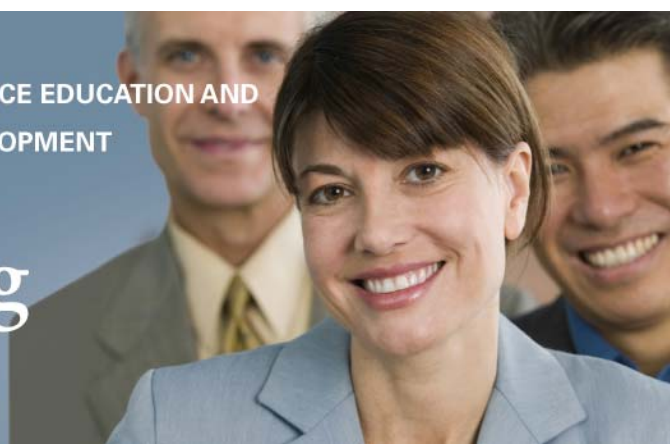




CENTER FOR INSURANCE EDUCATION AND
PROFESSIONAL DEVELOPMENT

Training Update



LEARN MORE. DO MORE.
BE MORE.

2008 Calendar

WINTER 2007–08

- Enrollment: November 5–March 2
- Testing: December 3–March 7
- Certificates will mail: March 26

SPRING 2008

- Enrollment: January 7–May 16
- Testing: March 10–May 23
- Certificates will mail: June 9

SUMMER 2008

- Enrollment: May 19–August 17
- Testing: June 2–August 29

SELECTED COURSES FOR STUDENTS SEEKING STATE CE CREDITS:

- Disability, Part I, II, and III
- Employee Benefits, Part I and II
- Fundamentals of Health Insurance, Part A and B
- Long-Term Care, Part I, II, III, and IV
- Long-Term Care Partnerships

Students seeking state CE credits for these courses must take the exam through the Center's testing site: <http://ahipce.insurancestudy.com>. The enhanced online system enables students to check how many credits are offered for each course (by state) and to receive quick feedback on test results. E-mail info@InsuranceEducation.org for more information.

CE QUESTIONS

Students who have CE credits should e-mail CE Coordinator (cburger@ahip.org) for information that complies with these regulations.

America's Health Insurance Plans
Center for Insurance Education and
Professional Development
601 Pennsylvania Avenue, NW
South Building • Suite 500
Washington, D.C. 20004
800.509.4422
www.ahip.org
www.InsuranceEducation.org
info@InsuranceEducation.org

February 2008

Spring Semester Brings Opportunities for New Beginnings

Now is a perfect time for students to assess educational goals. With more than 30 self-study courses, virtual seminars, workshops, timely access to CE programming, enrollment, and testing 24/7, the Center offers a wide array of options for industry employees. Make sure new and returning students have a copy of the Center's [Spring/Summer 2008 Educational Program Catalog](#) to use as a guide for course selection and program planning. Spring enrollment is open now through **May 16**. Testing starts **March 10**. Please help spread the word.

What's Up with Partnership Programs in Your State?

Under the Deficit Reduction Act of 2005 (DRA 05) all states have the option to enact long-term care insurance partnership policies and many states have already enacted legislation. Do you know what's happening in your state? You can come to us for information. Because there was a lot of confusion in the field as to what is required for agents selling partnership policies, the Center has established a system for tracking developments in each state. For more information, contact Margie Barrie at margiebarrie@comcast.net.

Become an Expert in Long-Term Care Partnership Programs. Our course, [Long-Term Care Partnerships](#), is recommended for staff and producers who need to understand the federal regulations and the role state plans play in funding public and private long-term care. Available in online and review workshop format, the course is designed to meet NAIC guidelines requiring eight hours of training for every agent who sells partnership policies. For more information, visit the Center's [website](#).

Designations: Who Needs Them and Why?

Designations offer learning paths and job-related courses for specific niches of working professionals. Today, the Center leads the field in training and development, sponsoring 13 industry recognized designations. These programs allow student participants to gain a more indepth understanding of the industry which in turn helps improve job performance. As we head into the spring semester, please encourage your employees to consider [designations](#) as a viable way to prepare for career advancement.

AHIP HI-WIRE Connects You to the Health Insurance Industry

Finally, there's a news source designed to help time-starved professionals like you. AHIP HI-WIRE is the best source for news and analysis covering the full health insurance industry. Get connected. Visit www.ahiphewire.org today.

LTCP DESIGNATION: ACCELERATED PROGRAM

The Center is the official sponsor of the Long-Term Care Professional (LTCP) designation. This designation is earned by successfully completing four courses:

- Long-Term Care, Part II (Financing)
- Long-Term Care, Part III (The Product)
- Long-Term Care, Part IV (Administration and Claims)

Plus one of the following electives:

- Long-Term Care, Part I (Needs and Options)
- Long-Term Care Partnerships

The workshops are designed to reinforce and review students' independent studies of the four courses in a live interactive format—typically conducted over a two-day period with additional time for optional on-site testing. LTCP review workshops (open to the public) will be announced on the [website](#) as they are scheduled.

For more information, e-mail Margie Barrie at margiebarrie@comcast.net.

Contact Greg Dean at gdean@ahip.org for information on sponsoring an in-house review session for students interested in earning the LTCP or DIA designations.

FOLLOW THE LEADER

[AHIP Career Source](#) is the online job site for health insurance professionals. While the mega-employment sites bring together unrelated industries—promising everything to everyone—we stay focused on your industry. Turn to AHIP Career Source and put your message in front of job seekers you desire.

VISIT THE AHIP STORE

Looking for facts, trends, and data? The [AHIP Store](#) is a one-stop resource for books, reports, directories, downloadables, and other media on topics of interest to insurers. You can browse by subject category or product type at this virtual library and it's just a mouse-click away. www.ahip.org/store

Virtual Seminars Keep Your Team on the Leading Edge

Reserve a conference room and use the Center's [Virtual Seminar Series](#) as an on-site training program. All for the price of one registration, you can turn these information-filled live virtual seminars into a team learning event for your organization.

- **Critical Illness Awareness: An Introduction**

Thursday, February 21, 2008; 1:00 pm to 2:30 pm ET

Learn what critical illness insurance is, how it fits into a wide range of health products and networks, and why your customers need it. Barry Eagle and Stephen Rowley, VPs of marketing and risk management at Gen Re LifeHealth, lead the discussion aimed at product managers, marketers, underwriters, and actuaries.

To register, visit www.ahip.org/virtual/ciepd/criticalillness.

- **Customer Service Training: It Makes All the Difference**

Wednesday, April 2, 2008; 1:00 pm to 2:30 pm ET

Customer service trainer Louis Feuer presents practical wisdom in a seminar designed to get staff motivated, educated, and inspired to provide the best service ever. You'll learn:

- about the barriers to quality service,
- how to exceed customer expectations,
- the importance of quality service consistency,
- how to make the phone your business partner, and much more.

To register, visit www.ahip.org/virtual/ciepd/customerservice.

Now Available for Pre-Order!

AIS's Directory of Health Plans 2008

Find out who does what—and who to contact at health care companies. You can conduct market share analysis, identify potential business partners and clients, and get enrollment benchmarks for comparison to your business—do all this and more using the *AIS's Directory of Health Plans 2008*. Visit www.ahip.org/store to pre-order your copy today!

Anti-Fraud Courses Approved by NHCAA

The National Health Care Anti-Fraud Association (NHCAA) has approved the three courses in the Center's [Health Care Anti-Fraud Associate \(HCAFA\)](#) program for accreditation toward the Accredited Health Care Fraud Investigator (AHFI) designation. The AHFI is a unique professional credential granted by the Association to individuals who meet certain qualifications related to professional experience, specialized training, formal education, and demonstrated knowledge in the detection, investigation, and/or prosecution of health care fraud. For more information on NHCAA or the AHFI Accreditation, visit www.nhcaa.org.

Institute 2008

[Conference Website](#)

Moscone Center West

San Francisco, CA

2008 is certain to be a big year in the health insurance business with health system reform at the forefront of the ever-important presidential campaign. Join us in San Francisco, June 18-20, and you'll return ready to face your job with the latest information on developments that are shaping the industry.