2019 HCSC Medicare Producer Certification Prep Guide

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



Key Milestone Dates



Date	Action Item	Notes
Friday June 15 Th	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	 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.



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.cmpsystem.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



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 record	Is

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.









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





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

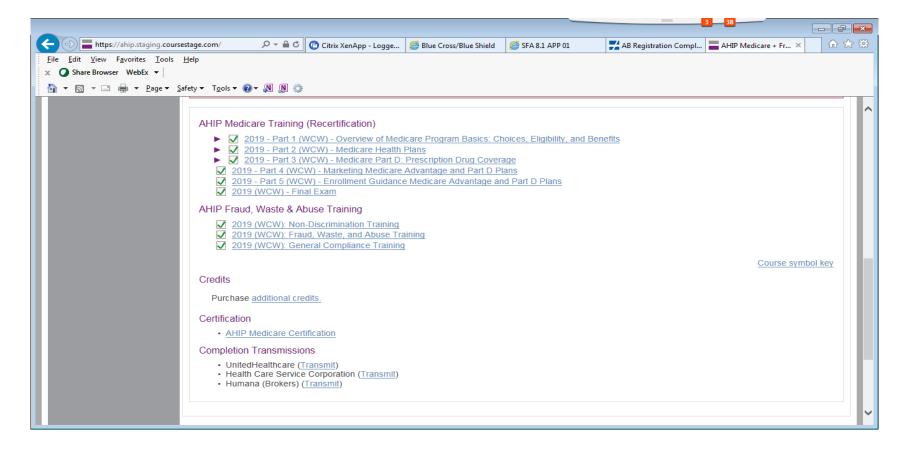


- Upon verification of your demographic information you will receive your applicable curriculum assignment
 - Applies to Individual Producers and Sub producers only
 - Click on the AHIP Medicare Training task to begin the certification process



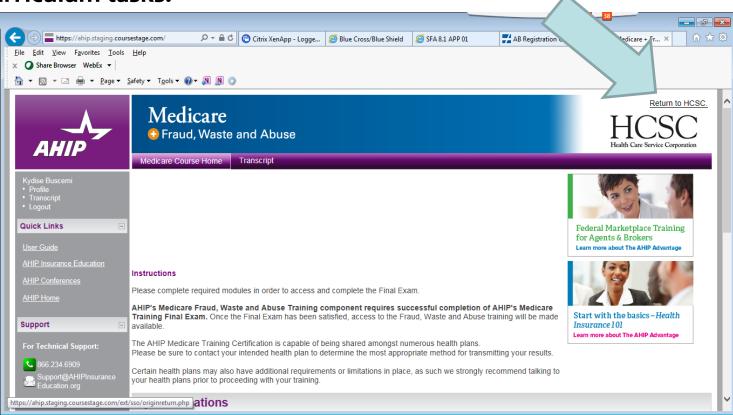


Part 1: AHIP tasks located on the AHIP site



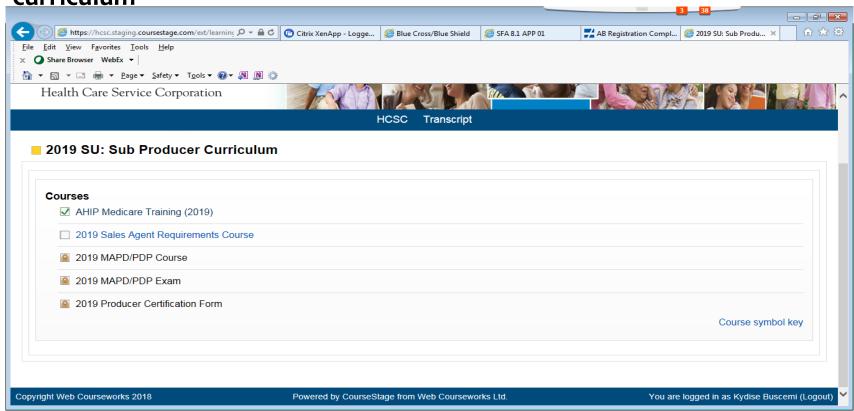


Click "Return to HCSC" in upper right hand corner to finish Part 2 curriculum tasks.





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



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 <u>are not</u> 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



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 (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 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.

