

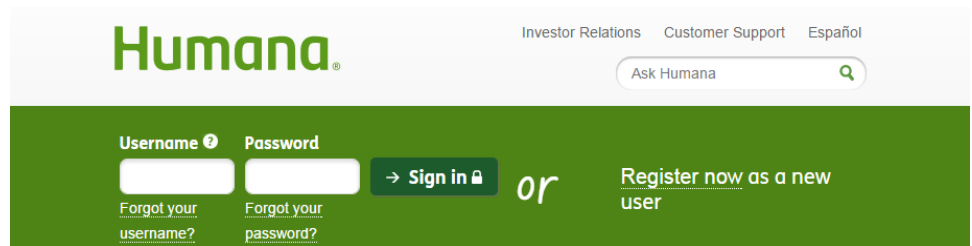


Managing Your Licensing and Certification (How to Access Re-Certification)

PURPOSE: Vantage is the new agent digital dashboard through which agents will access all of the tools and resources they use through Humana, this includes their annual recertification.

SCOPE: Retail Agents and Retail and Commercial Agents

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

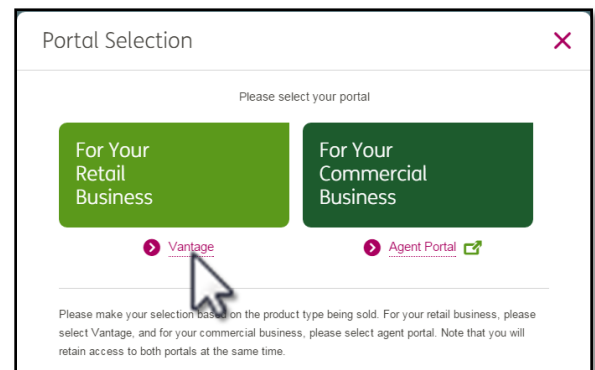


For the Commercial business ONLY agent, the legacy agent portal will display. Vantage is only for Retail Business.
For the Retail business ONLY agent, the Vantage dashboard will display.

For Retail and Commercial business agent (who sell BOTH), a pop up window will display to select either Vantage (for your Retail Business) or the Agent Portal (for you Commercial Business).

For Employer and Agent & Broker, the multi portal access page will display.

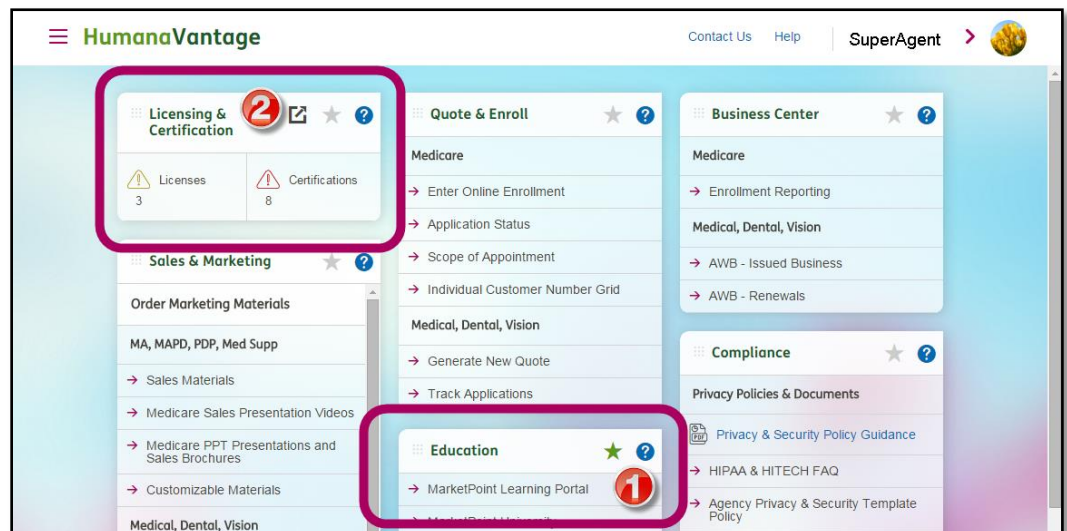
Vantage is for your retail business.



Accessing Re-Certification from Vantage

There are two ways to access the Agent Learning Portal through Vantage.

1. The first and most direct access is through the link on the Education card.
2. The second is less direct through the Licensing and Certification Card, but provides more information for your management of your licensing and certifications.



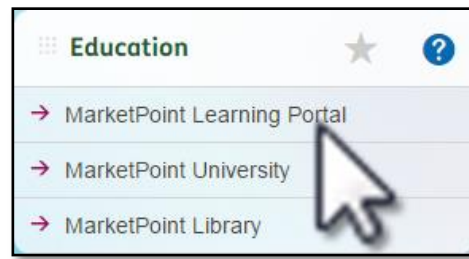
MarketPOINT Retail Sales Learning and Development

Humana MarketPOINT Internal Use Only - For Training Purposes ONLY (Not CMS Approved)
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Education Card

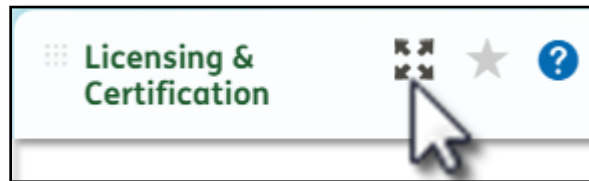
The Education Card provides a direct link to the MarketPoint Learning Portal



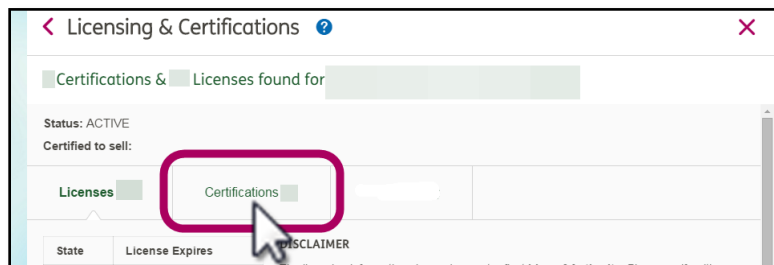
Licensing & Certification Card

The Licensing & Certification card lists your current status for various licenses and certifications, the products you are licensed to sell and links for updating your certifications. Please be advised that agents are ultimately responsible to ensure they have all required licenses. While Humana strives to provide accurate and up to date information concerning Licensing, Humana is not responsible for any errors or omissions of any licensing information provided. We recommend agents confirm with the relevant Departments of Insurance that they have the appropriate licensing and lines of authority for the products they intend to market and sell.

1. Click the Expand View icon   in the Licensing & Certification card for more information.



2. Click on the Certifications tab



3. Under GET CERTIFIED along the right side, click the link for MarketPoint Learning Portal.

DISCLAIMERS
Failure to complete your re-certification prior to the expiration date will require initial certification and other consequences including losing your current book of business and forfeiture of renewal commissions.

To access certification training click on either the name of the product or the certification link on the right.

Product Certified	Certification Complete	Certification Expires
Expired		
HMO	N/A	N/A
PPO	N/A	N/A
AML	N/A	N/A
KY	N/A	N/A
Expiring		
CO	06/14/2016	08/12/2016
FFM	06/14/2016	08/12/2016
Completed		
PDP	06/14/2016	06/14/2019
PFFS	06/14/2016	06/14/2019

GET CERTIFIED
Medicare
AHIP, AML, HMO, PDP, PFFS, PPO
[Marketpoint Learning Portal](#)
IMM
FFM Certification
[Troubleshooting & FAQs](#)
DISCLAIMER
Failure to complete your re-certification prior to the expiration date will require initial certification and other consequences including losing your current book of business and forfeiture of renewal commissions.

Continue on next page.

Licensing and Certification Help

To access the frequently asked questions about Licensing and Certification click the blue question mark icon on the Licensing & Certification card



A screenshot of the HumanaVantage Help Center website. The page title is "Welcome to the Vantage Help Center". There is a search bar with a magnifying glass icon and a green "Search" button. On the left side, there is a navigation menu with the following items: Business Center, Commissions, Compliance, Delegate Administration, Doctors & Pharmacy, Drug Cost Lookup, Education, "→ Licensing & Certification" (highlighted in pink), Quote & Enroll, Sales & Marketing, and Help Tutorial. The main content area is titled "Licensing & Certification" and has a sub-section "Medicare". Below this, there is a list of ten frequently asked questions, each preceded by a pink plus sign (+). The questions are: "Are there any states that have special licensing and appointment requirements?", "What can you tell me about Medicare Advantage Certification/Re-certification?", "What are the testing requirements?", "How do I transfer my AHIP score to Humana?", "How much will it cost to get certified?", "How do I access the online certification process?", "How do I find my local MarketPoint Office?", "How do I add an amendment to my current contract?", "What are the requirements in order to sell Medicare Advantage plans for Humana?", and "How do I become appointed with Humana?". The last two questions are: "What happens if I fail to re-certify prior to the expiration date?" and "What happens if I fail my re-certification?".

Process Complete.

For videos and more information go to the Technology Campus on [MarketPoint University](#)