



### AGENT NOTIFICATION

- Be Informed
- Educate Your Clients
- Protect Our Members

### SELLING WITH INTEGRITY

If you have ethical questions or concerns please contact one of the following.

- The Humana Ethics Office at [ethics@humana.com](mailto:ethics@humana.com)
- The Ethics Hotline at 1-877-5-THE-KEY or [www.ethicshelpline.com](http://www.ethicshelpline.com)

**REMEMBER... YOU ARE THE KEY TO INTEGRITY**

## Start Planning for 2014 AEP

As we all begin thinking about the upcoming 2014 selling season, we wanted to share some key points and dates for the purpose of planning your strategies around offering Humana Medicare plans.

### **2014 AHIP Training**

AHIP has announced its 2014 Medicare training and test will be available on June 24, 2013. AHIP has sent emails to all agents who completed the 2013 AHIP course advising them of the launch date.

### **Humana Certification & Recertification**

Humana's 2014 Medicare certification and recertification training and tests will be available on July 15, 2013. Delegated agents that are currently certified to sell 2013 plans will need to recertify to sell 2014 plans. If you were previously certified to sell plans, and then let the certification lapse you will need to attend a face-to-face certification training to be certified again. If you attend a face-to-face certification class after July 15, 2013, you must complete the 2014 MAPD on-line pre-work courses before attending class. The 2014 MAPD pre-work includes the 2014 AHIP training and testing. Once you have completed the Humana 2014 Medicare Advantage/ PDP certification class you will also be certified to sell any Humana 2013 Medicare Advantage/ PDP plan.

### **Key Dates to Remember:**

- June 24, 2013 – AHIP 2014 Medicare Training/Test become available
- June 30, 2013 – Humana 2013 Initial Certification pre-work will be disabled and no longer accept enrollments
- July 15, 2013 – Humana 2014 Medicare Recertification and Initial Certification become available

If you have any questions please, contact Agent Support.

AGENT SUPPORT

(800) 309-3163

[agentsupport@humana.com](mailto:agentsupport@humana.com)

Monday-Friday 8:00 – 9:00 EST