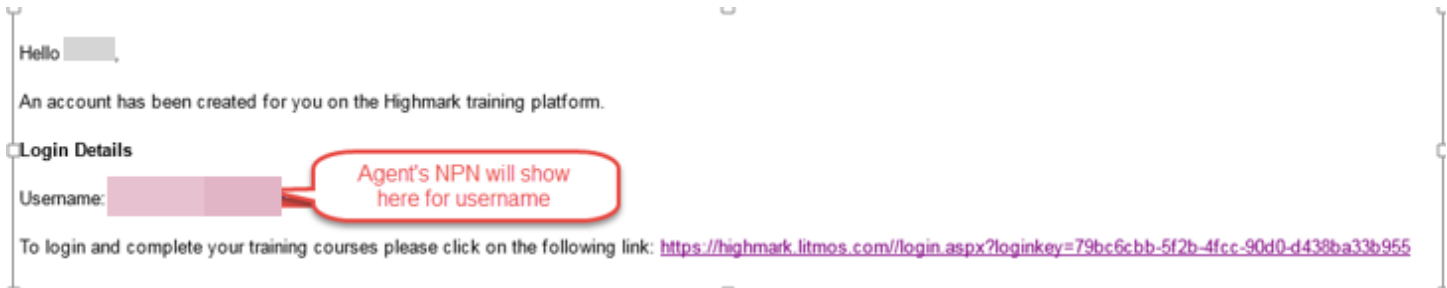


# HIGHMARK 2021 CERTIFICATION USER GUIDE

## LOGGING IN

### 1. NEW AGENTS

- A. Upon reaching the certification portion of the Highmark Senior Markets onboarding portal, the agent will receive the following email:



- B. The Agent will click on the link. The first screen will prompt them to create a password. (1 upper case, 1 lower case, 1 number, and 1 special character.)

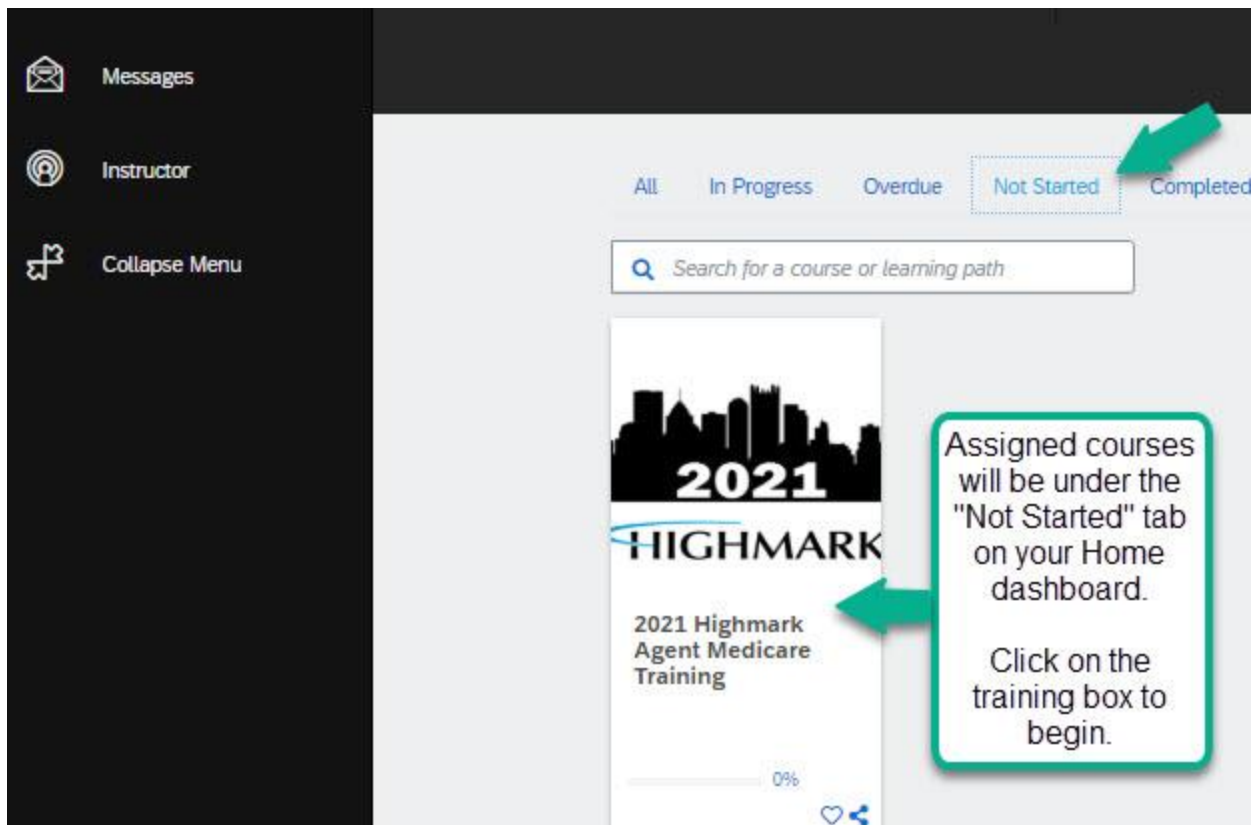
The screenshot shows a multi-step registration form. The first step is "1. Confirm your name", with two input fields for first and last names, each with a red asterisk. The second step is "2. Create a password". It includes a "Username" field with a red callout bubble pointing to it that says "Agent's NPN will show here". Below the username is a "Password" field with a red asterisk. Underneath the password field, there is red text: "Password must contain: 1 upper case, 1 lower case, 1 number, 1 special character" and "Your password must be at least 8 characters long". At the bottom is a "Confirm password" field with a red asterisk and the instruction "Confirm your password by entering it again".

Address:	Street1
	Street2
City:	City
State:	State
Zip:	Zip
Country:	Country
Work Phone:	Work Phone
Mobile Phone:	Mobile Phone
Skype:	Skype
Twitter:	Twitter
<input type="button" value="Continue"/>	

## 2. RETURNING AGENTS

- A. Returning agents can go directly to <https://highmark.litmos.com/> or click the link in the email they will receive to let them know they have been assigned a new course:

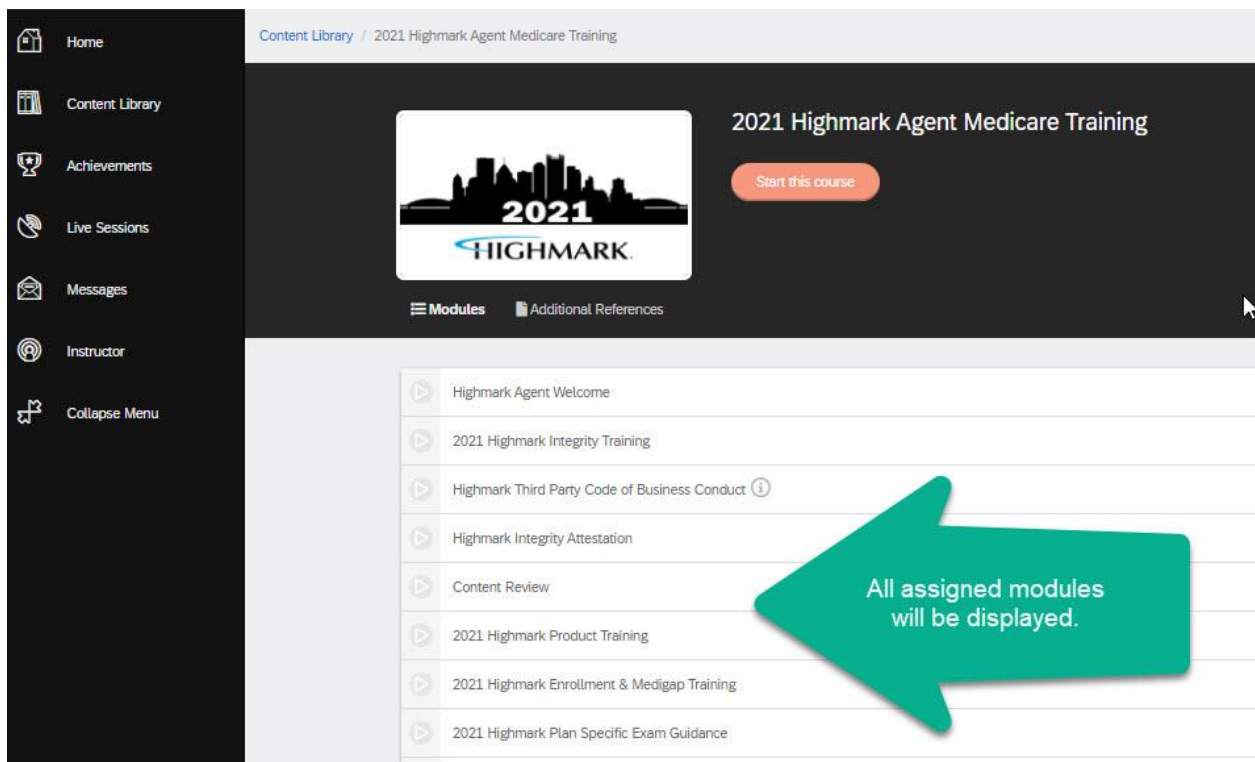
The image shows a login page for Highmark Medicare training. The page features the Highmark logo and the text "An Independent Licensee of the Blue Cross and Blue Shield Association". Below the logo, it says "Welcome Highmark Agents! Please enter your credentials to access the Highmark Medicare training program .". There are two input fields for "Username" and "Password". A checkbox labeled "Remember me on this computer" is below the password field. A dark grey "Login" button is centered below the checkbox. A red-bordered box highlights the link "I've forgotten my username/password" at the bottom right. A green-bordered box on the left contains the text "Login with username (NPN) and previous password" and "Reset your password if necessary". A green arrow points from the green box to the password field, and a red arrow points from the red box to the "I've forgotten my username/password" link.



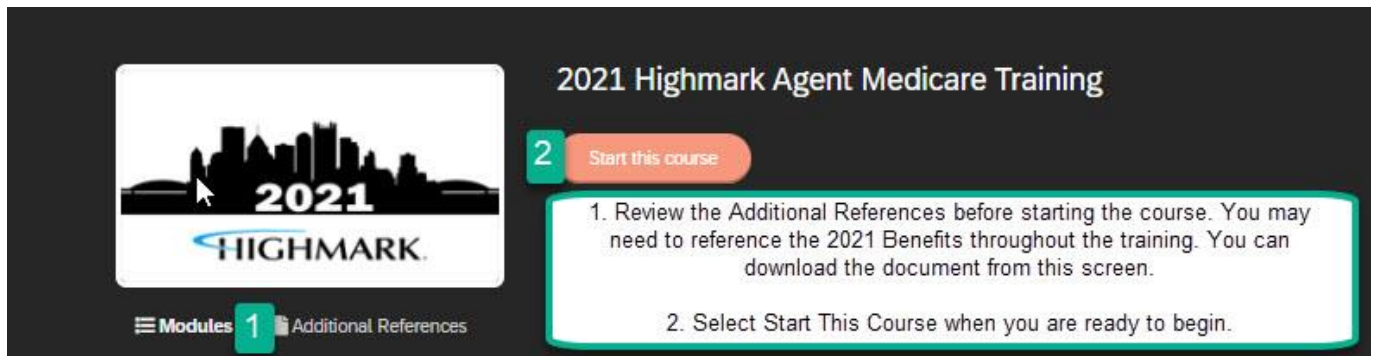
B.

### 3. Course Navigation

A.



B.



## 2021 Highmark Agent Medicare Training

2 Start this course

1. Review the Additional References before starting the course. You may need to reference the 2021 Benefits throughout the training. You can download the document from this screen.
2. Select Start This Course when you are ready to begin.

Modules 1 Additional References

C.



PREVIOUS NEXT EXIT

Welcome to the 2021 Highmark Medicare Sales Training and Certification Program

The Centers for Medicare & Medicaid Services' (CMS) marketing audit guidelines require that all employees and independent agents who approach Medicare beneficiaries be trained and tested in the Medicare program, on health plan benefits and procedures, and on the federal marketing requirements. Medicare plan sponsors whose employees or agents act outside these parameters risk hefty federal sanctions and having their reputations tarnished.

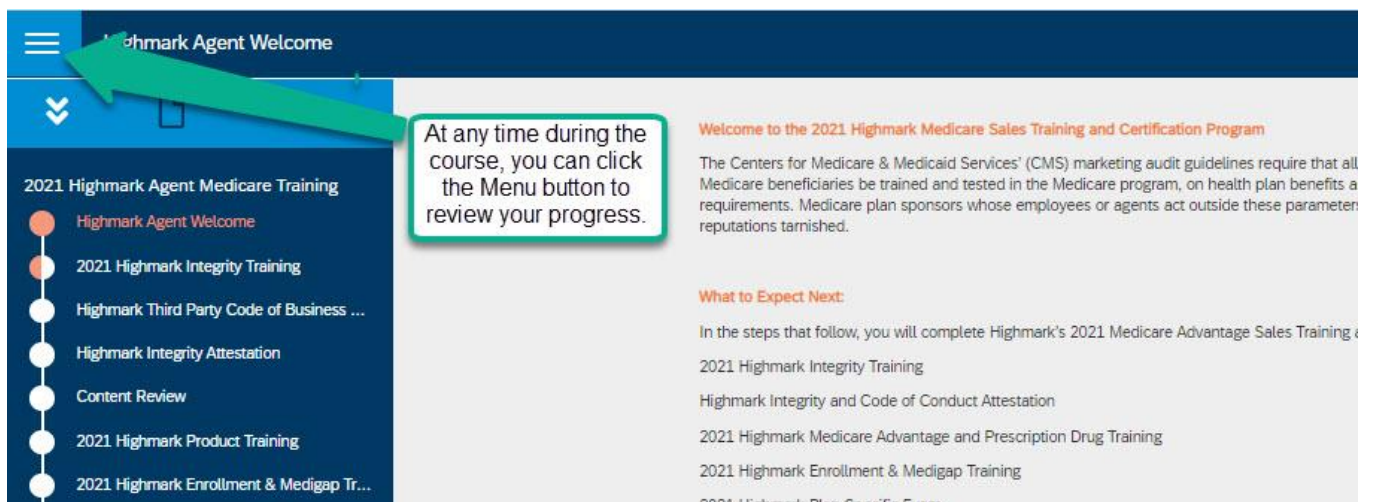
**What to Expect Next:**

In the steps that follow, you will complete Highmark's 2021 Medicare Advantage Sales Training and Certification program.

2021 Highmark Integrity Training

Click the Next button to navigate through the steps in the course.

D.



## Highmark Agent Welcome

Menu

- 2021 Highmark Agent Medicare Training
  - Highmark Agent Welcome
  - 2021 Highmark Integrity Training
  - Highmark Third Party Code of Business ...
  - Highmark Integrity Attestation
  - Content Review
  - 2021 Highmark Product Training
  - 2021 Highmark Enrollment & Medigap Tr...

At any time during the course, you can click the Menu button to review your progress.

Welcome to the 2021 Highmark Medicare Sales Training and Certification Program

The Centers for Medicare & Medicaid Services' (CMS) marketing audit guidelines require that all Medicare beneficiaries be trained and tested in the Medicare program, on health plan benefits a requirements. Medicare plan sponsors whose employees or agents act outside these parameter reputations tarnished.

**What to Expect Next:**

In the steps that follow, you will complete Highmark's 2021 Medicare Advantage Sales Training & Certification program.

2021 Highmark Integrity Training

Highmark Integrity and Code of Conduct Attestation

2021 Highmark Medicare Advantage and Prescription Drug Training

2021 Highmark Enrollment & Medigap Training

2021 Highmark Plan Specific Exam