



MGA NOTIFICATION

# Your Partner For Success

SEPTEMBER 6, 2007

HUMANA.  
MarketPOINT

- Protect Our Members
- Notify Your Agents
- Be Informed

DELEGATED  
AGENT  
SUPPORT:

800-309-3163

Option 1 = Contracting  
Option 2 = Plan Questions  
Option 3 = How to Enroll  
Option 4 = Member Questions  
Option 5 = Letters  
Option 6 = Supplies  
Option 7 = Commissions

## \*\*\*October 15, 2007 is Your Recertification Deadline\*\*\*

Are you ready for an active 2008 Medicare enrollment season? Let's go! As an agent certified to sell Humana's Medicare Advantage (MAPD) plans and/or Prescription Drug plans (PDP), we wanted to let you know you are due for recertification.

Humana's on-line recertification training modules and testing site opened on September 4, 2007, and is available until October 15, 2007. MAPD and PDP versions of these materials are available in English and Spanish. Instructions are included in the job aid attached to this communication.

### Recertification Eligibility

As a reminder, annual training modules and tests administered for recertification are a requirement for all agents selling Medicare Advantage and/or Prescription Drug Plan(s). Agents only have two attempts to pass the exam.

A passing score is 80% or better.

Agents must hold a current certification for the specific product line they wish to test for during this recertification. Agents not certified will not have access to the on-line training modules or tests. **Regarding PFFS**, agents may recertify for this product, but PFFS sales cannot resume until we have officially been approved to sell by CMS and you have received notification that sales can resume.

Agents certified for PDP ONLY have the option of taking the on-line MAPD Self Study (pre-work) and attending a 1-Day MAPD Certification class instead of taking the PDP recertification.

**NOTE:** Complete your recertification as early as possible as we expect heavy Web traffic in October. Failure to meet the deadline may make you ineligible to sell Humana Medicare products for 2008.

If you have questions, please contact **Agent Support at (800) 309-3163**. We look forward to another exciting year and thank you for your continuing partnership!



## RECENT COMPLIANCE ALERTS

- September 5, 2007– Compensation Disclosure
- September 5, 2007 – PFFS and Revised Sales Presentation
- August 10, 2007 – New Agent Oversight Policies and Procedures.

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