

# MEDICARE UPDATE

The 2019 Highmark Medicare Sales Training and Certification Program is now available for agents who will be selling (or receiving renewals for) 2019 Medicare products (Medicare Advantage and Medicare Prescription Drug Plan).

## How does a current agent access the Highmark Certification Platform?

- If the agent **previously logged into Litmos**, they will receive an email directly from “Highmark” notifying them that they have been assigned the 2019 Highmark Agent Medicare Training Course. Agents can simply click the link in the email or navigate directly to <https://highmark.litmos.com>.
  - Agent’s username will be their NPN along with the password that was previously created. If necessary, agents can use the “I’ve forgotten my username/password” link to reset their password.
- If the agent **never logged into Litmos before**, they will receive an email directly from “Highmark” with their login information.
- Emails will be sent to the email address provided to us.
  - If an existing agent does not receive the link, they should request access to the site by sending an email to [HighmarkSeniorMarkets@highmark.com](mailto:HighmarkSeniorMarkets@highmark.com). Agents should check their Spam and Junk folders before requesting a new email to be sent.
- Agents will be assigned to a “Team” associated with their FMO or General Agency. If they have been incorrectly assigned, all Team change requests should also be submitted to the [HighmarkSeniorMarkets@highmark.com](mailto:HighmarkSeniorMarkets@highmark.com) mailbox. Please note, requesting a Team change, is only to make corrections to their Team assignments. This should not be used to change hierarchy.
- Once an agent has logged into the system, their assigned “2019 Highmark Agent Medicare Training” can be found in their course library.
- Agents are also required to complete the AHIP training for the Medicare Core, FWA, and Compliance training.
  - Each agent’s AHIP training submission will be reviewed before agents are provided with a completion status through the Highmark Certification Platform.
- Once the agent’s AHIP training submission has been reviewed and approved, they can access their completion certificate through the “Recent Achievements” tab.

## How do NEW agents access the Highmark Certification Platform?

- New agents should contact their FMO/GA for a link to the \*NEW\* online contracting system.

## Training and Certification Program Requirements

As a reminder, agents are required to pass the AHIP exam with a score of **90% or better** and the Highmark plan specific exam with a score of **85% or better**, prior to selling Medicare products. Agents will be given three (3) attempts at each exam.

## Renewal Commissions

To receive renewal commissions on Highmark's Medicare plans for the 2019 plan year, agents must complete the above training and certification program prior to January 1, 2019.

**Remember, agents may not market 2019 Medicare products until Monday, October 1st. Enrollment applications cannot be accepted until Monday, October 15th.**

[A Highmark Certification Platform user guide can be accessed by clicking here.](#)

Agents should expect to receive their Highmark Certification Platform e-mail by end of day today, August 1st.

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This email was sent from the Highmark Senior Markets Sales team. If you have questions, please contact our Broker Services Team at [highmarkseniormarkets@highmark.com](mailto:highmarkseniormarkets@highmark.com) or call (800) 652-9459.