

2019 HCSC Medicare Producer Certification Prep Guide

June 12 and June 14, 2018

Purpose



This webinar will provide guidance and preparation tools needed to assist producers with the upcoming 2019 HCSC Medicare Producer Training & Certification Program.

Please Note: This webinar does **not** replace the 2019 HCSC Medicare Producer Training & Certification process required by 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
Friday June 15th	Part 1: 2018 AHIP Curriculum Closes at 11:59PM	Preparation to Launch the 2019 AHIP Curriculum on Monday 6/18
Monday June 18th	Part 1: 2019 AHIP Curriculum Launches	Part 1: 2018 AHIP Curriculum no longer available
Monday August 27th	Part 2: 2019 HCSC Product Curriculum Launches	
Monday October 1st	<ul style="list-style-type: none">• 2019 Annual Enrollment Period (AEP) Marketing Begins• All FMO/GA/NMO Channels notified of Certified Affiliated Producer Count/Tiering• All FMO/GA/NMO's assigned agency curriculum for attestation of compensation and tiering	

Key Milestone Dates cont.



Date	Action Item	Notes
Monday October 15 th	2019 AEP Begins	All HCSC Certified Producers may not market/sell 2019 MAPD/PDP plans
Friday December 7 th	2019 AEP Closes	
Monday December 24 th	2019 Renewal Certification Deadline for Sub Producers	Allows time for certified principal to complete the required 2019 HCSC agency certification requirements by December 31st
Monday December 31 st	2019 Renewal Certification Deadline for all Individual Producers and Agencies	

Key Milestone Dates cont.



2018 Training Note:

- The 2018 AHIP curriculum (Part 1) will close on June 15, 2018 at 11:59 p.m. CT. Producers who wish to still complete the 2018 HCSC Medicare curriculum may instead take the 2019 AHIP curriculum along with the 2018 Blue Cross Medicare Options Product course, exam and forms. Both curricula will be accessed via the HCSC/CMP website.
- The updated 2018 HCSC Medicare curriculum (2019 AHIP & 2018 HCSC tasks) will be available on the to do list of all existing producers as of June 18th. All newly on boarded producers must request to have the 2018 curriculum assigned via the CMP system. To request the curriculum assignment, please send an email to **bcmrxcertification@bcbsil.com**.

Key Milestone Dates cont.



2019 MAPD/PDP Renewal Commission Deadline Note:

Failure to complete the 2019 HCSC Medicare Producer Training & Certification requirements **by the established deadlines** will result in:

- The producer's book of business for Blue Cross MedicareRx and Blue Cross Medicare Advantage policies for CYs 2009 and forward will either being moved to the certified principal (applies to sub producers only) or moved to a House Account
- A Book of Business moved to a House Account will NOT be returned if the 2019 certification occurs after the December 31, 2018 deadline
- Deadlines:
 - December 24, 2018 at 11:59 p.m. (Sub Producers)
 - December 31, 2018 at 11:59 p.m. (All Producers/Agencies)

Note: In accordance with the guidelines established by the Centers for Medicare & Medicaid Services (CMS), **all producers must be trained and certified 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.

Accessing Training

Login Access for AHIP/CMP Sites



- You may access the 2019 HCSC Medicare Certification via:
 - Certification Launch Emails
 - 2019 Producer Certification Resource Page
 - Blue Access for Producers (BAP)

Important Certification Websites



- HCSC/AHIP Discounted Site Link:
 - <http://www.ahipmedicaretraining.com/clients/hcsc>
 - Provides access to the 2019 AHIP Curriculum (Part 1)
- HCSC/CMP Site Link:
 - <http://hcsc.cmssystem.com>
 - Provides access to both the 2019 AHIP and HCSC Curricula (Part 1 and 2)
- HCSC 2019 Certification FAQ Link:
 - https://www.csdesignpro.com/medicare/prp/2019_faq.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 Commission Certification Information
 - **855.782.4272**



Courses, Exams & Forms

2019 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
- 2019 Final Exam
- 2019 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 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 18, 2018**.
- Producers will use the **AHIP link from June 18 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

Amendment – Where Applicable



- Assigned after courses, exams and the certification form
- Includes HCSC Marketing, Debarment and Compensation requirements exclusive to MAPD and PDP products/plans
- Not applicable for all users
 - Applies to Individual producers and entities (Agency, EGA, GA, FMO, NMO and TO's)

CMP Certificate of Completion



HCSC
Health Care Service Corporation

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: 2019 CMS Approved HCSC MAPD/PDP Plan Notification



- All 2019 HCSC MAPD/PDP plans have been CMS pending approved
- All current 2019 individual sub producers and producers will receive an email notification including the approved product and rate information
- Each agent must view the approved information within the email notification

Please note: Failure to comply with this request will result in an incomplete certification for the 2019 plan year until the approved information has been viewed.



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

2019 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 Course
- AHIP Certification Form
- AHIP Medicare Administration

Calendar

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

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

File Edit View Favorites Tools Help

Share Browser WebEx

Page Safety Tools

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](#)

[Course symbol key](#)

Credits

Purchase [additional credits](#).

Certification

- [AHIP Medicare Certification](#)

Completion Transmissions

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

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 title is "Medicare Fraud, Waste and Abuse" and it features the AHIP logo on the left and the HCSC logo on the right. A large blue arrow points to the "Return to HCSC" link in the top right corner. The page content includes a sidebar with user information for Kydise Buscemi, quick links, and support information. The main content area has an "Instructions" section with the following text:

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.

At the bottom of the page, there is a URL: <https://ahip.staging.coursestage.com/ext/sso/originreturn.php> followed by the word "ations".

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://hsc.staging.coursestage.com/ext/learning>. The page header includes "Health Care Service Corporation" and "HCSC Transcript". The main content area is titled "2019 SU: Sub Producer Curriculum" and contains a list of courses under the heading "Courses".

Course Name	Status
AHIP Medicare Training (2019)	Completed (checked box)
2019 Sales Agent Requirements Course	Not Completed (unchecked box)
2019 MAPD/PDP Course	Not Completed (document icon)
2019 MAPD/PDP Exam	Not Completed (document icon)
2019 Producer Certification Form	Not Completed (document icon)

Course symbol key

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

2019 Individual Producer



- 2019 AHIP Medicare Training
- Sales Agent Requirements
- MAPD/PDP Product course
- MAPD/PDP Product exam
- Certification Form
- Medicare Amendment

2019 Sub Producer



- 2019 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: Non-Selling / Selling Principals (**Both**)



- **Note:** The **HCSC Agency curriculum** will only be available upon completion of the agency principal's subproducer curriculum. The agency principal will receive an agency execution notification prompting the need to complete the agency tasks.
- **Sub Producer Curriculum**
 - 2019 AHIP Course
 - Sales Agent Requirements
 - MAPD/PDP Product course
 - MAPD/PDP Product exam
 - Certification Form
- **Agency Curriculum**
 - Certification Form
 - Medicare Amendment



Communications

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>

Notification of Certification Completion

- **Message**
 - Confirms completion of all 2019 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 2019 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	\$36
Oklahoma	6	\$30
Texas	8	\$30

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?

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Through It All.[®]