

Medicare Advantage

July 25, 2018

2019 Medicare Advantage Training Available

BlueCross BlueShield of South Carolina's 2019 Medicare Advantage Agent Training course is now available through the company's online Learning Management System (LMS). Agents are required to complete the course and pass a test in order to sell BlueCross Medicare Advantage and Prescription Drug Plan products.

Certification Requirements

In addition to the BlueCross course, agents are required to successfully complete the 2019 "Medicare + Fraud, Waste and Abuse" training through America's Health Insurance Plans (AHIP). Agents must complete AHIP before starting the BlueCross course. Agents who have not already completed AHIP for 2019 can register at a discounted rate of \$125. To receive the lower rate, agents **MUST** use this link: <http://www.ahipmedicaretraining.com/clients/bcbssc>.

We will reimburse active 2019 certified agents for the cost of the 2019 AHIP course who (1) complete the AHIP course by August 31, 2018, (2) sell a minimum of five BlueCross MAPD policies, (3) submit qualifying enrollments between October 1 - December 31, 2018 (for any effective date), and (4) use the discounted BlueCross link **only**:

<http://www.ahipmedicaretraining.com/clients/bcbssc>

Here's what agents need to know about our 2019 certification requirements:

- Agents must complete and pass the 2019 AHIP "Medicare + Fraud, Waste and Abuse" training and the course in BlueCross' LMS in order to sell Medicare Advantage plans. The BlueCross course covers:
 - HIPAA
 - 2019 Products
 - Marketing Guidelines
 - 2019 Marketing Compliance Agreement

- Agents must pass the BlueCross course final test with a score of 85 percent or higher.
- Agents are limited to two attempts to pass the test. Agents who do not pass the test within two attempts will not be certified for 2019.
- Agents must pass the 2019 AHIP test with a score of 90 percent or higher.
- Agents must complete AHIP **BEFORE** starting the BlueCross training. During the BlueCross course, agents will be asked to attest that they have already completed AHIP.
- Agents who access the AHIP training through the special BlueCross link above **SHOULD NOT** send their AHIP certificate to BlueCross. BlueCross receives those certificates automatically. Agents who access the training through another link must email a copy of their certificate to MA.sales@bcbsc.com.
- Agents CANNOT market, discuss or enroll clients in our Medicare Advantage or Prescription Drug Plan products until they have completed both training courses.
- Agents CANNOT market or discuss our 2019 plans until Oct. 1, 2018.

Learning Management System

Access LMS by clicking on the Learning Management System link on the “Agent” page at www.SouthCarolinaBlues.com. (From the main *Agent* page, click *Visit Now*. The Learning Management System link will appear in the menu on the right side of the page.)

To log on to LMS, use your SC Department of Insurance (DOI) number for your ID and then use your existing password. For assistance with the LMS, email PBT.Training@bcbsc.com or call 855-215-0281.

After logging on to LMS, agents should access their *Training Schedule* using either the Quick Link located on the left side of the home page, or by accessing the *Learn* menu. Then, simply select the *Start* button next to the 2018 Medicare Advantage Agent Training course.

Important Note: *The LMS works best with Internet Explorer 10 and earlier. The browser should not be in Compatibility Mode. To use a different browser, locate the browser section on the LMS homepage for setting instructions.*

We will not pay commission to any agent who has not been properly certified. We are required to report any agent who submits beneficiary enrollment applications without completing the entire certification process to the SC Department of Insurance and CMS.

Marketing materials for plan year 2019 will be available through Storefront and on our website, www.SouthCarolinaBlues.com. Agents will have access to the marketing materials on Storefront only after they have been certified.

On October 15, 2018, BlueCross will begin accepting enrollment applications for effective dates of January 1, 2019.

Please contact your broker manager if you have questions.

MA Sales Director	Anna Ziegler	anna.ziegler@bcbssc.com 803-264-9573
Broker Manager for the Low Country/Midlands/Coastal	Christina Stacy	christina.stacy@bcbssc.com 843-834-5617
Broker Manager for the Upstate	Nancy Minor	nancy.minor@bcbssc.com 864-270-2729
Statewide	MA Team	MA.Sales@bcbssc.com

BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association.