and the number 866.234.6909), "Download Content Materials" (with a "Download Slides" button highlighted by a red box), and "Administration" (with "Grades" and "Profile" links). The main content area displays the title "Medicare Fraud, Waste, and Abuse Training" and a large, faint AHIP logo in the background.

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 AbuseReturn to Humana.
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

[Attempt quiz now](#)

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](#)

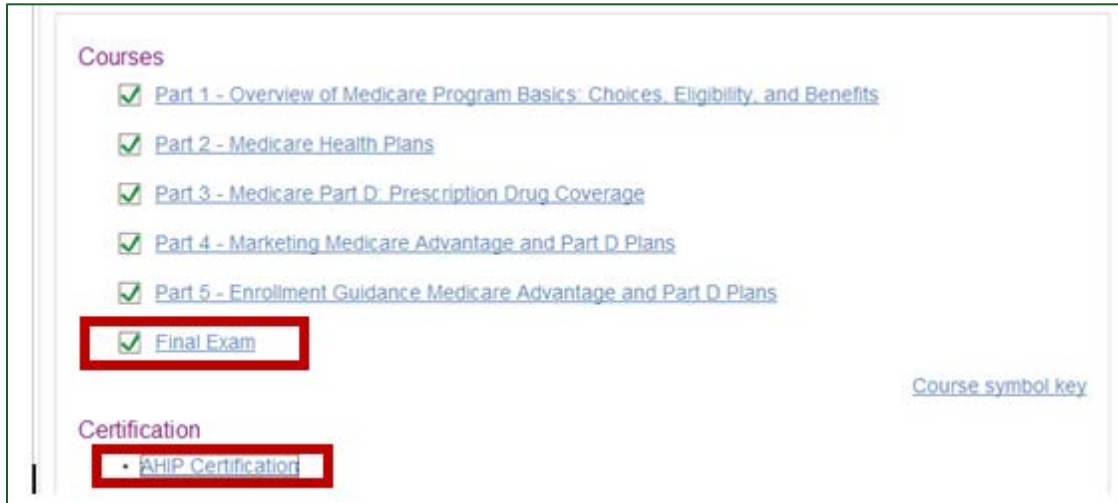
To navigate through the CMS General Compliance training, use the navigation arrows located at the top and bottom of the page. To download the slides that are presented in the training, click the **Download Slides** link.

The screenshot shows the AHIP Medicare Fraud, Waste and Abuse training interface. 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 sidebar on the left contains a 'Download Slides' link. At the bottom right, there are navigation arrows.

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

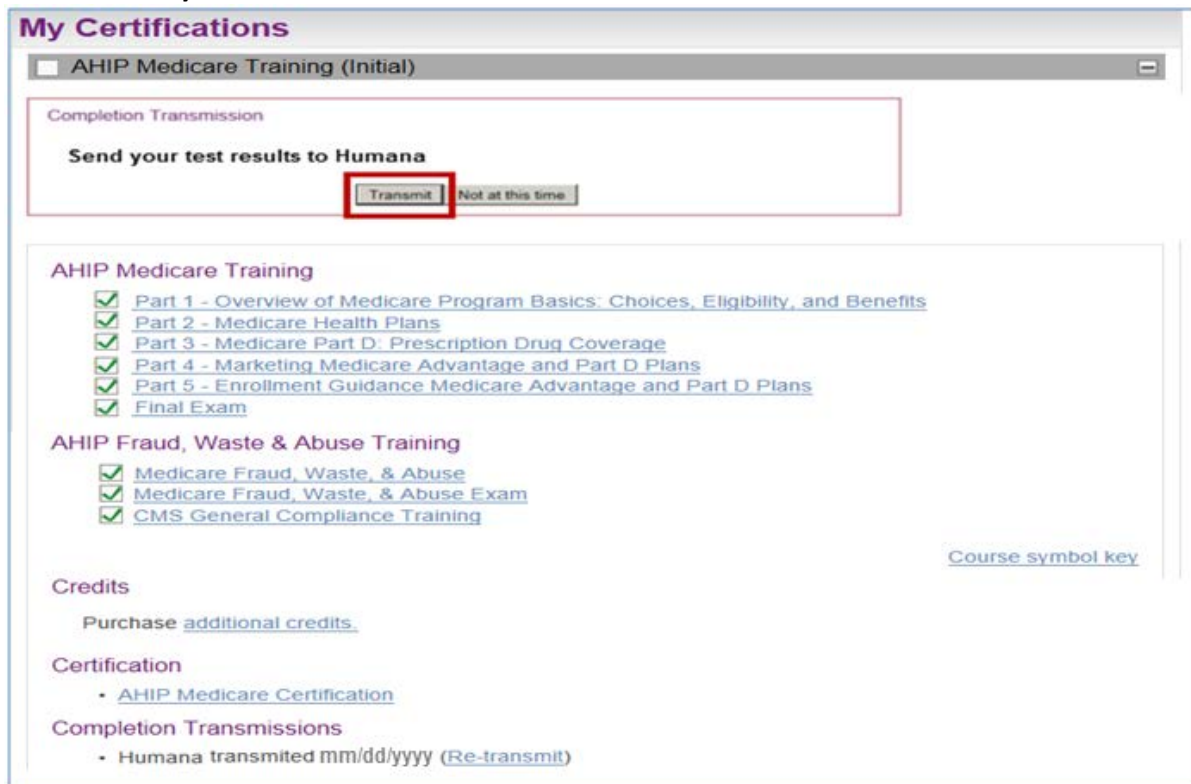
Certificates and Transmit scores to Humana

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 screenshot shows a list of courses under the heading "Courses". Each course is preceded by a green checkmark in a box. The courses are: "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", and "Final Exam". The "Final Exam" link is highlighted with a red box. Below the courses is a "Certification" section with a link "AHIP Certification" also highlighted with a red box. A "Course symbol key" link is visible on the right side.

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.**



The screenshot shows the "My Certifications" page. At the top, there is a section for "AHIP Medicare Training (Initial)" with a "Completion Transmission" box. Inside this box, the text "Send your test results to Humana" is displayed, followed by two buttons: "Transmit" (highlighted with a red box) and "Not at this time". Below this, there is a list of completed courses under "AHIP Medicare Training", including "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", and "Final Exam". There is also a section for "AHIP Fraud, Waste & Abuse Training" with three completed items: "Medicare Fraud, Waste, & Abuse", "Medicare Fraud, Waste, & Abuse Exam", and "CMS General Compliance Training". A "Course symbol key" link is visible on the right. Other sections include "Credits" with a link to "Purchase additional credits", "Certification" with a link to "AHIP Medicare Certification", and "Completion Transmissions" with a link to "Humana transmitted mm/dd/yyyy (Re-transmit)".

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.

The screenshot shows the AHIP course registration page. At the top left is the AHIP logo. To its right is the slogan "Learn. Achieve. Succeed." and the Humana logo. Below the slogan are two navigation links: "Medicare Course Home" and "Transcript". On the left side, there is a sidebar menu with "test test" at the top, followed by "Profile" (highlighted with a red box), "Transcript", and "Logout". Below this is a "Quick Links" section with a dropdown arrow, containing "User Guide", "AHIP Insurance Education", "AHIP Conferences", and "AHIP Home". Further down is a "Support" section with a dropdown arrow, containing "For Technical Support:", a phone icon with the number "866.234.6909", and an email icon with "Support@AHIPinsurance Education.org". The main content area features a blue banner for "Acquire Your Continuing Education (CE) Credits from AHIP" with a "Learn More" button. To the right of the banner is a section for "Introducing AHIP Agents & Brokers SmartBrief e-newsletter" with a "Sign Up Today" button. Below the banner is a "Welcome to Humana's AHIP Course Registration Page" section. It contains a "Please note" paragraph, a "Leave and Come Back" section, and an "Already took AHIP with another Carrier" section.

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


The screenshot shows the AHIP user profile page. At the top left is the AHIP logo. To its right is the slogan "Learn. Achieve. Succeed." and the Humana logo. Below the slogan are two navigation links: "Medicare Course Home" and "Transcript". In the center, there is a "test test" label above a row of four tabs: "Profile", "Edit profile" (highlighted with a red box), "Orders", and "Transcript". Below the tabs is a profile card with a red circular icon containing the letters "CS". To the right of the icon, the profile information is displayed: "Country: United States", "City/town: louisvilleq", "Learning plans: AHIP Medicare Training", "First access: July 6, 02:53 PM (9 mins 4 secs)", and "Last access: July 6, 03:02 PM (52 secs)". Below the profile card is a "Change password" button. At the bottom of the page, it says "AHIP®2013. All rights reserved."

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.



Learn. Achieve. Succeed.

Medicare Course Home Transcript



User Profile

test test

[Profile](#) [Edit profile](#) [Orders](#) [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

Site Usage Agreements

Legal terms of service

I agree to the [Legal terms of service](#)

Privacy statement

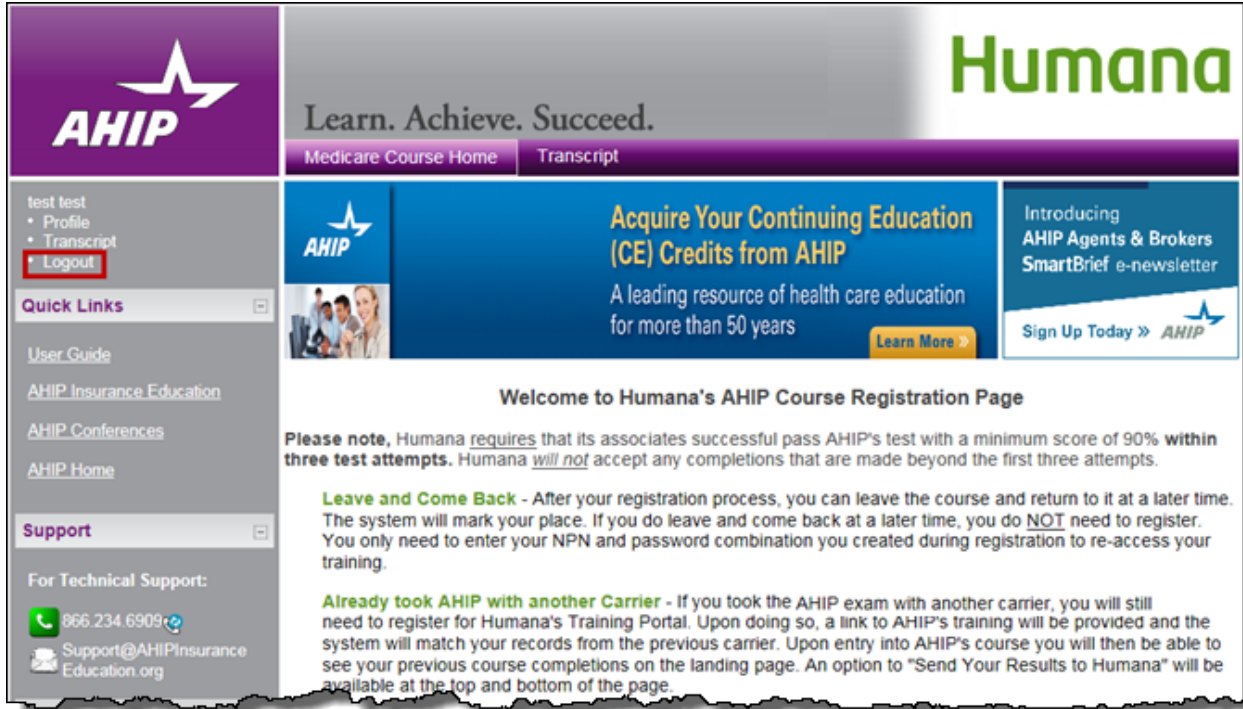
I agree to the [Privacy statement](#)

Update profile

There are required fields in this form marked*.

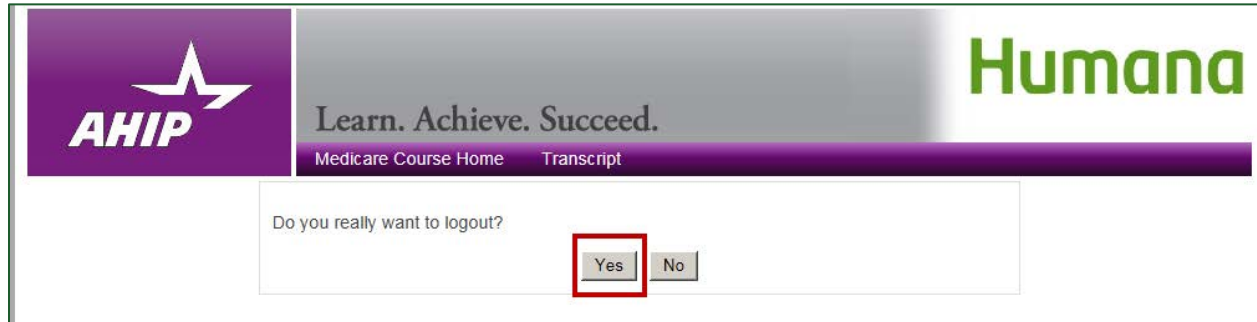
Log out / Re-enter AHIP's Site

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....



The screenshot shows the AHIP website interface. The top navigation bar includes the AHIP logo on the left and the Humana logo on the right. Below the Humana logo is the tagline "Learn. Achieve. Succeed." and two menu items: "Medicare Course Home" and "Transcript". A central banner features the AHIP logo and the text "Acquire Your Continuing Education (CE) Credits from AHIP" with a "Learn More" button. To the right of the banner is a section for "Introducing AHIP Agents & Brokers SmartBrief e-newsletter" with a "Sign Up Today" button. On the left side, there is a sidebar menu with a "Logout" link highlighted in a red box. Below the menu is a "Support" section with contact information for technical support.

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

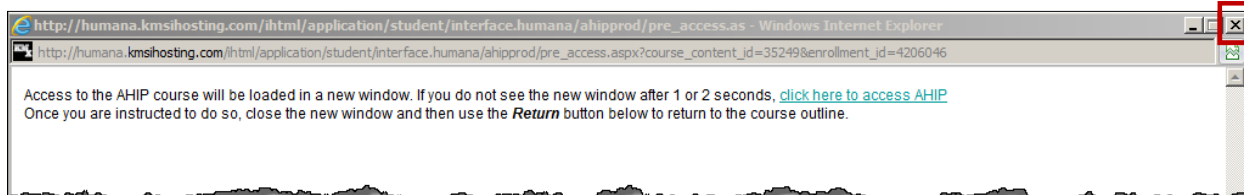


The screenshot shows a confirmation dialog box on the AHIP website. The dialog box contains the text "Do you really want to logout?" and two buttons: "Yes" and "No". The "Yes" button is highlighted with a red box.

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

The screenshot shows the AHIP website interface. On the left is a navigation sidebar with 'Quick Links' (User Guide, AHIP Insurance Education, AHIP Conferences, AHIP Home) and 'Contact Us' (Technical Support: 866.234.6909, Support@AHIPInsuranceEducation.org). The main content area features a banner 'Learn. Achieve. Succeed.' with a 'Login' button. Below the banner is a promotional section for 'Acquire Your Continuing Education (CE) Credits from AHIP' with a 'Learn More' button. A featured article titled 'Marketing Medicare Advantage and Part D Prescription Drug Plans' is visible. At the bottom, there are two columns: 'User Login' with fields for 'Username (NPN or Email)' and 'Password', a 'Login' button, and links for 'Forgot your username?' and 'Forgot your password?'; and 'Registration' with a 'First Time Visitor?' checkbox and a 'Create a New Account' button. The footer contains copyright information and a note 'You are not logged in. (Login)'. The page is powered by CourseStage from Web Courseworks Ltd.

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 24). 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 course, 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  .