

Welcome to the HCSC Producer Certification Guide for the 2020 Medicare Plan Year

June 4 and June 6, 2019

Purpose



This webinar has been developed to assist producers with the HCSC Medicare Producer Training & Certification Program for the 2020 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
- Accessing Training
- Courses, Exams and Forms
- To Do List
- Communications
- Continuing Education Credits

Milestone Dates

Key Milestone Dates



Date	Action Item	Notes
Tuesday June 4 th and June 6 th	2020 MAPD/PDP Certification Preparation Webinars	10 – 11:30AM
Friday June 14 th	Part 1: 2019 AHIP Curriculum Closes at 11:59PM	Preparation to Launch the 2020 AHIP Curriculum on Monday 6/17
Monday June 17 th	Part 1: 2020 AHIP Curriculum Launches	Part 1: 2019 AHIP Curriculum no longer available
Monday July 8 th (estimated launch pending 2020 MCMG Release)	Part 2: 2020 HCSC Product Curriculum Launches	
Monday October 1 st	<ul style="list-style-type: none">2020 Annual Enrollment Period (AEP) Marketing Begins	

Key Milestone Dates cont.



Date	Action Item	Notes
Monday October 15 th	2020 AEP Begins	<p>All HCSC Certified Producers may only market/sell 2020 MAPD/PDP plans once both Part 1 (2020 AHIP tasks) and Part 2 (2020 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>
Friday December 7 th	2020 AEP Closes	
Monday December 24 th	2020 Renewal Certification Deadline for Sub Producers	Allots time for certified principal to complete the required 2020 HCSC agency certification requirements by December 31st
Monday December 31 st	2020 Renewal Certification Deadline for all Individual Producers and Agencies	

Key Milestone Dates cont.



2019 Training

- The 2019 AHIP curriculum (Part 1) will close on June 14, 2019 at 11:59 p.m. CT. Producers who wish to still complete the 2019 HCSC Medicare curriculum may instead take the 2020 AHIP curriculum along with the 2019 Blue Cross Medicare Options Product course, exam and forms. Both curricula will be accessed via the HCSC/CMP website.
- The updated 2019 HCSC Medicare curriculum (2020 AHIP & 2019 HCSC tasks) will be available on to do lists of all existing producers as of June 17th.
 - **NEW for 2020** As of Monday July 8, producers seeking to complete the 2019 training will be assigned a dual plan year curriculum for both 2019 and 2020. 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.



2020 MAPD/PDP Renewal Commission Deadline:

- Deadlines:
 - December 24, 2019 at 11:59 p.m. (Sub Producers)
 - December 31, 2019 at 11:59 p.m. (All Producers/Agencies)

Failure to complete the 2020 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 2020 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

Accessing Training

Login Access for AHIP/CMP Sites



- You may access the 2020 HCSC Medicare Certification via:
 - Certification Launch Emails
 - 2020 Producer Certification Resource Page
 - Blue Access for Producers (BAP)
 - 2020 MAPD/PDP Certification FAQ Page

Important Certification Websites



- HCSC/AHIP Discounted Site Link:
 - <http://www.ahipmedicaretraining.com/clients/hcsc>
 - Provides access to the 2020 AHIP Curriculum (Part 1)
- HCSC/CMP Discounted Site Link:
 - <http://hcsc.cmssystem.com>
 - Provides access to both the 2020 AHIP and HCSC Curricula (Part 1 and 2)
- HCSC 2020 Certification FAQ Link:
 - <https://www.csdesignpro.com/medicare/prp/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.csdesignpro.com/medicare/prp/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

2020 HCSC Medicare Curriculum



Part 1 – AHIP Curriculum on AHIP Platform:

- Medicare Basics Course
- Rules and Regulations Course
- Fraud, Waste and Abuse Course
- Fraud, Waste and Abuse Exam
- 2020 Final Exam
- 2020 General Compliance Attestation

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/AHIP link will pay **\$125**, a discount from the standard **\$175** rate.
- Producers may begin the AHIP training on **Monday, June 17, 2019**.
- Producers will use the **AHIP link from June 17 until the HCSC curriculum launches in July**. Upon the HCSC curriculum launch, producers will use the **HCSC/CMP link**.
- 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



John Smith

has successfully completed the courses:

- AHIP 2017 Medicare Training
- Sales Agent Requirements
- MAPD / PDP Product
- MAPD / PDP Product Exam
- Producer Certification Form
- Producer Amendment

Completion Date: **JANUARY 10, 2016**

Date Generated: **JANUARY 11, 2016**

ID Code: **123-4567890**

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

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

Important: 2020 CMS Approved HCSC MAPD/PDP Plan Notification



- All 2020 HCSC MAPD/PDP plans are currently pending CMS approval
- All 2020 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 2020 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 including leading zeros

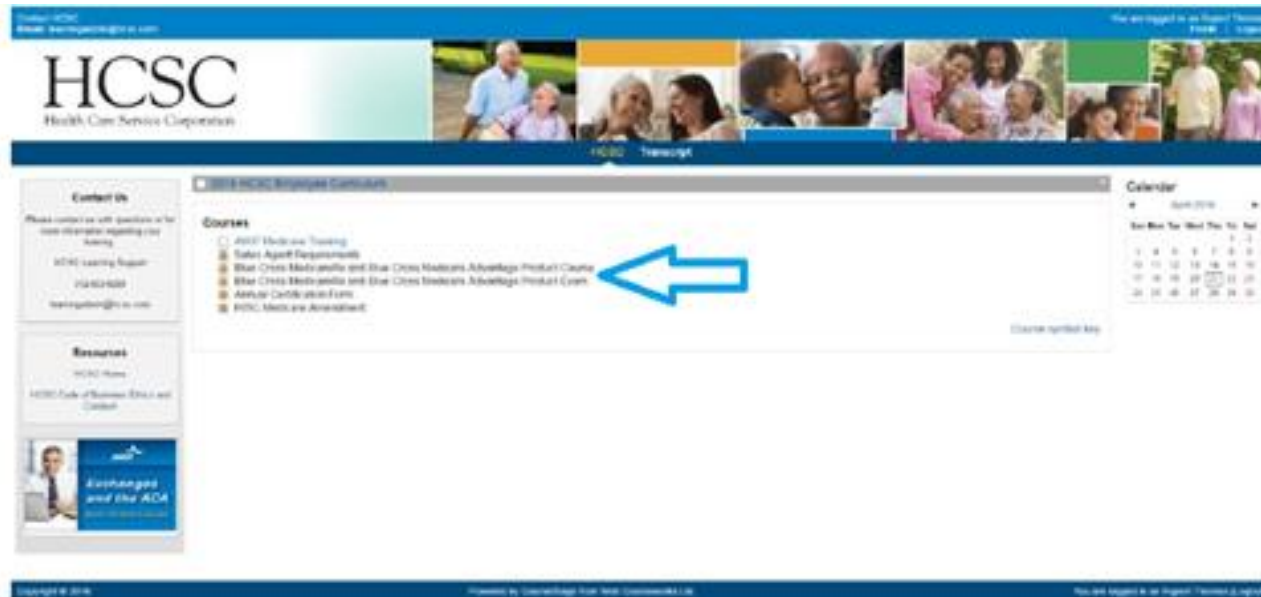
New Users: Follow the steps below to create an account

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

2020 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



Accessing Certification Tasks via CMP



Part 1: AHIP tasks located on the AHIP site

The screenshot shows a web browser window with the address bar displaying <https://ahip.staging.coursestage.com/>. The browser has multiple tabs open, including 'Citrix XenApp - Logge...', 'Blue Cross/Blue Shield', 'SFA 8.1 APP 01', 'AB Registration Compl...', and 'AHIP Medicare + Fr...'. The main content area of the browser displays the 'AHIP Medicare Training (Recertification)' page. The page has a left sidebar with a grey background and a main content area with a white background. The main content area lists various training modules under the heading 'AHIP Medicare Training (Recertification)'. Each module is preceded by a green checkmark icon. The modules listed are: '2019 - Part 1 (WCW) - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits', '2019 - Part 2 (WCW) - Medicare Health Plans', '2019 - Part 3 (WCW) - Medicare Part D: Prescription Drug Coverage', '2019 - Part 4 (WCW) - Marketing Medicare Advantage and Part D Plans', '2019 - Part 5 (WCW) - Enrollment Guidance Medicare Advantage and Part D Plans', and '2019 (WCW) - Final Exam'. Below these modules is the heading 'AHIP Fraud, Waste & Abuse Training', followed by three modules: '2019 (WCW): Non-Discrimination Training', '2019 (WCW): Fraud, Waste, and Abuse Training', and '2019 (WCW): General Compliance Training'. To the right of these modules is a link labeled 'Course symbol key'. Below the training modules is the heading 'Credits', followed by a link labeled 'Purchase additional credits.'. Below the credits is the heading 'Certification', followed by a link labeled 'AHIP Medicare Certification'. Below the certification is the heading 'Completion Transmissions', followed by three links: 'UnitedHealthcare (Transmit)', 'Health Care Service Corporation (Transmit)', and 'Humana (Brokers) (Transmit)'.

https://ahip.staging.coursestage.com/

File Edit View Favorites Tools Help

Share Browser WebEx

Page Safety Tools

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Citrix XenApp - Logge... Blue Cross/Blue Shield SFA 8.1 APP 01 AB Registration Compl... AHIP Medicare + Fr...

File Edit View Favorites Tools Help

Share Browser WebEx

Page Safety Tools

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AHIP Medicare Training (Recertification)

- 2019 - Part 1 (WCW) - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits
- 2019 - Part 2 (WCW) - Medicare Health Plans
- 2019 - Part 3 (WCW) - Medicare Part D: Prescription Drug Coverage
- 2019 - Part 4 (WCW) - Marketing Medicare Advantage and Part D Plans
- 2019 - Part 5 (WCW) - Enrollment Guidance Medicare Advantage and Part D Plans
- 2019 (WCW) - Final Exam

AHIP Fraud, Waste & Abuse Training

- 2019 (WCW): Non-Discrimination Training
- 2019 (WCW): Fraud, Waste, and Abuse Training
- 2019 (WCW): General Compliance Training

Credits

Purchase [additional credits](#).

Certification

- [AHIP Medicare Certification](#)

Completion Transmissions

- UnitedHealthcare ([Transmit](#))
- Health Care Service Corporation ([Transmit](#))
- Humana (Brokers) ([Transmit](#))

[Course symbol key](#)

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 displaying the AHIP Medicare Fraud, Waste and Abuse training interface. The browser's address bar shows the URL <https://ahip.staging.coursestage.com/>. The page features a purple header with the AHIP logo on the left and the Medicare Fraud, Waste and Abuse title in the center. On the right side of the header, there is a link labeled "Return to HCSC" with a blue arrow pointing to it. Below the header, the page is divided into a left sidebar and a main content area. The sidebar contains a user profile for Kydise Buscemi, quick links to User Guide, AHIP Insurance Education, AHIP Conferences, and AHIP Home, and a support section with contact information. The main content area includes instructions for completing the training and a section for AHIP's Medicare Fraud, Waste and Abuse Training Final Exam. On the right side of the main content area, there are two promotional banners for Federal Marketplace Training and Health Insurance 101.

Accessing Certification Tasks via CMP



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

The screenshot displays a web browser window with the URL <https://hcsc.staging.coursestage.com/ext/learning>. The browser's address bar shows several tabs: Citrix XenApp - Logge..., Blue Cross/Blue Shield, SFA 8.1 APP 01, AB Registration Compl..., and 2019 SU: Sub Produ... (active). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows icons for Share Browser, WebEx, and other navigation tools. The main content area features a header for Health Care Service Corporation with a navigation bar containing HCSC and Transcript. Below this, a section titled 2019 SU: Sub Producer Curriculum is displayed. Under the heading Courses, there is a list of items: AHIP Medicare Training (2019) (checked), 2019 Sales Agent Requirements Course (unchecked), 2019 MAPD/PDP Course (locked), 2019 MAPD/PDP Exam (locked), and 2019 Producer Certification Form (locked). A link for Course symbol key is located at the bottom right of the list. The footer of the page contains the text Copyright Web Courseworks 2018, Powered by CourseStage from Web Courseworks Ltd., and You are logged in as Kydise Buscemi (Logout).

Health Care Service Corporation

HCSC Transcript

■ 2019 SU: Sub Producer Curriculum

Courses

- ☒ AHIP Medicare Training (2019)
- ☐ 2019 Sales Agent Requirements Course
- 2019 MAPD/PDP Course
- 2019 MAPD/PDP Exam
- 2019 Producer Certification Form

Course symbol key

Copyright Web Courseworks 2018 Powered by CourseStage from Web Courseworks Ltd. You are logged in as Kydise Buscemi (Logout)

2020 Individual Producer



- 2020 AHIP Medicare Training
- Sales Agent Requirements
- MAPD/PDP Product course
- MAPD/PDP Product exam
- Certification Form
- Medicare Plan Amendment

2020 Sub Producer



- 2020 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**
 - 2020 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 2020 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 2020 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	\$30.00
Montana	<i>pending</i>	<i>pending</i>
New Mexico	6	\$30.00
Oklahoma	6	\$30.00
Texas	<i>pending</i>	<i>pending</i>

Additional Information



- SM Service Mark of the Blue Cross and Blue Shield Association, an Association of Independent Blue Cross and Blue Shield Plans
- [®] Registered Service Marks of the Blue Cross and Blue Shield Association, an Association of Independent Blue Cross and Blue Shield Plans

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.



Blue Cross Medicare OptionsSM

Questions?