STUDENT

USER GUIDE

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Please contact our Support Team at support@AHIPInsuranceEducation.org or 1-866-234-6909, if you have any additional questions about AHIP's online training platform.

Account Registration

On America's Health Insurance Plans (https://www.ahip.org/insurance-education/), Click **Register Now** 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, branch, or department name from the drop-down menu. Create a username and password and Click **Register**.

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

Logging Into Your Account

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

SIGN IN

Username

Username

Password

Password

Sign in

Forgot your password?
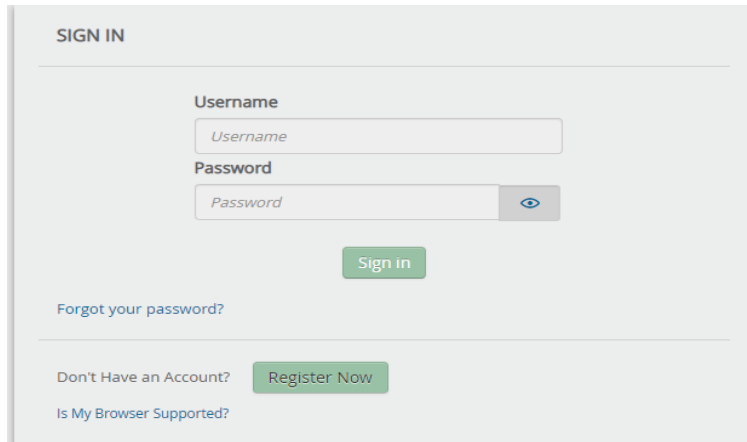
Don't Have an Account?   Register Now
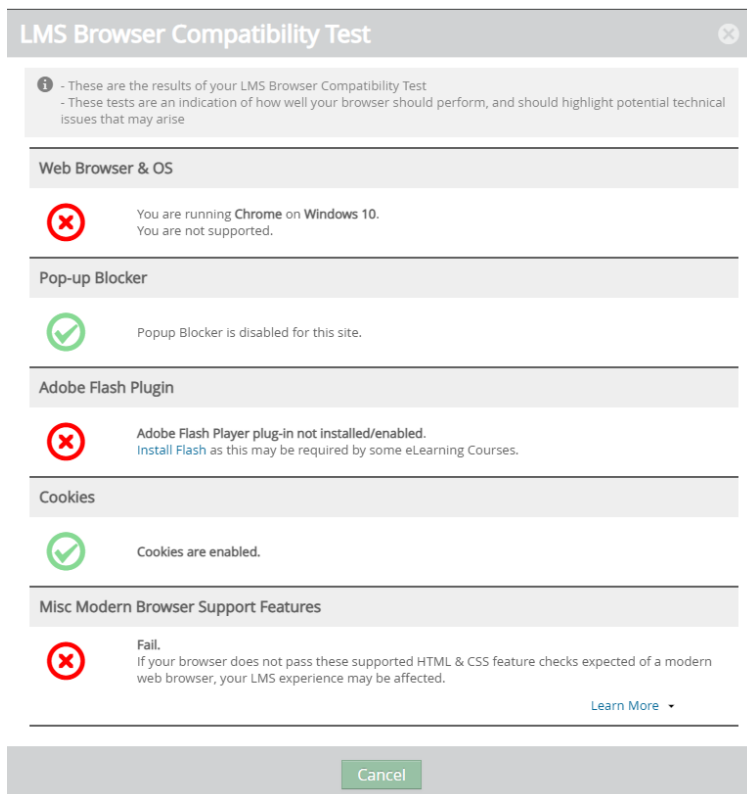
Is My Browser Supported?

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.

SIGN IN

Username

Username

Password

Password

Sign in

Forgot your password?

Don't Have an Account?   Register Now

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** on **Windows 10**.
You are not supported.

Pop-up Blocker

Popup Blocker is disabled for this site.

Adobe Flash Plugin

Adobe Flash Player plug-in not installed/enabled.
Install Flash as this may be required by some eLearning Courses.

Cookies

Cookies are enabled.

Misc Modern Browser Support Features

Fail.
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 the **Learning Center** screen. It will display all your online activities together on one page.

Activities include **Online Courses**, **Webinars**, **Conference/Workshops** and **Blended Activities**—which is a mix of live events and course. You can also **Launch/Resume** course material directly from this page.

A shortcut to the **Shopping Cart** is located at the top of the page next to your initials. On the top right-hand side is a quick search browser to access the **Catalog**. To access the **Learning Center** menu, click on the light blue panel located in the top right-hand side. Shortcuts to these same menus are also located on the left- hand side.
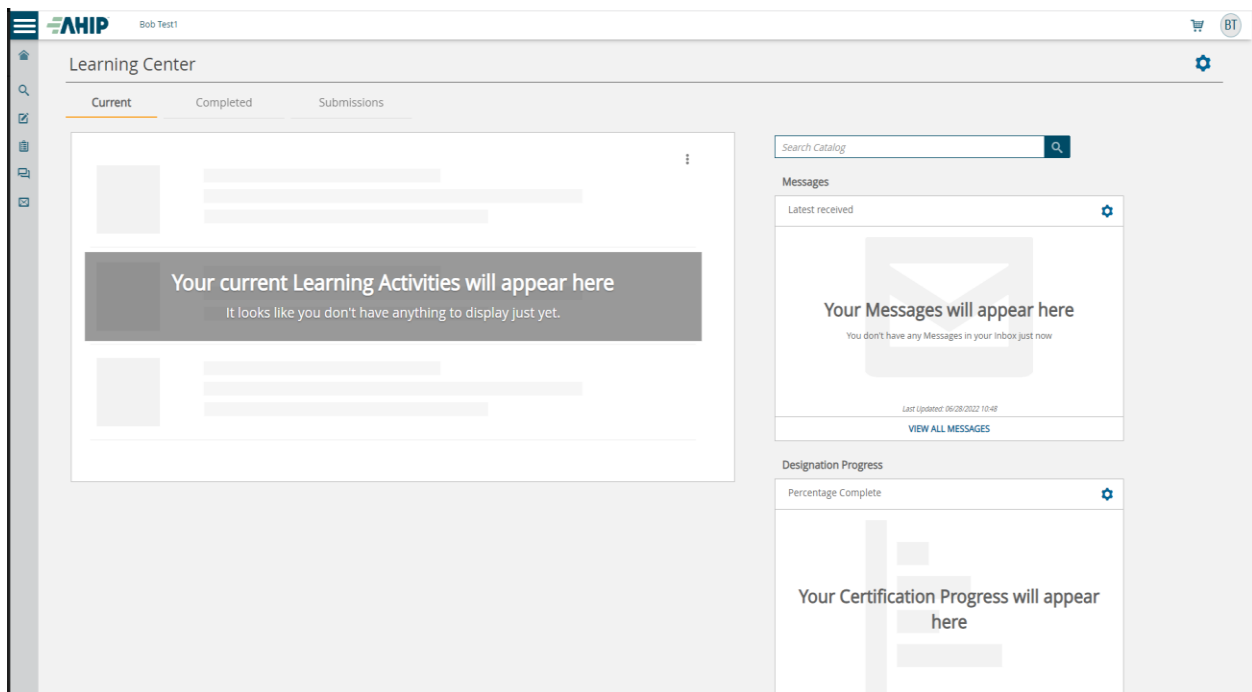
Current Activities

Current Activities 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.

Training History

The courses you have completed are listed under **Completed** under the **Learning Center.** By Clicking on the course title, you can view a summary of the completed course.
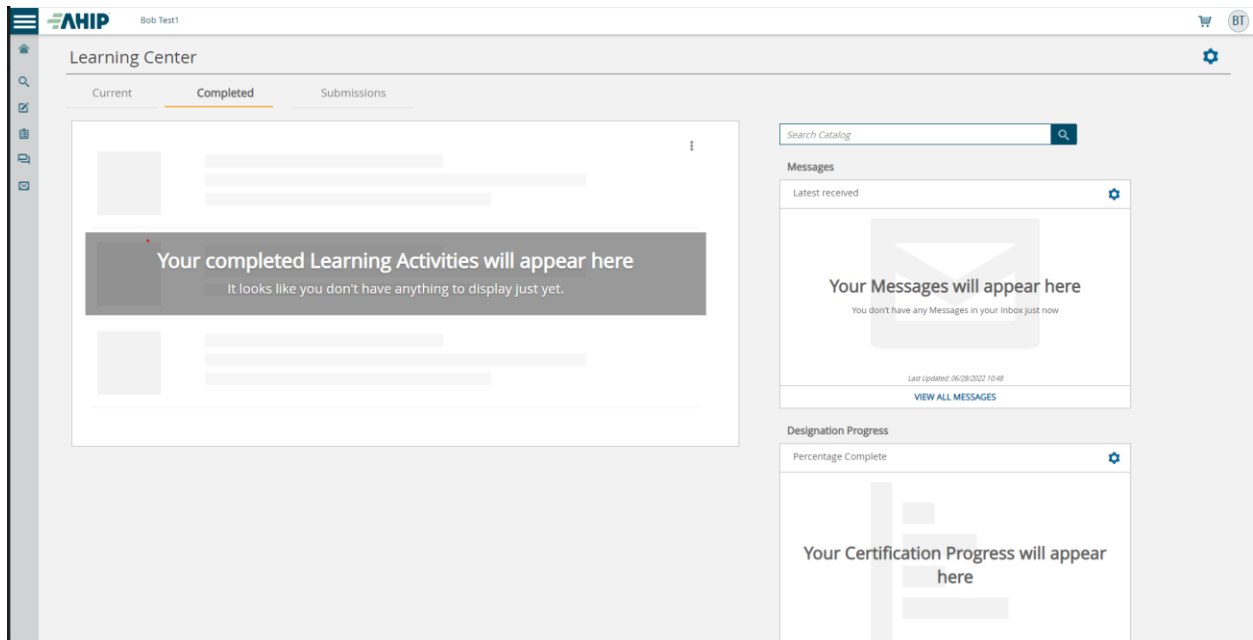
Learning Plan

A list of required courses will be displayed on this page. In most cases, the Professional Development Advisor from your organization may require that you take a specific course. You will either see the option to **Purchase/Enroll** depending on the action taken by the PDA.

Designations

This feature allows you to enroll in a designation program and track your progress. Select the **Course Catalog** and Filter by Activity Type **Designation.** Select the **Designation**.

Designations Continued

Select the **Designation**, Click on **Choose Path**, and Select a **Certification Path**.

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 Expand

$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: $160.00 ⊗

🖥️	Accountable Care Organizations (ACOs)	$160.00
ONLINE		REMOVE
		SAVE FOR LATER

OVERALL TOTAL: $160.00

YOU MAY ALSO BE INTERESTED IN THESE ITEMS

| 📋 | Healthcare Compliance Professional (HCP) | $0.00 |

View Full Cart   🔒 SECURE CHECKOUT ❯

My Orders
Saved for Later

Designations Continued

From the **My Learning** tab, select **Designations**. Click on **Purchase For Me** to proceed to purchase. You will 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.

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 ⑦

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	None	PURCHASE FOR ME 🛒
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 (Needs and Options) 2010	Online	None	PURCHASE FOR ME 🛒

E-mail

Click **E-mail** and then **Inbox** to view your messages. Messages such as course and testing notification will come here. You can send and receive E-mails through the E-mail 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.
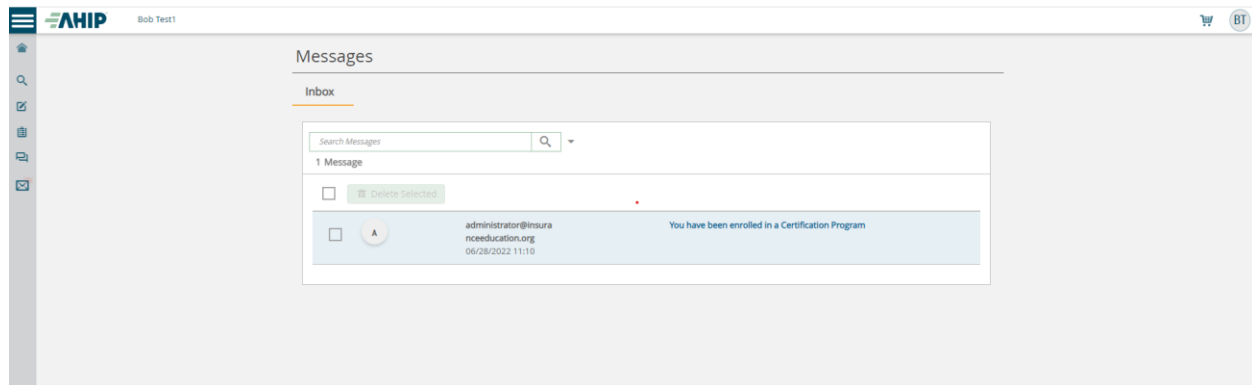
Catalog

Select the magnifying glass next to **Search Catalog** from the Learning Center. You are now able to browse the **Catalog** by **Price Range**, by **Type** or **Category**.

Profile

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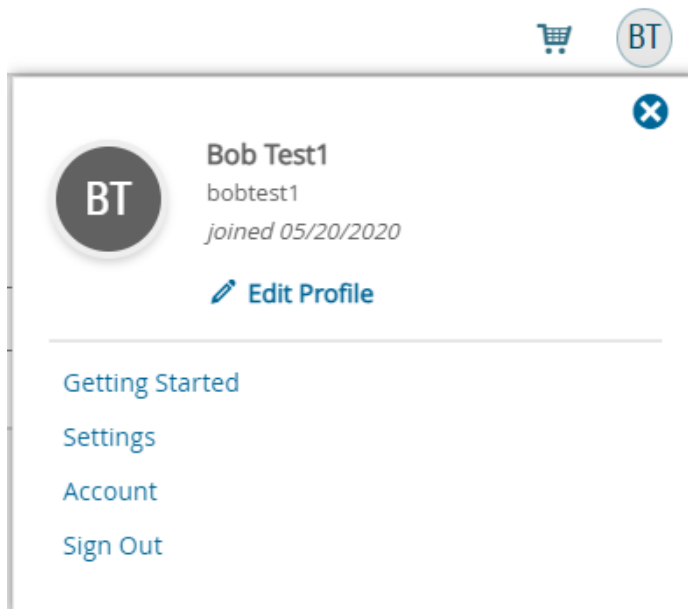
Profile Continued

You can format your dashboard under **Profile, Account,** and **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**.

Profile Continued

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**.
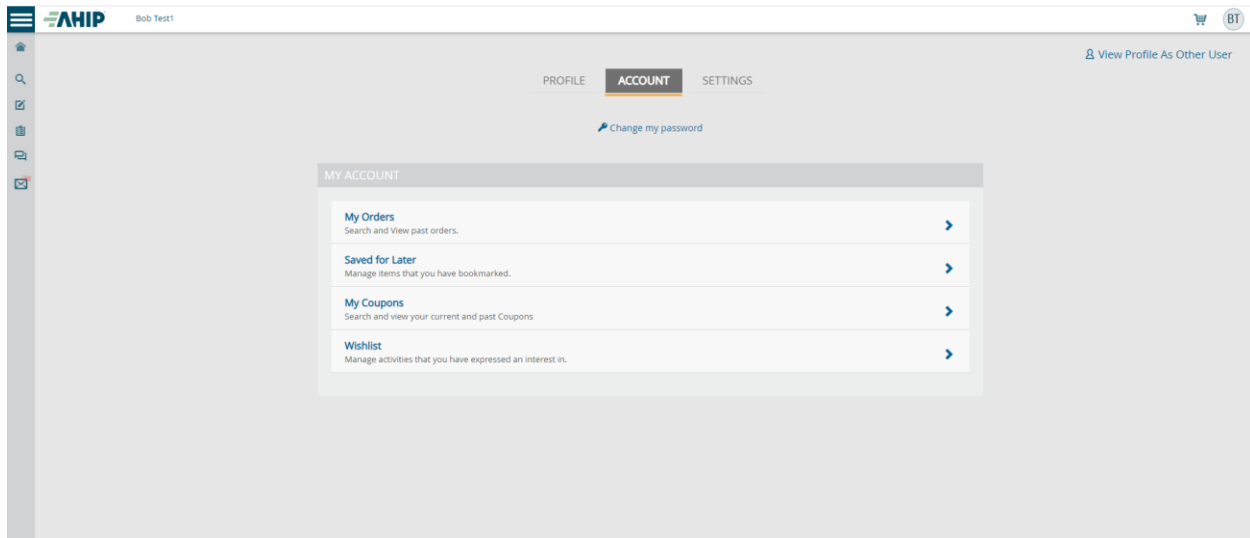
Profile Continued

Enter your new password in the **New Password** field and Click **Update**. Your password has now been changed.
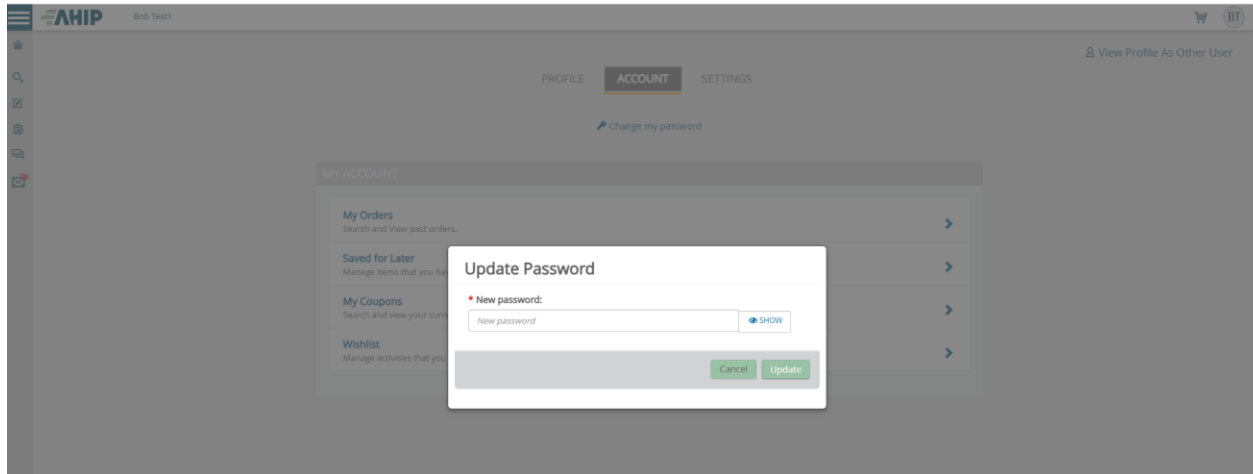
Course Enrollment

You can purchase courses from the My Dashboard screen by selecting the **Shopping Cart** icon then clicking **Continue Shopping**. For this example, we will select the Accountable Care Organizations (ACOs).

Course Enrollment Continued

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 **My Learning** tab. For this example, we will select **Proceed to Checkout** to purchase Accountable Care Organizations (ACOs).

Course Enrollment Continued

Confirm the billing address (the address on file with the credit card you will be using to make the purchase).

Course Enrollment Continued

You should verify the information on the page is correct. If you have a coupon or transfer token code, 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.

Purchase History

You can view all your past transactions. To view a more detailed summary of your transactions, Click on the **Transaction ID** number.

Purchase History Continued

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
DESIGNATION	Health Insurance Associate ★ ★ ★ ★ ★　✎ Write a review *HIA Designation Path*	1	$0.00 ⓘ
		SUBTOTAL: OVERALL TOTAL:	$0.00 $0.00

Course Access

Depending on the type of course, you will see it under one of the four headings on your dashboard, **Online Courses**, **Webinars**, and **Blended Activities**. Please note that course access is restricted to the date range of the enrollment period. All final exams must be completed by 11 PM Eastern Time on the final date of the enrollment period (though they may be taken at any time during the enrollment period).

Locate the course to be taken and Click the **Launch** button to proceed.

Course Access Continued

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

Click on **Contents** by the name of the course at the top of the page.

Taking Exam Continued

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 **Next**. If you clicked the final exam link accidentally, Click **Back,** 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.

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

Course Completion / Designation Certificates

Once a course is complete, it will appear in the **Completed** section. The certificate will be available immediately after completion. 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.

Requesting a Transcript

Fill out a **Transcript Request** form which can be found on the AHIP's website (www.AHIP.org/courses) under **Resources**.
Once the form has been completed, please return it back to AHIP.