STUDENT

USER GUIDE

Contents

Account Registration

On America's Health Insurance Plans website (https://www.ahip.org/insurance-education/), Click **Create An Account And Enroll**, and submit your information. If you are affiliated with a company, type in the first three letters of the company name and choose your company from the drop-down menu. Create a username and password and Click **Register**.

Please Note: The fields marked with a red asterisk (*) are mandatory.

Courses Login

If you already have a Username and Password to access AHIP Insurance Education, you may enter them below.

Username

Password

SUBMIT

Forgot Password

AHIP's Got You Covered!

Questions or Issues?

Contact: **Support@AHIPInsuranceEducation.org**
Call: **1.800.509.4422**

CREATE AN ACCOUNT AND ENROLL

DIVE IN!

Learn. Achieve. Succeed.

Insurance Education Course Brochure

Course Student Enrollment Instructions

Transcript Request Form

Course Transfer Instructions

Please complete all the fields below to create a new AHIP account
If you already have a user account, please click here to login.
Fields marked with an asterisk (*) are mandatory.

Register

Prefix:	---	* Address 1:	
* First name:		Address 2:	
Middle names:		* City:	
* Last name:		* Country:	
Suffix:	---	State:	
Designation:	---	* Zip Code:	
* Job Title:		Opt-out from receiving Mail:	☐
AHIP Certificates Achieved (Health Insurance Associate, Long Term Care Professional, etc.):		Opt-out from receiving E-mail:	☐
		I am associated with a company:	⦿
		I am not associated with a company:	○
* Email:		* Company Name:	
* Confirm Email:		* Username:	
Date Of Birth:	MM/dd/yyyy	* Password:	
* Phone:	Numbers only, no dashes Ext:	* Confirm Password:	
Fax:		Check this box to indicate that you have read and accept AHIP's Term and Conditions:	☐

Register   Opt Out

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Account Registration Continued

Your account has been created. You will be redirected to the sign in page. Click on the **Sign In** button to log in to your account.

Logging Into Your Account

When logging in, enter your **Username** and **Password** into the required fields.

Is My Browser Supported?

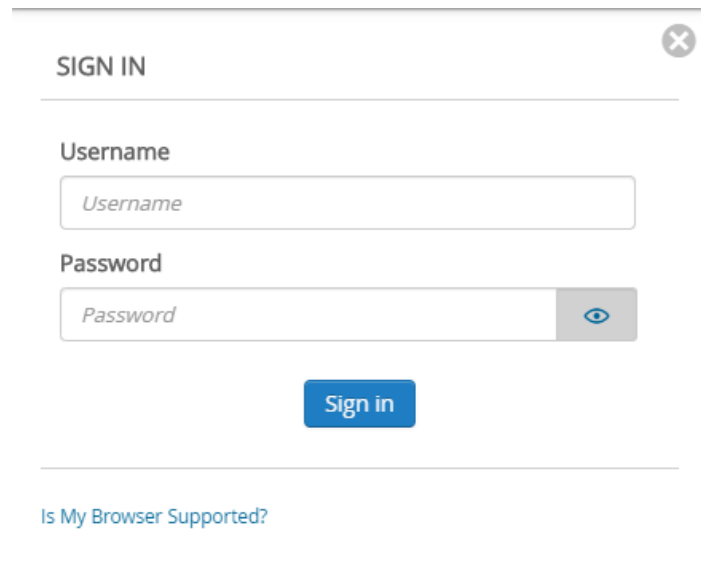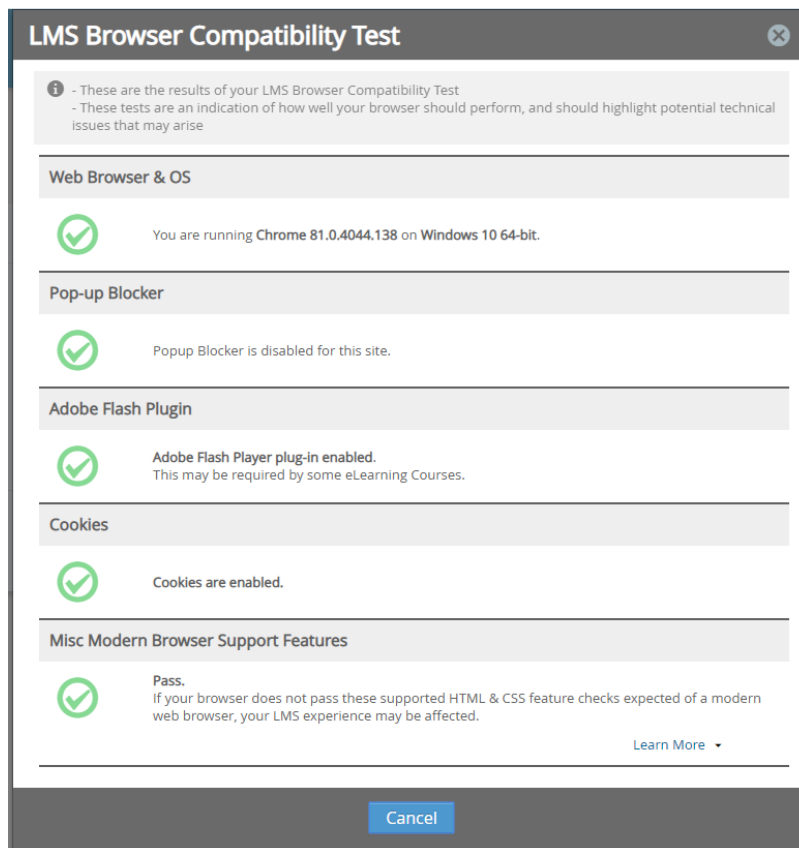Users can see if their current browsers supported by the LMS. To check your browser's compatibility by Clicking **Is My Browser Supported?** on the Sign In screen. This will launch the LMS Browser Compatibility Test.

SIGN IN

Username

Username

Password

Password

Sign in

Is My Browser Supported?

LMS Browser Compatibility Test

- These are the results of your LMS Browser Compatibility Test
- These tests are an indication of how well your browser should perform, and should highlight potential technical issues that may arise

Web Browser & OS

You are running **Chrome 81.0.4044.138** on **Windows 10 64-bit**.

Pop-up Blocker

Popup Blocker is disabled for this site.

Adobe Flash Plugin

Adobe Flash Player plug-in enabled.
This may be required by some eLearning Courses.

Cookies

Cookies are enabled.

Misc Modern Browser Support Features

Pass.
If your browser does not pass these supported HTML & CSS feature checks expected of a modern web browser, your LMS experience may be affected.

Learn More ▾

Cancel

My Dashboard

Once you have logged into your account, you will be taken to main screen. From here, you will be able to **Launch/Resume** course material directly by clicking on the green panel that shows you the course you are currently enrolled in. You may **Browse Catalog** by clicking on the purple panel and go to your **Learning Center** screen by clicking on the light blue panel.

A shortcut to the **Shopping Cart** is located at the top of the page next to your initials. To access the **Main Menu**, click on the three lines in the top left-hand corner of your screen.
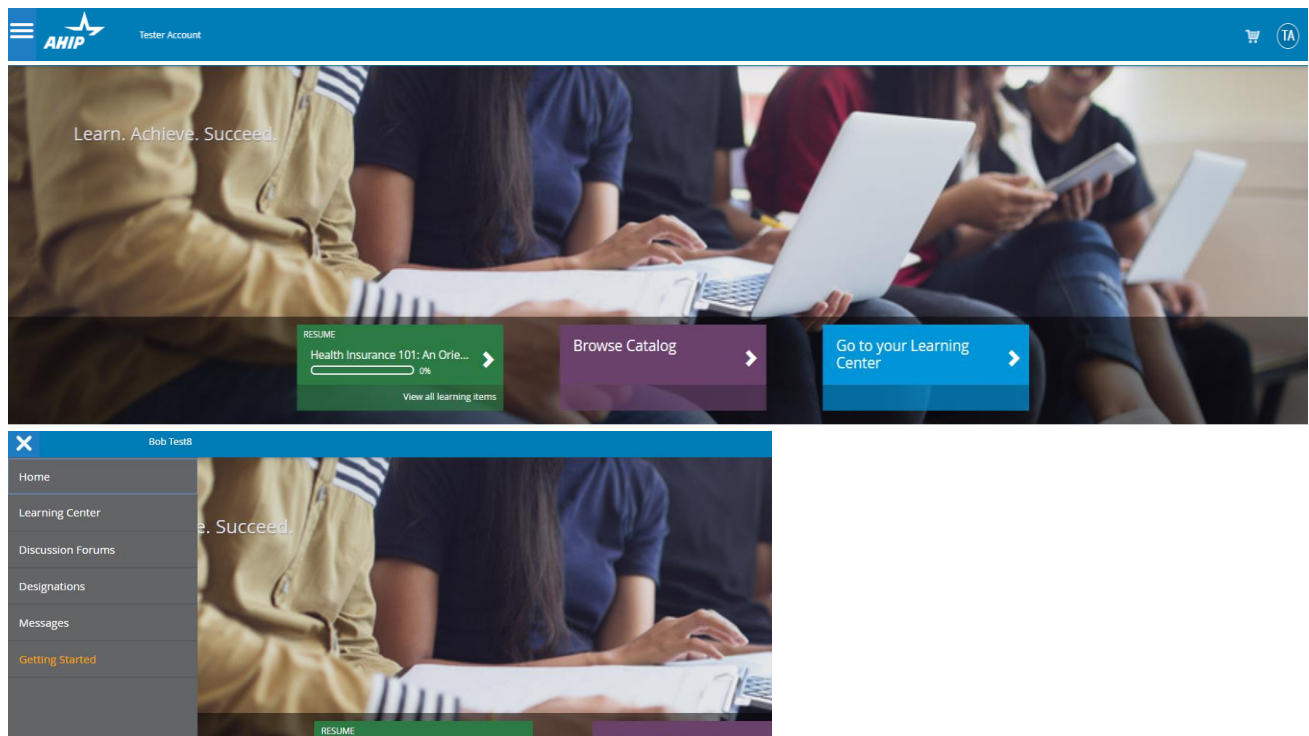
Learning Center

Current Learning will show your most recent activities from courses to live events. You also have the option to **Launch/Resume** your course material from this page. The shortcut to this menu is located on the left-hand side.
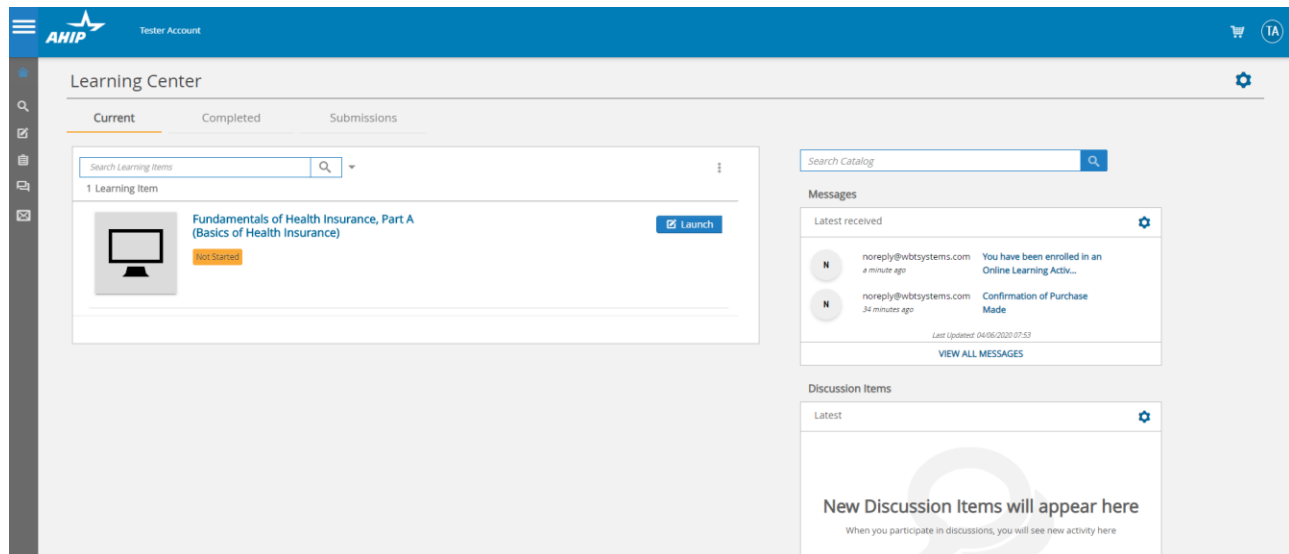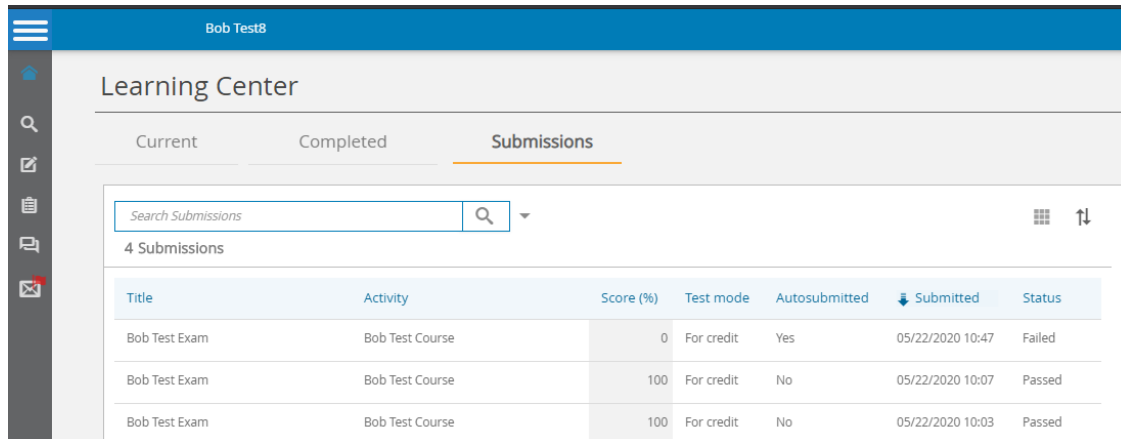

Completed Learning

The courses you have completed are listed under **Completed** under the **Learning Center.**
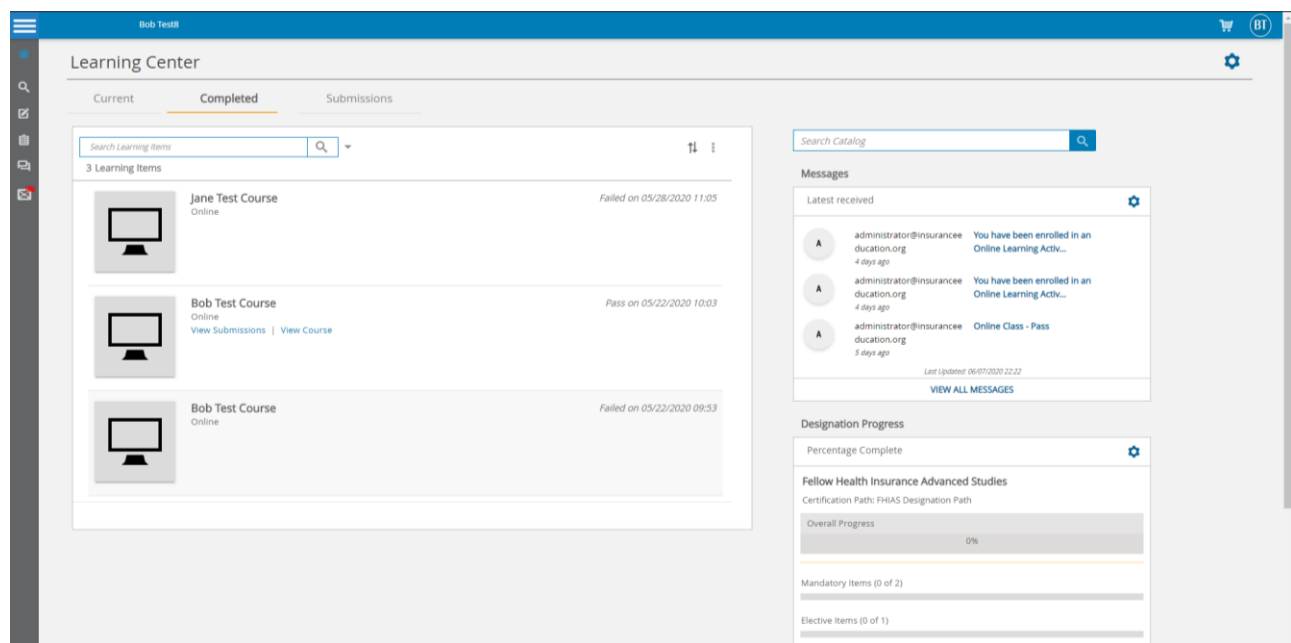
Submissions

The course exams that you have completed are listed under the **Submissions** tab under the **Learning Center.** You will see the title of your course exam, your score of each exam, the date you sat for the exam, and the pass or fail status of the exam.

Designations

This feature allows you to enroll in a designation program and track your progress. Select the **Course Catalog** via the main menu or by clicking on the shopping cart icon and Filter by Activity Type **Designation.** Select the **Designation**.

Select the **Designation**, Click on **Choose Designation Path For Me**. For this example, we will select the Health Insurance Associate.

Designations Continued

Confirm enrollment by Clicking on the **Shopping Cart.** Proceed to **Secure Checkout** to confirm your account information. Click **Submit**.

Shopping Cart `1 item`

TOTAL: $0.00 ⊗

Health Insurance Associate *HIA Designation Path* DESIGNATION		$0.00 REMOVE SAVE FOR LATER

OVERALL TOTAL: $0.00

View Full Cart   🔒 SECURE CHECKOUT ›

My Orders
Saved for Later
My Reviews

BILLING

Title:

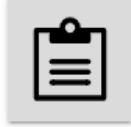* First Name:
Bob

Middle Name:
Middle Name

* Last Name:
Test8

Phone 1:
888888888

Phone 2:
Phone 2

* Email Address:
bobtest8@email.com

* Address Line 1:
123 Bobtest8Lane

Address Line 2:
Address Line 2

* City:
Houston

* State:
Texas

* ZIP Code:
70131

* Country:
United States

🔒 SUBMIT ›

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Designations Continued

From the **Main Menu** tab, select **Designations**. Click on the title of the Designation to see a list of all **Mandatory Courses**, **Elective Course**, and **Credit Requirements**, if applicable. You also have the option of purchasing all courses or one course at a time. Please note that most courses have a 90-day completion date. You may purchase any of the course by clicking on the **Purchase for Me** link. If you are already currently enrolled in a course that is required, you may also launch this course by clicking on the **Launch** link.

Health Insurance Associate (HIA_Designation)

Description

In a competitive work environment, employers depend on key performers. By earning the HIA® designation, you'll join the industry's elite; more than 20,000 professionals have mastered this comprehensive program. You'll gain a thorough knowledge of the marketing, administration, and evaluation of various kinds of coverage, and will examine principles, contracts, underwriting, and marketing. You'll also have an understanding of cost management, pricing, claims administration, policy issue and renewal, government regulation, and fraud.

Designation must be completed by:

Overall progress (?)

0%

HIA Designation Path

Mandatory Items

0%

ⓘ Mandatory items can be completed in any order.

| Title	Type	Status	Action
Fundamentals of Health Insurance, Part A (Basics of Health Insurance) 2012	Online	Enrolled	LAUNCH ☑
Fundamentals of Health Insurance, Part B (Basics of Company Operations)	Online	None	PURCHASE FOR ME W
Supplemental Health Insurance	Online	None	PURCHASE FOR ME W
Health Insurance Advanced Studies, Part A	Online	None	PURCHASE FOR ME W

Elective Items

0%

ⓘ 2 from 6 elective items must be satisfied.

Title	Type	Status	Action
Disability, Part I (Primer) 2010	Online	None	PURCHASE FOR ME W
Disability, Part II (Advanced Issues) 2010	Online	None	PURCHASE FOR ME W
Disability, Part III (Group and Worksite Issues) 2010	Online	None	PURCHASE FOR ME W
Fraud, Part I (Introduction) 2010	Online	None	PURCHASE FOR ME W
Long-Term Care, Part I (Needs and Options) 2010	Online	None	PURCHASE FOR ME W
Long-Term Care Professional (LTCP) Combined Course	Online	None	PURCHASE FOR ME W

E-mail

Click **Messages** to view your messages. Messages such as course and testing notifications will come here. You can send and receive E-mails through the Message tab. The shortcut to this menu is on the left-hand side. There will be a red flag to alert you when you have unread messages.
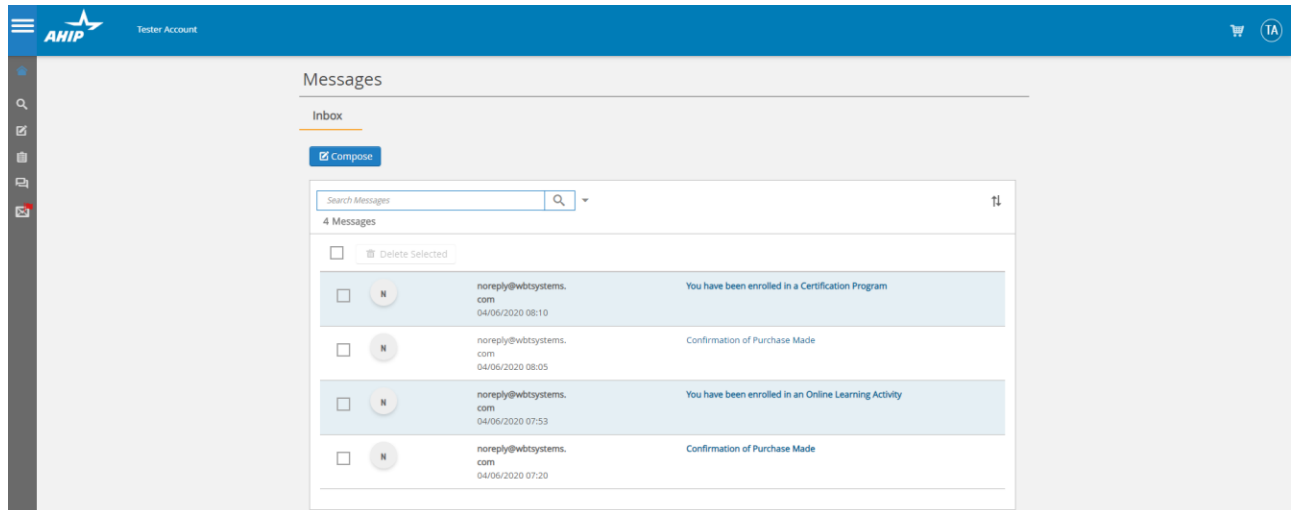
Catalog

Select the magnifying glass next to **Search Catalog** from the left-hand menu. You are now able to browse the **Catalog** by **Activity Type,** by **Price Range**, or **Category**.

Profile

Click on **Edit Profile** by clicking your initials in the top right-hand corner of the screen.
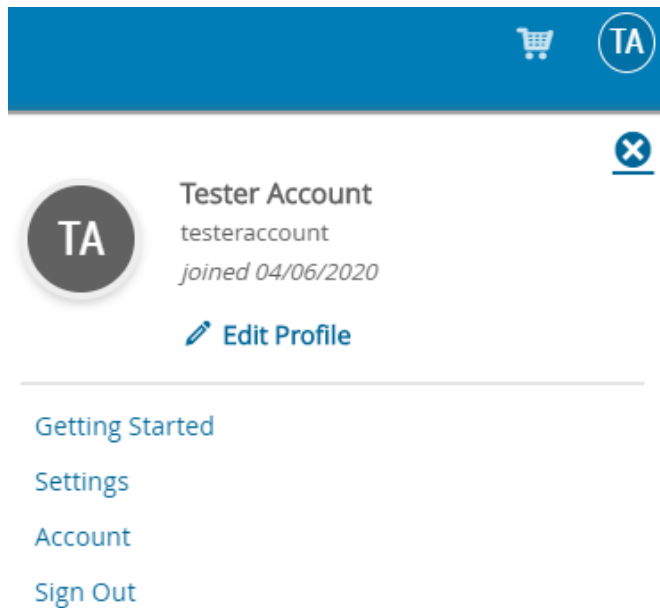
To change your personal information, such as E-mail or mailing address, Click **Profile**. Once you have made the necessary changes to your account, Click **Save**.
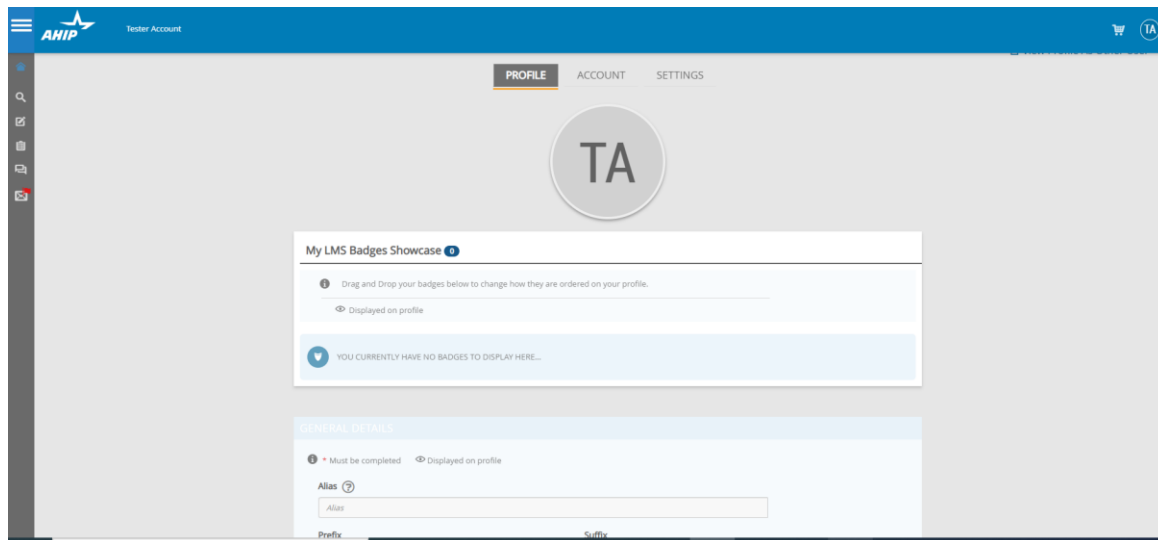
Profile Continued

To change your password, Click **Change Your Password** under **Account**. Enter your new password in the **New Password** field and Click **Update**. Your password has now been changed.
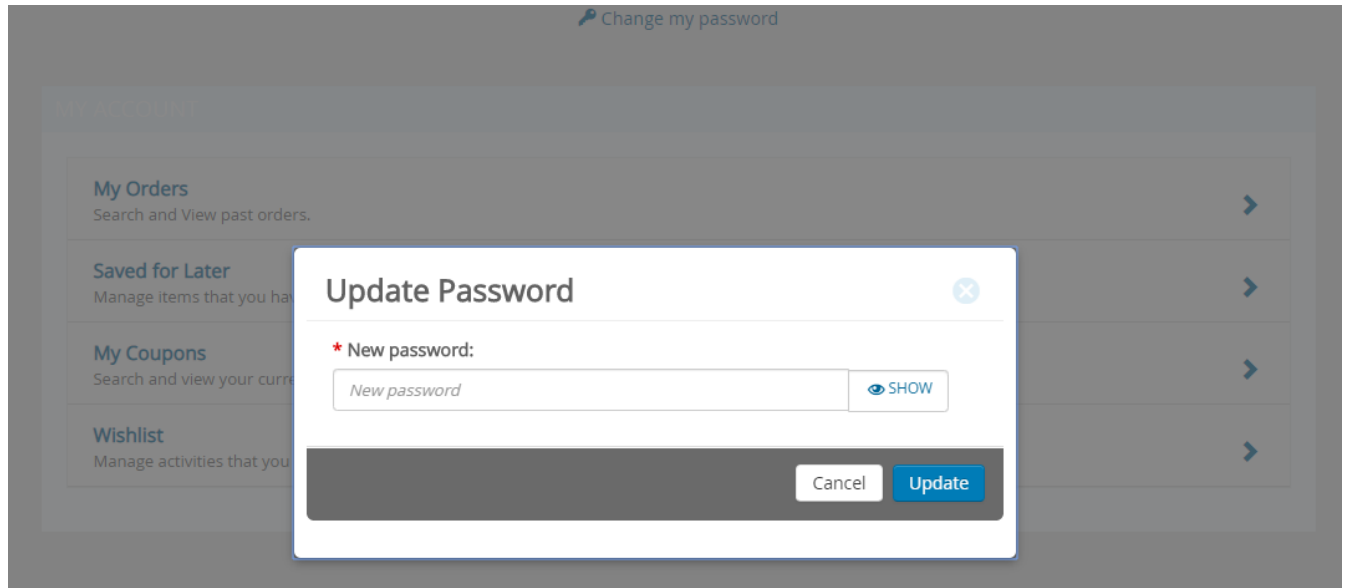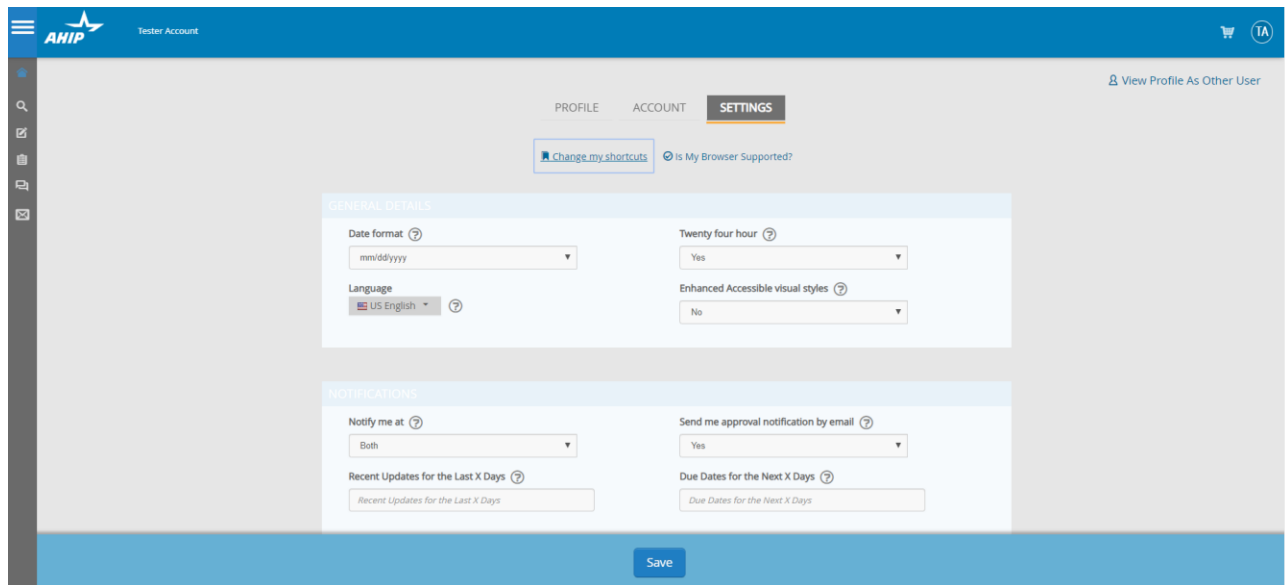
Here you may also view your orders, any items you have saved for later, and more.
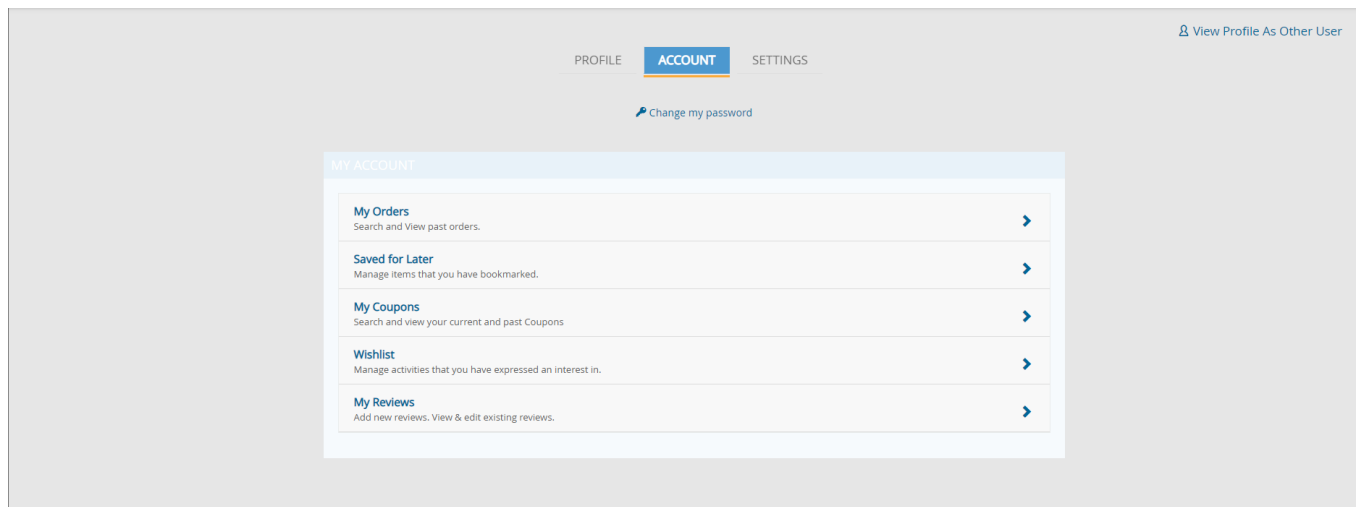
Profile Continued

You can format your dashboard under **Profile** by clicking on **Settings.** These options allow you to set your mail options, format your date view, and update your E-mail. Once you have updated your settings, Click **Save**. To change your shortcut menu on the left-hand side, click on the **Change my shortcuts** link.

There you will be able to select what you want to show or what you would like to hide from your menu.

Course Enrollment/Book Purchases

You can purchase courses from the My Dashboard screen by selecting the **Shopping Cart** icon then clicking **View Full Cart** and then click on the **Continue Shopping** link. NOTE: If the course type reads **Textbook Required**, please be sure to go to the **Books** category and purchase the associated textbook. For this example, we will select the Accountable Care Organizations (ACOs).

Notice the different options on this page. You can **Remove** items, **Save for Later** or **Secure Checkout**. All items you choose to **Save for Later** will be listed under the **Account** tab, **Saved for Later** tab, located under your **Profile**. For this example, we will select **Proceed to Checkout** to purchase Accountable Care Organizations (ACOs).

Course Enrollment/Book Purchases Continued

Confirm the billing address, if you are ordering a book, you will also need to confirm the shipping address and shipping method.

You should verify the information on the page is correct. If you have a coupon you will need to type it in the **Coupon Code** field. Enter the **Payment Information.** Click **Pay**.

Course Transfer

You may transfer your course at any time during your enrollment period, as long as you have not accessed the final exam. If you have taken the exam already, you will not be eligible to transfer your course and will have to complete the exam in the enrollment period or purchase the course again for a new enrollment period.

To transfer a course, fill out a Transfer Request Form located at https://www.ahip.org/course-transfer-instructions/. The fee for transfers is $25 per course and will be paid at re-registration. The transfer request must be submitted before the end of your enrollment period. Once the transfer request is processed, you will be assigned a token number via email with instructions which you will need to use to re-register for the course. The token is NOT transferable or extendable. It is only valid for the specific course and user requested and must be used by the token's expiration date.

To use the token, add the course to your shopping cart. On the items tab you will be prompted to insert your token code under the course's amount. Complete supply the billing and payment information and Click Secure Payment.

◀ 🛒 MY CART	ITEMS	BILLING	PAYMENT	CONFIRMATION	TOTAL: $150.00
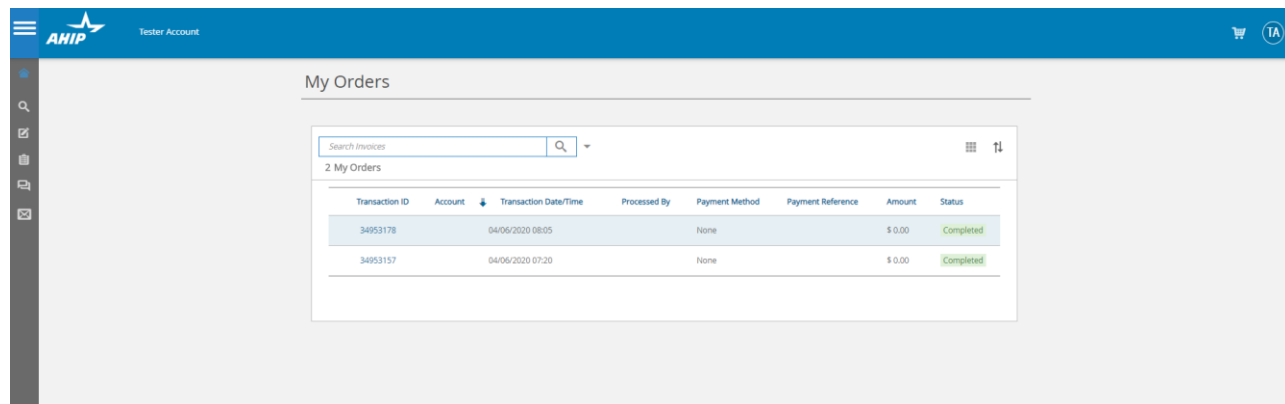
YOUR ITEMS

	Title		Quantity	Amount
🖥️ ONLINE	Accountable Care Organizations (ACOs)		1	$150.00 USE TOKEN
			SUBTOTAL:	$150.00
			OVERALL TOTAL:	$150.00

Purchase History

You can view all your past transactions by going to your **Account** tab under your profile and clicking on the **My Orders** tab. To view a more detailed summary of your transactions, Click on the **Transaction ID** number.

Here is a detail view of the transaction summary.

Course Access

Please note that course access is restricted to the date range of the enrollment period. All final exams must be completed by 11:59 PM Eastern Time on the final date of the enrollment period (though they may be taken at any time during the enrollment period).

Under the **Current** tab of your **Learning Center,** locate the course to be taken and Click the **Launch** button to proceed.
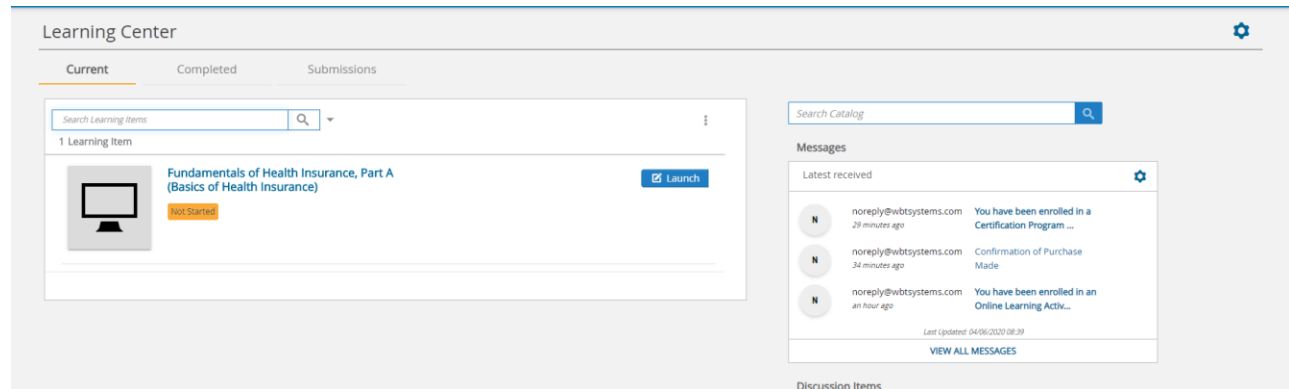
Click on **Contents** by the name of the course to launch the lesson. Go to **Contents** (highlighted in gray) and Click on lesson one to proceed.

Please Note: Pop-ups must be allowed for this site as the course will open in a new window.
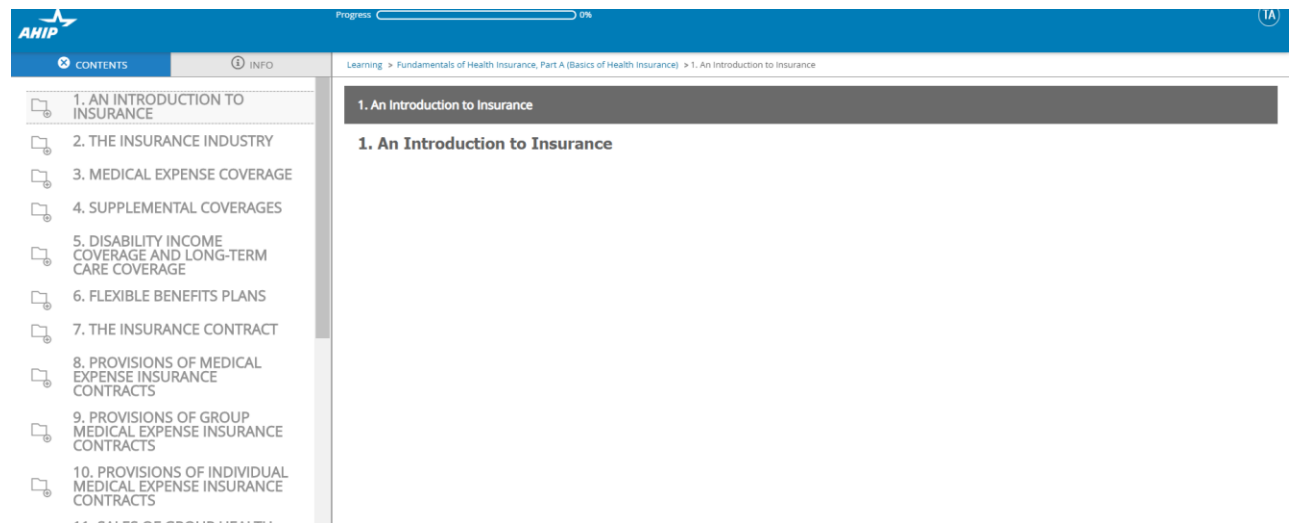
Taking Exam

Go to **Contents** (highlighted in Gray) and Click on **Exam**. It is the last option under **Contents**.

Taking Exam Continued

To take the exam, Click the exam link at the bottom of the lessons and you will see a prompt asking if you wish to start the exam. Click **Start**. If you clicked the final exam link accidentally, Click **Previous,** so an attempt is not counted against you. Exams last one or two hours (number of questions will vary by course). Exams will be automatically submitted when the time limit is reached. Users have two attempts at the exam and must score a 70% or higher for a passing status.

NOTE: If the exam is accessed, an attempt will be counted, even if the attempt is exited before submitting.

Fundamentals of Health Insurance, Part A - Final Exam

PLEASE READ THE FOLLOWING INSTRUCTIONS BEFORE PROCEEDING

COURSE MATERIAL

It is not required that you review the course material before you start the exam. However, it is strongly recommended that you do so. To start reviewing the material, click on the link for lessons. To navigate between lessons, click on the arrows that will appear above this message after you launch a lesson. Please note that the review quizzes at the end of the lessons do not count towards the final exam grade. They are only practice questions.

EXAM PROCEDURE

When ready to start the exam, click on the "Final Exam" link below the lessons' links. Once you start the exam, you have 2 hours to complete the test. To receive a passing grade, you must score a minimum of 52 out of 75 questions or 35 out of 50 questions (70% correct answers), depending on the course exam. You are allowed 2 attempts at passing the exam. Please do not exit the exam screen during the 2-hour testing until you have fully answered and submitted all questions, otherwise your first exam attempt will be lost. If you fail both exam attempts, you will need to re-register for the course in another semester to take the exam again.

All exams must be submitted by 11 pm Eastern Standard Time on the last day of the semester in which you are enrolled.

NAVIGATING EXAM

To navigate the exam buttons, click on "Next" to go to the next question or "Previous" to the previous one. You may select the "For Review" button to mark some questions for review. Please note that once questions are marked for review, the system will clear the answers you have chosen. You must then revisit these questions and select your final answer before submitting the exam to ensure that your answers get submitted. To view the status of your exam questions, click on "Status" and once you are fully ready to submit your test entirely, click "Submit".

COURSE TRANSFER

Please note that once you have taken the exam, you will not be eligible to transfer to another semester. You may only transfer a course if you have not accessed the exam link yet. If you wish to transfer, please visit our "Course Transfer Instructions" under "Resources" on our AHIP Center for Insurance Education and Professional Development website: http://www.AHIPInsuranceEducation.org

CONTINUING EDUCATION

If you wish to take your exam for continuing education credit, select the "Yes, start the exam for CE credit". Once you have completed and passed the exam, please allow 1-2 weeks for your grade to be transferred into our system.

Course Completion / Designation Certificates

Once a course is complete, it will appear in the **Completed** section. The certificate will be available immediately after completion of a designation. To print a designation certificate, Click on **View Certificate** to the right of the designation for a PDF file of your designation. Please note that certificates are only available for designations earned, not for each individual course.

Learning Center

| Current | **Completed** | Submissions |

Search Learning Items 🔍 ▾   ⋮

1 Learning Item

Health Insurance Associate
Designation   *Completed on 04/06/2020 08:47*
                                               [View Certificate]
★ ★ ★ ★ ★ (0)

Requesting a Transcript

Fill out a **Transcript Request** form which can be found on the AHIP's website (www.ahip.org/course/ahip-request-for-transcript-form/. Once the form has been completed please follow the instructions listed.

Please contact our Support Team at support@AHIPInsuranceEducation.org or 800-509-4422, if you have any additional questions about AHIP's online training platform.