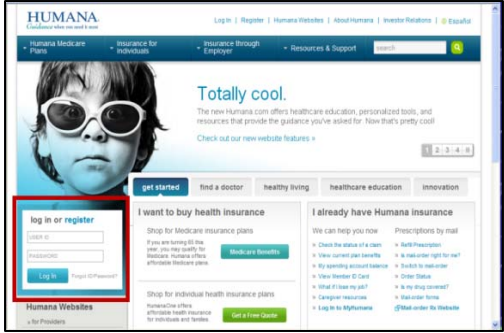
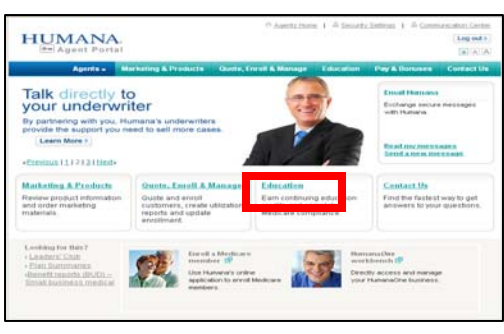
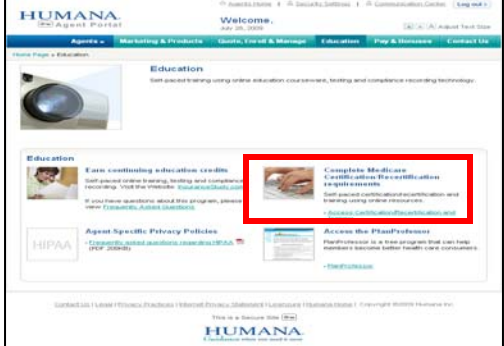
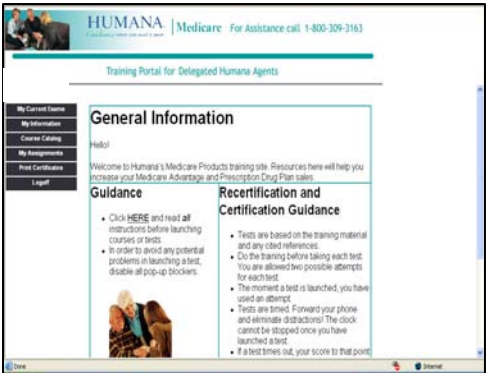
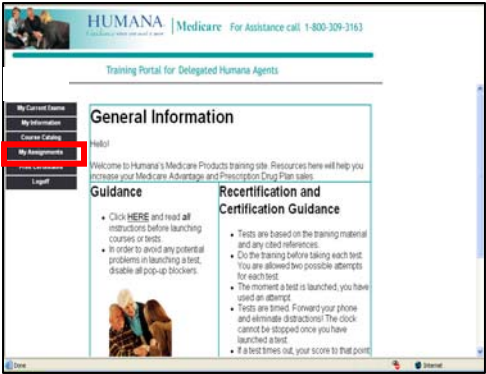
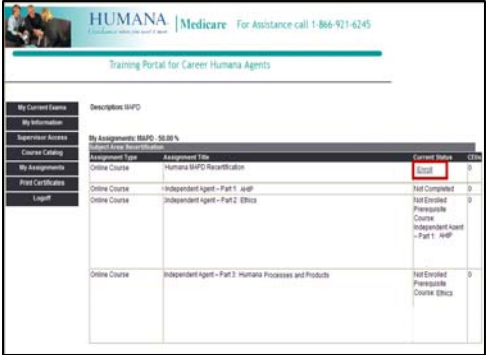


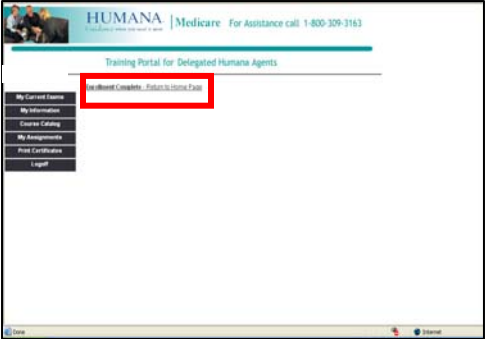
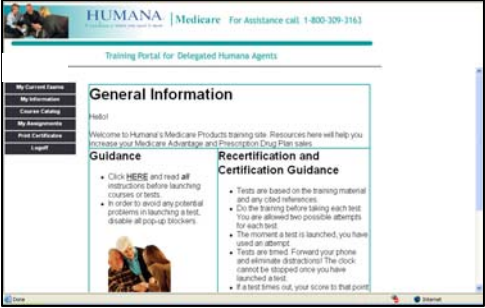

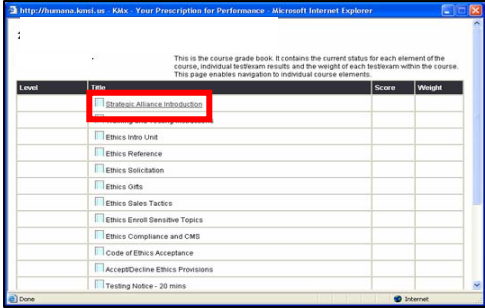
How to Access Humana Training and Testing Resources

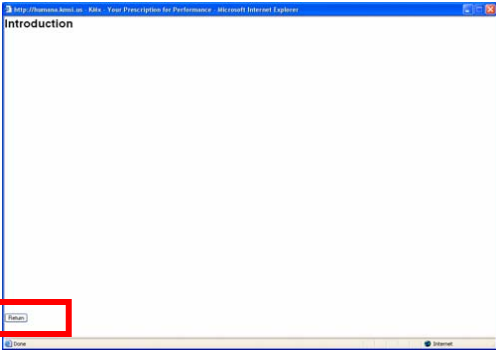
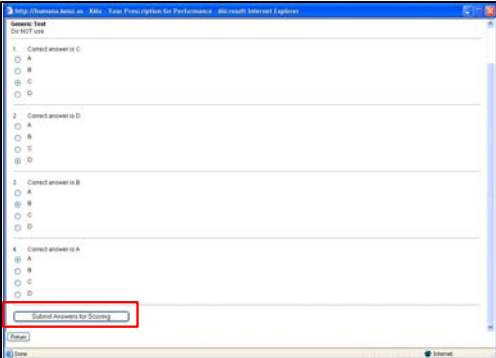
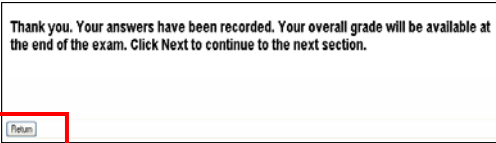
Print this document as reference.

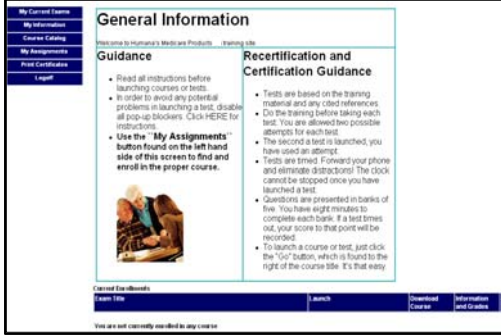
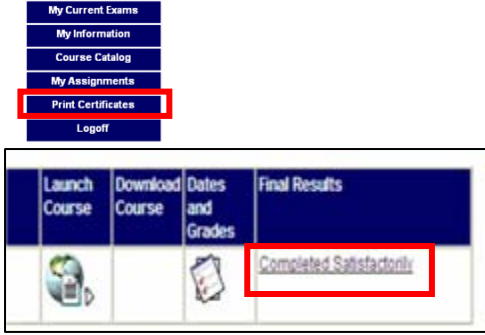

For assistance call your dedicated Humana Medicare Agent Support. If you do not know the number, call 800-320-2631 for direction to the appropriate number.

Step	Action	What You Will See
1	<p><i>Internet Explorer</i> is recommended: Log in to www.humana.com</p> <p>Enter your User ID and Password (this is <u>not</u> your P-Synch password) and click the Log In button.</p>	
2	<p>After you log in to the Agent Portal, you will see this page:</p> <p>Find and click:</p> <ul style="list-style-type: none"> Education 	
3	<p>You will now be on the Education page.</p> <p>Scroll down to the Complete Medicare Compliance Training section and click the link:</p> <ul style="list-style-type: none"> Access Certification/ Recertification and Training <p>As shown on the right.....</p>	

Step	Action	What You Will See																																								
4	<p>This brings you into your My Current Exams / Home page.</p> <p>Read the General Information on this page <i>thoroughly and completely</i>. There is an <u>Instructions</u> link included on this page for more detailed information.</p> <p>After reading the General Information, continue on with the course instructions below.</p>																																									
5	<p>To access the required courses, click the My Assignments button.</p>																																									
6	<p>The My Assignment page appears.</p> <p>Locate the appropriate Recertification course and click the Enroll link.</p>	 <table border="1" data-bbox="821 1174 1302 1530"> <thead> <tr> <th>My Current Exams</th> <th>Description: SIFD</th> <th>Current Status</th> <th>Enroll</th> </tr> </thead> <tbody> <tr> <td>Supervisor Access</td> <td>By Assignments: SIFD - 50.00%</td> <td></td> <td></td> </tr> <tr> <td>Course Catalog</td> <td>SIFD and Recertification</td> <td></td> <td></td> </tr> <tr> <td>My Assignments</td> <td>Assignment Title: Humana SIFD-Recertification</td> <td></td> <td>Enroll</td> </tr> <tr> <td>Print Certificates</td> <td>Online Course: Independent Agent - Part 1: A&P</td> <td>Not Completed</td> <td></td> </tr> <tr> <td>Logout</td> <td>Online Course: Independent Agent - Part 2: Ethics</td> <td>Not Enrolled</td> <td></td> </tr> <tr> <td></td> <td>Online Course: Independent Agent - Part 1: A&P</td> <td>Not Enrolled</td> <td></td> </tr> <tr> <td></td> <td>Online Course: Independent Agent - Part 2: Ethics</td> <td>Not Enrolled</td> <td></td> </tr> <tr> <td></td> <td>Online Course: Independent Agent - Part 3: Humana Processes and Products</td> <td>Not Enrolled</td> <td></td> </tr> <tr> <td></td> <td>Online Course: Independent Agent - Part 3: Humana Processes and Products</td> <td>Not Enrolled</td> <td></td> </tr> </tbody> </table>	My Current Exams	Description: SIFD	Current Status	Enroll	Supervisor Access	By Assignments: SIFD - 50.00%			Course Catalog	SIFD and Recertification			My Assignments	Assignment Title: Humana SIFD-Recertification		Enroll	Print Certificates	Online Course: Independent Agent - Part 1: A&P	Not Completed		Logout	Online Course: Independent Agent - Part 2: Ethics	Not Enrolled			Online Course: Independent Agent - Part 1: A&P	Not Enrolled			Online Course: Independent Agent - Part 2: Ethics	Not Enrolled			Online Course: Independent Agent - Part 3: Humana Processes and Products	Not Enrolled			Online Course: Independent Agent - Part 3: Humana Processes and Products	Not Enrolled	
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7	<p>A message will appear to let you know that the enrollment was complete.</p> <p>Click the Enrollment Complete link to return to the home page.</p>																																																	
8	<p>The My Current Exams / Home page appears again.</p>																																																	
9	<p>You will now find the course loaded on your My Current Exams / home page as one of your Current Enrollments.</p> <p>(You may need to scroll down to locate it)</p> <ul style="list-style-type: none"> Click GO to launch and open the desired course outline. 																																																	
10	<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>	 <table border="1" data-bbox="851 1449 1302 1661"> <thead> <tr> <th>Level</th> <th>Title</th> <th>Score</th> <th>Weight</th> </tr> </thead> <tbody> <tr> <td></td> <td>Strategic Alliance Introduction</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Ethics Intro Unit</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Ethics Reference</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Ethics Solicitation</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Ethics Gifts</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Ethics Sales Tactics</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Ethics Enroll Sensitive Topics</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Ethics Compliance and CMS</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Code of Ethics Acceptance</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Accept/Denial Ethics Provisions</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Testing Notice - 20 mins</td> <td></td> <td></td> </tr> </tbody> </table>	Level	Title	Score	Weight		Strategic Alliance Introduction				Ethics Intro Unit				Ethics Reference				Ethics Solicitation				Ethics Gifts				Ethics Sales Tactics				Ethics Enroll Sensitive Topics				Ethics Compliance and CMS				Code of Ethics Acceptance				Accept/Denial Ethics Provisions				Testing Notice - 20 mins		
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11	<p><u>When an opened module completes:</u></p> <p>Click the RETURN button to bring you back to the course outline and choose the next module link to continue on in the course.</p>	
12	<p><u>About the test:</u></p> <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>DO NOT BACK OUT of a TEST once you have started it.</p> <p>After you scroll through and answer ALL the questions, you <i>must</i> click the Submit Answers for Scoring button at the end of the questions.</p> <p>NOTE: Before beginning any test, it is important for you to review all training and reference materials before taking each test!</p>	
13	<p>It will record your answers. Click Return to go back to the course outline to see if you passed. You have THREE tries to pass the tests. If necessary, re-click on the test link to test again.</p>	

Step	Action	What You Will See
14	<p>After completing and successfully passing all modules, the completed course is removed from your My Current Exams and shows completed in My Assignments.</p> <p>You will find your completed course information under Print Certificates.</p>	
15	<p>To print your certificate for your records. Return to My Current Exams/ home page:</p> <ul style="list-style-type: none"> Click the Print Certificates button found in the left navigation list <p>In the resulting screen – click the Completed Satisfactorily hyperlink found on the right hand side of the page next to the course title.</p>	
16	<p>The certificate is for your records. Completion of your on-line courses will be electronically communicated to Humana:</p> <ul style="list-style-type: none"> Click the Print Page button found at the bottom of the screen. Click DONE when complete 	

Step	Action	What You Will See
17	<p>You may review and update your student information. From My Current Exams / Home page</p> <ul style="list-style-type: none"> • Click My Information • Update/Verify Email, Name and Address information • Click Done 	