

FAQs

Agent Appointments & Commissions

1. **How and where do I go to begin selling Medicare Advantage and PDP Plans through Quotit?**
 - In order to begin selling Medicare Advantage brokers/agents must be appointed, certified and ready to sell with Humana. To begin the appointment process click the link [How to Get Appointed](#) and fill out the form. Quotit agency services will get authorization from the carrier and enable broker account.
 - Brokers who are already appointed with Humana Medicare Advantage will need to have quoting feature enabled by contacting Quotit Broker support:(866)528-8154
**Additional fees may apply to enable Medicare quoting.*
2. **Is the appointment process 100% online?**
 - Yes
3. **Are there costs to be appointed to sell?**
 - If Appointment is done through AHCP the fees are covered.
 - Additional Fees may apply for certification.
4. **How long does it take to get appointed?**
 - Takes a few weeks for broker to become appointed.
5. **What are the timelines and dates to look out for?**
 - As of Tuesday, June 29, 2022 at 12 PM EST, Humana Certification and Recertification options are open.
 - Recertification Deadline: 5:00 PM EST on November 30, 2022
6. **How soon can I begin selling plans?**
 - If agent is already appointed and has completed all annual Medicare Advantage certification requirements they may begin selling.
 - Medicare Preview window for 2023 is open for viewing plans, enrollment begin October 15, 2022.
7. **Is there a deadline to pass AHIP to sell in 2023?**
 - New and Recertification Deadline: 5:00 PM EST on November 30th, 2022
 - Whether you're Recertifying for the 1st time or for the 10th, you'll need to complete both Humana-specific training and AHIP or NAHU. You will have 6

attempts to pass either the AHIP or NAHU test, but may only take one of the two options. The AHIP test requires a 90% to pass, and NAHU requires an 85% to pass. Exclusive Partner agents will also have a new way to meet the CMS training requirement via Humana's own CMS required training. Agents will be provided details about all their new training options when they enroll in their PY23 Certification or Recertification course in Humana MarketPoint University (HMU).

- Choosing either AHIP or NAHU is required for both Certification and Recertification. When you purchase your AHIP test packages (3 test attempts per package) through the Certification/Recertification course on HMU, Humana offers you a discount. Your test packages will cost \$125 rather than the \$175 AHIP cost. You will have 6 attempts to pass. Should you need to purchase a second set of tests, you will receive the discount by repeating the process through HMU.

8. Is face to face training required?

- Some carriers may require face-to-face training. When certification information becomes available in the coming weeks, we'll work to keep you informed of each carrier's requirements.

9. What identification number do I use to receive credit for a sale?

- Broker/Agent will receive a 7-digit Subscriber Access Number (SAN #)

10. What is my commission percentage?

- Contact your upline

11. Are any plan Non-Commissionable?

- Contact your upline

12. When are Commissions paid?

- Contact your upline

13. How will commissions be paid?

- Varies by carrier

14. Do I have to reach a minimum prior to my commissions being paid?

- Varies by carrier

15. For additional information regarding Humana Medicare Advantage products click below.

- [Humana Plan Details By State.](#)

Eligibility for Coverage

1. Who is eligible for Medicare?

- Anyone who is enrolled in Original Medicare (Part A and Part B) may be **eligible** to sign up for a **Medicare Advantage** (Part C) plan. This includes people under the age of 65 who have qualified for **Medicare** because of a disability. People who have End-Stage Renal Disease (ESRD) are able to enroll in a **Medicare Advantage** plan.

2. When and how can applicant apply for Medicare?

- The Open Enrollment Period for 2023 Medicare coverage will run from **October 15, 2022 to December 7, 2022**. The Medicare Advantage Open Enrollment Period is January 1, 2023 – March 31, 2023. The Part A / Part B General Enrollment Period is January 1, 2023 – March 3, 2023

3. What products does carrier offer?

- To View products by state, click to link [Humana Plan Details By State](#).

Enrollment & Contacts

1. How do I enroll my clients electronically?

- To enroll electronically agents must ensure their Quotit account is enabled to sell Humana Medicare Advantage. For assistance contact Quotit Broker support:(844) 4-Quotit.

2. How do I submit paper applications?

- Fax- 877-889-9936

3. Do you have an overnight address to mail in applications?

- No

4. What forms of payment do you accept?

- ACH or Coupon Book

5. Is there an enrollment fee?

- No

6. When do members come effective?

- 1st of the month

7. What is the deadline for coverage?

- That all depends on the SEP. For AEP it's 12/7

8. What is the contact number to broker support and hours of operations?

- For questions contact Quotit Customer Service: (844)4-Quotit, Hours of Operation 6:00 am – 5 pm PST

9. How do I submit an Agent of Record form?

- We don't accept those anymore. Humana doesn't grant AOR changes anymore