



**STUDENT
USER GUIDE**

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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

DIVE IN!

Learn. Achieve.
Succeed.

[Insurance Education Course Brochure](#)

[Course Student Enrollment Instructions](#)

[Transcript Request Form](#)

[Course Transfer Instructions](#)

CREATE AN ACCOUNT AND
ENROLL

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:	<input type="text"/>	* Address 1:	<input type="text"/>
* First name:	<input type="text"/>	Address 2:	<input type="text"/>
Middle names:	<input type="text"/>	* City:	<input type="text"/>
* Last name:	<input type="text"/>	* Country:	<input type="text"/>
Suffix:	<input type="text"/>	State:	<input type="text"/>
Designation:	<input type="text"/>	* Zip Code:	<input type="text"/>
* Job Title:	<input type="text"/>	Opt-out from receiving Mail:	<input type="checkbox"/>
AHIP Certificates Achieved (Health Insurance Associate, Long Term Care Professional, etc.):	<input type="text"/>	Opt-out from receiving E-mail:	<input type="checkbox"/>
* Email:	<input type="text"/>	I am associated with a company:	<input checked="" type="radio"/>
* Confirm Email:	<input type="text"/>	I am not associated with a company:	<input type="radio"/>
Date Of Birth:	<input type="text"/>	* Company Name:	<input type="text"/>
* Phone:	<input type="text"/>	* Username:	<input type="text"/>
Fax:	<input type="text"/>	* Password:	<input type="text"/>
		* Confirm Password:	<input type="text"/>
		Check this box to indicate that you have read and accept AHIP's Term and Conditions:	<input type="checkbox"/>

[Register](#) [Opt Out](#)

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.



[Sign in](#) | [Register](#)

Logging Into Your Account

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

SIGN IN

Username

Username

Password

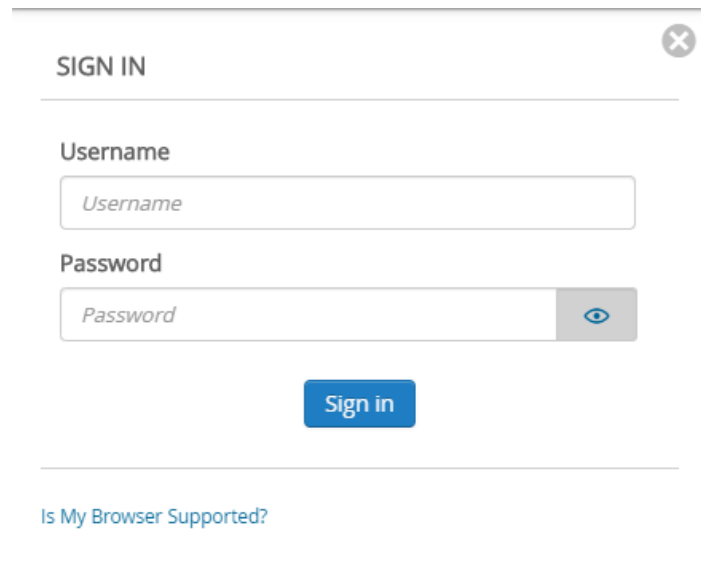
Password

Sign in

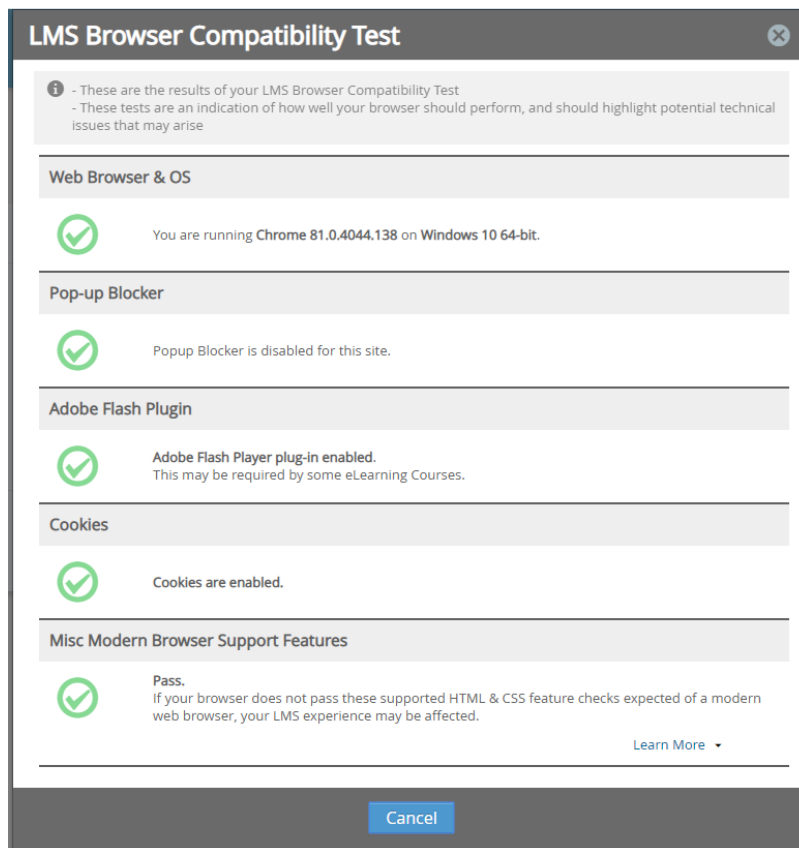
[Is My Browser Supported?](#)

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.



The image shows a 'SIGN IN' dialog box. It has a title bar with a close button (X). Below the title, there are two input fields: 'Username' and 'Password'. The 'Username' field has a placeholder text 'Username'. The 'Password' field has a placeholder text 'Password' and a toggle button (eye icon) to the right. Below the input fields is a blue 'Sign in' button. At the bottom of the dialog, there is a link that says 'Is My Browser Supported?'.



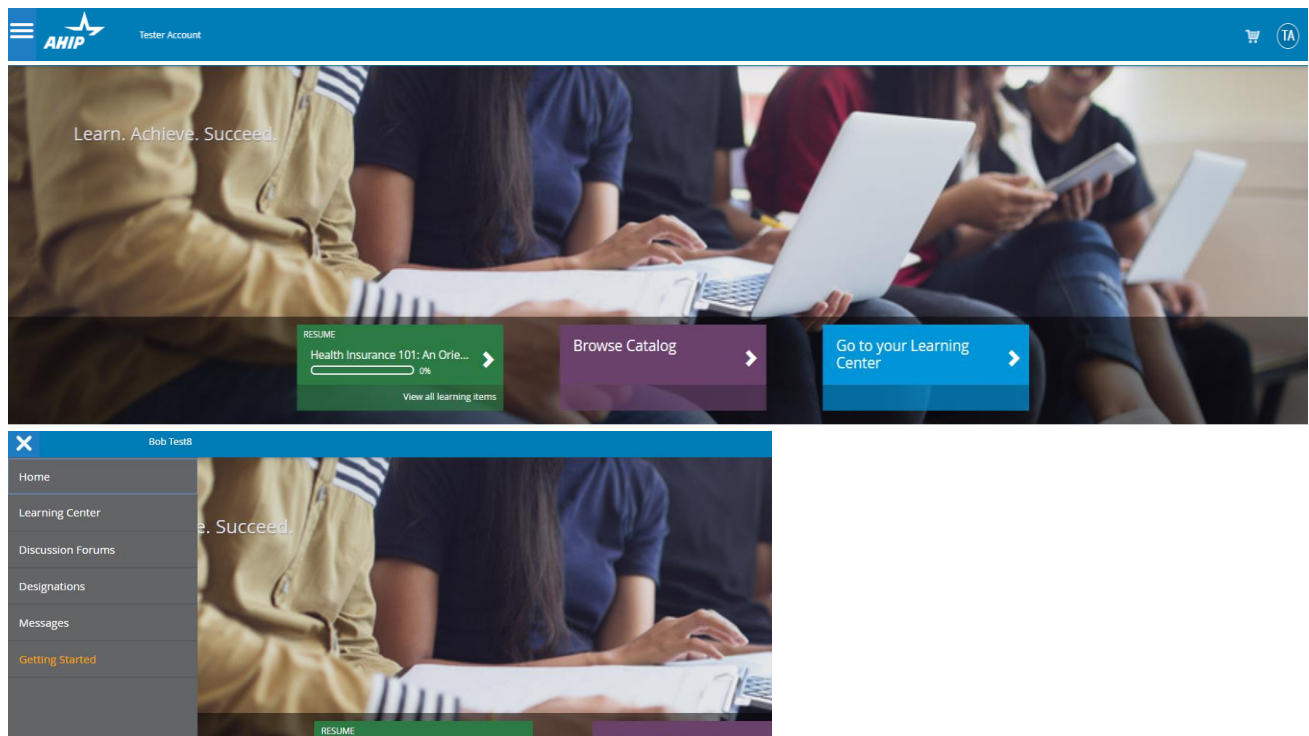
The image shows the 'LMS Browser Compatibility Test' results screen. It has a title bar with a close button (X). Below the title, there is an information icon (i) and a message: '- These are the results of your LMS Browser Compatibility Test' and '- These tests are an indication of how well your browser should perform, and should highlight potential technical issues that may arise'. The results are organized into sections: 'Web Browser & OS', 'Pop-up Blocker', 'Adobe Flash Plugin', 'Cookies', and 'Misc Modern Browser Support Features'. Each section has a green checkmark icon and a message indicating the test result. At the bottom, there is a 'Cancel' button and a 'Learn More' link.

Section	Result
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.

My Dashboard

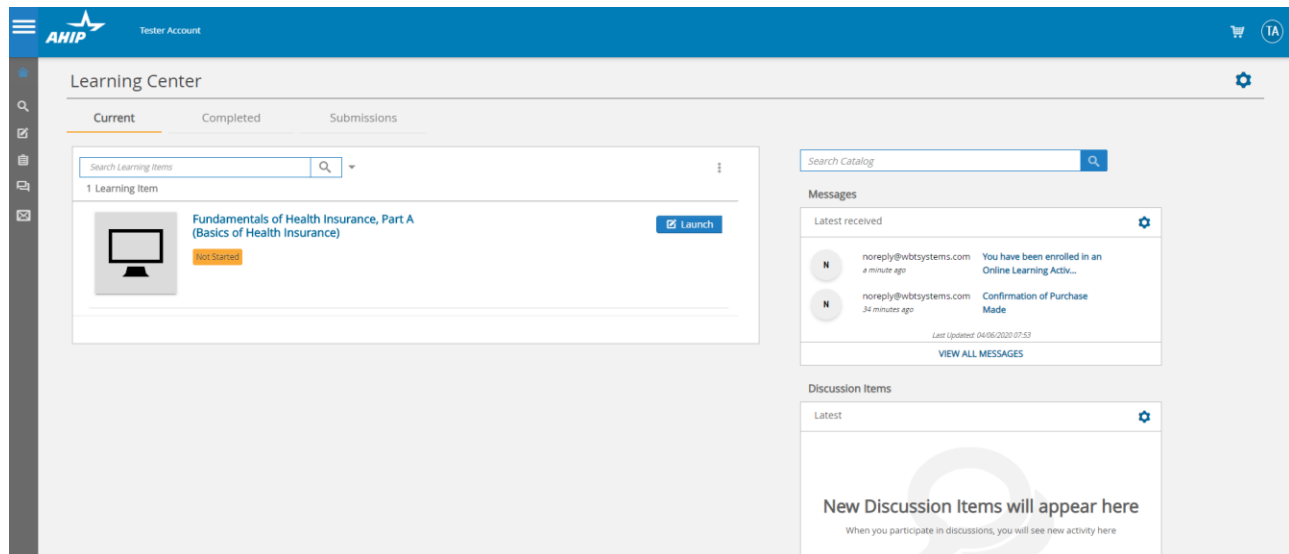
Once you have logged into your account, you will be taken to main screen. From here, you will be able to **Launch/Resume** course material directly by clicking on the green panel that shows you the course you are currently enrolled in. You may **Browse Catalog** by clicking on the purple panel and go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



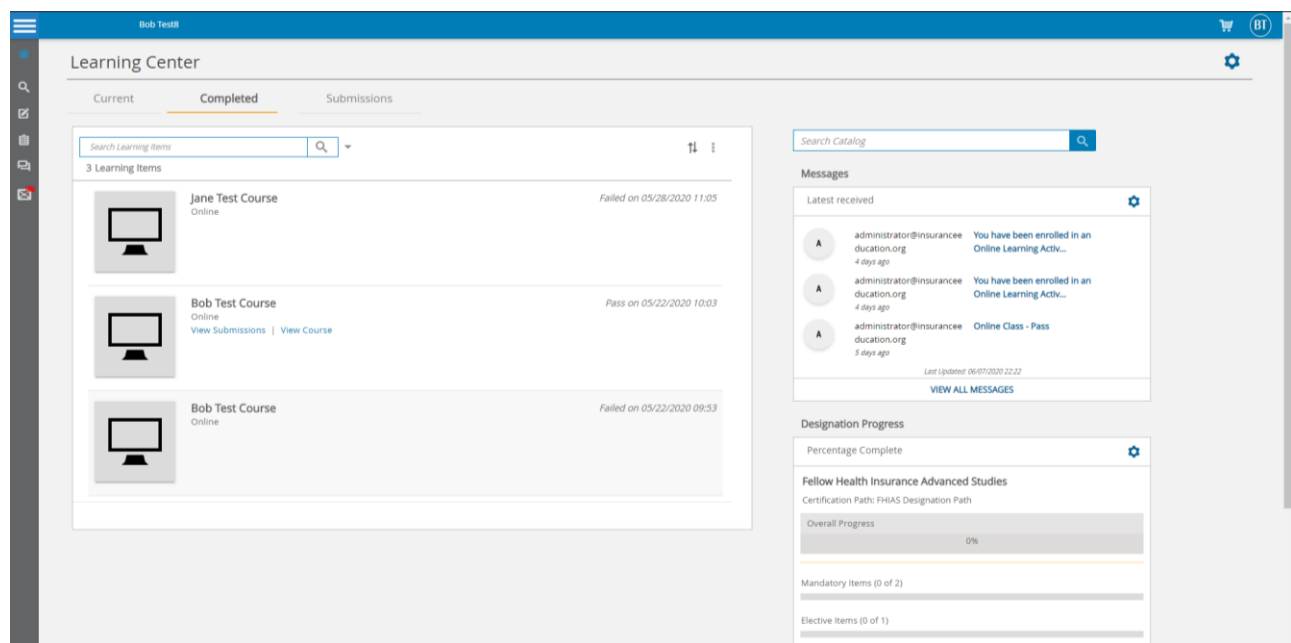
Learning Center

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.



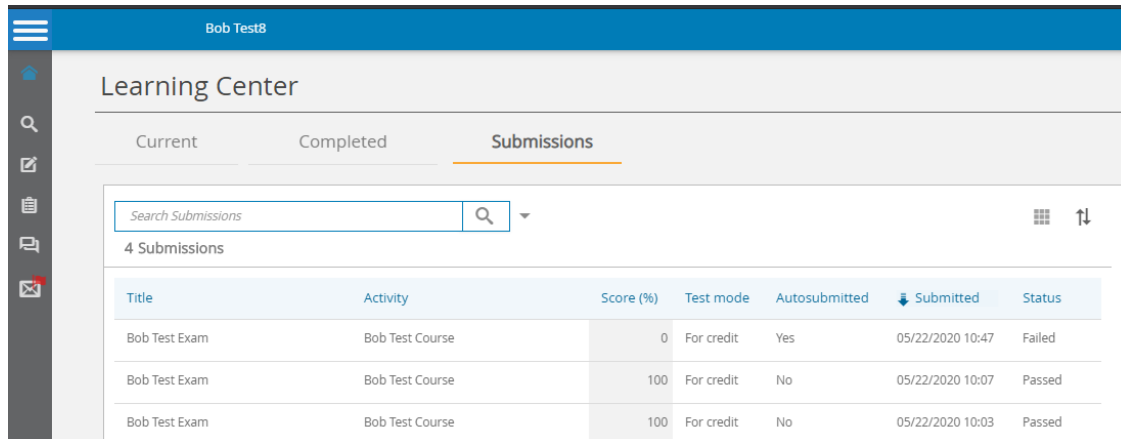
Completed Learning

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.



The screenshot shows the 'Learning Center' interface with the 'Submissions' tab selected. A search bar labeled 'Search Submissions' is at the top. Below it, a table lists 4 submissions. The table has columns: Title, Activity, Score (%), Test mode, Autosubmitted, Submitted, and Status.

Title	Activity	Score (%)	Test mode	Autosubmitted	Submitted	Status
Bob Test Exam	Bob Test Course	0	For credit	Yes	05/22/2020 10:47	Failed
Bob Test Exam	Bob Test Course	100	For credit	No	05/22/2020 10:07	Passed
Bob Test Exam	Bob Test Course	100	For credit	No	05/22/2020 10:03	Passed

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**.

Bob Test8

Filter by

Activity Type

☐ Online (54)
☒ Designation (23)
☐ Book (14)


Price Range

Min Price

0


Max Price


765




Dental Benefits Associate
If you are a carrier manager, carrier staff, or technical professional working within the field of dentistry, the DBA designation will provide you with an understanding of dental benefits, plan design, and current trends impacting dental benefit insurance coverage. You'll also increase your understanding of the impact of fraud and legal requirements


\$0.00

View prices from \$0.00 


CHOOSE DESIGNATION PATH FOR ME 

Designations




Disability Healthcare Professional
The DHP designation provides you with the knowledge you need on disability income insurance and its role in protecting individuals from the financial losses that often occur from serious physical injuries and other severe health afflictions. By completing this designation, you'll acquire a solid background in basic product concepts and  Expand

\$0.00

CHOOSE DESIGNATION PATH FOR ME 


Designations

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



Health Insurance Associate
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



\$0.00

CHOOSE DESIGNATION PATH FOR ME 


Designations

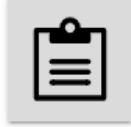
Designations Continued

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 



DESIGNATION

Health Insurance Associate

HIA Designation Path

\$0.00

[REMOVE](#)

[SAVE FOR LATER](#)

OVERALL TOTAL: \$0.00

[View Full Cart](#)[SECURE CHECKOUT](#)

[My Orders](#)[Saved for Later](#)[My Reviews](#)

BILLING

Title: <input type="text"/>	* Address Line 1: <input type="text"/>
* First Name: <input type="text"/>	Address Line 2: <input type="text"/>
Middle Name: <input type="text"/>	* City: <input type="text"/>
* Last Name: <input type="text"/>	* State: <input type="text"/>
Phone 1: <input type="text"/>	* ZIP Code: <input type="text"/>
Phone 2: <input type="text"/>	* Country: <input type="text"/>
* Email Address: <input type="text"/>	

 [SUBMIT](#)

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 

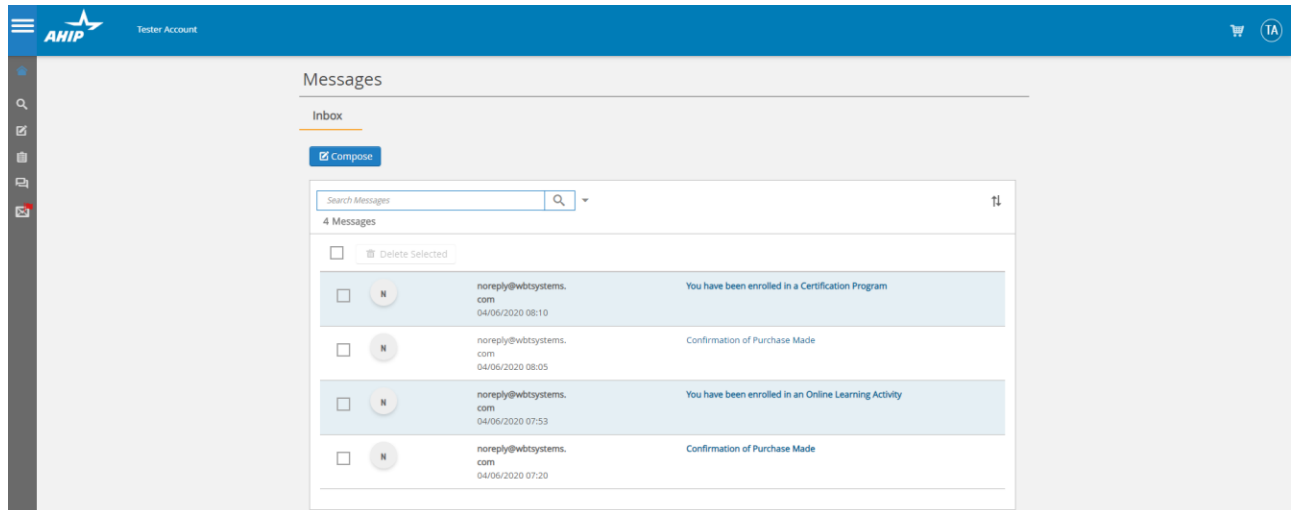
0%

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 
Supplemental Health Insurance	Online	None	PURCHASE FOR ME 
Health Insurance Advanced Studies, Part A	Online	None	PURCHASE FOR ME 
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 
Disability, Part II (Advanced Issues) 2010	Online	None	PURCHASE FOR ME 
Disability, Part III (Group and Worksite Issues) 2010	Online	None	PURCHASE FOR ME 
Fraud, Part I (Introduction) 2010	Online	None	PURCHASE FOR ME 
Long-Term Care, Part I (Benefits and Options) 2010	Online	None	PURCHASE FOR ME 
Long-Term Care Professional (LTCP) Combined Course	Online	None	PURCHASE FOR ME 

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**.

The screenshot displays a web interface for searching a catalog. On the left, there are two filter sections: 'Browse by' and 'Filter by'. The 'Browse by' section includes a 'Category' dropdown with options: 'PRODUCTS BY TOPIC', 'PRODUCTS BY TYPE', 'REQUEST FORMS', and 'SEE ALL ITEMS'. The 'Filter by' section includes an 'Activity Type' dropdown with options: 'Online (49)', 'Designation (20)', and 'Book (13)'; a 'User Ratings' dropdown with options: '4 ★ (1)'; and a 'Price Range' dropdown with the option 'Min Price'. The main search area at the top has a search bar labeled 'Search Catalog' with a magnifying glass icon. Below the search bar, there is a 'Featured' tab and a message 'Your search returned 82 results'. The search results are displayed in a list format, showing three items. Each item has a computer icon, a title, a star rating, a price, and a 'PURCHASE FOR ME' button. The first item is 'A Focus on Senior Products' with a price of \$100.00. The second item is 'Accountable Care Organizations (ACOs)' with a price of \$150.00. The third item is 'An Introduction to Wellness Programs' with a price of \$255.00. Each item also has a 'PLEASE READ THE FOLLOWING INSTRUCTIONS BEFORE PROCEEDING' message and an 'Expand' button.

Browse by

Category

- PRODUCTS BY TOPIC
- PRODUCTS BY TYPE
- REQUEST FORMS
- SEE ALL ITEMS

Filter by

Activity Type

- Online (49)
- Designation (20)
- Book (13)

User Ratings

- 4 ★ (1)

Price Range

Min Price

Search Catalog

Featured

Your search returned 82 results

Sort by Tl

A Focus on Senior Products

★★★★★ (0)

PLEASE READ THE FOLLOWING INSTRUCTIONS BEFORE PROCEEDING

Expand

PURCHASE FOR ME W

Online Courses Long-Term Care SEE ALL ITEMS

Accountable Care Organizations (ACOs)

★★★★★ (0)

PLEASE READ THE FOLLOWING INSTRUCTIONS BEFORE PROCEEDING

Expand

PURCHASE FOR ME W

Online Courses SEE ALL ITEMS Affordable Care Act Compliance Online Series

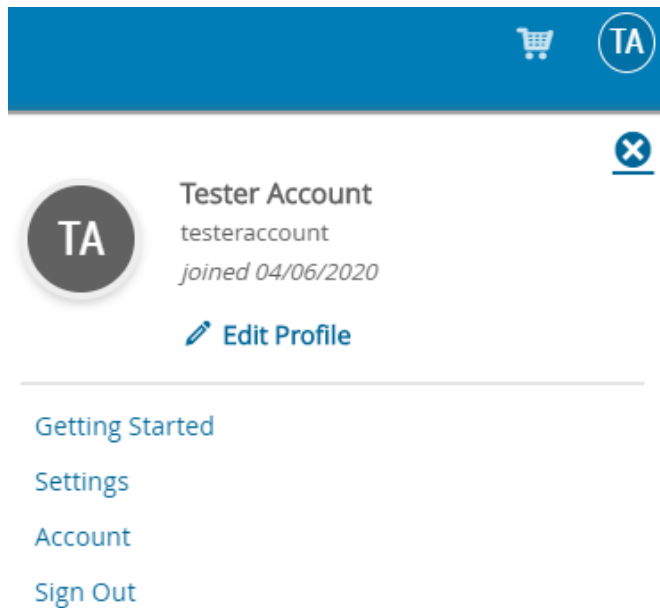
An Introduction to Wellness Programs

★★★★★ (0)

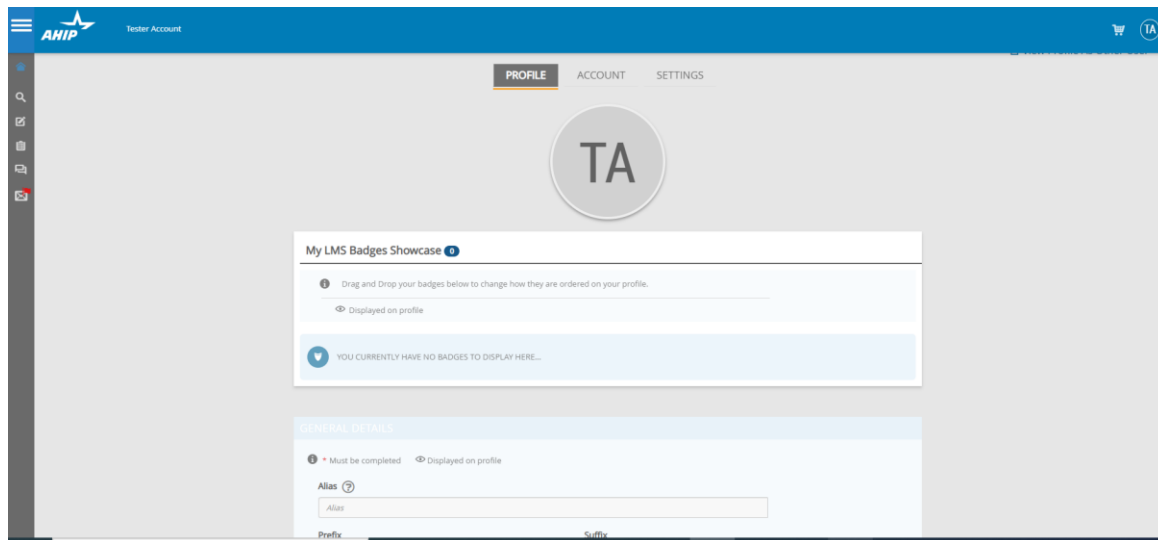
PURCHASE FOR ME W

Profile

Click on **Edit Profile** by clicking your initials in the top right-hand corner of the screen.

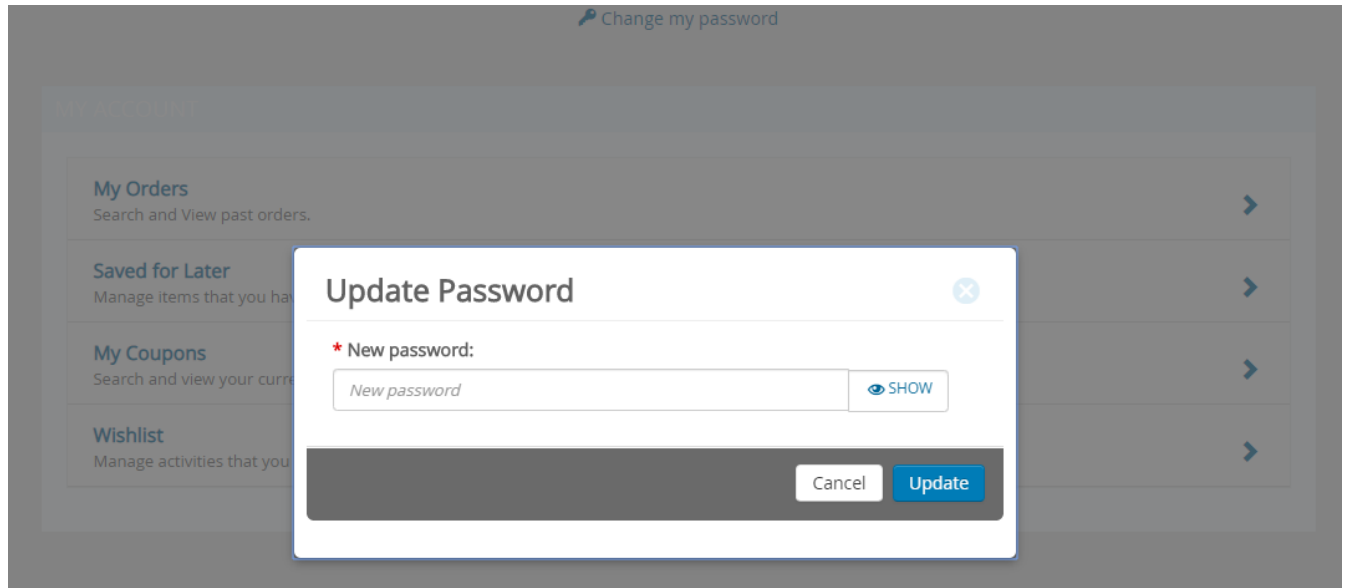


To change your personal information, such as E-mail or mailing address, Click **Profile**. Once you have made the necessary changes to your account, Click **Save**.

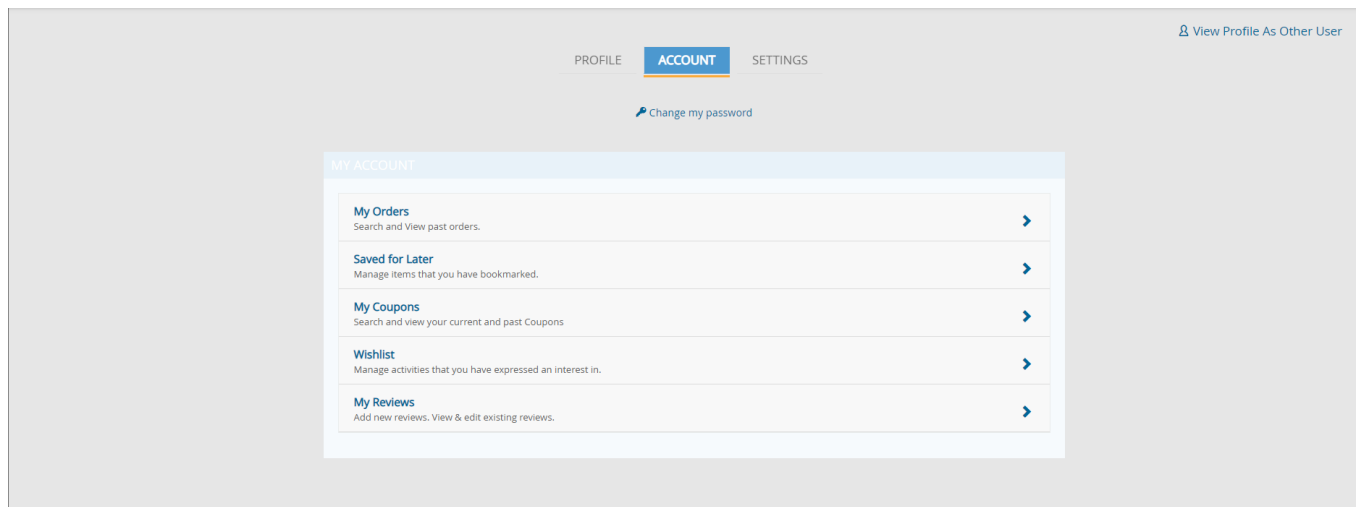


Profile Continued

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.

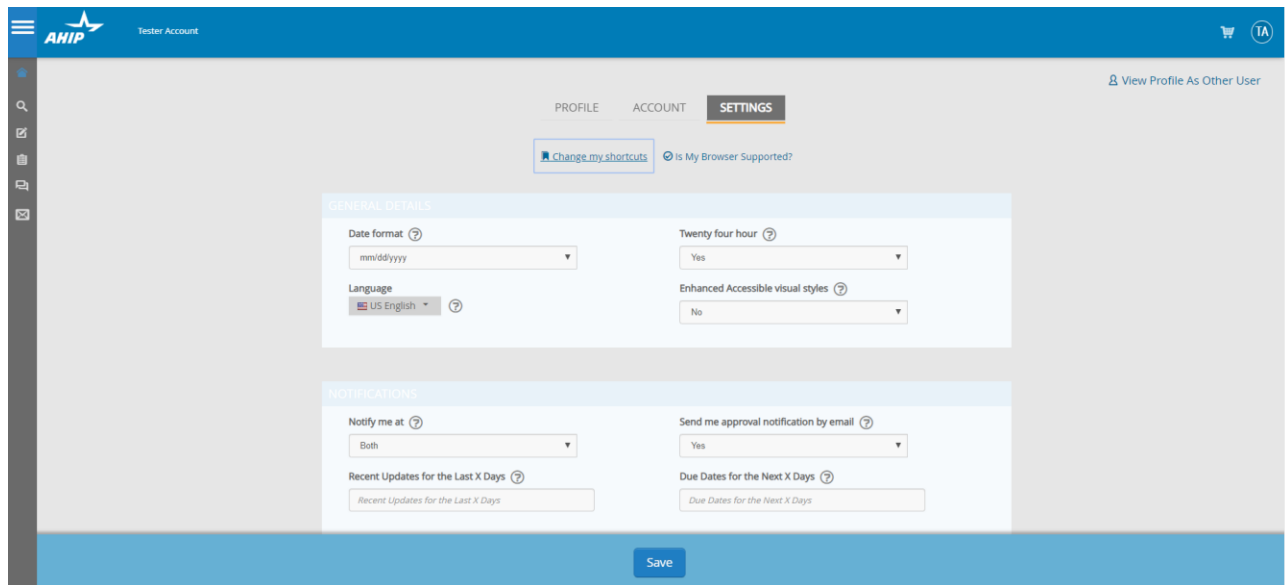


Here you may also view your orders, any items you have saved for later, and more.



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.



The screenshot shows the AHIP user profile settings page. The top navigation bar includes the AHIP logo, "Tester Account", and a shopping cart icon with "TA". Below the navigation bar, there are tabs for "PROFILE", "ACCOUNT", and "SETTINGS". The "SETTINGS" tab is active. Below the tabs, there is a link "Change my shortcuts" and a link "Is My Browser Supported?". The main content area is divided into two sections: "GENERAL DETAILS" and "NOTIFICATIONS".

GENERAL DETAILS

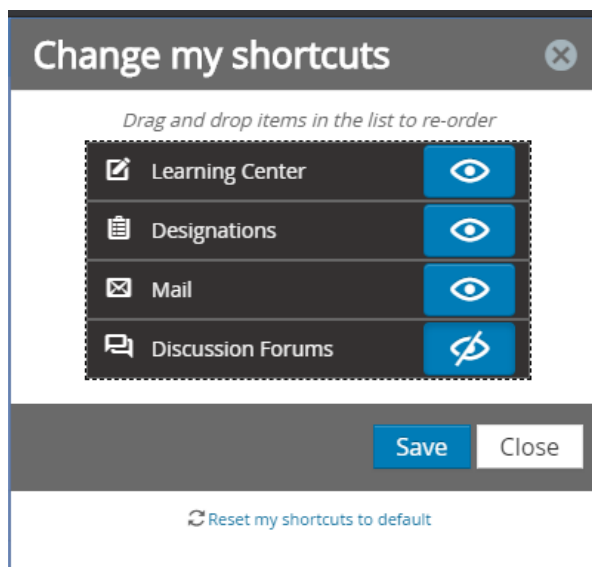
- Date format:
- Language:
- Twenty four hour:
- Enhanced Accessible visual styles:

NOTIFICATIONS

- Notify me at:
- Send me approval notification by email:
- Recent Updates for the Last X Days:
- Due Dates for the Next X Days:

At the bottom of the settings page is a blue "Save" button.

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



The screenshot shows the "Change my shortcuts" dialog box. The title bar says "Change my shortcuts" with a close button. Below the title bar, there is a instruction: "Drag and drop items in the list to re-order". The list contains four items: "Learning Center", "Designations", "Mail", and "Discussion Forums". Each item has a blue eye icon to its right, indicating it is currently visible. The "Discussion Forums" item has a blue slash icon to its right, indicating it is currently hidden. At the bottom of the dialog box, there are "Save" and "Close" buttons. Below the dialog box, there is a link "Reset my shortcuts to default".

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).

The screenshot shows the AHIP catalog search results for 'Accountable Care Organizations (ACOs)'. The page features a blue header with the AHIP logo and a 'Tester Account' label. A search bar at the top right shows 'Search Catalog' with a magnifying glass icon. Below the header, there's a 'Browse by' section with a 'Category' dropdown menu showing 'PRODUCTS BY TOPIC', 'PRODUCTS BY TYPE', 'REQUEST FORMS', and 'SEE ALL ITEMS'. To the right of this is a 'Filter by' section with 'Activity Type' (Online (49), Designation (20), Book (13)), 'User Ratings' (4 ★ (1)), and 'Price Range' (Min Price). The main content area displays three search results. The first result is 'A Focus on Senior Products' priced at \$100.00. The second result is 'Accountable Care Organizations (ACOs)' priced at \$150.00, which is highlighted. The third result is 'An Introduction to Wellness Programs' priced at \$255.00. Each result includes a 'PURCHASE FOR ME' button and a 'VIEW PRICES FROM' link.

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).

The screenshot shows the AHIP Shopping Cart. The header is blue with the AHIP logo and 'Tester Account' label. The cart is titled 'Shopping Cart' and contains one item: 'Accountable Care Organizations (ACOs)' with a list price of \$110.00. The item is marked as 'ONLINE'. To the right of the item, there are buttons for 'REMOVE', 'SAVE FOR LATER', and 'SECURE CHECKOUT'. Below the item, the subtotal and overall total are both \$110.00. At the bottom, there's a section titled 'YOU MAY ALSO BE INTERESTED IN THESE ITEMS' featuring 'Healthcare Compliance Professional (HCP)' for \$0.00, with a 'CHOOSE PATH' button.


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.

ANIP
Tester Account

MY CARTITEMSBILLINGPAYMENTCONFIRMATIONTOTAL: \$110.00

YOUR ITEMS

Title	Quantity	Amount
 Accountable Care Organizations (ACOs) Purchasing for Tester Tester ONLINE	1	\$110.00 ⓘ
SUBTOTAL:		\$110.00
OVERALL TOTAL:		\$110.00

BILLING

Title: ---	* Address Line 1: 1234 Test Account Way
* First Name: Tester	Address Line 2: Address Line 2
Middle Name: Middle Name	* City: Tester
* Last Name: Account	State: District of Columbia
Phone 1: Phone 1	* ZIP Code: 11111
Phone 2: Phone 2	* Country: United States
* Email Address: Tester@Tester.com	

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**.

PAYMENT

Do you have a coupon you would like to use?

Enter coupon code here

Apply

Please note only one coupon can be used per order.

VISA

MasterCard

Discover

AMERICAN EXPRESS

* Card Type Visa	
* Name on Card Name on Card	
* Card Number Card Number	
* Card Security Code Card Security Code ⓘ	Expiration Date MM/YY

🔒 PAY \$110.00 ➔

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

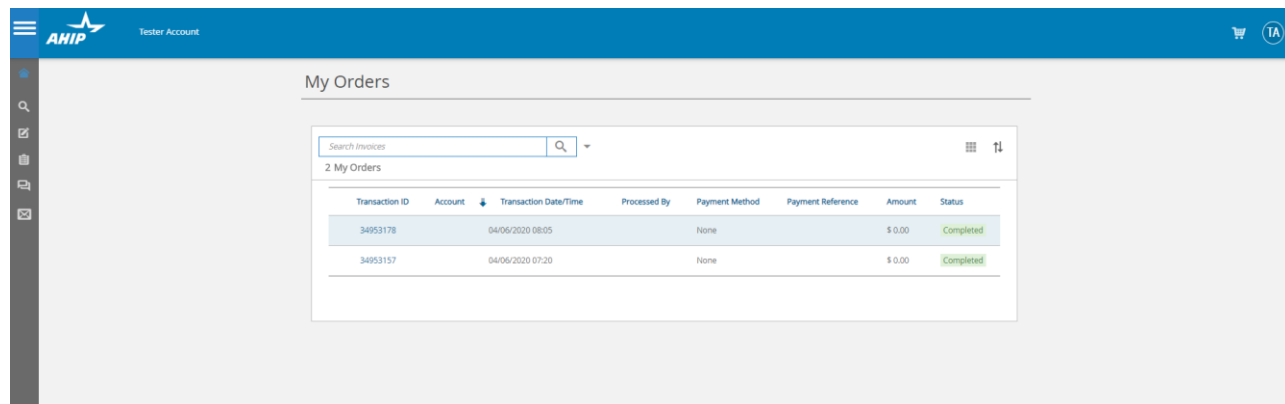
TOTAL: \$150.00

YOUR ITEMS

	Title	Quantity	Amount
<div><div><div><div></div><div></div></div><div>ONLINE</div></div></div> <div>Accountable Care Organizations (ACOs)</div>	1	\$150.00 <div>USE TOKEN</div>	
		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.



Transaction ID	Account	Transaction Date/Time	Processed By	Payment Method	Payment Reference	Amount	Status
34953178		04/06/2020 08:05		None		\$ 0.00	Completed
34953157		04/06/2020 07:20		None		\$ 0.00	Completed

Here is a detail view of the transaction summary.

Purchase Details

ORDER DETAILS

Order Number:
34953178


Completed Date:
04/06/2020 08:05

Billed To:
Tester Account
1234 Test Account Way,
Tester,
District of Columbia ,
11111,
United States

Status:
Completed

Method of Payment:
None

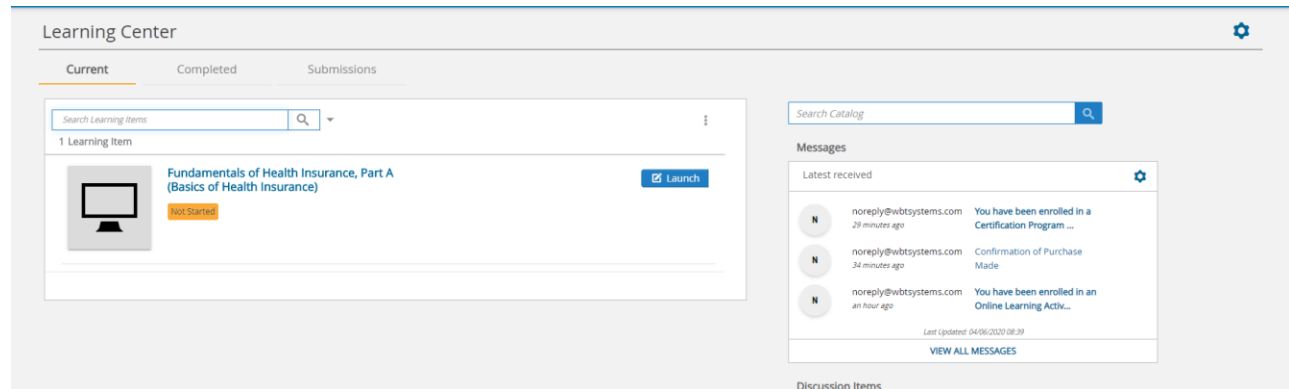
YOUR ITEMS

Title		Quantity	Amount
	Health Insurance Associate ★★★★★ Write a review HIA Designation Path	1	\$0.00
SUBTOTAL:			\$0.00
OVERALL TOTAL:			\$0.00

Course Access

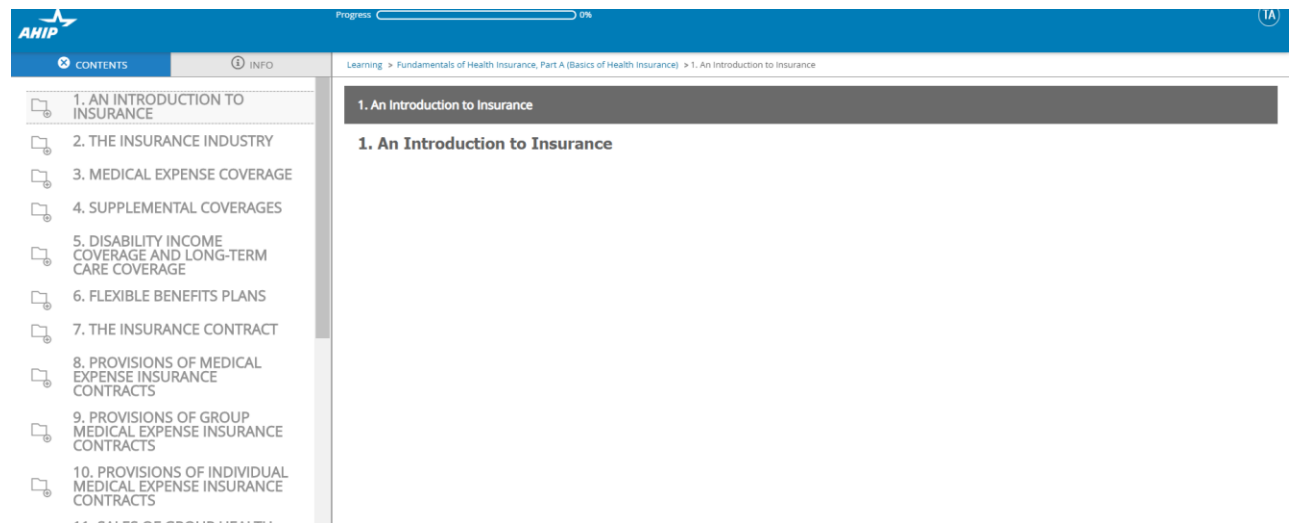
Please note that course access is restricted to the date range of the enrollment period. All final exams must be completed by 11:59 PM Eastern Time on the final date of the enrollment period (though they may be taken at any time during the enrollment period).

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**.

The screenshot displays the AHIP Learning portal interface. At the top, there is a blue header bar with the AHIP logo on the left, a progress bar in the center, and a user icon labeled 'IA' on the right. Below the header, a navigation bar contains two tabs: 'CONTENTS' (highlighted in gray) and 'INFO'. The 'CONTENTS' tab is active, showing a list of topics on the left side of the screen. The topics are: 'MEDICAL EXPENSE INSURANCE CONTRACTS', '11. SALES OF GROUP HEALTH INSURANCE PRODUCTS', '12. SALES OF INDIVIDUAL HEALTH INSURANCE PRODUCTS', '13. SALES COMPENSATION', '14. MARKETING OF HEALTH INSURANCE PRODUCTS', '15. UNDERWRITING OF GROUP HEALTH INSURANCE', '16. UNDERWRITING OF INDIVIDUAL HEALTH INSURANCE', '17. REINSURANCE AND REINSURERS', '18. HEALTH INSURANCE PAST, PRESENT, AND FUTURE', and 'FUNDAMENTALS OF HEALTH INSURANCE, PART A - FINAL EXAM'. The 'FUNDAMENTALS OF HEALTH INSURANCE, PART A - FINAL EXAM' topic is selected, and its content is displayed on the right side of the screen. The content area shows the title '1. An Introduction to Insurance' and a sub-section '1. An Introduction to Insurance'.

Progress 0%

IA

CONTENTS INFO

Learning > Fundamentals of Health Insurance, Part A (Basics of Health Insurance) > 1. An Introduction to Insurance

1. An Introduction to Insurance

1. An Introduction to Insurance

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.

⏪	?	⏩	⏪ Previous	Next ⏩
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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](#)

1 Learning Item



★ ★ ★ ★ ★ (0)

Health Insurance Associate

Designation

Completed on 04/06/2020 08:47

[View Certificate](#)

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.