


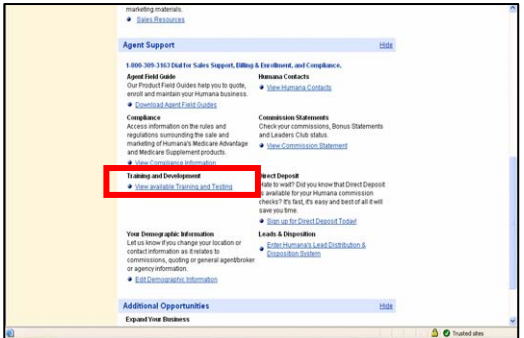
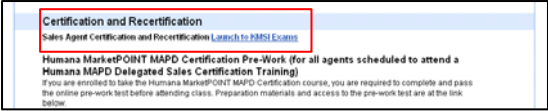
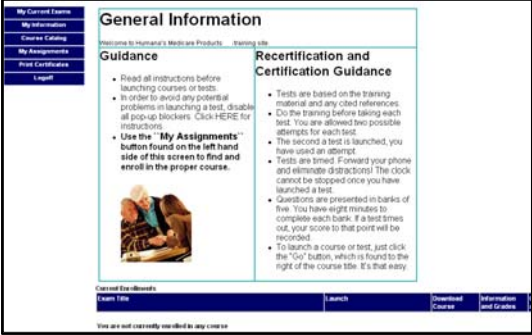
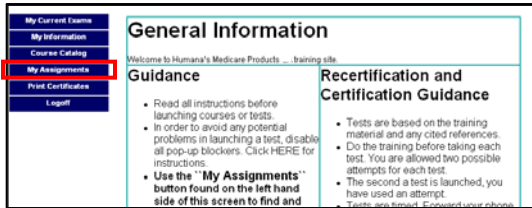
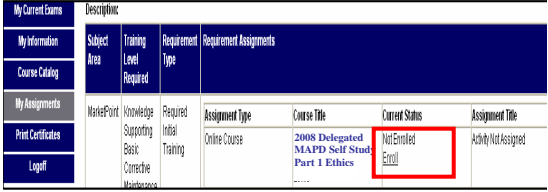




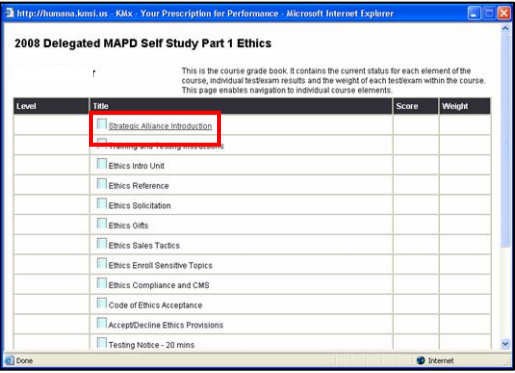
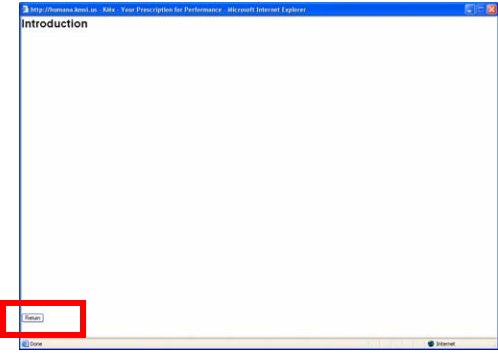
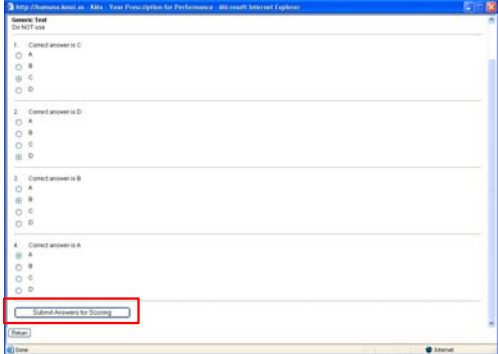
# How to Access the Humana Medicare Training and Testing Resources

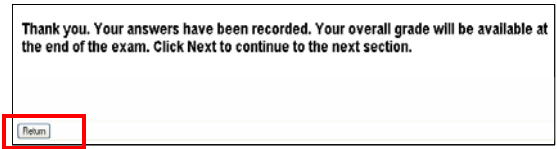
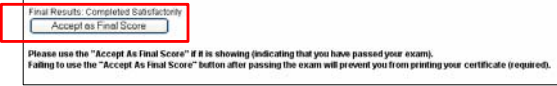

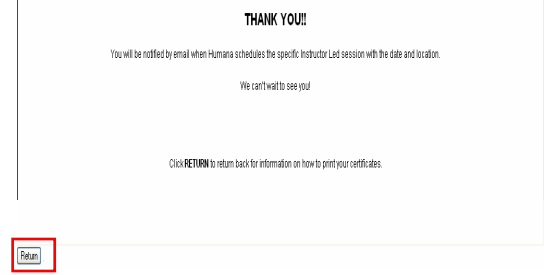
## Online Self Study Pre-Work towards Certification

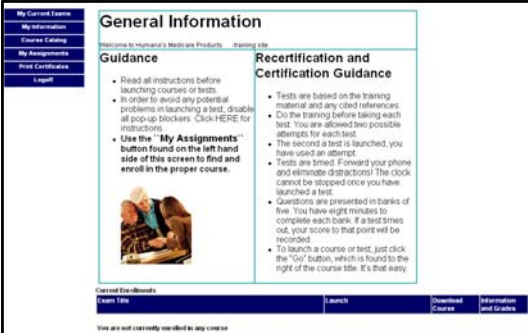
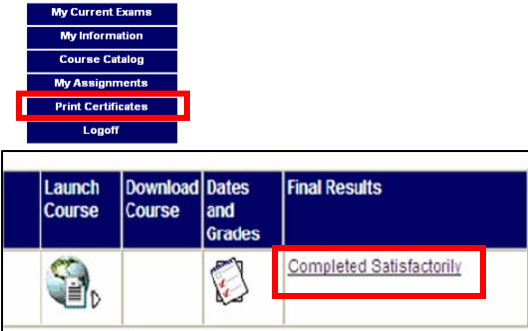

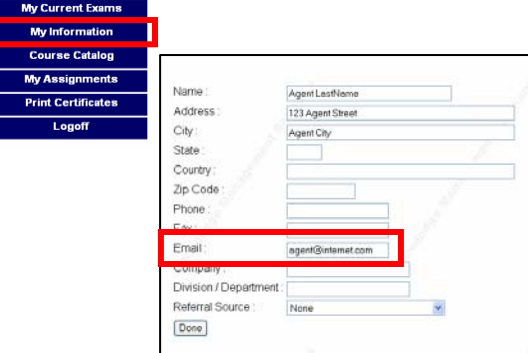
*Print this document as reference. Agent Support 800-320-2631*

Step	Action	What You'll See
1	<p><i>Internet Explorer</i> is recommended: Log in to <b>www.humana.com</b></p> <p>Enter your Agent Portal <b>Username</b> and <b>Password</b> and click <b>LogIn</b>.</p> <p>(If you do not have an Agent Portal Username yet, follow instructions on page 6 for registering first time).</p>	 <p>The screenshot shows the Humana website homepage. At the top right, there is a 'Log In' button highlighted with a red box. Below it, there are fields for 'Username' and 'Password'. The main navigation menu includes 'Members', 'Employers', 'Agents', and 'Providers'. The 'Agents' link is highlighted.</p>
2	<p>After you log in to the Agent Portal, you'll see this page:</p> <p>Find and click:</p> <ul style="list-style-type: none"> <li>• <b><u>Senior Products</u></b></li> </ul>	 <p>The screenshot shows the 'Welcome to the Agent Self-Service Center, Test Agent!' page. In the top navigation bar, the 'Senior Products' link is highlighted with a red box. Other links include 'Broker Buddy', 'Communications Center', and 'New Business Center'.</p>
3	<p>You will now be on the <b>Humana Senior Products Agent Home</b> page.</p> <p>Scroll down to the <b>Agent Support</b> section....</p>	 <p>The screenshot shows the 'Humana Senior Products Agent Home' page. The 'Agent Support' section is visible at the bottom of the page, containing links for 'View available Training and Testing'.</p>
4	<p>Scroll down until you see and click:</p> <ul style="list-style-type: none"> <li>• <b><u>View available Training and Testing</u></b></li> </ul> <p>As shown on the right.....</p>	 <p>The screenshot shows the 'Agent Support' page. A red box highlights the 'View available Training and Testing' link in the 'Training and Development' section.</p>

Step	Action	What You'll See
5	This screen will appear. Locate <b>Certification and Recertification</b> and click the <a href="#">Launch Exams</a> link.	
6	<p>This brings you into your <b>My Current Exams / Home</b> page.</p> <p>Read the General Information on this page <i>thoroughly and completely</i>. There is an <a href="#">Instructions</a> link included on this page for more detailed information.</p> <p>At this time you are <b>NOT</b> yet enrolled in any courses.</p> <p>Continue on with basic course enrollment instructions....</p>	
7	<p>From the My Current Exams / General Information home page:</p> <ul style="list-style-type: none"> <li>Click the <b>My Assignments</b> link found in the left navigation list.</li> </ul>	
8	<p>You will only see courses that are available to you.</p> <ul style="list-style-type: none"> <li>Click <b>Enroll</b> on the desired course. <b>2008 Delegated MAPD Self Study</b> consists of <i>three</i> separate courses that you must enroll and complete in order.</li> <li>Click prompt <b>Enrollment Complete – Return to Home Page</b> (to My Current Exams)</li> </ul> <p>When you pass each part, you will be directed to go back to <b>My Assignments</b> to enroll in the next part.</p>	 




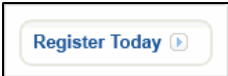
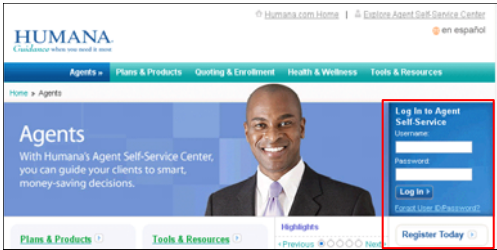
Step	Action	What You'll See
9	<p>You will find the course now loaded on your <b>My Current Exams</b> / home page as one of your <b>Current Enrollments</b>.</p> <p>(You may need to scroll down to locate it)</p> <ul style="list-style-type: none"> <li>Click <b>GO</b> to launch and open the desired course outline</li> </ul>	
10	<p><b>2008 Delegated MAPD Self Study (Part 1, Part 2 or Part 3)</b></p> <p>Click the first link to begin. As you complete each module – the next link will be available. Complete the modules in order. You may go back and review within the course – but do not go ahead.</p>	
11	<p>When an opened module completes – click the <b>RETURN</b> button to bring you back to the course outline and choose the next module link to continue on in the course.</p> <p><b>NOTE:</b> It is important for you to review all training and reference materials before taking each test!</p>	
12	<p>Test modules are counted and timed. The <i>moment</i> you click to enter a test, it uses one of your attempts. You must complete the entire test in the allotted time.</p> <p><b>DO NOT BACK OUT of a TEST once you have started it.</b></p> <p>After you scroll through and answer <b>ALL</b> the questions, you <i>must</i> click the <b>Submit Answers for Scoring</b> button at the end of the questions.</p>	

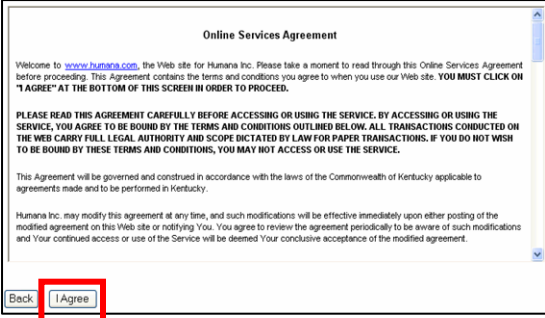
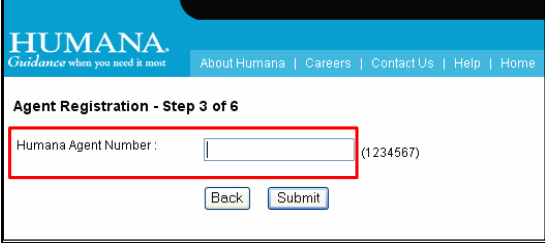
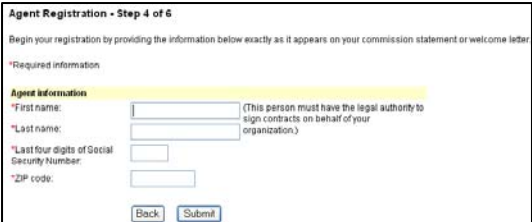
Step	Action	What You'll See
13	<p>It will record your answers. Click <b>Return</b> to go back to the course outline to see if you passed. For Certification, passing is 70% or better. You have <b>TWO</b> tries to pass the tests. If necessary, re-click on the test link to test again.</p>	
14	<p><b>IMPORTANT!!</b> Complete the module <b>Confirm Completion and Move to Student History</b> in each course to register your scores and mark the course successfully completed.</p> <ul style="list-style-type: none"> <li>• Click the button to <b>Accept as Final Score</b></li> </ul>	
15	<p>When you complete and pass the final online test – you will open the module <b>Select Instructor Led Location</b> to request to attend the Instructor Led session of the certification process.</p> <ul style="list-style-type: none"> <li>• Click drop down arrow, choose the state of your <b>Resident License /Selling State</b> or area</li> <li>• Click the <b>Select</b> button</li> </ul>	
16	<p>You will be notified by email when Humana schedules the specific Instructor Led session with the date and location.</p> <ul style="list-style-type: none"> <li>• Click the <b>Return</b> button and continue with next module</li> </ul>	

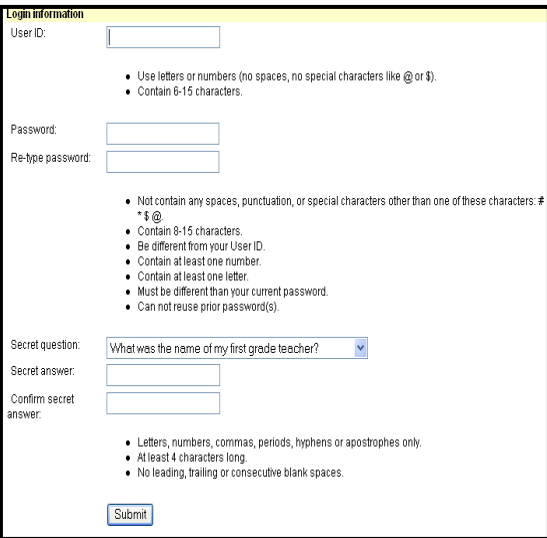

Step	Action	What You'll See
17	<p>After completing and successfully passing all modules, the completed course is removed from your <b>My Current Exams</b> and shows completed in <b>My Assignments</b>.</p> <p>You will find your completed course information under <b>Print Certificates</b>.</p>	
18	<p>To print your certificate for your records. Return to <b>My Current Exams</b>/ home page:</p> <ul style="list-style-type: none"> <li>Click the <b>Print Certificates</b> button found in the left navigation list</li> </ul> <p>In the resulting screen – click the <b>Completed Satisfactorily</b> hyperlink found on the right hand side of the page next to the course title.</p>	
19	<p>The certificate is for your records. Completion of your on-line self study courses will be electronically communicated to Humana:</p> <ul style="list-style-type: none"> <li>Click the <b>Print Page</b> button found at the bottom of the screen.</li> <li>Click <b>DONE</b> when complete</li> </ul>	
20	<p>You may review and update your student information. From My Current Exams / Home page</p> <ul style="list-style-type: none"> <li>Click <b>My Information</b></li> <li>Update/Verify Email, Name and Address information</li> <li>Click <b>Done</b></li> </ul>	

# How to Register on the Humana Agent Portal

Agent Support 800-320-2631

Step	Action	What You'll See
1	<p>If you do not have a Humana Agent Portal <b>Username</b> and <b>Password</b></p> <p>From your computer, go to <b>www.humana.com</b></p>	
2	<p>Click on <b>Agents</b>:</p> 	
3	<p>Click <b>Register Today</b></p> 	

Step	Action	What You'll See
4	<p>You will receive two separate Online Agreements – scroll thru, read the information and click <b>I Agree</b> if you accept.</p>	
5	<p>You will need your <b>Humana Agent Number</b> to register.</p> <p>This is found in your Humana Welcome Letter packet.</p> <p>Careful!!</p> <p><b>Your Humana Agent Number (SAN) is NOT the number you record on Humana Medicare enrollment applications.</b></p> <p>Not sure? Call the Agency Support line at <b>800-320-2631</b>.</p>	
6	<p>The system will prompt you to register your information</p> <p>Remember to enter the information as it appears on your Welcome letter.</p> <p>Misplaced your letter? Hints for registering: use your proper name, not a nick name – ZIP: Use office zip</p>	

Step	Action	What You'll See
7	<p>The system will prompt you to create a <b>User ID:</b> and <b>Password.</b></p> <p>Make sure it is something you will remember.</p> <p>Follow the information on page and fill in all the fields.</p> <p>Click:</p> <ul style="list-style-type: none"> <li>• <b><u>Submit</u></b></li> </ul> <p>Remember this <b>User ID</b> and <b>Password.</b> You'll need them whenever you access Humana's Agent Portal.</p>	 <p><b>Login information</b></p> <p>User ID: <input type="text"/></p> <ul style="list-style-type: none"> <li>• Use letters or numbers (no spaces, no special characters like @ or \$).</li> <li>• Contain 6-15 characters.</li> </ul> <p>Password: <input type="password"/></p> <p>Re-type password: <input type="password"/></p> <ul style="list-style-type: none"> <li>• Not contain any spaces, punctuation, or special characters other than one of these characters: # * \$ @</li> <li>• Contain 8-15 characters.</li> <li>• Be different from your User ID.</li> <li>• Contain at least one number.</li> <li>• Contain at least one letter.</li> <li>• Must be different than your current password.</li> <li>• Can not reuse prior password(s).</li> </ul> <p>Secret question: <input type="text" value="What was the name of my first grade teacher?"/></p> <p>Secret answer: <input type="password"/></p> <p>Confirm secret answer: <input type="password"/></p> <ul style="list-style-type: none"> <li>• Letters, numbers, commas, periods, hyphens or apostrophes only.</li> <li>• At least 4 characters long</li> <li>• No leading, trailing or consecutive blank spaces.</li> </ul> <p><input type="button" value="Submit"/></p>
8	<p>After you register into the Agent Portal, you'll see this page:</p> <p>Find and click:</p> <ul style="list-style-type: none"> <li>• <b><u>Senior Products</u></b></li> </ul> <p>Go back to page 1 to continue to login for Training/Testing</p>	 <p><b>WELCOME agents</b></p> <p>Welcome to the Agent Self-Service Center, Test Agent!</p> <p>Senior Products</p> <ul style="list-style-type: none"> <li>• <a href="#">Senior Products Information on Us</a></li> </ul>