AHIP Online Medicare Training Course
User Guide

This guide will help you to navigate the online system. You may print this document and use it to assist you in the process.

Step 1: Register
First Time Visitors to the training site should click the “Create a New Account” button.

Step 1: Register
Complete all of the required sections highlighted with an asterisk (*). The information you provide will be kept confidential.
Step 1: Register

Confidential Information should appear from Step 1. Type your first name in the First name Field and select Find my NPN.

You will see your NPN# displayed in the NPN field. Select Continue to go to the next page.
Step 1: Register

You will see the error message below, if the Confidential and First Name Information is entered incorrectly or you do not have an NPN#.
Step 1: Register

Complete all of the required sections highlighted with an asterisk (*). If you do not remember your NPN, click the link to look up your NPN on the NIPR website.

Step 1: Register

Review all of the information provided then click the “Register” button.
Step 1: Register

Your account has been created. Please note your username for future login in sessions.

Click the “Continue” button to enroll in the training.

Step 2: Payment

Click, “AHIP Medicare Training,” link to pay and enroll in the training.
Step 2: Payment

Complete all of the required sections highlighted with an asterisk (*).

Review all of the information provided, and then click the “Place Order” button.

After you submit your credit card information, a screen will appear showing that your order has been paid.

Click on the “here to print” link to bring up a printable version of your order shown below.

A digital copy of your receipt will also be sent to the email address provided within your profile.
Useful Tip

To update your personal details, click on the “Profile” link.

Step 3: Begin the course

To access the course material, please click on one of the links for the various Parts.

As you move through the training, the status of each part will be reflected in the box to the left of the Part.

Click on the “Course symbol key” link for more information.
Step 3: Begin the course

To navigate through the training, click on the "Next" and "Previous" arrows.

To download the slides, click the "Download Slides" link.

Please note you must view 100% of the training material (inclusive of attempting all quizzes) in a part in order to receive completion status.

Step 4: Final Exam

If you would like CE credits, click on the "Yes, I want to apply for CE credits" button.

Otherwise, click the "No, take me to the final exam" button to proceed and skip to Step 4b of these instructions.

Step 4a: Final Exam

Once you have green checkmarks next to all required parts, you will be able to take the Final Exam.

To access the exam, click on the "Final Exam" link.
If you clicked on the “Yes, I want to apply for CE credits” button, select the box next to the state(s) for which you would like to receive credit. Then click the “Next Step” button.

Enter your License number and License expiration date. Then click the “Next Step” button.

After reading the Attestation Statement, click the box next to “I agree”. Then click the “Next Step” button.
Step 4f: Final Exam

Please download and print any required documents. Once you have done so, you will be able to click on the “Next Step” button.

If your state requires a monitoring affidavit, please note your **date of completion** will be the date that The National Underwriter Company CE staff receives your monitor affidavit. If you take the exam without a monitor present, you will not receive CE credits and will have to retake the exam with a monitor present.

Step 4g: Final Exam

When you have agreed to all necessary attestation statements, click the “Next Step” button.

Step 4h: Final Exam

Click the 2017 Final Exam link. Then click the “Yes” button to continue to the Final Exam.
Step 4: Final Exam

The final exam consists of fifty (50) randomly selected questions that cover all five portions of the training.

Each attempt has a two-hour time limit which a user must be prepared to sit for in a single continuous period.

Click the “Attempt quiz now” button when you are ready to take the final exam.

Step 4j: Final Exam

When you have reviewed your answer choices, click the “Submit all and finish” button at the bottom of the final exam screen.

Then click the “OK” button on the confirmation pop-up window to submit your exam.

Please note that the final exam will be submitted automatically after 2 hours if you do not close the final exam window.
Step 5: Purchase CE (Optional)

If you expressed interest in CE credits, you will see the Purchase credits box on your homepage. Click the “Finalize purchase” button.

Step 5a: Purchase CE (Optional)

Review the credits you have selected to purchase and click the “Pay for Credits” button.

Step 5b: Purchase CE (Optional)

Complete all of the required sections highlighted with an asterisk (*). After carefully reviewing all fields, click the “Place Order” button.
Step 6: Medicare Fraud, Waste & Abuse

Once you have achieved a passing score on the Final exam, a green checkmark will appear on the homepage.

This will unlock the next section focused on Fraud, Waste & Abuse.

Click the link for Medicare Fraud, Waste, & Abuse to begin the next section.
Step 7: Fraud, Waste, & Abuse Final Exam

You will be asked if you need to take the training or not. If you do need the training click on the appropriate link. If you don’t need the training, click on the proceed to Attestation link.

To begin the Fraud, Waste, and Abuse Training, click on the Start 1st attempt link. There is a test at the end of the training. You have unlimited attempts to achieve a 70% passing score.
Step 7: Medicare Parts C and D Compliance Training

Begin the Medicare Parts C and D Compliance training after you have completed the FWA training. The link to the Compliance Training will be unlocked. Click on the link to begin.

You will be asked if you need to take the Compliance Training or not. Please select the appropriate link.

To start the Compliance Training, click on the Medicare Part C & D Compliance Training link.

Click on the Start first attempt button. This will take you into the training.
Step 8: Completion

Click, "AHIP Medicare Certification," to access your certificate of completion for AHIP's Medicare Training.

Step 8: Completion

Choose to save or print your certificate.
Step 9: Transmission

The AHIP Medicare Training Certification is capable of being shared amongst numerous health plans. Please be sure to contact your intended health plan to determine the most appropriate method for transmitting your results.

Should electronic transmission to your intended health plan be available, transmission options will be presented. Re-submission of your results, or review of a plan’s submission directions, can also be performed at the bottom of your training (if applicable).