

HUMANA 2023 CERTIFICATION

Humana's PY23 Partner Certification & All-Channel Recertification are Now Open.

As of Tuesday, June 28th at 12:00 PM Eastern time, Partner Certification and All-Channel Recertification are open.

The 2023 Humana 'First Look' website will be released mid-late July - we are excited for the 2023 AEP season, and can't wait to give you a peek at our 2023 plans/benefits next month!

DEADLINES:

- Recertification for Career Field and DMS agents: September 30, 2022
- Recertification for active Partner agents: November 30, 2022
- Initial Certification for new Partner agents: PY23 certification will remain open until summer 2023

GENERAL DETAILS:

Whether an agent is certifying with Humana for the first time or recertifying for the tenth time, they will need to complete both the Humana-specific training and the training on CMS-required topics like Medicare basics and general compliance. Most Humana-employed agents, as well as Humana-exclusive partner agents, will complete Humana's CMS Required Training modules. Most partner agents can choose between AHIP and NAHU training for their CMS-required training.

Partner agents who complete PY23 Initial Certification are also certified for the remainder of Plan Year 2022. These agents may market and sell plans with a 2022 effective date until 12/1/2022.

Spanish-language certification and recertification will launch later this summer. Look for additional communications on the Spanish-language courses.

Supervisor Report: Leaders with direct reports can view the status of their direct reports' Humana-specific training, including Recertification. Leaders can even enroll their direct reports in select courses themselves. [Job Aid: How to Use the Supervisor Menu →](#)

PLAN YEAR 2023 IMPROVEMENTS:

1. Improved “Agent Resources” document. The “Agent Resources” document, which includes helpful links and training documents, has been improved this year! Agents can download the document while certifying or recertifying, and the document is also emailed to every agent once they’ve completed cert or recert.
2. Consolidated Partner certification. Partner Field agents and Partner Call Center agents will see a consolidated course with all required Compliance information. All Partner agents will be certified to sell both as a Partner Field and Partner Call Center agent. This means Partner agents will not have to re-complete initial certification when switching from a call center partner to a field partner or vice versa.

Streamlined Humana CMSRT. Career agents who take the Humana CMS-Required Training will be happy to see that it has been redesigned and shortened.

CERTIFICATION & RECERTIFICATION RESOURCES:

Click [job aids](#) to help leaders and agents navigate Certification and Recertification. Once you open the page, the links for these training job aids are available to both Internal and Partner agents.