

Welcome to the HCSC Producer Certification Guide for the 2021 Medicare Plan Year

June 16 and June 18, 2020

Purpose



This webinar has been developed to assist producers with the HCSC Medicare Producer Training & Certification Program for the 2021 Plan year.

Please Note: This webinar is informational only and **does not** replace the annual training requirement as established by the Centers for Medicare and Medicaid Services (CMS).

Agenda



- Milestone Dates
- *New:* Training on US
- Accessing Training
- Courses, Exams and Forms
- To Do List
- Communications
- Continuing Education Credits

Milestone Dates

Key Milestone Dates



Date	Action Item	Notes
Tuesday June 16th and June 18^h	2021 MAPD/PDP Certification Preparation Webinars	10:30 – 12:00PM
Thursday June 18th	Part 1: 2020 AHIP Curriculum Closes at 11:59PM	Preparation to Launch the 2021 AHIP Curriculum on Monday 6/22
Monday June 22nd	Part 1: 2021 AHIP Curriculum Launches	Part 1: 2020 AHIP Curriculum no longer available
Wednesday July 8th	Part 2: 2021 HCSC Product Curriculum Launches	
Monday October 1st	<ul style="list-style-type: none">2021 Annual Enrollment Period (AEP) Marketing Begins	

Key Milestone Dates cont.



Date	Action Item	Notes
Thursday October 15 th	2021 AEP Begins	<p>All HCSC Certified Producers may begin to market/sell 2021 MAPD/PDP plans once both Part 1 (2021 AHIP tasks) and Part 2 (2021 HCSC tasks) have been completed in entirety.</p> <p>Sub producers are only deemed certified upon their individual certification completion and their agency principal's individual and agency certification completion.</p>
Monday December 7 th	2021 AEP Closes	
Thursday December 24 th	2021 Renewal Certification Deadline for Sub Producers	Allots time for certified principal to complete the required 2021 HCSC agency certification requirements by December 31st
Thursday December 31 st	2021 Renewal Certification Deadline for all Individual Producers and Agencies	

Key Milestone Dates cont.



2020 Training

- The 2020 AHIP curriculum (Part 1) will close on June 18, 2020 at 11:59 p.m. CT. Producers who wish to still complete the 2020 HCSC Medicare curriculum may instead take the 2021 AHIP curriculum along with the 2020 Blue Cross Medicare Options Product course, exam and forms. Both curricula will be accessed via the HCSC/CMP website.
- The updated 2020 HCSC Medicare curriculum (2021 AHIP & 2020 HCSC tasks) will be available on to do lists of all existing producers as of June 22.
- As of Wednesday July 8, new producers seeking to complete the 2020 training will be assigned a dual plan year curriculum for both 2020 and 2021. The combined curriculum will satisfy the certification requirement for both plan years.

Note: In accordance with the guidelines established by the Centers for Medicare & Medicaid Services (CMS), **all producers must be trained annually** in order to market, sell and/or service and receive renewal commissions on MAPD and PDP products sold subsequent to the 2008 plan year.

Key Milestone Dates cont.



2021 MAPD/PDP Renewal Commission Deadline:

- Deadlines:
 - December 24, 2020 at 11:59 p.m. (Sub Producers)
 - December 31, 2020 at 11:59 p.m. (All Producers/Agencies)

Failure to complete the 2021 HCSC Medicare Producer Training & Certification requirements **by the established deadlines** will result in the following actions:

- Producers who are individually contracted will have their MAPD and PDP policies moved to an HCSC House Account
- Producers (sub producers) under a contracted Agency will have their business moved to a certified principal
 - If the agency principal is not certified for the 2021 plan year, all MAPD and PDP policies associated with the agency shall be moved to an HCSC House Account

Note: Policies moved to an HCSC House Account due to a certification failure may not be recovered

New: Training on US

New: Training on US!



- **2022 AHIP Certification fee (\$125) will be covered by HCSC!**
- **How?**
 - **It is easy to qualify for Training on US!**
 - **Individual producers and sub-producers ONLY. Agencies and up lines do not qualify.**
 - **Producers must access and complete the AHIP and BCBSXX Certification using our designated link between 7/8 through 10/1, 2020.**
 - **Sell 10 MAPD and PDP plans in ANY combination. Must sell them during the AEP for 1/1/2021 effective date. They must stay active for 90 days.**
 - **This is the lowest sales qualifier in the industry!**
- **What happens next?**
 - **We will send you a unique code for your FREE AHIP training for 2022!**

Accessing Training

Login Access for AHIP/CMP Sites



- You may access the 2021 HCSC Medicare Certification via:
 - Certification Launch Emails
 - 2021 Producer Certification Resource Page
 - Blue Access for Producers (BAP)
 - Goes Live on 7/8 with 2021 Certification Information
 - 2021 MAPD/PDP Certification FAQ Page

Important Certification Websites



- HCSC/CMP Discounted Site Link:
 - <http://hcsc.cmssystem.com>
 - Provides access to both the 2021 AHIP and HCSC Curricula (Part 1 and 2)
- HCSC 2021 Certification FAQ Link:
 - https://www.bcbsilcommunications.com/producer/certification_training/faq.html

Certification Resource Page



For your convenience, we've created an **online resource page** that will serve as your single source and guide to certification training throughout the remainder of the certification calendar year. Here you can find:

- The most up-to-date certification news
- Information about your login instructions
- Transferring your AHIP credits to HCSC
- Useful links

https://www.bcbsilcommunications.com/producer/certification_training/producer_resource_index.html

AHIP/CMP Operating System Compatibility



- Microsoft Windows
- Apple OS X
- Linux
- Google Chrome
- Mozilla Firefox
- Internet Explorer 9, 10, & 11

Technical Support



- AHIP Site Curriculum Technical Support
 - **866.234.6909**
- HCSC/CMP Site Curriculum Technical Support (passwords, browser issues)
 - **888.706.0583**
- HCSC MAPD/PDP Commission Information
 - **855.782.4272**

Courses, Exams & Forms

2021 HCSC Medicare Curriculum



Part 1 – AHIP Curriculum on AHIP Platform:

- Overview of Medicare Program Basics
- Medicare Health Plans
- Medicare Part D
- Marketing Medicare Advantage and D Plans
- Enrollment Guidance of Medicare Advantage and Part D Plans
- Non-Discrimination Training
- Medicare Fraud Waste and Abuse
- General Compliance Training
- Final Exam

Note: \$125 Fee for AHIP Curriculum

Part 2 – HCSC Curriculum on CMP Platform

- Sales Agent Requirements Course
- MAPD/PDP Product Course and Exam
- Producer or Agency Certification Form
- Producer or Agency Medicare Plan Amendment (applicable for individual producers and agencies only)

Note: Individual Producers, Sub producers including Agency Principals must complete all tasks listed above. Sub producers are only deemed certified once their agency principal completes both their individual and agency certification tasks.

AHIP/CMP Fee and Launch Information



- Producers who log into AHIP via the designated HCSC/CMP link will pay **\$125**, a discount from the standard **\$175** rate.
- Producers may begin the AHIP training on **Monday, June 22, 2020**.
- Once the AHIP portion of the training has been completed, producers must **transmit all AHIP completions via the designated HCSC/CMP link** to HCSC to receive credit for the applicable courses/exams and to complete the remaining tasks of the certification process.

AHIP and HCSC Exams



- Passing score is **85% for HCSC** exams, per CMS guidelines
 - 3 attempts per exam
- Passing score is **90% for the AHIP** final exam, per AHIP guidelines
 - 3 attempts per exam, but a user may repurchase the AHIP course an unlimited amount of times to achieve a passing score
 - This rule only applies to the AHIP portion of the curriculum

AHIP and HCSC/CMP Exams



- Exams cannot be submitted unless all questions are answered and the 'SUBMIT' button has been selected
- If a user stops in the middle of an exam and exits or is logged out due to inactivity (2 hours), the exam will not count as an attempt as long as the 'SUBMIT' button was not selected
 - Unlike the courses, the exam will start from the beginning

Note: There is no lock-out period. Producers can re-take exam immediately after a failed attempt

Medicare Plan Amendment



The Medicare Plan Amendment (MPA) Applies to Individually contracted producers and entities (Agency, EGA, GA, FMO, NMO and TO's)

Medicare Plan Amendment

- Shall be assigned only after all courses, exams and forms required within the curriculum have been completed
- Includes HCSC Marketing, Debarment and Compensation requirements exclusive to MAPD and PDP products/plans

CMP Certificate of Completion



has successfully completed the courses:

AHIP Medicare Training
2020 Sales Agent Requirements Course
2020 MAPD/PDP Course
2020 MAPD/PDP Exam
2020 Producer Certification Form
2020 Producer Amendment

Completion Date: May 5, 2020
Date Generated: May 5, 2020

ID Code: L53P3Y84FQ4

Please print and retain a copy of this certificate for your records

Note: Confirms certification completion. Please keep for your records.

Important: 2021 CMS Approved HCSC MAPD/PDP Plan Notification



- All 2021 HCSC MAPD/PDP plans are currently pending CMS approval
- All 2021 plan year certified producers including agencies and sub producers will receive an email notification including the approved product and rate information
- Each producer is required to fully review the approved information included within the email notification

Please note: Failure to comply with this request will result in an incomplete certification for the 2021 plan year until the approved information has been reviewed.



To Do Lists

Accessing Certification Tasks via CMP



- Current Users: Use the Login section
- New Users: Use the Registration section

Contact HCSC
Email: bcmrxcertification@bcbsil.com

HCSC

Health Care Service Corporation

Login

Contact Us

Please contact us with questions or for more information regarding your training.

HCSC Learning Support
888-706-0538
bcmrxcertification@bcbsil.com

Login

Username (NPN or Email)

Password

[Forgot your username?](#)
[Forgot your password?](#)

Registration

If you're a first time visitor, please click below to register an account.

Accessing Certification tasks via CMP



Login Information

Current Users:

- Username/NPN: National Producer Number excluding leading zeros
- Password: Previously created password
- Employee ID: National Producer Number excluding leading zeros

New Users: Follow the steps below to create an account

- Click on Create an Account
- Employee ID: List National Producer Number excluding leading zeros
- Complete demographic profile
- Username/NPN: List National Producer Number excluding leading zeros
- Create a Password

2021 HCSC/CMP To Do List



- Upon verification of your demographic information you will receive your applicable curriculum assignment
 - Applies to Individual Producers and Sub producers only
 - Click on the AHIP Medicare Training task to begin the certification process

The screenshot shows the HCSC website interface. At the top, there is a navigation bar with the HCSC logo and the text 'Health Care Service Corporation'. Below the navigation bar, there is a banner image showing a group of people. The main content area is divided into several sections. On the left, there is a 'Contact Us' section with a phone number and email address. In the center, there is a 'Courses' section with a list of courses. A blue arrow points to the 'AHIP Medicare Training' course. On the right, there is a 'Calendar' section showing the month of April 2019. The footer of the page contains copyright information and a disclaimer.

HCSC
Health Care Service Corporation

2019 HCSC Business Calendar

Courses

- AHIP Medicare Training
- Sales Agent Requirements
- Blue Cross Medication and Blue Cross Medicare Advantage Product Course
- Blue Cross Medication and Blue Cross Medicare Advantage Product Exam
- AHIP Certification Form
- AHIP Medicare Assignment ID

Calendar

April 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Accessing Certification Tasks via CMP



Part 1: AHIP tasks located on the AHIP site

The screenshot shows a web browser window with the URL <https://ahip.staging.coursestage.com/>. The page header includes the AHIP logo and the tagline "Learn. Achieve. Succeed." along with the text "Health Care Service Corporation".

Navigation and Sidebar:

- Top navigation: Medicare Course Home, Transcript
- Left sidebar:
 - HCSC Tester 2020
 - Profile
 - Transcript
 - Logout
 - Quick Links
 - User Guide
 - AHIP Insurance Education
 - AHIP Conferences
 - AHIP Home
 - Refund Policy
 - Support
 - For Technical Support:
 - 866.234.6909
 - Support@AHIPInsuranceEducation.org

Main Content Area:

- Instructions:**

Please complete required modules in order to access and complete the Final Exam.

AHIP's Medicare Fraud, Waste and Abuse Training component requires successful completion of AHIP's Medicare Training Final Exam. Once the Final Exam has been satisfied, access to the Fraud, Waste and Abuse training will be made available.

The AHIP Medicare Training Certification is capable of being shared amongst numerous health plans. Please be sure to contact your intended health plan to determine the most appropriate method for transmitting your results.

Certain health plans may also have additional requirements or limitations in place, as such we strongly recommend talking to your health plans prior to proceeding with your training.
- My Certifications:**
 - AHIP Medicare Training (Initial)
 - 2020 EZ PASS
 - 2020 EZ Pass Exam
 - AHIP Fraud, Waste & Abuse Training
 - 2020 EZ PASS (FWA)

[Course symbol key](#)

Advertisement: Grow your understanding of long-term care insurance. See all online course options. Enroll today.

Accessing Certification Tasks via CMP



Click “Return to HCSC” in upper right hand corner to finish Part 2 curriculum tasks.

The screenshot shows a web browser window with the URL <https://ahip.staging.coursestage.com/>. The page header features the AHIP logo on the left, the title "Medicare + Fraud, Waste and Abuse" in the center, and the HCSC logo on the right. A link labeled "Return to HCSC" is positioned above the HCSC logo. Below the header, there is a navigation bar with "Medicare Course Home" and "Transcript" tabs. The main content area includes a sidebar with user information for Kydise Buscemi, quick links, and support contact details. The main content area contains instructions for completing the training and a final exam. Two promotional banners for "Federal Marketplace Training for Agents & Brokers" and "Start with the basics - Health Insurance 101" are visible on the right side. A large blue arrow points from the text above to the "Return to HCSC" link.

Accessing Certification Tasks via CMP



Next task will unlock to proceed with completing Part 2: HCSC curriculum

The screenshot shows a web browser window with the URL <https://hpsc.staging.coursestage.com/>. The page title is "HCSC Transcript".

Welcome
Welcome HCSC Producer! Please complete your assigned to do items in sequential order to obtain your completion certificate.

My Curriculums
 2020 PR: Producer Agent Curriculum

Courses

- AHIP Medicare Training
- 2020 Sales Agent Requirements Course
- 2020 MAPD/PDP Course
- 2020 MAPD/PDP Exam
- 2020 Producer Certification Form
- 2020 Producer Amendment

[Course symbol key](#)

Calendar
June 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Contact Us
Please contact us with questions or for more information regarding your training.
HCSC Learning Support
888-706-0583
bcmrxcertification@bcbsil.com

2021 Individual Producer



- 2021 AHIP Medicare Training
- Sales Agent Requirements
- MAPD/PDP Product course
- MAPD/PDP Product exam
- Certification Form
- Medicare Plan Amendment

2021 Sub Producer



- 2021 AHIP Course
- Sales Agent Requirements
- MAPD/PDP Product course
- MAPD/PDP Product exam
- Certification Form

Note: Sub Producers are not deemed certified until their Agency Principal completes his/her individual and agency certification requirements

Agency Curriculum: Applies to all Non-Selling / Selling Principals



Note: The **HCSC Agency curriculum** will be made available to the principal only after completion of his/her certification under their sub producer profile. The agency principal will receive an agency execution notification prompting the need to complete the agency tasks.

***Reminder, an agency's sub producers may not market or sell until after the principal has fully executed the Medicare Plan Amendment**

- **Sub Producer Curriculum**
 - 2021 AHIP Course
 - Sales Agent Requirements
 - MAPD/PDP Product course
 - MAPD/PDP Product exam
 - Certification Form
- **Agency Curriculum**
 - Certification Form
 - Medicare Plan Amendment



Communications

Notification of Certification Completion



- **Message**
 - Confirms completion of all 2021 HCSC Medicare Producer Certification Requirements
 - Includes link to supply portal
- **How**
 - Via email
- **When**
 - Emailed approximately 1-3 business days after certification completion
- **Who**
 - Individual Producers
 - Sub Agents
 - Agency Principal (only after completing all requirements)

**Keep copy
for records**

Notice of Certification Incompletion



- **Message**
 - States there are outstanding items for the 2021 HCSC Medicare Producer Certification process
- **How**
 - Via email
- **When**
 - Weekly reminders
- **Who**
 - Individual Producers
 - Sub Agents
 - Agencies



**Continuing Education
Credits**

Continuing Education Credits (Approvals Pending)



Great News!

- During AHIP course registration, producers will have the option to request the filing of applicable **state CE credits** for completing the AHIP portion of the certification process.
- Should you opt to receive CE credits for completing the AHIP portion of the training, the **applicable fees must be paid** at the individual producer level by credit card.

State	CE Hours	Fee
Illinois	6	\$30
Montana	6	\$30
New Mexico	6	\$30
Oklahoma	6	\$30
Texas	8	\$30

Additional Information



- America's Health Insurance Plans (AHIP) is an independent organization offering online insurance education, advocacy, research and analysis to its members.
- Blue Cross MedicareRx is a prescription drug plan provided by HCSC Insurance Services Company (HISC), an Independent Licensee of the Blue Cross and Blue Shield Association. A Medicare-approved Part D sponsor. Enrollment in HISC's plan depends on contract renewal.
- Blue Cross Medicare Advantage HMO plans in Montana, HMO and HMO-POS plans in Illinois and New Mexico, and PPO plans in Illinois, Montana, New Mexico, and Oklahoma provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). Blue Cross Medicare Advantage Dual Care in New Mexico is an HMO Special Needs Plan provided by HCSC. Blue Cross Medicare Advantage PPO plans in Texas are provided by HCSC Insurance Services Company (HISC). Blue Cross Medicare Advantage HMO and HMO-POS plans and Blue Cross Medicare Advantage Dual Care HMO Special Needs Plan in Texas are provided by GHS Insurance Company (GHS). Blue Cross Medicare Advantage HMO and HMO-POS plans in Oklahoma are provided by GHS Health Maintenance Organization, Inc. d/b/a BlueLincs HMO (BlueLincs) and by GHS Managed Health Care Plans, Inc. (GHS-MHC). HCSC, HISC, GHS, GHS-MHC, and BlueLincs are Independent Licensees of the Blue Cross and Blue Shield Association. HISC, GHS-MHC, and BlueLincs are Medicare Advantage organizations with a Medicare contract. HCSC is a Medicare Advantage organization with a Medicare contract and a contract with the New Mexico Medicaid program. GHS is a Medicare Advantage organization with a Medicare contract and a contract with the Texas Medicaid program. Enrollment in Blue Cross Medicare Advantage plans depends on contract renewal.
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Questions?

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Through It All.[®]