



2022 Highmark Senior Markets Training User Guide

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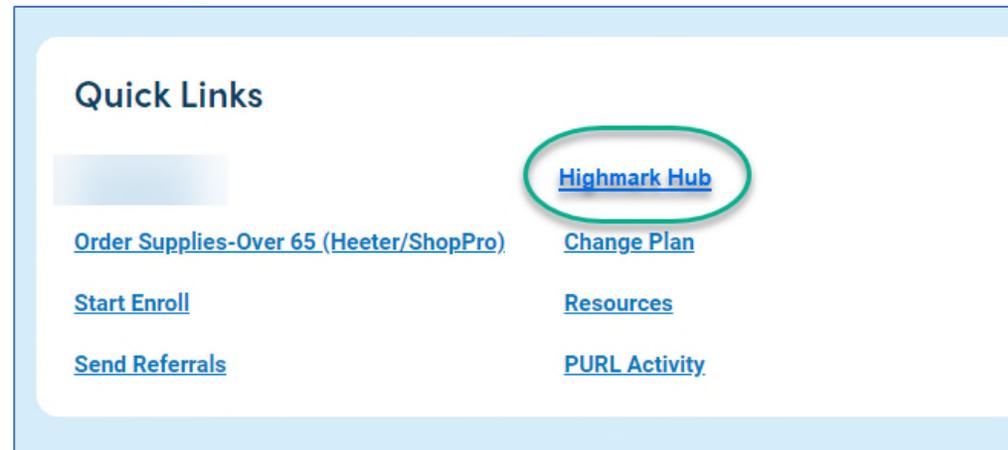
1. Sign into Agent's Highmark Senior Markets Producer Portal:

<https://medicare.highmark.com/producer/login>

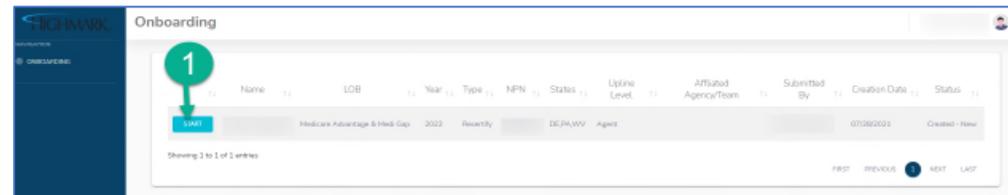


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2. Under Quick Links, select **Highmark Hub: (PRIOR TO 8/13/2021 – THIS LINK WILL SAY “REPORTS”)**



3. A new screen will open. Select **START**.



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4. Begin by taking each component. (Please note, you will need to verify/certify that you've completed each component.)

The screenshot displays a web interface for training management. At the top, there are two buttons: 'TRAINING' (highlighted in dark blue) and 'RESET'. Below this is a 'Training Information' section with a sub-section 'Available Trainings'. The main content is a table with columns for 'Training Name', 'Training Type', and 'Status'. The table lists several training components, each with a 'TAKE TRAINING' button and a progress indicator (a green circle with a number). The components are: 2022 Highmark Medicare Training (Status: Incomplete), 2022 Highmark Producer Integrity Training, 2022 Third Party Code of Conduct, 2022 Highmark Plan Specific Training, 2022 NAHU Instructions, 2022 AHP Instructions, and 2022 AHP/NAHU Attestation.

Training Name		Training Type		Status
2022 Highmark Medicare Training		2022 Highmark Agent Medicare Training		Incomplete
Component Name	Started	Completed	Score	Pass / Fail
2022 Highmark Producer Integrity Training				
2022 Third Party Code of Conduct				
2022 Highmark Plan Specific Training				
2022 NAHU Instructions				
2022 AHP Instructions				
2022 AHP/NAHU Attestation				

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The 2022 Highmark Plan Specific Training Component requires an agent to pass with an 80% or higher. If an agent is unable to pass within three attempts, they will be forced to reach out to Highmark Senior Market Sales Support to be unlocked and will have to retake the training again.

All components are downloadable by selecting **Download Training Material**.

Training Component - 2022 Highmark Plan Specific Training

DOWNLOAD TRAINING MATERIAL



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5. When you have completed your review of the component, you can attempt the quiz by selecting **Take Quiz**.



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6. You can review the materials after you've taken the quiz by selecting **Review Training**.

Training Component - 2022 Highmark Plan Specific Training

You have completed this component of the training.

RESULTS

Total Questions	37
Correct Answers	<input type="checkbox"/>
Your Score	<input type="checkbox"/>
Passing Score	80.00 %
Passed	Yes

[CLOSE](#) [REVIEW TRAINING](#)



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7. Once you've completed all components, you will see a **Continue** button.



8. Next, complete the **Highmark Producer Appointment Agreement**.

9. You will need to scroll down through **both the contract and the page**.

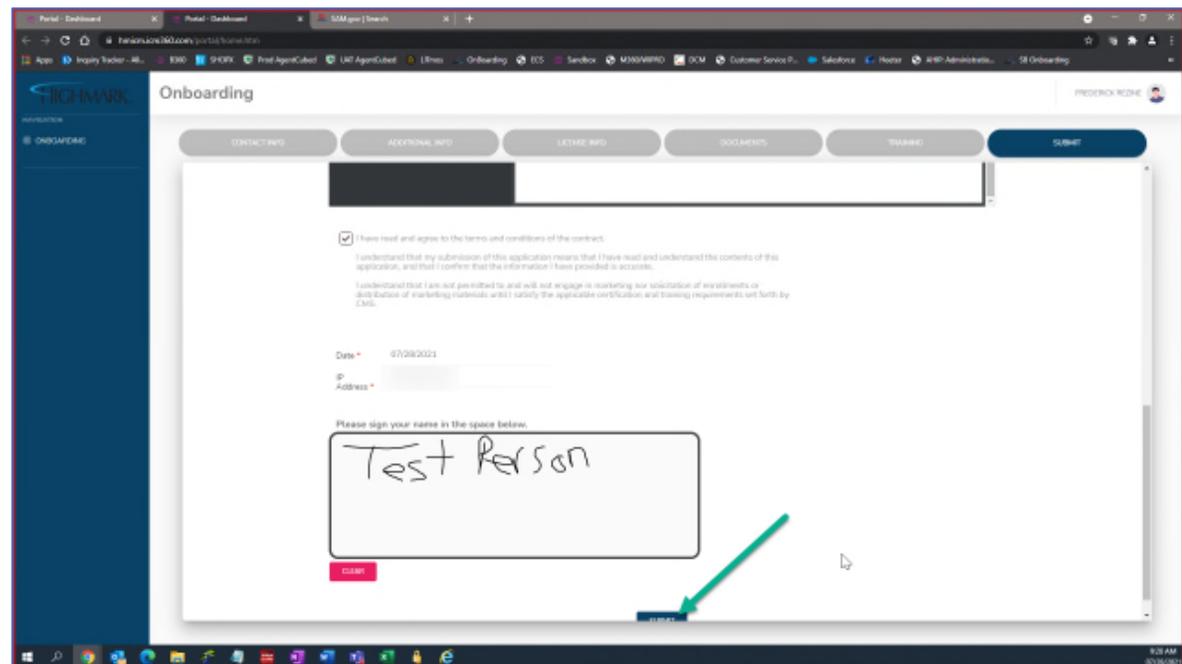
10. You will have to check that you have read and agree to the **terms and conditions** of the contract.



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11. Use your mouse (by holding down the left button) and **sign in the box.**

12. Click **Submit.**

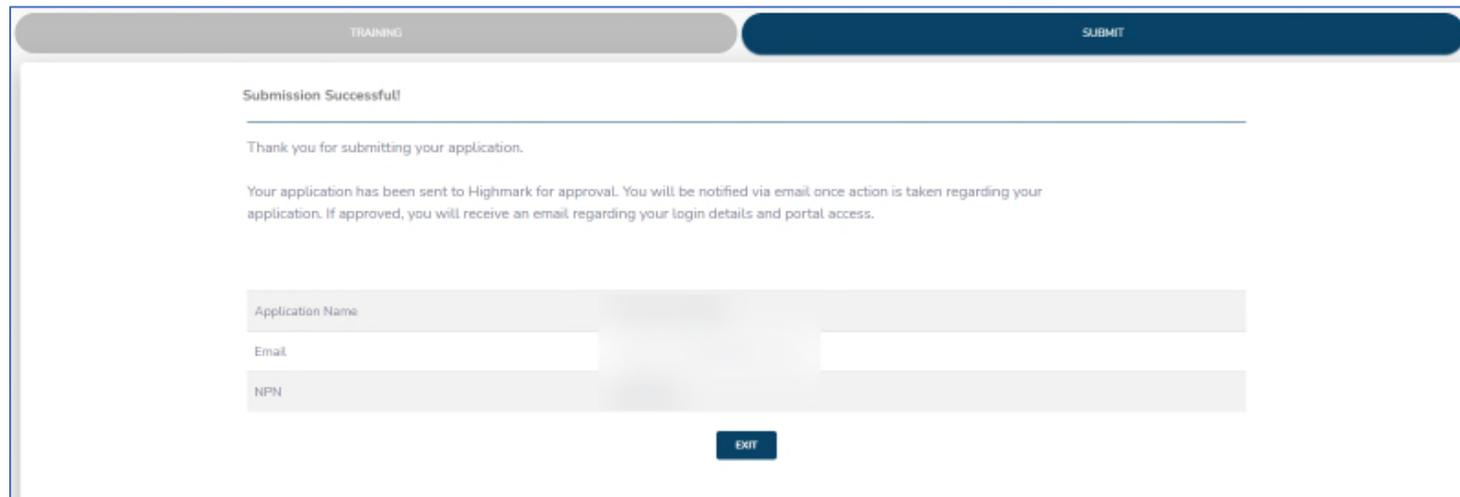


The screenshot shows a web browser window displaying the Highmark Onboarding form. The form has a dark blue sidebar on the left with the Highmark logo and the text 'ONBOARDING'. The main content area has a header with 'Onboarding' and a user profile 'FREDERICK RICH'. Below the header are several tabs: 'CONTACT INFO', 'ADDITIONAL INFO', 'LICENSE INFO', 'DOCUMENTS', 'TRAINING', and 'SUBMIT'. The 'SUBMIT' tab is highlighted in blue. The form contains a large text input field at the top, a checkbox for 'I have read and agree to the terms and conditions of the contract', and a paragraph of terms and conditions. Below this is a 'Date' field with the value '07/28/2021', an 'Address' field, and a signature box. The signature box contains the handwritten text 'Test Person'. A green arrow points from the bottom right of the signature box to the 'SUBMIT' button at the bottom of the form.



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13. Once successfully submitted, you will see this screen.



The screenshot shows a web application interface with a dark blue header. The header has two tabs: 'TRAINING' (selected) and 'SUBMIT'. The main content area is white and contains the following text:

Submission Successful

Thank you for submitting your application.

Your application has been sent to Highmark for approval. You will be notified via email once action is taken regarding your application. If approved, you will receive an email regarding your login details and portal access.

Below the text are three input fields, each with a light gray background and a white border:

- Application Name
- Email
- NPN

At the bottom center of the form area is a dark blue button with the text 'EXIT' in white.

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**PLEASE ALLOW 48 HOURS FOR YOUR
AHIP/NAHU COMPLETION TO BE
CONFIRMED.**

CONTACTS

Email:

HighmarkSeniorMarkets@highmark.com

**Phone (Monday-Friday, 8am to 4pm (EST)):
1-800-652-9459, option 1 and then option 2**

