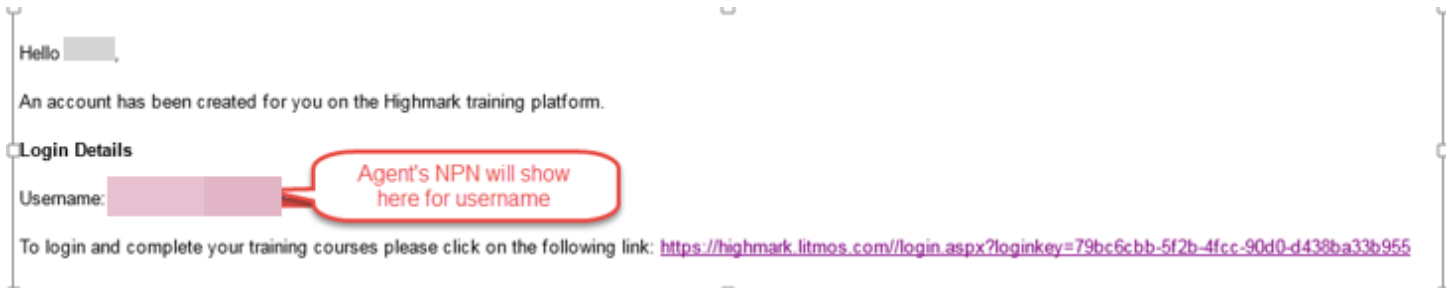


# HIGHMARK 2020 CERTIFICATION USER GUIDE

## LOGGING IN

### 1. NEW AGENTS

A. Upon reaching the certification portion of the Highmark Senior Markets onboarding portal, the agent will receive the following email:



B. The Agent will click on the link. The first screen will prompt them to create a password. (1 upper case, 1 lower case, 1 number, and 1 special character.)








The screenshot shows a web form for creating a password. It starts with "Hello [redacted]" and "1. Confirm your name". Below this is a note: "Please make sure that we have your first and last names correct." There are two input fields for first and last names, each with a red asterisk. The next section is "2. Create a password". Below this is a note: "Next time you login you will use the following username". There is a "Username" field with a redacted value and a red callout box pointing to it with the text "Agent's NPN will show here". Below that is a "Password" field with a red asterisk. Below the password field is a red error message: "Password must contain: 1 upper case, 1 lower case, 1 number, 1 special character" and "Your password must be at least 8 characters long". At the bottom is a "Confirm password" field with a red asterisk and a note: "Confirm your password by entering it again".

Address:	Street1
	Street2
City:	City
State:	State
Zip:	Zip
Country:	Country
Work Phone:	Work Phone
Mobile Phone:	Mobile Phone
Skype:	Skype
Twitter:	Twitter
<input type="button" value="Continue"/>	

## 2. RETURNING AGENTS

- A. Returning agents can go directly to <https://highmark.litmos.com/> or click the link in the email they will receive to let them know they have been assigned a new course:


The image shows a login page for Highmark Medicare training. The page features the Highmark logo and the text "An Independent Licensee of the Blue Cross and Blue Shield Association". Below the logo, it says "Welcome Highmark Agents! Please enter your credentials to access the Highmark Medicare training program .". There are two input fields for "Username" and "Password". A checkbox labeled "Remember me on this computer" is below the password field. A dark grey "Login" button is centered below the checkbox. A red-bordered box highlights the link "I've forgotten my username/password" at the bottom right. A green-bordered box on the left contains the text "Login with username (NPN) and previous password" and "Reset your password if necessary". A green arrow points from the green box to the password field, and a red arrow points from the red box to the "I've forgotten my username/password" link.

-  Home 1
-  Course Library
-  Achievements
-  Live Sessions
-  Messages
-  Instructor
-  Collapse Menu

Welcome,  

1

All
In Progress
Overdue
Not Started
Completed



1. Assigned courses will be under the "Not Started" tab on your Home Dashboard.

Click on the training box to begin.

B.

### 3. Course Navigation

A.



## 2020 Highmark Agent Medicare Training

Start this course
Unenroll

0%

☰ Modules
📄 Additional References

▶ Highmark Agent Welcome
▶ 2020 Highmark Integrity Training
▶ Compliance Reporting Options
▶ Third Party Code of Business Conduct ⓘ
▶ Highmark Integrity Attestation
▶ Content Review
▶ 2020 Highmark Product Training

All assigned modules will be displayed.

B.

**2020 Highmark Agent Medicare Training**

**2** Start this course Unenroll

1. Review the Additional References before starting the course.  
You may need to reference the 2020 Benefits throughout the training. You can download the document from this screen.

2. Select Start Course when you are ready to begin.

Modules **1** Additional References

C.

Highmark Agent Welcome

2020 Highmark Agent Medicare Training

Highmark Agent Welcome

Welcome to the 2020 Highmark Medicare Sales Training and Certification Program

The Centers for Medicare & Medicaid Services' (CMS) marketing audit guidelines require that all independent agents who approach Medicare beneficiaries be trained and tested in the Medicare plan benefits and procedures, and on the federal marketing requirements. Medicare plan sponsors or agents act outside these parameters risk hefty federal sanctions and having their reputations...

NEXT MODULE X EXIT

Click the next module button to navigate through the steps in the course.

D.

Highmark Agent Welcome

2020 Highmark Agent Medicare Training

Highmark Agent Welcome

2020 Highmark Integrity Training

Compliance Reporting Options

Third Party Code of Business Conduct

Highmark Integrity Attestation

Content Review

2020 Highmark Product Training

2020 Highmark Enrollment Training

2020 Highmark Medigap Training

2020 Highmark Plan Specific Exam Gui...

2020 Highmark Plan Specific Exam

2020 Highmark Producer Agent Agree...

Welcome to the 2020 Highmark Medicare Sales Training and Certification Program

The Centers for Medicare & Medicaid Services' (CMS) marketing audit guidelines require that independent agents who approach Medicare beneficiaries be trained and tested in the Medicare plan benefits and procedures, and on the federal marketing requirements. Medicare plan sponsors or agents act outside these parameters risk hefty federal sanctions and having their reputations...

What to Expect Next:

In the steps that follow, you will complete Highmark's 2020 Medicare Advantage Sales Training program.

- 2020 Highmark Integrity Training
- Highmark Integrity and Code of Conduct Attestation
- 2020 Highmark Medicare Advantage and Prescription Drug Training
- 2020 Highmark Enrollment Training
- 2020 Highmark Medigap Training
- 2020 Highmark Plan Specific Exam
- Producer Agreement Review and Attestation
- AHIP Certificate Transmittal
- Completion Certificate

At any time during the course, you can click the menu button to review your progress.

#### 4. AHIP (<http://www.ahipmedicaretraining.com/clients/highmark> )

By checking the box below, I attest that I have completed all AHIP requirements in full and request that Highmark verify my completion status now.

*If you have not completed AHIP yet, please go to <http://www.ahipmedicaretraining.com/clients/highmark>, complete all training requirements, and return to this screen to complete your Highmark training requirements.*

My AHIP is complete, please verify my AHIP certification

SAVE

- A. Once all required modules are completed, you will be asked to verify that your 2020 AHIP has been completed. By checking the box in the image above, you agree that you have completed the 2020 AHIP Training and transmitted the score to Highmark, by clicking the Highmark Specific AHIP link and logging in to your AHIP account. Highmark will verify your completion status. You will see “Marking Required” on your course list during the verification process. **This will be updated within 48-72 hours.**

→ AHIP Attestation

MARKING REQUIRED

- B. **If your AHIP is not complete upon verification**, you will see that the AHIP Attestation returns to “In Progress”.

→ AHIP Attestation

IN PROGRESS

- C. There will be notes on this page stating the date it was checked and the reason as to why it wasn't completed. When you have completed and transmitted the AHIP via the Highmark Specific AHIP link, you must return to the AHIP Attestation page to request a new verification.

By checking the box below, I attest that I have completed all AHIP requirements in full and request that Highmark verify my completion status now.

*If you have not completed AHIP yet, please go to <http://www.ahipmedicaretraining.com/clients/highmark>, complete all training requirements, and return to this screen to complete your Highmark training requirements.*

My AHIP is complete, please verify my completion

08/01/2019- AHIP not complete

SAVE

D. If your AHIP is complete upon verification, you will receive an email notification that the course is complete. You may also return to the course to obtain your completion certificate.

The screenshot shows the Highmark user interface. At the top left is the Highmark logo with the tagline 'An Independent Licensee of the Blue Cross and Blue Shield Association'. Below the logo is a navigation menu with icons for Home, Course Library, Achievements (with a blue badge containing the number '1'), and Live Sessions. The main content area has two tabs: 'Achievements' (selected) and 'External Learning'. A green-bordered box contains the following instructions: '1. Select the Achievements tab from your Home page. 2. "Download Certificate" from the 2020 Highmark Agent Medicare Training.' Below this, there is a search bar for achievements. A list of achievements is shown, with the first one being '2020 Highmark Agent Medicare Training'. A blue box with the number '2' highlights the 'Download certificate' link next to this achievement, which also shows 'Achieved 07/29/2019'. To the right, there is a 'Badges' section showing 'Badges 1' and 'Points 0'. One badge is visible: '2018 Ready to Sell U65 Individual'.