



America's Health
Insurance Plans

CENTER FOR INSURANCE EDUCATION AND
PROFESSIONAL DEVELOPMENT

Where Professionals Learn the Industry

Educational Resource Guide



DETAILS INSIDE ON NEW POLICIES:

- PAYMENT
- TESTING
- GRADES/TRANSCRIPTS
- AND MORE

**LEARN. ACHIEVE.
SUCCEED.**

www.AHIPInsuranceEducation.org
800.509.4422

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The Source for Continued Learning

The AHIP Center for Insurance Education and Professional Development continues to be *where professionals learn the industry*. Now with more content online, expanded course offerings—including the Academy of Healthcare Management’s (AHM) course content—as well as other quick, convenient, and flexible ways to learn, the Center is your company’s premier source for health insurance continued education.

With our new all-in-one online learning management system (LMS), you can now manage your company’s account anywhere and anytime. It was designed to make your job as an Education Correspondent (EC) easier! The new LMS allows you to:

- Enroll Students
- Check Grades
- Order Publications
- Handle Billing
- View Your Students’ Training History
- Track Progress

The Center is leading the future of health insurance education. Whether online, by book, in a workshop, or a virtual seminar, a course or designation from the Center will help your company’s employees continue to *learn, achieve, and succeed*.

Continued



The Source for Continued Learning

(Continued)

Courses

The Center's 30+ self-study and online courses provide students with professional knowledge to help improve their job skills and performance. Students can enroll online, study at their own pace within our flexible semester system, and test online when they're ready.

Publications

The Center offers a full catalog of publications and study manuals. These publications may be used in tandem with the program's self-study courses or may be purchased on their own as reference tools.

Designations

Students can earn designations by taking a combination of required and elective courses. The Center offers more than a dozen designations that provide subject matter expertise in specific industry segments and help advance careers.

Virtual Seminars

The Center's virtual seminars provide a convenient and economical way to stay current on emerging industry trends and issues.

Workshops

The Center's instructor-led workshops are designed for professionals who want to review course content and/or complete a designation on an accelerated basis.

Continuing Education Credits (CEs)

Most state insurance departments require agents and brokers to take continuing education courses to maintain their licenses. In most states, select Center courses may be taken to meet these requirements.

AHIP Store

Purchase books, CD-ROMs, and reference materials on important health insurance topics. www.ahip.org/Store

AHIP HI-WIRE Learning Center

The Center hosts a dedicated Learning Center on the AHIP HI-WIRE Web site which supplies valuable resource materials that can be downloaded for free. www.ahiphiwire.org

AHIP Conferences, Virtual Seminars, and Webinars

AHIP hosts the industry's leading conferences, virtual seminars, and webinars that explore and discuss what's most important to our day-to-day business and long-term industry focus. www.ahip.org/Conferences

Enhancing Performance through Workplace Learning

Finding and retaining talented people is an important component to succeeding in business. Enterprising organizations offer professional development training to attract and keep the best workers and stay competitive in the marketplace. Money spent on training delivers a return-on-investment through increased employee productivity and decreased turnover. Many companies promote training by paying for their staff's enrollment in the Center's courses and offering employees incentives to take them. Some companies pay for courses and publications upfront, while others reimburse employees who successfully complete a course.

The Role of the Education Correspondent (EC)

As an EC, your company relies on you to inform its employees about the Center's educational offerings; make students aware of company incentives available to them; as well as work with the Center to enroll students in courses.

The Center relies on ECs to be familiar with our policies and procedures and to act as our link with students. This guide is designed as a resource to help you understand your role and how you can promote the best interests of your students.

Continued



Enhancing Performance through Workplace Learning (Continued)

DESIGNATING A COMPANY EC

The name of your company's designated EC should be sent to the Center's Registrar at support@AHIPInsuranceEducation.org. The Registrar should be notified immediately if there is any change in the company EC.

EC Duties Include:

- Distributing the Center's promotional materials.
- Publicizing the Center's educational programs within your company.
- Enrolling students in courses by the semester deadlines.
- Arranging for payment of educational programs.
- Ordering study materials—publications, study manuals, CD-ROMs, etc.—when necessary.
- Notifying students of new developments outlined in the Center's monthly electronic *Training Update* that is sent to ECs.
- Acting as, or appointing, a proctor for exams taken by students requesting state insurance department continuing education (CE) credits.
- Notifying appropriate company management of employee designations earned.
- Notifying the Center of any additional assistance needed.



Policies, Procedures, and Web Resources

Publications

Publications for Self-study Courses—The cost for publications is not included in a course’s enrollment fees. Publications must be ordered separately. *Online course enrollment fees include downloadable PDFs of course materials.*

Publications Processing/Shipping—Please allow 3-5 business days for the processing of publication orders. The selection of the “2nd Day” or “Overnight” shipping options applies only to the shipping time of an order. Customers will still need to allow for the 3-5 business days processing time for each order.

Online Testing

The Center’s exams are offered online only. All exams consist of 50 or 75 multiple-choice questions and have a two-hour limit. Registered students are eligible to test online at any time during the semester in which they have enrolled. There is no fee to take the exam, nor voucher nor coupon code required to access the test site.

Students who do not pass their exam on the first try and wish to re-take the exam a second time may do so during their enrollment semester at no additional charge. Students who do not pass the course after two attempts will need to re-enroll in the course in a different semester.

Note: Students seeking to apply for state insurance department continuing education credit must test through the Center’s CE Partner, NetStudy. www.NetStudy.com

Testing Deadlines—Please remember that students must test during the semester in which they are enrolled. Many companies paying for their staff’s enrollment in the Center’s courses set their own enrollment and testing deadlines, within the semester.

Proctor Requirements

Only tests administered to students requesting state insurance department continuing education (CE) credits must be supervised by a proctor. For the non-CE student, online tests do not need to be supervised by a third-party monitor, and proctor affidavits will not be required. *You may choose to proctor students sponsored and paid for by your company.*

Grades/Transcripts

Online exams are scored automatically, and students receive grades as soon as they have completed the exam. ECs may access student transcripts by logging into the LMS and clicking on “My Students.” Hardcopy transcripts may still be requested at a cost of \$10 per transcript.

Continued

Policies, Procedures, and Web Resources

(Continued)

Designation Certificates

Once students complete all the requirements for a designation, students and ECs may print out the designation certificate from their online accounts. *Hardcopy certificates will no longer be mailed.*

Fees

Students pay no matriculation fees to register for the Center's courses—they only pay enrollment fees for the course they are taking. Employees of companies that are AHIP Members receive a preferred rate.

Payment Options

The following payment options are now available for the Center's educational offerings:

- **Credit Card Payment**—This option is available to both ECs and students at the time of purchase for all Center programs and products. The Center accepts Visa, MasterCard, and American Express.
- **Debit Account**—Companies can set up a debit account with the Center where they can regularly deposit funds that can be used by students or ECs for the purchase of any Center course, publication, workshop, or virtual seminar. If a student makes a purchase from the Center using their company's debit account, the EC will need to approve the purchase online through their company account.
There are no administrative fees associated with setting up a debit account. In addition, there are no minimum balances required and the amount of deposit is at the discretion of the EC and their company.
To set up a debit account with the Center, visit www.AHIPInsuranceEducation.org and fill out the "Debit Account Set-Up Form" located under "**RESOURCES**".
- **Invoicing**—Invoicing is available to companies that have completed more than 100 enrollments in the past twelve months. Invoices are sent to companies on a monthly basis.

The Center will not release grades, transcripts, or certificates until the Center has received payment in full.



EDUCATION FAIRS

Many companies have "education fairs" to publicize their training or education programs. If your company is hosting a fair, we would be happy to send promotional materials and perhaps even send a member of the Center's staff to attend. Please call 800.509.4422 or e-mail info@AHIPInsuranceEducation.org for details.

Changes for AHM Educational Representatives and Students

AHM course content and training history has been relocated to the Center's website—providing you with the ability to manage Center and AHM enrollments in one convenient online training account. With the move to the new system, AHM Educational Representatives/Education Correspondents should be aware of a few changes:

Courses and Exams will be Sold as a Package—With the move to the new system, students will no longer need to purchase courses and exams separately. Courses and exams will be available at a discounted combined/bundled price. And as an added benefit, AHIP Members will receive additional discounts on the purchase of their courses and exams, as well as publications, virtual seminars, and more.

Semester Enrollments—The new system will make AHM courses and exams available as semester enrollments—helping to encourage students to complete their course work in a timely manner. (i.e. Students who enroll in the fall semester must complete their course and exam within the same semester.)

Web Resources

Electronic copies of the following resources may be downloaded from the Center's website, www.AHIPInsuranceEducation.org.

- Educational Resource Guide
- Educational Program Catalog (for the current semester)
- Training Updates
- Student Program Updates
- LTC Partnership Monthly Updates
- Designation Guide
- EC and Student Enrollment Instructions
- Debit Account Set-Up Form
- Transcript Request Form
- Course Transfer Instructions
- Request for Certificate of Completion

For additional questions about the Center's education programs, please e-mail info@AHIPInsuranceEducation.org or call 800.509.4422.

Course Enrollment Made Easy

To enroll, just follow these easy steps.

1. Go to www.AHIInsuranceEducation.org. Enter your username and password. Click “**LOG IN.**”
2. Click the shopping cart icon.
3. Click the “**CONTINUE SHOPPING**” button.
4. Choose the courses and/or publications you wish to purchase for your students by clicking the “**PURCHASE**” link next to the item. *For course purchases, click the appropriate button for the semester in which your students would like to take the course.*
5. If purchasing for yourself, click the “**ADD TO CART**” button. If purchasing for your employees, click the “**ADD EMPLOYEES TO CART**” button. A window will pop up with a list of your students, select the students that you would like to enroll in the course. Once you have selected all of the appropriate students, click the “**SUBMIT**” button.
6. Click on “**ADD TO CART**” to add all of the students selected to the course. Then click “**PROCEED TO CHECK OUT.**”
7. The screen will show fields for both billing and mailing information (mailing information will be shown only if there are items to ship—e.g. publications—in the cart). Fill out all asterisk-marked fields and then click the “**NEXT**” button.
8. If the shipping address is the same as the billing address, click the check box on top of the shipping info area.
9. Fill in all appropriate fields on the Payment Options page. Click the “**COMPLETE PURCHASE**” button. You will receive a confirmation e-mail for your purchase.





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