

# HIGHMARK 2018 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: [jenna.truitt@highmark.com](mailto:jenna.truitt@highmark.com)

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 Jenna Truitt

### 1. Confirm your name

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

<input type="text" value="Jenna"/>	*	<input type="text" value="Truitt"/>	*
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### 2. Create a password

Next time you login you will use the following username

Username: [jenna.truitt@highmark.com](mailto:jenna.truitt@highmark.com)

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

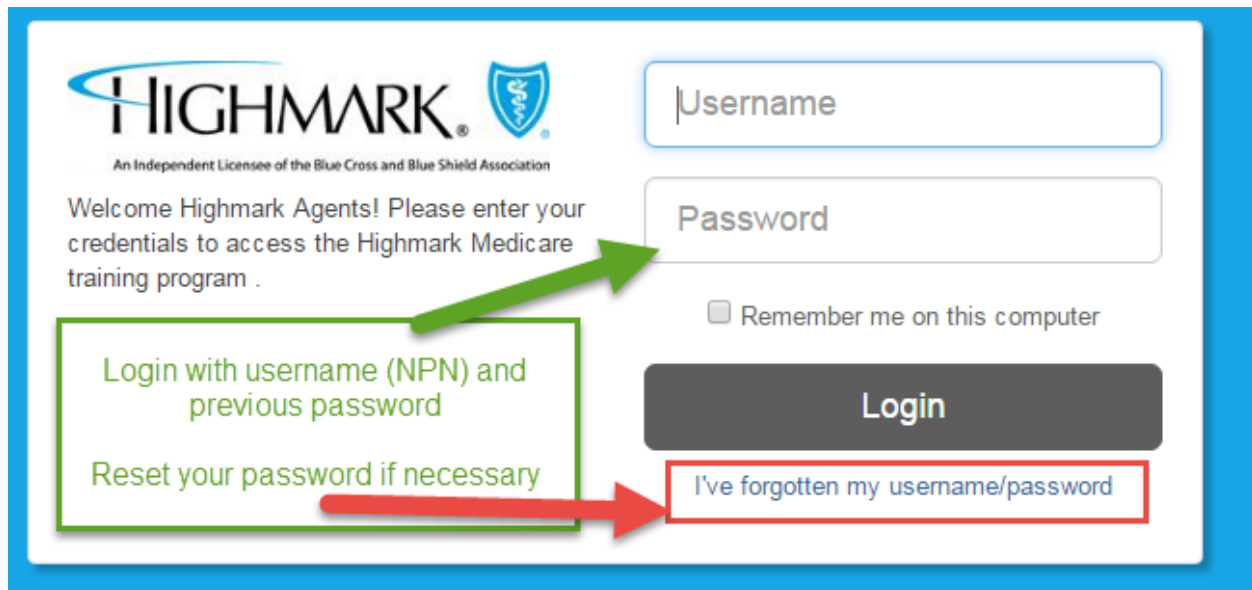
Confirm password:  \* |

Confirm your password by entering it again

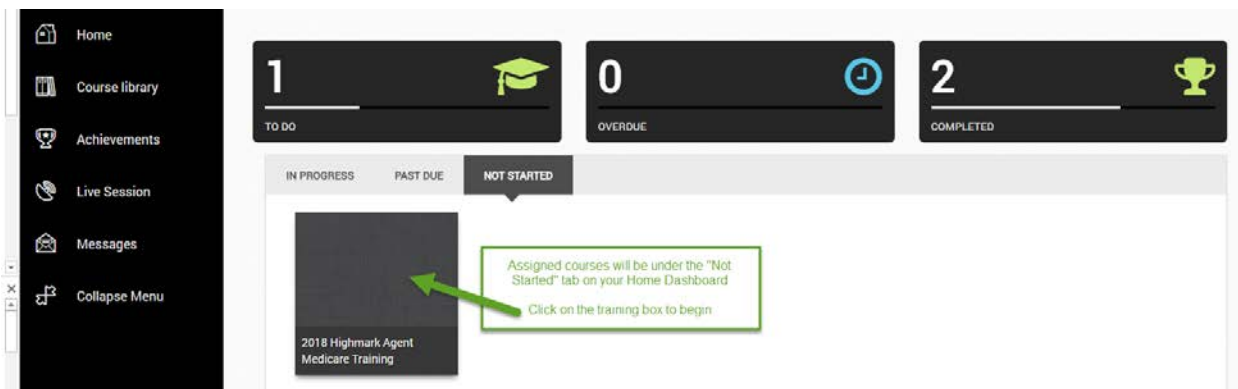
Address:	Street1
	Street2
City:	City
State:	State
Zip:	Zip
Country:	Country
Work Phone:	Work Phone
Mobile Phone:	Mobile Phone
Skype:	Skype
Twitter:	Twitter

## 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

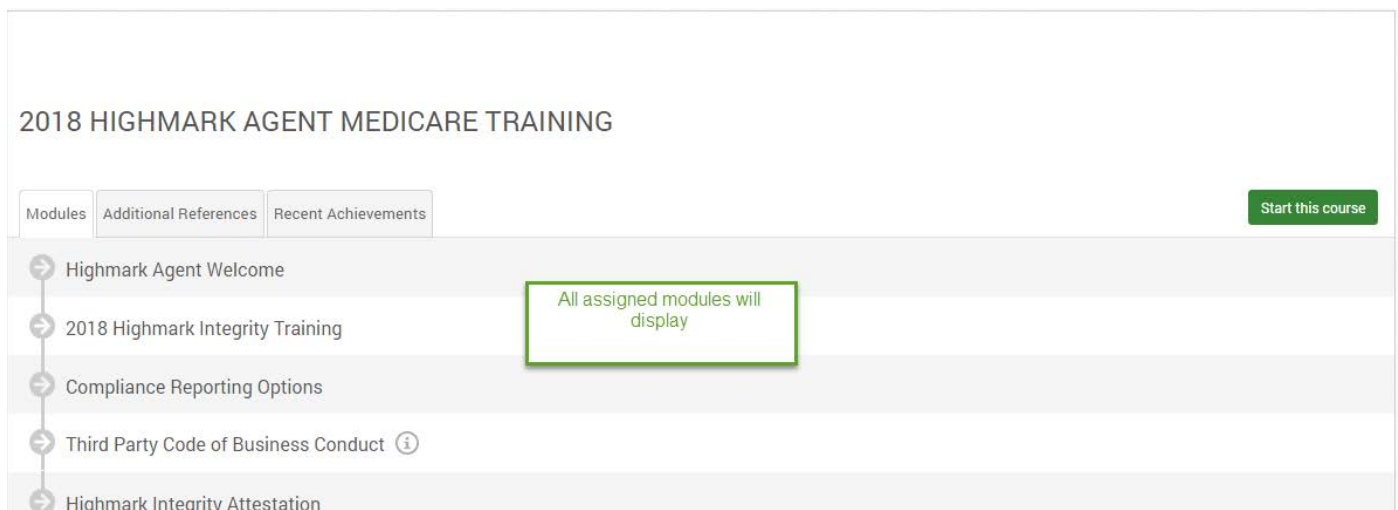


The image shows the login page for Highmark Medicare training. At the top left is the Highmark logo with the text "An Independent Licensee of the Blue Cross and Blue Shield Association". Below the logo, it says "Welcome Highmark Agents! Please enter your credentials to access the Highmark Medicare training program." There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember me on this computer". A large dark grey "Login" button is centered below the checkbox. To the right of the "Login" button is a link that says "I've forgotten my username/password". A green 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 text box to the password field, and a red arrow points from the text box to the "I've forgotten my username/password" link.



The image shows the home dashboard of the training program. On the left is a dark sidebar with navigation links: Home, Course library, Achievements, Live Session, Messages, and Collapse Menu. The main area has three summary cards: "1 TO DO" with a graduation cap icon, "0 OVERDUE" with a clock icon, and "2 COMPLETED" with a trophy icon. Below these cards are tabs for "IN PROGRESS", "PAST DUE", and "NOT STARTED". Under the "NOT STARTED" tab, there is a card for "2018 Highmark Agent Medicare Training". A green box with an arrow points to this card, containing the text "Assigned courses will be under the 'Not Started' tab on your Home Dashboard" and "Click on the training box to begin".

## COURSE NAVIGATION



The image shows the course navigation page for "2018 HIGHMARK AGENT MEDICARE TRAINING". At the top right is a green "Start this course" button. Below the title are three tabs: "Modules", "Additional References", and "Recent Achievements". A list of modules is shown below, each with a right-pointing arrow icon: "Highmark Agent Welcome", "2018 Highmark Integrity Training", "Compliance Reporting Options", "Third Party Code of Business Conduct ⓘ", and "Highmark Integrity Attestation". A green box with an arrow points to the list, containing the text "All assigned modules will display".

# 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 independent 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 hefty sanctions and having their reputations tarnished.

What to Expect Next:

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

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
- 2018 Highmark Medicare Training

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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

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

Content Review

FEEDBACK

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.

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

## 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

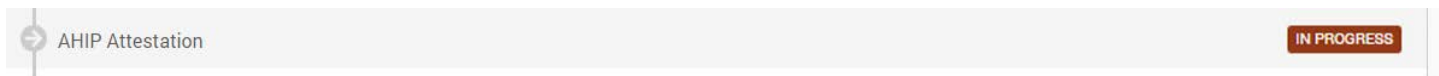
SAVE

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.

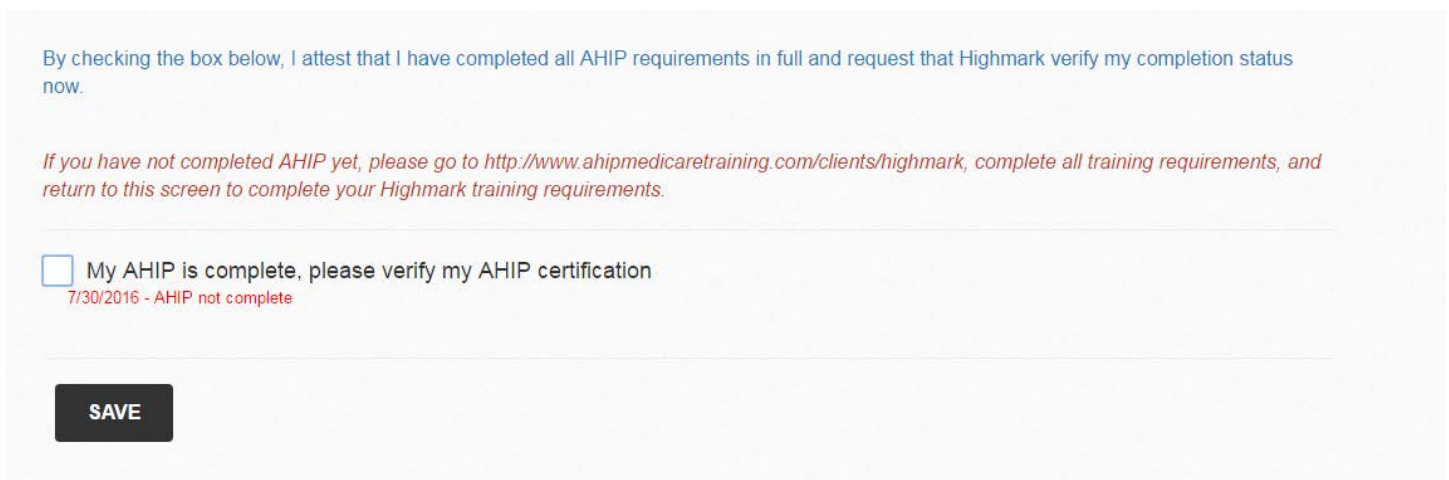
AHIP Attestation

MARKING REQUIRED

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



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.



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.

