HIGHMARK 2019 CERTIFICATION USER GUIDE

LOGIN

NEW AGENTS

Below is a sample email that will be sent for each NEW agent individually:

Hello Jenna,

An account has been created for you on the Highmark training platform.

Login Details

Username: ~~jenn~~truitt@highm~~~~   Agent's NPN will show here for username

To login and complete your training courses please click on the following link: https://highmark.litmos.com//login.aspx?loginkey=79bc6cbb-5f2b-4fcc-90d0-d438ba33b955

Agent clicks on URL and the first screen prompts them to create a password.

Hello

1. Confirm your name

Please make sure that we have your first and last names correct.

[   ] *   [   ] *

2. Create a password

Next time you login you will use the following username

Username   jenn~~truitt@highm~~~~   Agent's NPN will show here

Password   [   ] *

Password must contain: 1 upper case, 1 lower case, 1 number, 1 special character
Your password must be at least 8 characters long

Confirm password   [   ] *

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
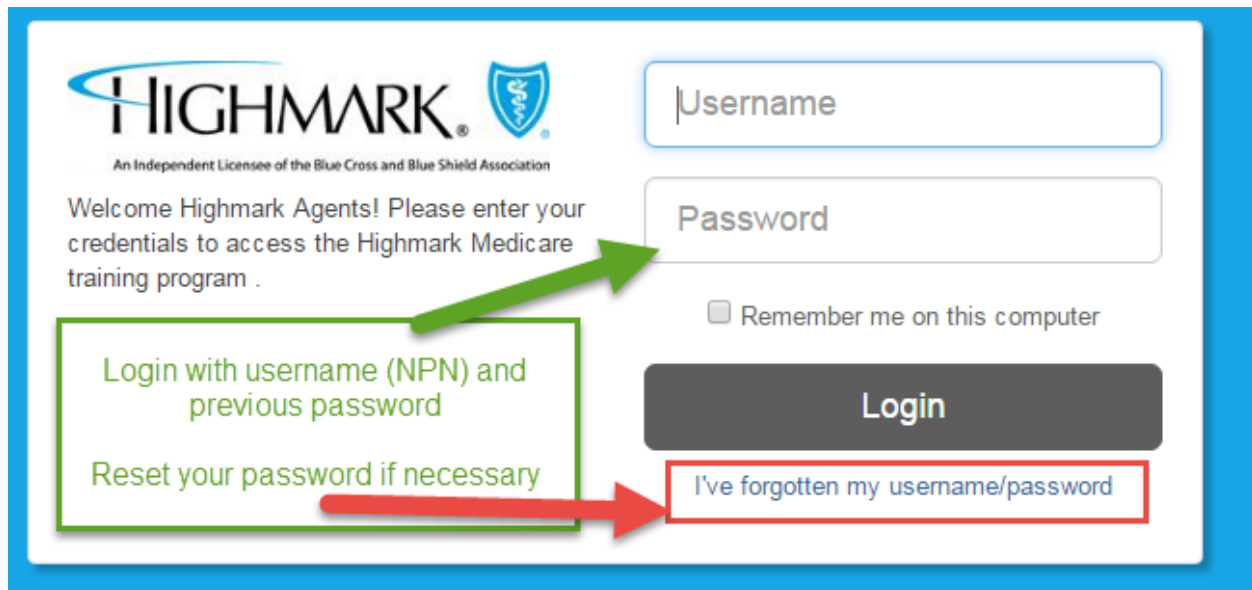
Continue
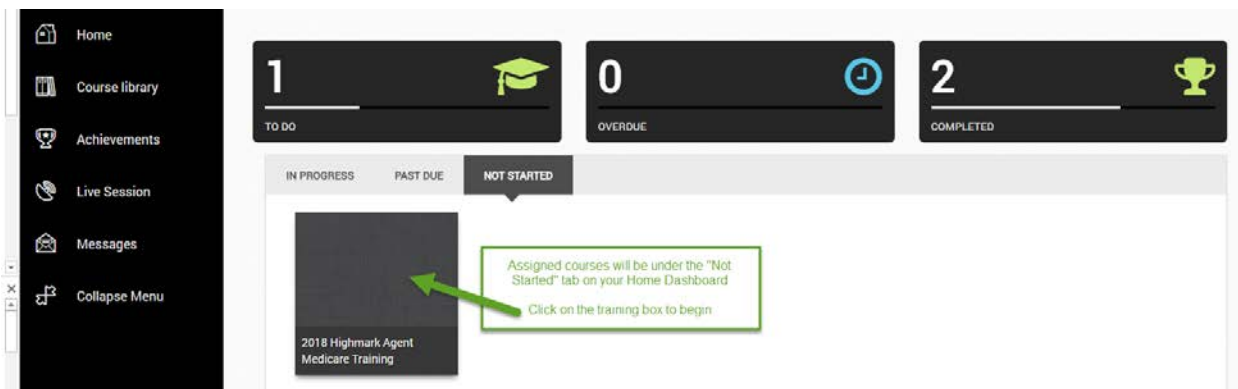
RETURNING AGENTS

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

COURSE NAVIGATION

2018 HIGHMARK AGENT MEDICARE TRAINING

Modules	Additional References	Recent Achievements

Start this course

Third Party Code of Business Conduct_ 2017 - FINAL.PDF

2017 CPA Medigap Blue OOC.pdf

2017 WPA and NEPA Medigap Blue OOC.pdf

2017 WV Medigap Blue OOC.pdf

2017 DE Medigap Blue OOC.pdf

Community Blue Medicare Par Facilities.pdf

2018 Highmark Benefits_Certification.pdf

Review the Additional References before starting the course

You may need to reference the 2018 Benefits throughout the training - you can download the document from this screen

Click Start Course when you are ready to begin

💬 FEEDBACK   ▶▶ NEXT MODULE   ✖ EXIT

Welcome to the 2018 Highmark Medicare Sales Training and Certification Program

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

What to Expect Next:

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

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≡   Highmark Agent Welcome

⌄

2018 Highmark Agent Medicare Training

● Highmark Agent Welcome

● 2018 Highmark Integrity Training

● Compliance Reporting Options

● Third Party Code of Business Conduct

● Highmark Integrity Attestation

● Content Review

● 2018 Highmark Product Training

● 2018 Highmark Enrollment Training

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

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What to Expect Next:

In the steps that follow, you will complete Highmark's 2018 Medicare Advantage Sales Training and Certification

2018 Highmark Integrity Training

Highmark Integrity and Code of Conduct Attestation

2018 Highmark Medicare Advantage and Prescription Drug Training

2018 Highmark Enrollment Training

2018 Highmark Medigap Training

2018 Highmark Plan Specific Exam

Producer Agreement Review and Attestation

📄 Third Party Code of Business
Conduct_ 2017 - FINAL.PDF

📄 2017 CPA Medigap Blue OOC.pdf   ⬇

📄 2017 WPA and NEPA Medigap Blue   ⬇
OOC.pdf

📄 2017 WV Medigap Blue OOC.pdf   ⬇

📄 2017 DE Medigap Blue OOC.pdf   ⬇

📄 Community Blue Medicare Par   ⬇
Facilities.pdf

📄 2018 Highmark   ⬇
Benefits_Certification.pdf

Click here to access
the Additional
References

Prior to completing the training, please review the following documents that can be located in the "Additional References" tab
on the left hand navigation of this page:

- Community Blue Medicare Participating Facilities
- 2018 Highmark Products

Note: These items can be downloaded for reference.

AHIP

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

Once you have completed all required steps, you will be asked to verify that your AHIP is
complete. By checking the box in the shot above, you agree that you have completed the AHIP
training and transmitted the score to Highmark. Highmark will verify your completion status.
You will see "Marking Required" on your course list during the verification process.

AHIP Attestation   MARKING REQUIRED

If your AHIP is not complete upon verification, you will see that the AHIP Attestation returns to "In Progress".

AHIP Attestation   IN PROGRESS

There will be notes on this page stating the date it was checked. Once you have completed and transmitted the AHIP, 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.

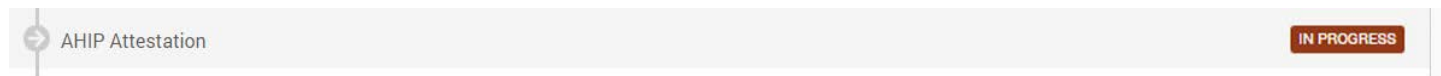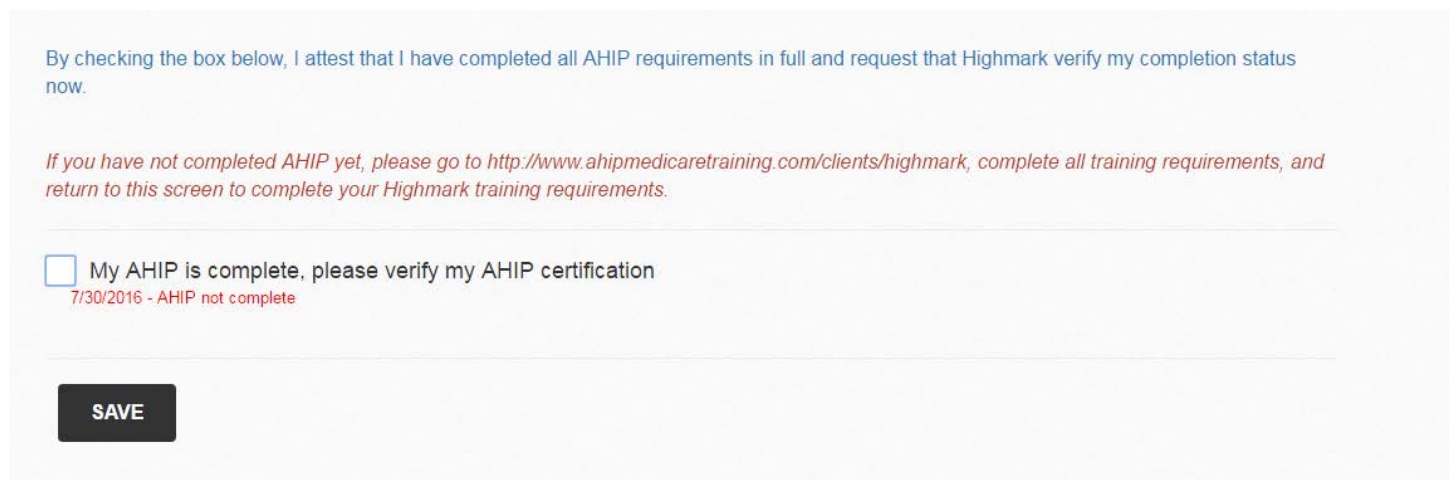☐ My AHIP is complete, please verify my AHIP certification
7/30/2016 - AHIP not complete

SAVE

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.

HIGHMARK.
An Independent Licensee of the Blue Cross and Blue Shield Association

Home
Course library
Achievements
Live Session

Select the Achievements tab from your Home page and then "Download My Certificate" from the 2018 Highmark Medicare Training

ACHIEVEMENTS
THESE ARE THE COURSES THAT I HAVE COMPLETED.

2018 Highmark Agent Medicare Training Achieved on Jul 30, 2017   DOWNLOAD MY CERTIFICATE