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HOW TO SUCCESSFULLY NAVIGATE THE AHIP CERTIFICATION PROCESS

This guide is designed to help you complete AHIP smoothly and confidently so you can focus on what you do best—serving clients.

Table of Contents

- 01.0 INTRODUCTION**
- 02.0 COST AND ACCESS**
- 03.0 STARTING THE MODULES**
- 04.0 ADDITIONAL REQUIRED MODULES**
- 05.0 TIPS FOR SUCCESS & EXAM STRATEGIES**
- 06.0 FREQUENTLY ASKED QUESTIONS (FAQ)**

01.0 INTRODUCTION

If you're planning to sell Medicare Advantage or Part D products, completing the AHIP certification is a crucial first step. Most carriers require it as part of their annual certification process. While some may offer alternative platforms, AHIP remains the only universally accepted option across all major carriers. Completing it early ensures you're eligible to begin carrier-specific certifications and start selling as soon as the new plan year begins.

02.0 COST AND ACCESS

02.1 If you're planning to sell Medicare Advantage or Part D products, completing the AHIP certification is a crucial first step. Most carriers require it as part of their annual certification process. While some may offer alternative platforms, AHIP remains the only universally accepted option across all major carriers. Completing it early ensures you're eligible to begin carrier-specific certifications and start selling as soon as the new plan year begins.

02.2 In addition to the discount, some carriers may offer reimbursement if you meet their production goals, or they may cover your AHIP fee for the following year as part of their agent support programs.

02.3 To access AHIP correctly and receive the discount:

1. Log in to your carrier's agent portal or use their custom AHIP link.
2. Navigate to the Training or University section.
3. Click on the Certification tab, then select the AHIP option.
4. This will redirect you to the AHIP site with your discount applied.
5. Register or log in (using your NPN as your username is common).
6. Submit payment and begin the training modules.

02.4 Important: Always access AHIP through the carrier's portal or use their provided link. This ensures both the automatic discount is applied and that your results are transmitted correctly. If you complete AHIP independently, the carrier may not receive your certification—potentially requiring you to retake it or contact support to resolve the issue.

03.0 STARTING THE MODULES

03.1 Core Modules:

- Medicare Program Basics
- Part C & Other Medicare Health Plans
- Medicare Part D Prescription Drug Coverage
- Communications & Marketing Rules for Medicare Advantage & Part D
- Enrollment Guidance for Medicare Advantage & Part D Plans

03.2 What to Expect:

- Each module includes detailed content, knowledge checks, and a short quiz to reinforce your understanding.
- You can move at your own pace. There's no time limit for individual modules.
- It's highly recommended to download or save each module for reference later—this will help when preparing for the final exam.

03.3 The Master Exam:

- After completing all five modules, you'll take the Master Exam, which tests your knowledge across all sections.
- You'll have 2 hours to complete the exam, and a countdown timer will be visible on-screen.
- You'll need a score of 90% or higher to pass.
- You are allowed three attempts to pass. Failing all three means you'll need to repurchase the course to try again.
- After the Master Exam, you'll move on to a few brief but mandatory compliance modules.

Tip: Study each module thoroughly before moving on. Many exam questions will reference specific language or concepts from the training.

04.0 ADDITIONAL REQUIRED MODULES

After completing the core AHIP training and passing the Master Exam, you'll need to complete three additional compliance modules:

- Medicare Fraud, Waste, and Abuse (FWA)
- Medicare General Compliance Training
- Nondiscrimination Training

Each module includes a short quiz or test that must be passed to receive credit.

Once all sections are complete, be sure to print your 2026 AHIP certificate for your records. This certificate serves as proof that you have completed the FWA and General Compliance training, which are required annually for all agents.

Note: *HIPAA and Code of Conduct training are not part of AHIP but may be required by individual carriers during their specific certifications.*

05.0 TIPS FOR SUCCESS & EXAM STRATEGIES

05.1 Tips for success:

- Study each module carefully and consider downloading them for future reference.
- When taking the Master Exam, go through all questions first, answering what you can. Mark the ones you want to revisit.

- Do not look up answers as you can eat up your time quickly.
- You may print the exam to review later. However, if you need to retake it, many questions will be different.
- After submitting the exam, you'll see the questions and correct answers—but it will not tell you which ones you got wrong.

05.2 Exam Strategies:

Here are a few key strategies to help you approach AHIP exam questions with more confidence:

- Pay attention to how each question is worded. Words like “not” or “except” can completely change the correct answer.
- If a question says, “choose all that apply,” it means there is more than one correct answer.
- Be cautious with True/False questions—they can be tricky and easily misread.
- Don't get stuck on a single question. Mark it and come back once you've gone through the rest.
- Trust your first instinct. Overthinking can often lead you away from the right answer.

06.0 FREQUENTLY ASKED QUESTIONS (FAQ)

Q: What is AHIP and why is it required?

A: AHIP (America's Health Insurance Plans) certification is required by most carriers to sell Medicare Advantage and Part D plans. It ensures agents understand Medicare rules, marketing guidelines, and compliance requirements.

Q: Do I have to pay for AHIP every year?

A: Yes, AHIP certification is required annually.

Q: Can I access AHIP directly through the AHIP website?

A: You *can*, but we strongly recommend accessing it through a carrier portal to receive the \$50.00 discounted rate.

Q: What happens if I fail the AHIP exam three times?

A: You'll need to repurchase the course at full price to try again. This is why preparation and reviewing each module thoroughly is so important.

Q: How do I know which carriers require AHIP?

A: Nearly all major Medicare Advantage and Part D carriers accept AHIP but check each carrier's certification instructions to confirm. The other option is NABIP (National Association of Benefits and Insurance Professionals).

Q: Can I retake the AHIP modules after I complete them?

A: Yes. Once you've completed a module, you can go back and review the content at any time. Modules can also be downloaded to your computer. It's helpful for studying before the Master Exam.

Q: Do I need to complete AHIP before doing carrier certifications?

A: Yes. Most carriers require proof of AHIP certification before allowing you to begin their specific certification process.

Q: What should I do if I'm not sure which carrier portal to use for the discount?

A: Contact your Regional Sales Director or reach out to our Medicare Team. We'll help ensure you're using the right link to receive the discount and transmit your results correctly