

Humana Internal Communication | Plan Year 2021 Certification & Recertification Dates



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MarketPoint Retail Sales Learning and Development is pleased to announce major changes related to Plan Year 2021 (PY21) Certification for Partner agents and Recertification for all agents.

Humana MarketPoint Certification and Recertification will BOTH launch at noon Eastern time on June 30, 2020. An agent communication will be sent via IGNITE.

Certification and Recertification Launch Dates

All PY 21 Certification and Recertification courses will launch Tuesday, June 30, 2020 at noon Eastern time.*

* NOTE: Does not include Spanish translation. Spanish versions will be available on a delayed basis. Look for additional communications on Spanish versions.

Recertification Deadlines



Career agents will have until 5:00 PM Eastern time on September 30, 2020 to complete Recertification.

Partner agents will have until 5:00 PM Eastern time on November 30, 2020 to complete Recertification.

Improvements for PY21

The training department strives to improve MarketPoint's Certification and Recertification training every year. We take the feedback from agents and partners seriously. Our goal is to improve the agent experience, provide quality training and meet the needs of Humana.

For PY21:

1. AHIP testing. Agents will have 6 attempts to successfully pass testing for AHIP.
2. Humana testing. There will no longer be a final test at the conclusion of Humana's agent guidance for Certification or Recertification content.
3. All products. Going forward, Agents will be certified to sell ALL Medicare Advantage products after successfully completing Certification or Recertification for PY 21.



Look for an invitation to webinar sessions in which the training department will provide an in-depth tour of both trainings.

The AHIP Training Requirement and the Cut-over to PY21 Cert/Recert

AHIP is a training requirement for both Humana MarketPoint Certification and Recertification. Here is what you need to know:

1. PY20 AHIP training will be taken down at midnight Eastern Time on June 19, 2020
2. PY21 AHIP training will be launched at 8:00 AM Eastern Time on June 20, 2020



Humana Certification for PY20 will close at 5:00 PM Eastern Time on June 19, 2020.

Agents who do not complete their PY20 Certification prior to 5:00 PM Eastern Time on June 19 2020 will have the opportunity to enroll in PY21 Certification when it launches the last week of June.

Agents who complete PY20 Certification must complete PY21 Recertification.

We are advising agents who are considering completing PY20 Certification in June to consider waiting for PY21 to launch on Tuesday June 30, 2020.

AHIP is required for both Certification and Recertification. Agents typically take AHIP through Humana after they have logged into training from our Humana site. If an agent goes directly to AHIP to register, the fee is \$175.00 and they must have their AHIP results transferred to Humana before they can continue completing their Certification or Recertification.

IMPORTANT: We are not recommending or suggesting that agents take AHIP as soon as it is available by going directly to the AHIP site. Agents accessing AHIP through that site will be required to pay the full

amount for testing. Agents who wish to receive the Humana discounted rate of \$125.00 and agents who typically have the AHIP fee waived (career and certain non-career agents) must enter AHIP through Humana MarketPoint University.

CarePlus and State Farm Needs

As in previous years, CarePlus and State Farm specific needs will be met for Cert and Recert:

CarePlus – CarePlus training will be given to ALL Partner Telesales Agents who certify. In addition, all field agents who sell in Florida will be provided CarePlus training.

State Farm – To fully meet the unique needs of their agents, State Farm will continue to have their own Partner Field MAPD courses.



Humana.