



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.

English You are not logged in. (Log In)

Medicare + Fraud, Waste, and Abuse (MFWA) Online Course

Training for plan year 2022 begins June 21, 2021

User Login

Username (NPN or Email)

Password

Login

Forgot your username?
Forgot your password?

Registration

First time visitor?

Create a New Account

Step 1: Register

First Time Visitors to the training site should click the "Create a New Account" button.

Ready to start your MFWA training? Be more than ready for plan year 2022. Choose the path and organization that help you better-serve your members and clients. AHIP's one-stop CMS requirements and provides what you need to help your clients make the right decisions about their health insurance needs.

Why You Should Choose AHIP for Your MFWA Training

Join more than 100,000 agents and brokers who make AHIP their MFWA training partner each year for these reasons and so many more:

- CMS-compliant training, updated annually for accuracy and relevance.
- Transparent course fees. No hidden costs. No surprises later.
- Need CE credits? They're available in every state, the District of Columbia, and Puerto Rico.
- Maximum efficiency. Single portal makes it easy to send your training scores to multiple health insurance providers.
- The health insurance industry's most widely recognized MFWA training.
- Unsurpassed value. Engaging content that does more than meet CMS requirements. It helps you grow your business.
- Training that reflects AHIP's 50+ year commitment to insurance education.

English You are not logged in. (Log In)

Medicare + Fraud, Waste, and Abuse

Step 1 of 3: Create Account

Confidential Information

Please fill out the following required fields:

Last name *****
Enter last name on the account

DOB *****
Enter date of birth (mm/dd/yyyy)

Last 4 Digits of SSN *****
Enter last 4 digits of social security number

Submit

There are required fields in this form marked *****.

Step 1: Register

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



Quick Links

- User Guide
- AHIP Insurance Education
- AHIP Conferences
- AHIP Home

Contact Us

For Technical Support:

National Producer Number

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN



Click here to look up NPN on NIPR website.

Confirm NPN



Verify NPN

Step 1: Register

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



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NPN



Click here to look up NPN on NIPR website.

Confirm NPN



Verify NPN

Step 1: Register

You will see red, exclamation points, if the Confidential Information is, entered incorrectly or you do not have an NPN#

Step 2 of 3: Create Account

▼ Confidential Information

Provide some information to uniquely identify yourself for the AHIP Medicare Training System

Last name	<input type="text" value="Tester"/>
DOB	<input type="text" value="02/22/1947"/>
Last 4 Digits of SSN	<input type="text" value="0000"/>

▼ Personal Information

Prefix	<input type="text"/>
First name	<input type="text"/> *
Middle name	<input type="text"/>
Last name	<input type="text" value="Tester"/> *
Suffix	<input type="text"/>
Designation	<input type="text"/>
Additional information	
Company name	<input type="text"/>
Job title	<input type="text"/>
Phone number	<input type="text"/>

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.

▼ National Producer Number

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN	<input type="text"/> *
	Click here to look up NPN on NIPR website.
Confirm NPN	<input type="text"/> *

▼ Password

Provide a password to access the system. The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), compliance with a custom set of security controls

Password	<input type="password"/> *
Confirm password	<input type="password"/> *

▼ Email address

Please provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number.

Email address	<input type="text"/> *
Confirm email address	<input type="text"/> *

Step 1: Register

Review all of the information provided then click the "Register" button.

▼ Mailing Address

Provide the mailing address you can be reached at.

Address 1	<input type="text"/> *
Address 2	<input type="text"/>
City	<input type="text"/> *
State / Territory	<input type="text"/> *
Zip code	<input type="text"/> *
Country	<input type="text" value="United States"/>

▼ End User License Agreement

- I agree to the Privacy Statement
- I agree to the Legal Terms of Service

<input type="button" value="Register"/>	<input type="button" value="Cancel"/>
-----------------------------------------	---------------------------------------

There are required fields in this form marked *

- Quick Links**
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 - HIP Conferences
 - HIP Home
- Contact Us**

Step 3 of 3: Create Account

Your account has been created.
Please note your username below. You will need this information for future logins to the site.

Username: 00000

[Continue to Home](#)

Step 1: Register

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

Click the "Continue to Home" button to enroll in the training.

You are currently active in the XYZ Health site license. To proceed, click the Continue button; if not, click the Logout button to exit.

[Continue](#) [Logout](#)

Step 2: Logging in

Click continue to proceed

- Quick Links**
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 - HIP Home
- Contact Us**
- For Technical Support:
Phone: 866.234.6909
Email: Support@AHIPInsuranceEducation.org

Step 2: Optional

If you have a promo code, enter it in the field

at your own pace by viewing learning modules made up of content slides interspersed with review questions.
Review, which is designed to reinforce learning and prepare you for the Final Exam.

Instructions

Step 2: Payment

Click Checkout, to pay and enroll in the training.

capable of being shared amongst numerous health plans. Please be sure to determine the most appropriate method for transmitting your results.
Additional requirements or limitations in place, as such we strongly recommend talking with your training.

Shopping Cart

2023 AHIP Medicare Training (Initial)
Price: \$175.00

Subtotal	\$175.00
Promo Code	\$0.00
Grand Total	\$175.00

[Apply](#)

[Checkout](#)

CE Credit

You must complete and pass the Final Exam in order to purchase credits.

CE CREDITS DISCLAIMER

For all students who are interested in receiving CE credits, in order to be eligible for CE credits, prior to taking the final exam you must click on the button that says "Yes, take the exam with CE". In addition to selecting this button, you must also pay for your CE credits after successfully

No records found

Step 2: Language

To switch language, select from the drop down menu in the upper right hand corner

English

- English (United States) (en_us)
- Español - Internacional (es)

BILLING INFORMATION

Product Name	Price	Qty	Subtotal
2020 Marketing Medicare Advantage and Part D Prescription Drug Plans: Understanding Medicare Basics, Plan Types, and Marketing and Enrollment Requirements	\$175.00	1	\$175.00
			Subtotal \$175.00
			Grand Total \$175.00

Discount Code

Enter your discount code if you have one

Apply Code

Billing Information

Copy profile information

First Name *

Last Name *

Company

Street Address *

City *

State/Province *

Zip/Postal Code *

Country *

Phone Number *

Refund Policy

All refund requests must be submitted in writing to assessordt@ahjhsurroundeducation.org within 90 calendar days of purchase.

Course registrations are no longer eligible for a refund once any of the course materials have been accessed. Refunds will be issued in the same form of payment used at the time of purchase. Please allow 7 - 14 business days for processing. We reserve the right to deny any refund request. By selecting the Place Order button, you agree to this refund policy.

Important Notice:

After selecting the Place Order button, please do not refresh your page or press the back button as this may result in multiple orders being placed. Thank you!

Step 2: Payment

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

Review all of the information provided, and then click the "Continue" button to proceed.

Continue

Payment Information

CREDIT CARD

Please do not refresh this page until you complete payment.

Pay with credit or debit card

Card number



Expiration date /

CVV
Security Code

Pay Now

Step 2: Payment

Enter in your credit card details and click on the "Pay Now" tab to complete your purchase

Order #00000932

Receipt

Order Processing Complete

Your order has been processed successfully. Click on the [Go to my courses](#) button below to access your training.

Items Ordered

Product Name	Price	Qty	Subtotal
2021 AHIP Medicare Training (Initial)	\$175.00	Ordered: 1	\$175.00
			Subtotal \$175.00
			Promo Code \$0.00
			Grand Total \$175.00

[Go to my courses](#)

Step 2: Payment

After you submit your credit card information or promo code, a screen will appear showing that your order has been placed

Order #00000936

Receipt

Order Processing Complete

Your order has been processed successfully. Click on the [Go to my courses](#) button below to access your training.

Items Ordered

Product Name	Price	Qty	Subtotal
2021 AHIP Medicare Training (Initial)	\$175.00	Ordered: 1	\$0.00
			Subtotal \$175.00
			Promo Code -\$175.00
			Grand Total \$0.00

[Go to my course](#)



Medicare +
Fraud, Waste, and Abuse

English

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This online format allows you to study at your own pace by viewing learning modules made up of content slides interspersed with review questions.

Each module culminates with a practice review, which is designed to reinforce learning and prepare you for the Final Exam.

Instructions

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.

Certain health plans may also have additional requirements or limitations in place, as such we strongly recommend talking to your health plans prior to proceeding with your training.

My Certifications

2021 AHIP Medicare Training (Initial) 0%

AHIP's training certificate is verification of course completion only and is not valid for insurance. It is for your records and should not be submitted to any state DOI. If you wish to obtain CE credit, please send an email to support@ahipinsuranceeducation.org.

Useful Tip

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

Useful Tip

Quick Links

✓ [User Guide](#)-step by step instructions on training

CE Credit

You must complete and pass the Final Exam in order to purchase credits.

Credit Name	Credit Hours	Monitoring Affidavit
No		
Credits		

Become a long-term care expert in just one online course
Long-Term Care Professional (LTCP)- Combined Course
Enroll today

Master the ins-and-outs of disability insurance
Disability, Part I (Primer)

This online format allows you to study at your own pace by viewing learning modules made up of content slides interspersed with review questions.

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My Certifications

2023 AHIP Medicare Training (Initial)

0%

Step 3: Begin the course

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

Quick Links

- User Guide
- AHIP Insurance Education
- AHIP Conferences
- AHIP Home

Contact Us

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Next >

You Will Learn

Module 1: Overview

You will learn about the following in this module:

- Be able to explain that Medicare is a Federal health insurance program for individuals who are aged and disabled
- Gain an understanding of the different ways that beneficiaries can choose to receive their Medicare coverage including Original Medicare and Medicare Advantage
- List the various parts of Medicare and the benefits provided under them
- Explain Original Medicare and the benefits provided under Medicare Part A (hospital insurance) and Part B (outpatient services)
- Understand who is eligible for Original Medicare
- Be able to explain who qualifies for Part A coverage without having to pay a premium as well as the premiums entailed for Part B coverage
- Understand the penalties for late enrollment in Medicare Part B
- Gain knowledge about Medicare Parts A and B benefits and cost-sharing
- Have a basic understanding of Medicare Part D prescription drug coverage and how it can be coupled with Original Medicare (Part A and Part B)
- Review Original Medicare beneficiary protections
- Gain an understanding of Medicare Supplement Insurance (Medigap) and its role in filling in the gaps in Original Medicare
- Be able to explain the various Medigap plans available to Original Medicare beneficiaries
- Learn about the changes in Medigap for those who became eligible after December 31, 2019, as well as the benefits still available for all enrollees
- Explore the role of Medicare for those still working beyond traditional retirement age

Last modified: Tuesday, June 7, 2022, 1:53 PM



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.

Learning Objectives

1 The different ways to get Medical

2 Eligibility and coverage under Part

3 Original Medicare premiums

4 Help for beneficiaries with limited

5 Combining Original Medicare and

< PREV NEXT >

Medicare Training

FWA

Certificate

☑ Module 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits

☐ Module 2 - Medicare Health Plans

☐ Module 3: Medicare Part D: Prescription Drug Coverage

☐ Module 4 - Marketing Medicare Advantage and Part D Plans

☐ Module 5 - Enrollment Guidance Medicare Advantage and Part D Plans

☐ 2023 - Final Exam

Medicare Training PWA Certificate

- Module 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits
- Module 2 - Medicare Health Plans
- Module 3: Medicare Part D: Prescription Drug Coverage
- Module 4 - Marketing Medicare Advantage and Part D Plans
- Module 5 - Enrollment Guidance Medicare Advantage and Part D Plans
- 2023 - Final Exam

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.

Course Symbol Key

- Available (Not Started)
- In Progress
- Complete (Passed)
- Complete (Failed)

This AHIP training program qualifies for CE credits in most states (additional fees apply). If you wish to apply for CE credit you must apply before taking the final exam.

Yes, I want to apply for CE credits.

No, take me to the final exam.

Step 4b: 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 4i](#) of these instructions.

Credit selection

Step 1 of 6: Choose your Resident State

States that require a monitoring affidavit are marked with a *

<input type="checkbox"/> Alabama * <input type="checkbox"/> Arizona * <input type="checkbox"/> Arkansas * <input type="checkbox"/> Colorado * <input type="checkbox"/> Connecticut * <input type="checkbox"/> Delaware <input type="checkbox"/> District of Columbia * <input type="checkbox"/> Florida <input type="checkbox"/> Georgia * <input type="checkbox"/> Idaho <input type="checkbox"/> Iowa * <input type="checkbox"/> Kansas *	<input type="checkbox"/> Louisiana <input type="checkbox"/> Maryland <input type="checkbox"/> Massachusetts * <input type="checkbox"/> Mississippi * <input type="checkbox"/> Missouri * <input type="checkbox"/> Nebraska * <input type="checkbox"/> Nevada * <input type="checkbox"/> New Hampshire <input type="checkbox"/> New Jersey * <input type="checkbox"/> North Carolina * <input type="checkbox"/> North Dakota <input type="checkbox"/> Ohio	<input type="checkbox"/> Oregon <input type="checkbox"/> Pennsylvania * <input type="checkbox"/> Rhode Island * <input type="checkbox"/> South Carolina * <input type="checkbox"/> South Dakota <input type="checkbox"/> Tennessee <input type="checkbox"/> Texas <input type="checkbox"/> Utah <input type="checkbox"/> Vermont * <input type="checkbox"/> Virginia * <input type="checkbox"/> West Virginia * <input type="checkbox"/> Wyoming *
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Cancel
Next step

Step 4c: Final Exam

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.

Step 4d: Final Exam

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

Credit selection

Step 2 of 6: Enter your license information

State	Credits	Cost	License number	License expiration (mm/dd)
Alabama	6	\$28.50	<input type="text"/>	07/09/2014

Previous step

Next step

Credit selection

Step 3 of 6: Attestation 1 of 1

Alabama

Attestation Statement

By downloading the following agreement(s) and proceeding to the exam, you affirm that you personally completed the course. Further, you without assistance from any outside source or individual, or the use of any study or reference materials and you understand that a violator credit.

Exam Monitoring Requirements: Monitored State - Exams must be taken in the presence of an interested third party. The state defines an or employment relationship to the student or in the same "income stream" as student and must be at least 16 years of age.

Prior to launching the exam the student must agree to the below attestation and print out the Monitoring Affidavit by selecting the "Monitor monitor must sign the affidavit and certify that the exam was taken by the named student without any outside help from any source. Only National Underwriter Company, ATTN: CE Department 5081 Olympic Blvd., Erlanger, KY 41018.

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.

Notice to the Monitor:

The monitor must confirm the identity of an unknown student with a photo ID.

I agree

Previous step

Next step

Step 4e: Final Exam

After reading the Attestation Statement, click the box next to "I agree". Then click the "Next Step" button.

Step 4f: Final Exam

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

Credit selection

Step 3 of 6: Complete

You have agreed to all of the attestations. Please proceed to the next step.

Previous step

Next step

Step 4g: 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 your monitor affidavit is received. 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.

Credit selection

Step 4 of 6: Required documents

You must download all required documents before proceeding.

Alabama - Monitoring affidavit

Previous step

Next step

Credit selection

Step 5 of 6: Final exam

You must complete the final exam before you can purchase the selected CE credit. Please note, those who have already completed the final exam, must retake it.

2023 - Final Exam

Previous step

Next step

Step 4h: Final Exam

Click the 2023 Final Exam link. Then click the "Yes" button to continue to the Final Exam.

Step 4i: 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 now" button when you are ready to take the final exam.

Final Exam

The Final Exam consists of fifty (50) randomly selected questions from all five (5) Parts of the training modules. You must achieve a ninety percent (90%) passing grade for successful completion.

You will have the opportunity to take the Final Exam three (3) times as part of your enrollment package. If you fail the Final Exam three (3) times, you will be required to re-enroll and purchase a new enrollment package. Upon re-enrollment, you will have to repeat the required training modules before gaining access to the Final Exam again. Please be aware that some companies do not accept exam completion for initial enrollment package. Please contact your carrier before re-purchasing. In addition, some companies may wish to know how many attempts were required to pass the exam. To view your attempt history, click on the "Attempts" link in the upper navigation.

Each Final Exam attempt/submission must be completed within one 2-hour sitting. The following scenarios represent attempts/submissions that count against the 3 included in your enrollment package:

- Beginning the Final Exam and allowing the timer to expire will result in an automatic submission
- Clicking the Submit button to submit your answers to the questions

Note:

- Simply closing the Final Exam window does not count as an attempt/submission. If you close the window, your answers will not be saved and you will need to restart the exam.
- If you navigate away from the exam in the same tab/window, the system will remove the attempt and you will have to start over. If your session is still active, close the exam window before starting a fresh attempt. (If you continue with the attempt, this will be marked as a valid exam attempt)
- You should not open multiple tabs/windows on the AHIP training site while taking the exam. Doing so will cause your attempt to remain active and automatically submit your exam after 30 minutes.
- For ADA testing accommodations, please email support@ahipinsuranceeducation.org.
- To protect the integrity of the AHIP Medicare Exam, all exam submissions are final and cannot be released and or redistributed.

If you are a re-certification user, it is strongly recommended that you review Parts 1-3 before taking the Final Exam as it covers all parts of the course - recommended and required.

If you have not yet opted for CE credits, you can click here to apply now.

Attempts allowed: 3

Grade to pass: 90.00 out of 100.00

Attempt now

Credit selection

Step 5 of 6: Final exam

You have completed the final exam and may now purchase CE credits.

2023 Final Exam

Previous step

Step 5: Purchase CE

If you applied for CE credits, you will see credit selection on the next page. Click the "Next Step" button.

Next step

Credit selection

Step 6 of 6: Finalize credit purchase

You have selected the following credits for purchase.

State	Credits	Cost
Wisconsin	6	\$30.00

Add or remove credits

Pay for credits

Step 5a: Purchase CE

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

Product Name	Price	Qty	Subtotal
2021 CE Credits	\$30.00	1	\$30.00

Subtotal \$30.00

Grand Total \$30.00

Billing Information

Copy profile information

First Name *

Last Name *

Company

Street Address *

City *

State/Province *

Zip/Postal Code *

Country *

Phone Number *


Please enter more or equal than 10 symbols.

Step 5b: Purchase CE

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






Payment Information

Credit Card (Payflow Link)


 Please do not refresh the page until you complete payment.

› Pay with credit or debit card

Card number

Expiration date /

CSC 
What is this ?

Step 5b: Purchase CE

After carefully reviewing all fields, click the "Pay Now" button.

Medicare Training

FWA

Certificate

Nondiscrimination Training

Medicare Fraud, Waste, & Abuse

General Compliance

Restricted Not available unless:

- The activity **Nondiscrimination Training** is complete and passed
- The activity **Medicare Fraud, Waste, & Abuse** is complete and passed

Step 6: Non-Discrimination Training

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 Nondiscrimination.

Click the link for Nondiscrimination to begin the next section.

You Will Learn

Nondiscrimination Training

After completing this module, you will be able to:

- Understand the purpose of Section 1557 of the Affordable Care Act in providing nondiscrimination protections for individuals seeking health care and health insurance coverage
- Identify the entities that must comply with the nondiscrimination protections of Section 1557 of the Affordable Care Act
- Explain the scope of an entity's operations that are subject to Section 1557
- Name the forms of discrimination and the actions prohibited by Section 1557
- Recognize prohibited actions by which covered entities may not engage in
- Understand what constitutes discrimination based on race, color, or national origin
- Explain the protections for immigrants afforded under Section 1557
- Summarize the steps that must be taken to serve individuals with limited English proficiency (LEP)
- Describe the scope of Section 1557 protections against sex discrimination
- Distinguish between prohibited age discrimination and permissible age distinctions
- Summarize the steps that must be taken to serve persons with disabilities
- Identify exceptions to the provisions under Section 1557
- Explain who is responsible for enforcing Section 1557, consequences of violations, and corrective actions

Last modified: Friday, June 18, 2021, 3:50 PM

Step 6b: Non-Discrimination Training

There is a test at the end of the training. For the Nondiscrimination Final Exam you will have unlimited attempts to achieve a 70% passing score.

Next >

Medicare Training

FWA

Certificate



Nondiscrimination Training



Medicare Fraud, Waste, & Abuse

General Compliance

Restricted

Not available unless: The activity **Medicare Fraud, Waste, & Abuse** is complete and passed

Welcome

Medicare Fraud, Waste, and Abuse Training

Developed by the
Centers for Medicare & Medicaid Services

Have you completed Combating Medicare Parts C & D Fraud, Waste, and Abuse Training through the CMS Medicare Learning Network (MLN)?

If you have NOT completed this portion of the training through the CMS Medicare Learning Network (MLN), please select NO below to complete the training through AHIP.

Requirements for this Module: Completion of Combating Medicare Parts C & D Fraud, Waste, and Abuse Training and Review Questions. Review questions are not counted towards the Combating Medicare Parts C & D Fraud, Waste, and Abuse Final Exam.

Yes No

Step 7: Fraud, Waste, & Abuse Final Exam

You will be asked if you need to complete the Combating Medicare Parts C & D Fraud, Waste and Abuse training for the current plan year. If you need to complete the training, click the appropriate response to open the training module. If you have already completed the Combating Medicare Parts C & D Fraud, Waste and Abuse training for the current plan year through CMS site, click the appropriate response and proceed to the Attestation Questionnaire.

To begin the Fraud, Waste, and Abuse Training, click on "Attempt now". There is a test at the end of the training. You have unlimited attempts to achieve a 70% passing score.

< Previous

Final Exam

This is your Final Exam. This assessment asks you 10 questions about Medicare Parts C and D Fraud, Waste, and Abuse (PWA). It should take about 10 minutes to complete. You will

Grading method: Highest grade

Attempt now

< Previous

Quick Links

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Contact Us

For Technical Support:

Phone: 866.234.6909

Email: Support@AHIPInsuranceEducation.org

CE CREDITS DISCLAIMER

For all students who are interested

Medicare Training

FWA

Certificate



[Nondiscrimination Training](#)



Medicare Fraud, Waste, & Abuse



General Compliance

Step 8: General Compliance Training

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

Medicare General Compliance Training

General Compliance Training

Developed by the
Centers for Medicare & Medicaid Services

Have you completed Medicare Parts C & D General Compliance Training through the CMS Medicare Learning Network (MLN)?

If you have NOT completed this portion of the training through the CMS Medicare Learning Network (MLN), please select NO below to 0

Requirements for this Module: Completion of Medicare Parts C & D General Compliance Training and Review 0

Review questions are not counted towards the Medicare Parts C & D General Compliance Final Exam

Yes No

Last Modified: Friday, February 6, 2020, 11:00 PM

You will be asked if you need to complete Medicare Parts C and D General Compliance training. If you need to complete the training click the appropriate response to open the training module. If you have already completed Medicare Parts C and D General Compliance training for the current plan year through CMS site, click the appropriate response and proceed to the Attestation Questionnaire.

< Previous

Final Exam

This is your Final Exam. This assessment asks you 10 questions about Medicare Parts C and D Fraud, Waste, and Abuse (FWA). It should take about 10 minutes to complete. You will need a passing score of **70%**.

Grading method: Highest grade

Attempt now

Step 8: General Compliance Training

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

Click on the Attempt now button. This will take you into the training.

< Previous

Medicare Training

FWA

Certificate

Congratulations! You have completed the "FWA" portion of this course.

You can now move on to the "Certificate" portion. You can navigate there by clicking the "Certificate" tab in the menu at the top of the page or by clicking the button below.

Continue to Certificate

Step 9: Completion

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

Adobe Acrobat | AHIP_Medicare_Certification

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AHIP Medicare +
Fraud, Waste, and Abuse

Rob Test

has successfully completed the course

2023 Medicare + Fraud, Waste and Abuse Training

Completion Date: June 9, 2022

ID Code: FKZVW3MDD00

Gregory F. Dean
Gregory F. Dean
Vice President, Insurance Education
America's Health Insurance Plans

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Step 9: Completion
Choose to save or print your certificate

AHIP Course Completion

- XYZ Health (Transmit)

Step 10: Transmission
Click, "Transmit," to the right of "XYZ Health" to transmit your certificate



CE Credits

How do I purchase CE Credits if I have not yet accessed the final exam?

- Log into your account on www.ahipmedicaretraining.com
- Click on the Final Exam whenever you are ready to begin and have completed the required course material.
- A message box will appear stating, "This AHIP training program qualifies for CE credits in most states (additional fees apply). If you wish to apply for CE credits, you must apply before taking the final exam".
- Click "Yes, I want to apply for CE credits" button.
- Follow the remaining steps to purchase the credits.

Once your CE credits have been processed, you will receive a follow-up email from our CE Department that will contain additional information regarding the status of your CE credits along with a copy of your certificate for those CE credits. Please allow 7-14 business days for this to be processed.

How do I purchase CE Credits if I have already accessed or completed the final exam?

- Log into your account on www.ahipmedicaretraining.com
- Towards the bottom of the page under "Credits" click on purchase additional credits.
- There, you will be able to purchase CE Credits by following all 6 steps.
- If your state requires a monitoring affidavit form, then you will have to complete the Final Exam again at unlimited attempts until you pass with a 90%.

Once your CE credits have been processed, you will receive a follow-up email from our CE Department that will contain additional information regarding the status of your CE credits along with a copy of your certificate for those CE credits. Please allow 7-14 business days for this to be processed.

I am being prompted to re-take the final exam for CE Credits. Why am I being required to do so if I have already successfully passed the final exam?

If you are purchasing credits for states that require a monitor affidavit, you must retake the exam in the presence of a monitor in order to purchase CE credits.

My CE Credits are not appearing on my state's transcripts, can you assist?

You will be able to get additional information about your transcript by contacting our CE Department.

- Email the CE Department at CEDepartment@ahip.org
- Include name, email, NPN, state, and date CE credit purchase
- Attach a copy of your monitor affidavit-If it is required by your state



How can I check on the status of my CE credits (has my affidavit been received, have my credits been processed, etc.)?

You will be able to get additional information regarding your CE submission and CE credit status by contacting our CE Department.

- Email the CE Department at: CEDepartment@ahip.org
- Include name, email, NPN, state, and date of CE credits purchase
- Attach a copy of your monitor affidavit-If it is required by your state

How many credits will I receive, and how will my credits be classified with my specified state?

The number of CE credits awarded will vary by state. Please visit <https://www.ahip.org/need-ce-credits/> for additional information on the number of CE credits awarded. Please contact our CE Department via email at CEDepartment@ahip.org for additional information.

Transcript

One of the training modules is not marking complete, can you assist?

Modules are marked complete when all slides have been viewed and the final review questions are answered. If you have viewed all slides and completed the final review questions and your training module is still not marking complete, please contact our Support Team at support@ahipinsuranceeducation.org or by calling 1-866-234-6909.

English is my second language; do you have a Spanish version of the training available?

AHIP Medicare Training is available in English and Spanish. You have the option to change the language of your training.

Multiple Accounts

I have two accounts on the Medicare Site. What do I do?

Please contact our Support Team at support@ahipinsuranceeducation.org or by calling 1-866-234-6909 with the following information:

- First and Last name
- Last four of your SSN
- Birthdate
- Address
- Email address
- Screenshot of your NPN provided to you by the NIPR site at <https://nipr.com/>

Score Transmissions

I am unable to transmit scores to my desired carrier, can you assist?



We recommend reaching out to your health plan directly for further instructions and confirm if your scores were received.

Does my Medicare Advantage carrier only accept AHIP's Marketing Medicare Advantage + Fraud, Waste and Abuse training?

The majority of AHIP member organizations and partners ONLY accept AHIP's Marketing Medicare Advantage + Fraud, Waste and Abuse training to meet their training requirements. AHIP strongly recommends agents and brokers contact their plan administrator to make sure they are meeting their training requirements.

Purchases and Refunds

I am trying to purchase my training, but I am receiving a payment error, can you assist?

After confirming that you have inputted the correct payment and billing information, please contact our Support Team at support@ahipinsuranceeducation.org or by calling 1-866-234-6909 with the following information:

- A screenshot of the error message that you are receiving

The AHIP Medicare Training for my carrier is not \$175. How can I apply a carrier-specific rate to my account?

As every health plan is different, please contact your individual health plan(s) representative(s) for appropriate instructions on how to receive this carrier-specific rate on your account.

I no longer need this training, what is your refund policy?

All refund requests must be submitted in writing to support@ahipinsuranceeducation.org. Course registrations are no longer eligible for a refund once any of the course's materials have been accessed and/or it is more than 90 calendar days from the date of purchase. Refunds are issued in the same form of payment used at the time of purchase. Please allow 7 – 14 business days for processing. We reserve the right to deny any refund request.

I purchased a previous year's training thinking that it was for the upcoming year, what are my options?

All refund requests must be submitted in writing to support@ahipinsuranceeducation.org. Course registrations are no longer eligible for a refund once any of the course's materials have been accessed and/or it is more than 90 calendar days from the date of purchase. Refunds are issued in the same form of payment used at the time of purchase. Please allow 7 – 14 business days for processing. We reserve the right to deny any refund request.

My refund was processed, but I do not see the credit issued to my credit card, why is this?

Please allow 7 – 14 business days for processing. Please contact our Support Team at support@ahipinsuranceeducation.org or by calling 1-866-234-6909 if you do not see this credit after 14 business days.

Profile Information

How do I access the AHIP Medicare Training?



You will be able to access the AHIP Medicare training by creating an account on www.ahipmedicaretraining.com.

What is an NPN number?

The National Producer Number (NPN) is a unique NAIC identifier assigned through the licensing application process. NPNs are assigned to all individuals and most business entities on the PDB. Please note the National Producer Number (NPN) is not the same as the SAN or Agent Broker ID.

I recently got married and my name legally changed; can you assist me with updating my account?

Please contact our Support Team at support@ahipinsuranceeducation.org or by calling 1-866-234-6909 with the following information:

- First and Former Last name
- Last four of your SSN
- Birthdate
- Address
- Email address
- Documentation supporting new last name
- Screenshot of your NPN provided to you by the NIPR site at <https://nipr.com/>

Changes to your account will be made based on the information that is provided by NIPR.

The birthdate, SSN, and or NPN on my account are not correct and need to be updated. How can I edit this information?

Please contact our Support Team at support@ahipinsuranceeducation.org or by calling 1-866-234-6909 with the following information:

- What information is needing correction
- Screenshot of your NPN provided to you by the NIPR site at <https://nipr.com/>

I can't remember my username and or password, can you assist me with locating my account information?

As AHIP is a large organization with multiple training sites, please ensure that you are logging in using www.ahipmedicaretraining.com. Once you have confirmed that you are on the correct training site, please select either "Forgot your username" or "Forgot your password".

I am trying to register on your Medicare site, and it would not generate my NPN number. How can I set up my account?

Please contact our Support Team at support@ahipinsuranceeducation.org or by calling 1-866-234-6909 with the following information:

- First and Former Last name
- Last four of your SSN



- Birthdate
- Address
- Email address
- Screenshot of your NPN provided to you by the NIPR site at <https://nipr.com/>



Final Exam

How do I submit a request for testing accommodations, and what is the required documentation(s) that I need to provide?

Please submit your request in writing along with any supporting documentation to our Support Team via email at support@ahipinsuranceeducation.org. Appropriate documentation will vary depending on the nature of the disability and the specific testing accommodation requested.

Examples of types of documentation include:

- Recommendations of qualified professionals
- Proof of past testing accommodations
- Observations by educators
- Results of psycho-educational or other professional evaluations
- An applicant's history of diagnosis
- An applicant's statement of his or her history regarding testing accommodations

I would like to review the material again before I take my final, what study tools are available, and where can I find them?

The Review Questions for Modules 1-5 and Nondiscrimination will include feedback and sources. With an unlimited number of submissions, these Review Questions serve as a study tool. Users can review all completed modules at any time and PDF Downloads of all modules will be available. Topic headings have been added to modules to help streamline the navigation process. Please note that scoring for these Review Questions will not be counted towards the AHIP Medicare Final Exam.

Can I see what questions I answered incorrectly on the final exam?

To protect the integrity of the AHIP Medicare Exam, all exam submissions are final and cannot be released and or redistributed.

How many questions are on the final exam and how long do you have to complete the final exam?

The Final Exam consists of **fifty (50)** randomly selected questions from **all five (5) Modules** of the training modules. You must achieve a **ninety percent (90%)** passing grade for successful completion.

Is the AHIP Medicare Final Exam open book?

The AHIP Medicare Final Exam is not an open book exam.



What counts as a final exam submission attempt?

A valid final exam submission attempt is one that you have submitted yourself. Your Final Exam will automatically be submitted at the two-hour mark. This is the ONLY instance that your Final Exam will be automatically submitted.

Please note that if you close the Final Exam window, our system will not register this as a valid attempt/submission. If you close the window, your answers will not be saved, and your attempt will not be counted as valid, and you will need to restart the exam.

If you navigate away from the Final Exam to another tab or window, the system will remove the attempt, our system will not register your attempt as a valid attempt/submission, and you will need to restart the exam. You should not open multiple tabs/windows on the AHIP training site while taking the exam.

If your Final Exam session is still active and you close the exam window before the two-hour mark, the system will not register your attempt as a valid attempt/submission, and you will need to restart the exam.

Content

I need additional clarification on the training material and or review questions, what do I need to provide to the Support Team?

For further clarification on the training material and or review questions, please submit the following information to our Support Team:

- Screenshot of any slides or review questions you are referencing
- The specific location of the material you are referencing
- Specific questions relating to the material or question

Please submit this information to our Support Team at support@ahipinsuranceeducation.org.

I need to locate a specific topic within the training modules, where can I find that information?

The AHIP Medicare Training is split into five (5) training modules in addition to the Nondiscrimination Training, Fraud, Waste, & Abuse, and General Compliance. Each module contains a topics list of what you will learn as well as a table of contents that is easily accessible from that module. If you are still unable to locate a specific topic within the training modules please contact our Support Team at support@ahipinsuranceeducation.org or by calling 1-866-234-6909.

I am working on FWA, and this slide says I am exempt from taking it because I am enrolled in Medicare. Does that mean I can skip it?

You will need to contact your carrier for additional guidance.

I just received an email about an updated guideline. However, I have already completed the module that contains this updated guideline. Do I need to go back?

Yes, you will need to go back into your training to review the newly updated guideline(s) even if you have already completed the module that contains this updated guideline.



Medicare Certificate Request

I need a copy of my certificate; where can I find it and can you mail it to me?

To access your certificate, log into your <https://www.ahipmedicaretraining.com/> account. Once you have logged into your account, you will be redirected to the Medicare Course Home Page. On this page, you will see a box entitled "My Certifications". Under the sub-heading Certification, click the "AHIP Medicare Certification" link.

All certificates are available for download and not eligible to be mailed.

How do I get a certificate for the FWA section?

AHIP does not provide a separate completion certificate for the Fraud, Waste and Abuse, and General Compliance Section.