

2027

Highmark Federal Markets

Training User Guide



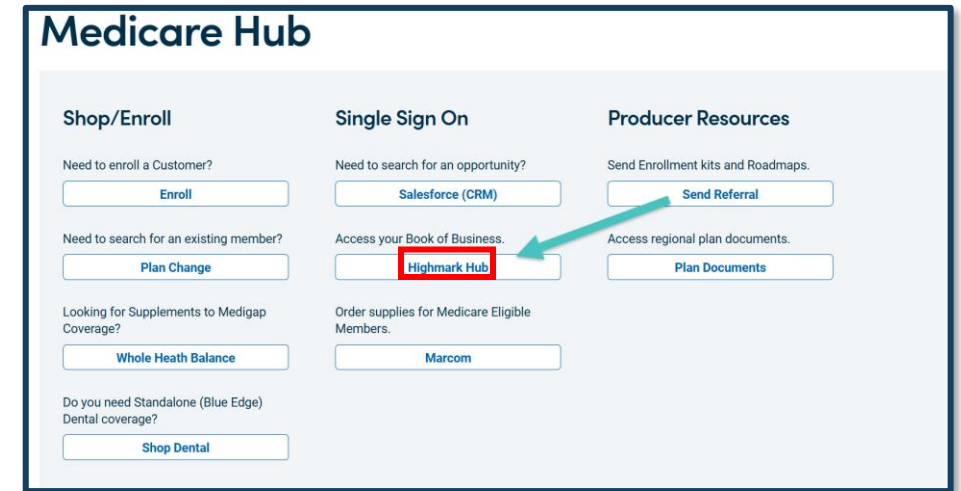
Sign-in

Sign into Agent's Producer Portal at: <https://producer.highmark.com/login>

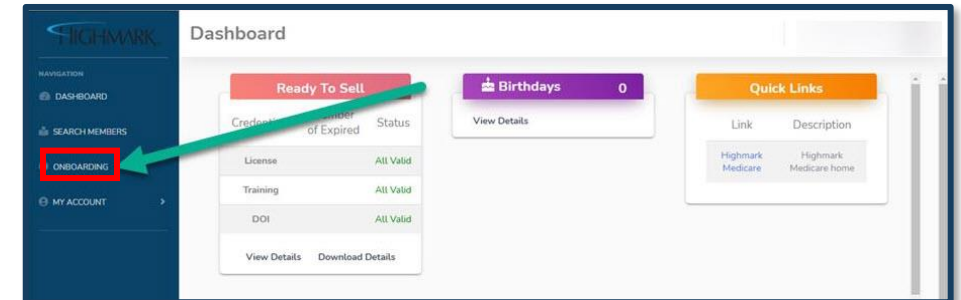
Medicare Region: PA Agency: Highmark - Channel Sales, Agency ID: GAIN5678 Change Medicare Agency Medicare Dashboard Enroll	Individual Region: PA Agency: Highmark - Channel Sales, Agency ID: GAIN5678 Change Individual Agency Individual Dashboard New Business	DSNP Region: PA Agency: Highmark - Channel Sales, Agency ID: GAIN5678 Change DSNP Agency DSNP Dashboard Enroll
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Sign-in (Cont.)

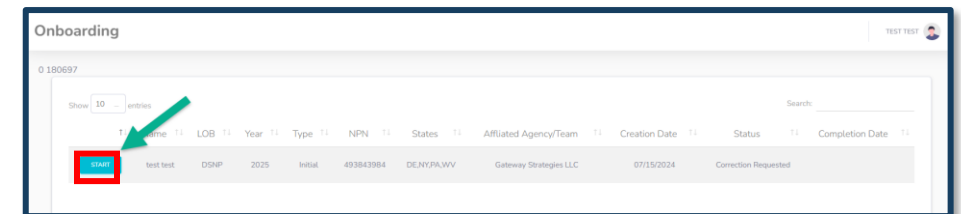
2. From the Medicare/DSNP dashboard **select 'Highmark Hub.'**



3. Then, on the left-hand side of the page **select 'Onboarding.'**

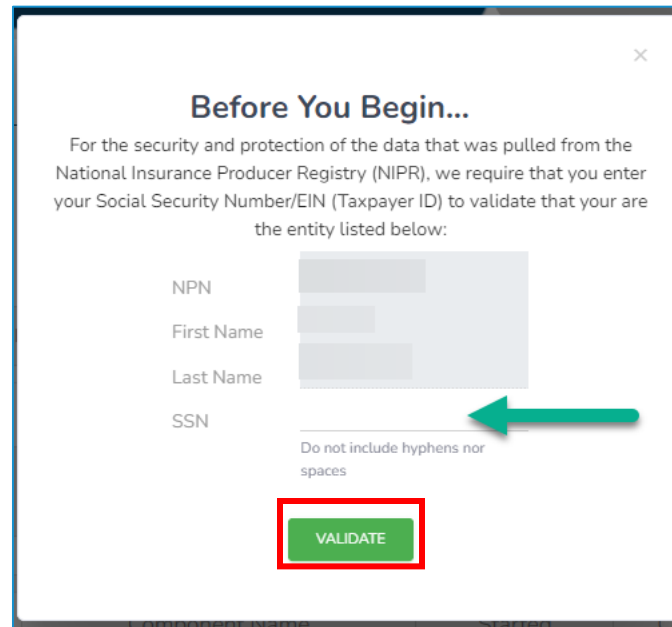


4. A new screen will open then **select 'Start.'**



Validate Agent's NPN

5. For an Agent to validate their NPN from NIPR, please enter only the Agent's SSN (no hyphens or spaces) into the blank field and **select 'Validate.'**



The screenshot shows a modal window titled "Before You Begin..." with a close button (X) in the top right corner. The text inside reads: "For the security and protection of the data that was pulled from the National Insurance Producer Registry (NIPR), we require that you enter your Social Security Number/EIN (Taxpayer ID) to validate that you are the entity listed below:". Below this text are four input fields: "NPN", "First Name", "Last Name", and "SSN". The "NPN", "First Name", and "Last Name" fields are filled with grey placeholder text. The "SSN" field is empty and has a green arrow pointing to it from the right. Below the "SSN" field is a note: "Do not include hyphens nor spaces". At the bottom of the form is a green button labeled "VALIDATE", which is highlighted with a red rectangular border. At the very bottom of the modal, there is a footer with the text "Component Name" and "Started" followed by a timestamp.

Training Components

6. Begin by taking the first component then progress to each separate component after.

Note: You will need to verify that you've completed each component by confirming a completion date is showing.

Available Trainings					
Training Name		Training Type		Status	
2027 Highmark Medicare Certification		2027 Highmark Medicare Certification		Incomplete	
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2027 TPMD Requirements				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	Third Party Code of Conduct				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2027 MoC Module				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2026 Annual Compliance, Information Security, and Privacy Training				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2027 CMS PWA Training Transmission of Results				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2027 Highmark Plan Specific Training				

Training Components

7. Link to submit: [AHIP](#)

- or -

Link to submit: [NABIP](#)

Note: By clicking on the links in the AHIP/NABIP Module, you will only be attesting that you have submitted your 2027 AHIP/NABIP CMS Fraud Waste and Abuse training scores to Highmark.

Clicking on those links **will not** cause you to restart your AHIP or NABIP from the beginning!



Training Components (Cont.)

The **2027 Highmark Plan Specific Training Component** requires an agent to pass with an 85% or higher. If an agent is unable to pass within three attempts, they will be forced to reach out to Highmark Senior Market Sales Support to be unlocked and will have to retake the training again.

All components are downloadable by selecting **Download Training Material**.



Training Components (Cont.)

8. When you have completed your review of the component, you can attempt the quiz by selecting **Take Quiz**.

Training Component - 2027 Highmark Plan Specific Training

DOWNLOAD TRAINING MATERIAL

Highmark Plan Specific Information

You have finished the Highmark MA-PD/DSNP Sales Training and Certification and are now ready to take the final exam. Please read the following to ensure accurate completion of the required final exam:

- Once you begin the exam, you **MUST** complete the entire exam within a single session.
- You must receive a passing score of 85% or higher on the exam.
- You will have a total of [three attempts](#) to complete the exam. One attempt and two retakes.
- Upon completion of the exam, your score will be provided to you, and your results will be sent to your organization.
- [Close this browser window to return to the Curriculum Overview Page.](#)



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TAKE QUIZ

Training Components (Cont.)

9. You can review the materials after you’ve taken the quiz by selecting **Review Training**.

Training Component - 2027 Highmark Plan Specific Training

You have completed this component of the training.

RESULTS

Total Questions	40
Correct Answers	40
Your Score	100.00 %
Passing Score	85.00 %
Passed	Yes

CLOSE

REVIEW TRAINING

10. Once you’ve completed all components (all blue buttons will say “Results”,) you will see a **Continue** button.

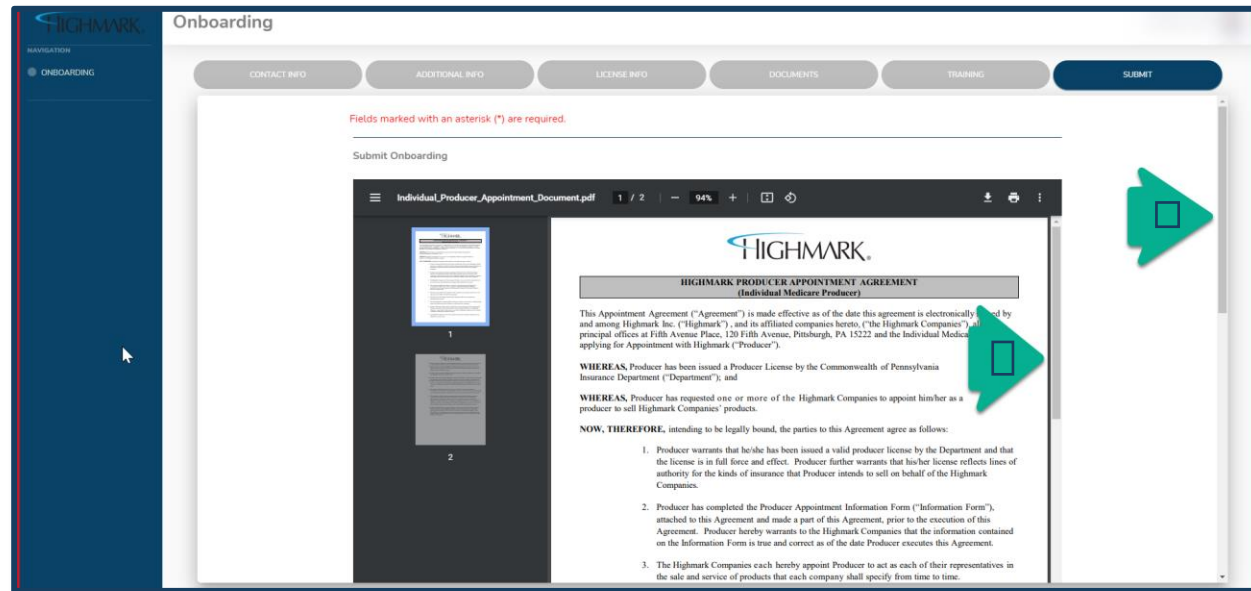
RESULTS

Component Name	Started	Completed	Score	Pass / Fail
2027 Highmark Plan Specific Training	07/30/2026 05:25 AM	07/30/2026 05:35 AM	100.00	Passed

CONTINUE

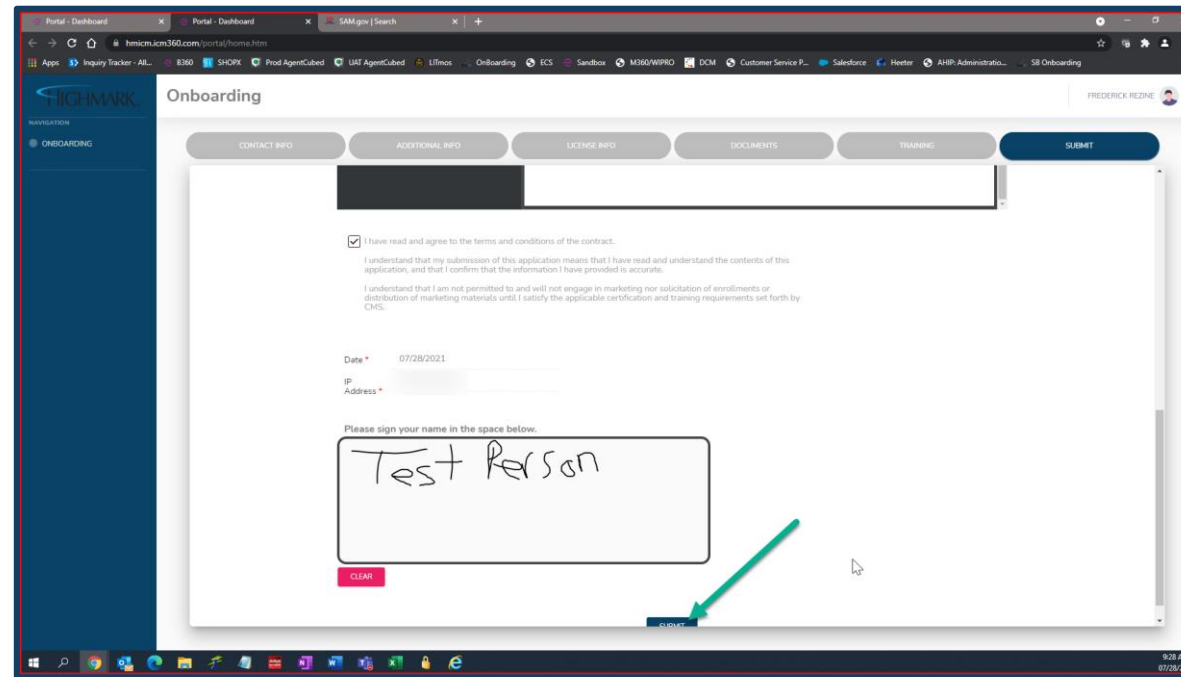
Highmark Producer Appointment Agreement

11. Next, complete the **Highmark Producer Appointment Agreement**.
12. You will need to scroll down through **both the contract and the page**.
13. You will have to check that you have read and agree to the **terms and conditions** of the contract.



Sign and Submit

14. Use your mouse (by holding down the left button) and **sign in the box**.



The screenshot shows a web browser window with the URL hmcms.acm360.com/portal/home.htm. The page is titled "Onboarding" and features a navigation menu on the left with "ONBOARDING" selected. The main content area has tabs for "CONTACT INFO", "ADDITIONAL INFO", "LICENSE INFO", "DOCUMENTS", "TRAINING", and "SUBMIT". Below the tabs, there is a section for terms and conditions with a checked checkbox. Below this, there are fields for "Date" (07/28/2021), "IP", and "Address". A signature box is present with the text "Test Person" written in it. A green arrow points to the "SUBMIT" button at the bottom right of the form.

15. Click **Submit**.

Successful Submission

16. Once successfully submitted, agents will see this screen where they can download their contract and exit the training.

The screenshot shows the Highmark Onboarding interface. On the left is a dark blue sidebar with the Highmark logo and a navigation menu containing: DASHBOARD, BOOK OF BUSINESS, ONBOARDING (highlighted), and MY ACCOUNT. The main content area is titled 'Onboarding' and features a progress bar with 'TRAINING' and 'SUBMIT' tabs. The 'SUBMIT' tab is active, displaying a 'Submission Successful!' message. The message text reads: 'Thank you for submitting your application. Your application has been sent to Highmark for approval. You will be notified via email once action is taken regarding your application. If approved, you will receive an email regarding your login details and portal access. Below is a copy of your signed contract. Please download and/or print a copy for your records. If approved, you will be able to view your contract in your portal.' Below the text is a 'DOWNLOAD CONTRACT' button. Further down are three input fields labeled 'Application Name', 'Email', and 'NPN', each containing a blurred placeholder. At the bottom of the form is an 'EXIT' button.

**PLEASE ALLOW 3 BUSINESS DAYS FOR YOUR
AHIP/NABIP COMPLETION TO BE CONFIRMED.**

CONTACTS

Email:

HighmarkSeniorMarkets@highmark.com

Phone (Monday-Friday, 8am to 4pm (EST)):

1-800-652-9459, option 1 and then option 2

Thank you!
