

# Blue KC 2022 MA Agent Recertification Guide

## Getting into the 2022 BlueKC Recertification System:

### Accessing the System:

When recertification begins, you will receive an email from Blue KC MA Recertification:



Dear (Agent name)

You are ready to update your information with Blue KC!

Please use the information below to log in and submit your changes.

Link [Workflow URL](#)

Username agent.email@address.com

Password BCBSKC@209709

Click on the “Workflow URL” in the email above, which will take you to the login screen. Illustration of the login screen is below:

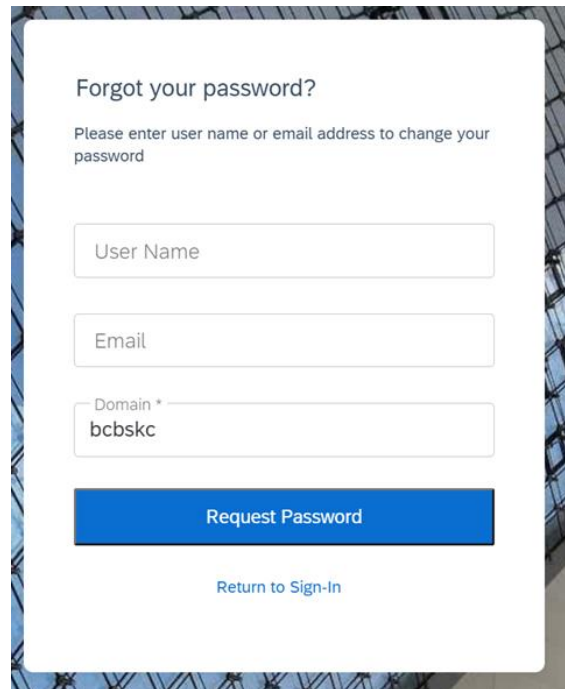
Here you will type in your username & password in the boxes and VERIFY the “Domain” box contains bcbskc

### Note:

- DO NOT COPY AND PASTE into these fields. There are security features that prevent that feature from allowing you to login.
- If you have disabled the ability to click on links in your email, you can click the following link or copy and paste the link into your browser:
  - <https://social.webcomserver.com/wpm/mt/bcbskc/>

**Forgotten Password:**

If you have forgotten your password, please click the link in the lower right “Forgot Password” (as illustrated in the previous screenshot). This will take you to the following screen:

A screenshot of a web form titled "Forgot your password?". Below the title is a subtitle: "Please enter user name or email address to change your password". There are three input fields: "User Name", "Email", and "Domain \*". The "Domain \*" field contains the text "bcbskc". Below the input fields is a blue button labeled "Request Password". At the bottom of the form is a link that says "Return to Sign-In".

Forgot your password?

Please enter user name or email address to change your password

User Name

Email

Domain \*  
bcbskc

Request Password

[Return to Sign-In](#)

Here you will enter your username (usually your email address) and the email address where you want to receive the reset link. Once you have entered the data, click the blue box: “Request Password” button, causing a password reset email to be sent.

**Note:**

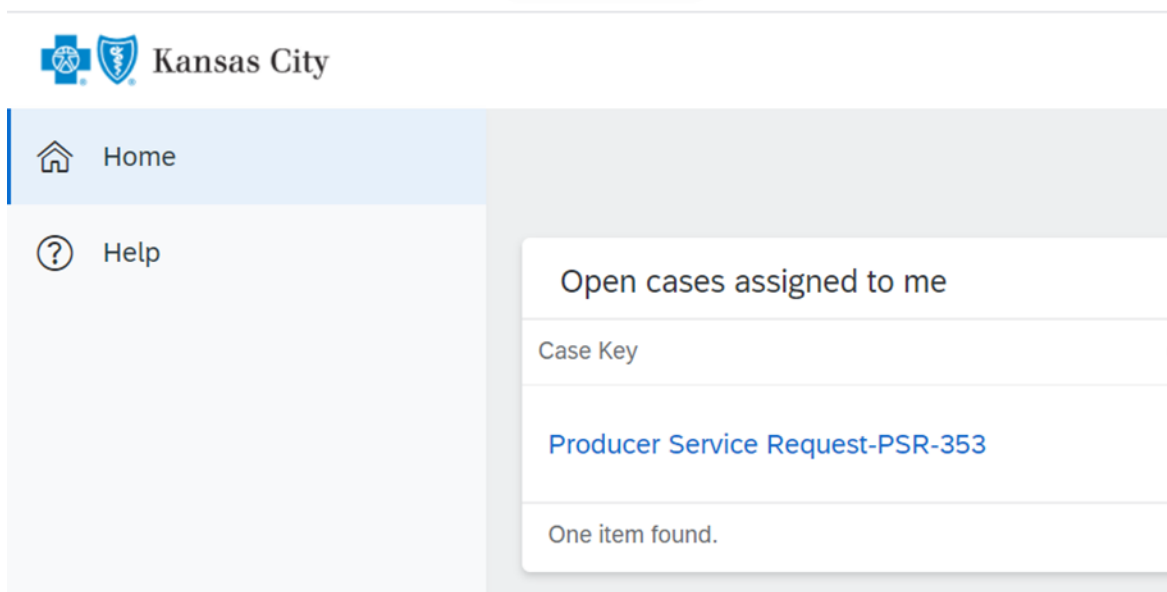
- Be sure to check your spam or junk folder, email systems often put password reset emails in these folders.

**Navigation in the System:**

After you have logged in, you will be presented with the “Open cases assigned to me”.

It is possible that you will have more than one case assigned to you; for example, if you are also the principal of an agency and you use the same email for both.

Click on the “Producer Service Request-PSR-xxx”

A screenshot of a web application dashboard. At the top left is the logo for "Kansas City" with a blue cross and shield icon. Below the logo is a navigation menu with two items: "Home" with a house icon and "Help" with a question mark icon. The "Home" item is highlighted. To the right of the navigation menu is a main content area. At the top of this area is a header "Open cases assigned to me". Below the header is a table with one row. The first column is labeled "Case Key" and contains the text "Producer Service Request-PSR-353". Below the table is a summary line that says "One item found.".

Kansas City

Home

Help

Open cases assigned to me

Case Key
Producer Service Request-PSR-353

One item found.

**Congratulations, you can now access the system and can begin completing recertification!**

## Completing the Recertification:

The below sections illustrate the various tabs that you must review and update to successfully complete and submit your recertification.

### Note:

- On any given tab, at the top of your screen there are two buttons:
  - "Save" Button - This allows you to save your work, logoff, and later resume where you left off.
  - "Submit" Button - This fully submits your application to Blue KC. **ONLY click this AFTER all tabs are completed.**
    - Important Note: Blue KC will NOT receive your recertification if the "Submit" button is not hit upon completion of the recertification**

Click the button below to save your progress, if you do not click SAVE your information will not be saved to the case.

Once you have FINISHED updating all of your information, please click the button below.

Save

Submit

### 1. General Tab

- Within this tab you will be presented with information to verify or correct, then click "Next". Illustration below:
  - Note:** You must input an answer for "Does your Upline information look correct?"

The screenshot shows the 'General' tab of the recertification application. At the top, there are instructions to complete AHIP Certification and the application. Below these are 'Save' and 'Submit' buttons. The form is divided into sections: Personal Information, Residency Information, Upline Information, and Additional Addresses. The 'Upline Information' section is highlighted in yellow, showing the MA Upline Name as 'ABC AGENCY' and a note about MA overrides. A question 'Does your Upline information look correct?' is also highlighted in yellow, with 'Yes' and 'No' radio buttons. The 'Additional Addresses' section includes fields for Mailing Address and a checkbox for 'Is your Mailing address the same as your Residency Address?'. A 'Next' button is highlighted in yellow at the bottom left.

**Personal Information:**

- First Name: PAT
- Middle Name:
- Last Name: AGENT
- Suffix:
- Date of Birth: 01/07/19
- NPN (your NPN here):
- SSN: \*\*\*\*\*
- Business Phone:
- Contact Email: mr13127973@bluetest.com

**Residency Information:**

- Residency Address Line 1: 1234 MAIN ST
- Residency Address Line 2:
- Residency City: KANSAS CITY
- Residency State: MO
- Residency ZIP: 64108

**Upline Information:**

- MA Upline Name: ABC AGENCY
- NOTE: Any MA overrides earned are paid to this MA Agency.
- Commercial Upline Name:
- Does your Upline information look correct? ☐ Yes ☐ No

**Additional Addresses:**

- Is your Mailing address the same as your Residency Address? ☐ Yes ☐ No
- Mailing Address Line 1: 1234 MAIN ST
- Mailing Address Line 2:
- Mailing City: KANSAS CITY
- Mailing State: MO
- Mailing Zip: 64108
- Please comment additional changes:

**Navigation:**

- General | E&O Certificate | Banking Information | Certifications | Education | eSignature
- Next >

## 2. E&O Tab

- This tab will populate with the current E&O data that Blue KC has on file, make any needed changes, and then click "Next". Illustration below:
  - If you want to change your current E&O data, click "Yes", and follow the additional steps.
    - Note:** If E&O data is updated then a copy of your E&O (at least the disclosure page) must be uploaded into the system
    - Note:** The Per Occurrence Limit and Aggregate Limit both must be at least 1,000,000
  - If your current E&O data is correct click "Next" at the bottom of the screen.

Kansas City Case ID

Please complete your AHIP Certification prior to starting your Recertification Case.

Please complete the application below. You may click "Save" at any time to save the application and log back in later. Once the application is completed, click "Submit". If you did not complete a tab, the word "Incomplete" in red will display.

Click the button below to save your progress, if you do not click SAVE your information will not be saved to the case. Once you have FINISHED updating all of your information, please click the button below.

Save Submit

General E&O Certificate Banking Information Certifications Education eSignature

Please update your E&O insurance information if it is expired or invalid.

Do you wish to update any information on this tab? ☐ Yes

Enter your insurance information below.

E&O Insurance Carrier Name

Policy Number \*

Effective Date \*

Expiration Date \*

Per Occurrence Limit \*

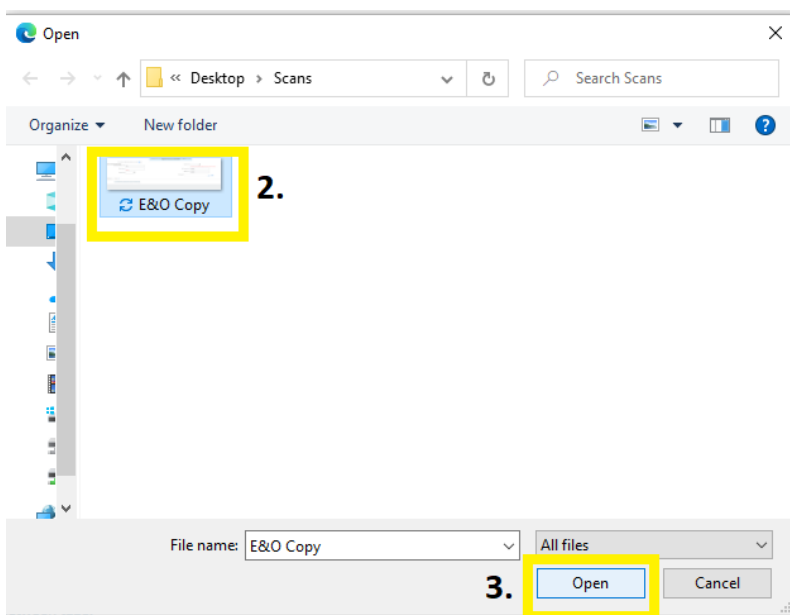
Aggregate Limit \*

E&O Upload \*

Previous Next

Use the Next/Previous buttons above to easily move between tabs.

To upload a copy of your E&O follow these steps: 1. Click within the blank E&O box 2. Navigate to your wherever you saved your copy of your E&O, 3. Click the Open Icon



Once you have FINISHED updating all of your information, please click

Submit

Per Occurrence Limit and Aggregate Limits are

Expiration Date \*

Per Occurrence Limit \*

Aggregate Limit \*

1.

E&O Upload \*

### 3. Banking Tab

- Within this tab banking information is updated. Input, update, and review your banking information for all applicable lines of business aW-9 and then click "Next" when finished. Illustration below:
  - Note:** For agents under LOAs, where your Upline Agency determines pay, nothing is needed here so you can just click "Next".



Click the button below to save your progress, if you do not click SAVE your information will not be saved

Save

GeneralE&O CertificateBanking InformationCertificationsEducationeSignature

Ple

Do you wish to update any information on this tab? ☐ Yes

Please enter your MA banking information below.

Paid: Directly

Bank Account Type Checking

Bank Name Test Bank

Bank Routing Number Test123456

Bank Account Number Test123456

Name on Bank Account Test Agent

Please enter your Commercial/ACA banking information below.

Paid: Directly

Bank Account Type Checking

Bank Name Test Bank

Bank Routing Number Test123456

Bank Account Number Test123456

Name on Bank Account Test Agent

Please enter your W-9 Address below.

W-9 Address Line 1 123 Test St.

W-9 Address Line 2

W-9 City

W-9 State MO

W-9 Zip 64050

PreviousNext

Use the Next/Previous buttons above to easily move between tabs.

#### 4. Certifications Tab

- This tab will populate with the certification data Blue KC has on file, review and update where needed. Illustrations below:

Kansas City

Case ID



Please complete your AHIP Certification prior to starting your Recertification Case.

Please complete the application below. You may click "Save" at any time to save the application and log back in later. Once the application is completed, click "Submit". If you did not complete a tab, the word "Incomplete" in red will display.

Click the button below to save your progress, if you do not click SAVE your information will not be saved to the case.

Once you have FINISHED updating all of your information, please click the button below.

Save

Submit

General

E&O Certificate

Banking Information

Certifications

Education

eSignature

Please complete your AHIP Certification prior to starting your Recertification Case.

Please update or add your required Certifications (i.e. AHIP, ACA).

Do you wish to update any information on this tab? ☒ Yes

Link to AHIP Certification [www.ahip.com](http://www.ahip.com)

Is your AHIP Certification complete? \* ☒ Yes

Do you authorize Blue KC to pull your AHIP data? \* ☒ Yes  
☐ No

AHIP Training Year 2022

AHIP ID \*

[required]

AHIP Score 100.00

AHIP Completion Date 05/24/2021

We found your AHIP Certification, please provide your AHIP User ID.

Do you wish to sell individual products on The Federally Facilitated Marketplace (FFM)/ACA? This requires you to complete an annual FFM Certification. \* ☐ Yes  
☒ No

Previous

Next

Use the Next/Previous buttons above to easily move between tabs.

Please update or add your required Certifications (i.e. AHIP, ACA).

Do you wish to update any information on this tab? ☒ Yes

AHIP Certificate \*



AHIP Year \* ☐ 2020  
☐ 2021

Previous

Next

**Note: If you have commercial, you can enter your FFM certification OR opt out:**

Do you wish to update any information on this tab? ☒ Yes

AHIP Certificate \*  [↑](#) [×](#) AHIP Year \* ☐ 2020 ☐ 2021

Do you wish to sell individual products on The Federally Facilitated Marketplace (FFM)/ACA? This requires you to complete an annual FFM Certification. \* ☒ Yes ☐ No

FFM Certification \*  [↑](#) [×](#) FFM Year \* ☐ 2020 ☐ 2021

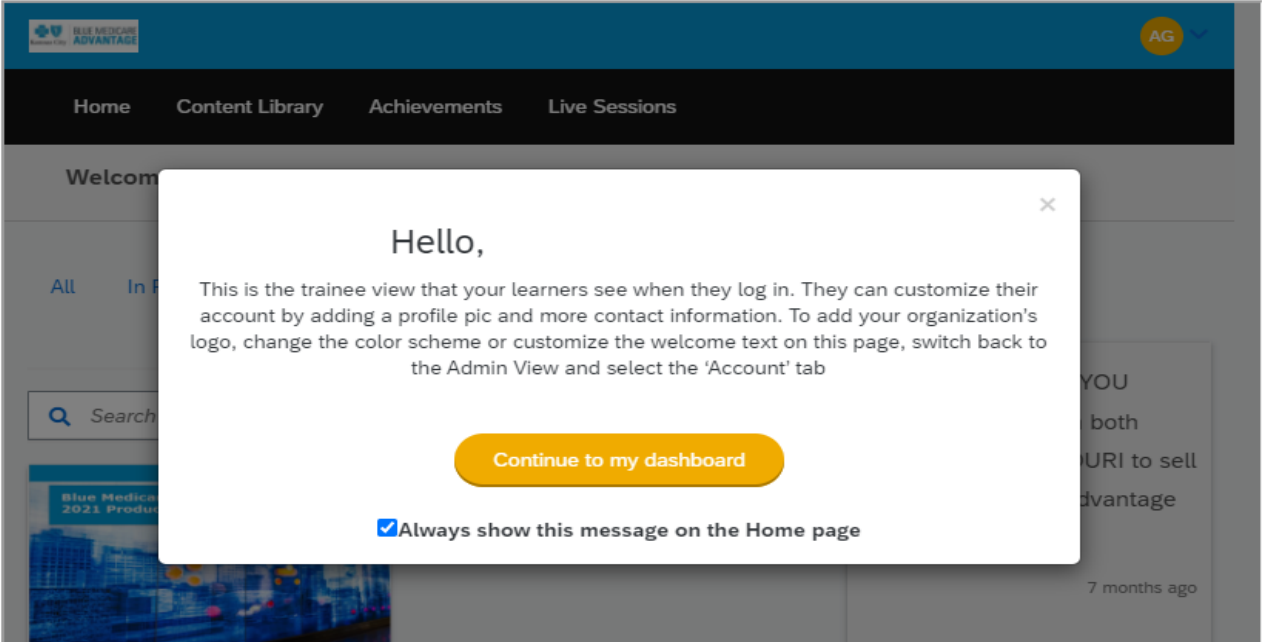
## 5. Education Tab

- This tab will load into another system where you will complete a 10-question exam. Illustration screenshots below:
  - Note:** You will get **3 attempts to pass** the exam with a **score of 85% or higher**.

*When you first log in a system message will popup; simply click "Continue to my dashboard"*

General E&O Certificate Banking Information Certifications Education eSignature

Please complete all training courses below.



The screenshot shows the Blue KC MA Training interface. At the top, there are tabs for General, E&O Certificate, Banking Information, Certifications, Education, and eSignature. Below the tabs is a blue banner that says "Please complete all training courses below." The main content area shows a welcome message popup with the text "Hello," and "This is the trainee view that your learners see when they log in. They can customize their account by adding a profile pic and more contact information. To add your organization's logo, change the color scheme or customize the welcome text on this page, switch back to the Admin View and select the 'Account' tab." There is a button labeled "Continue to my dashboard" and a checkbox labeled "Always show this message on the Home page" which is checked.

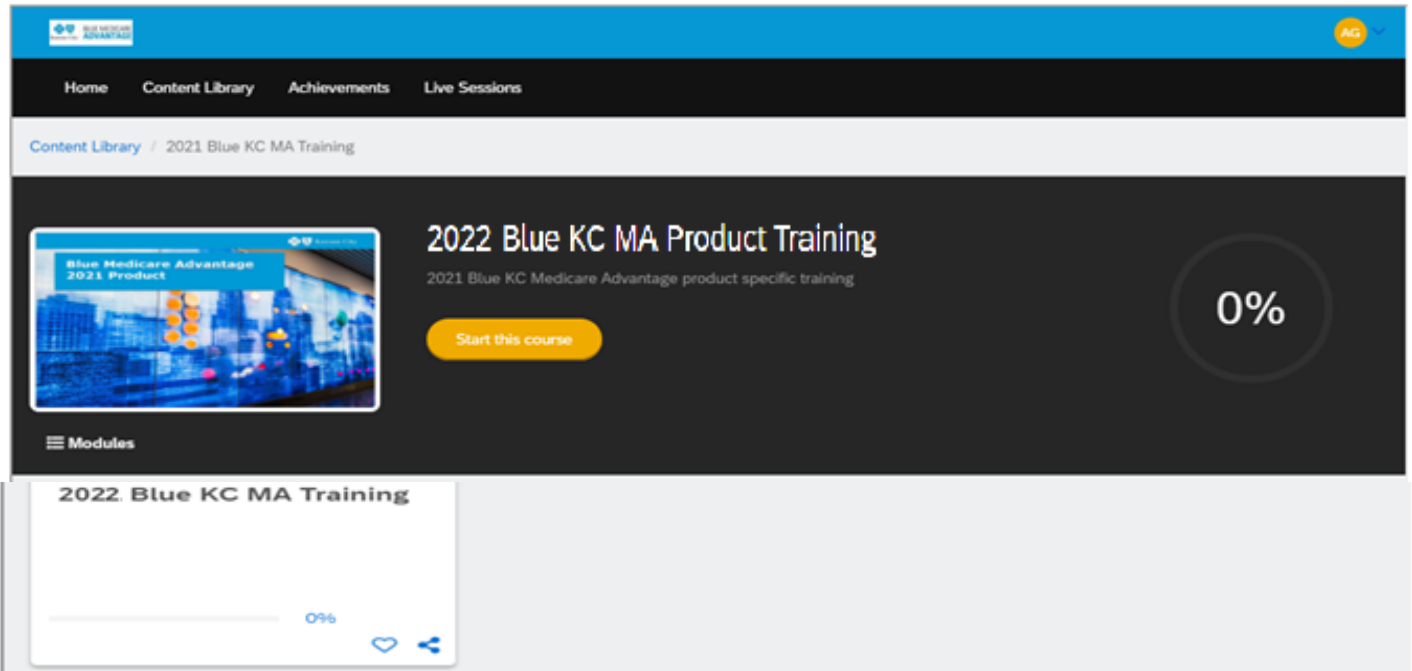
**Click the 2022 Blue KC MA Training icon below. After you view the training guide, you will see the Exam!**

*Note: If you are also recertifying for ACA, you will see the ACA Training as well.*

EO Certificate   Banking Information   Certifications   Education   eSignature

EO Certificate   Banking Information   Certifications   Education   eSignature

Please complete all training courses below.



*Click "Start this course"*

*Once inside, click the yellow "NEXT" on the upper right to start your exam.*

*Go through each question, selecting the bubble next to whichever answer you believe is correct and then clicking "Next Question"*  
*After you answered all the questions, you will be brought to a page where you can review your answers.*

- 1. If you would like to change your answer for any given question, click the "Change this answer" under the question*
- 2. Scroll to the bottom of the questions/answers list and click on "COMPLETE" to submit your answers for grading.*

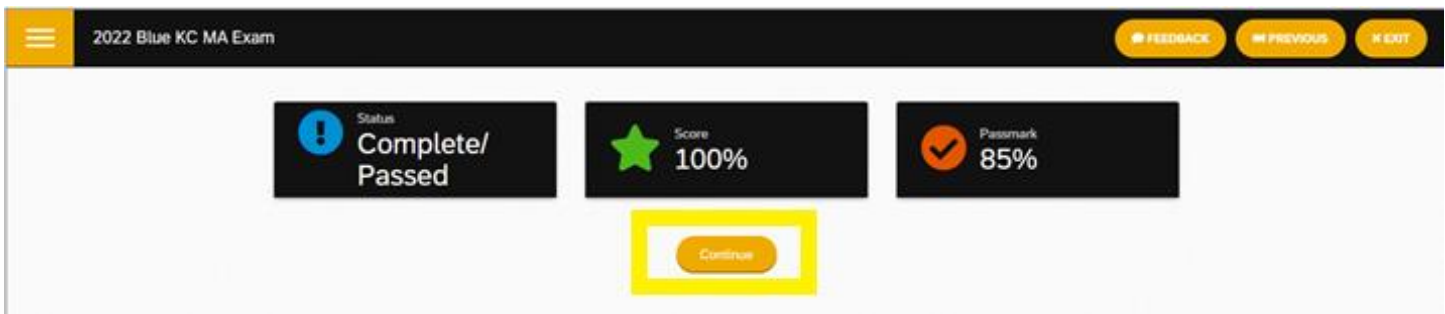
10. Question

1. 

2.

Complete

*After receiving a passing grade, click "Continue" at the bottom of the page*





You will be taken to another page to verify that you have passed the test, from here click "Next" at the bottom of the page

Content Library / 2022 Blue KC MA Product Training

## 2022 Blue KC MA Product Training

100%

Modules Achievements

2022 Blue KC MA Exam  
85% Passmark 100% My Score

Results

Privacy Policy

Previous Next

## 6. eSignature Tab

- This tab will allow you to electronically sign certifying that you are who you are, that you have completed the work, etc. You will have to type / sign your name and information multiple times throughout the document before you are finished.
  - Note:** This process is done through Adobe Sign, so you might be prompted to update your browser to become compatible with the software. You might have to click the blue button "Load Documents" for them to appear.

Kansas City

Case ID

General E&O Certificate Banking Information Certifications Education eSignature

Please complete and sign all forms below.

Kansas City POWERED BY Adobe Sign

Options

### How to Report Non-Compliance, Fraud Waste & Abuse

As an agent contracted to sell our Individual Medicare products, you are required to prevent and report suspected or actual non-compliance and/or fraud, waste and abuse (FWA). There are four ways to report suspected or actual non-compliance and/or FWA issues:

- By Phone:** Make an anonymous call to the BlueKC MA Compliance hotline: **1-844-227-1790** (TTY 711)
- By Email:** Email Medicare Compliance team at: [MACompliance@BlueKC.com](mailto:MACompliance@BlueKC.com)
- Online:** [www.bcbskc.ethicspoint.com](http://www.bcbskc.ethicspoint.com)
- By Mail:** Write a letter to:  
Blue Cross and Blue Shield of Kansas City  
Attn: Medicare Compliance Dept.  
2301 Main Street  
Kansas City, MO 64108

2. Next

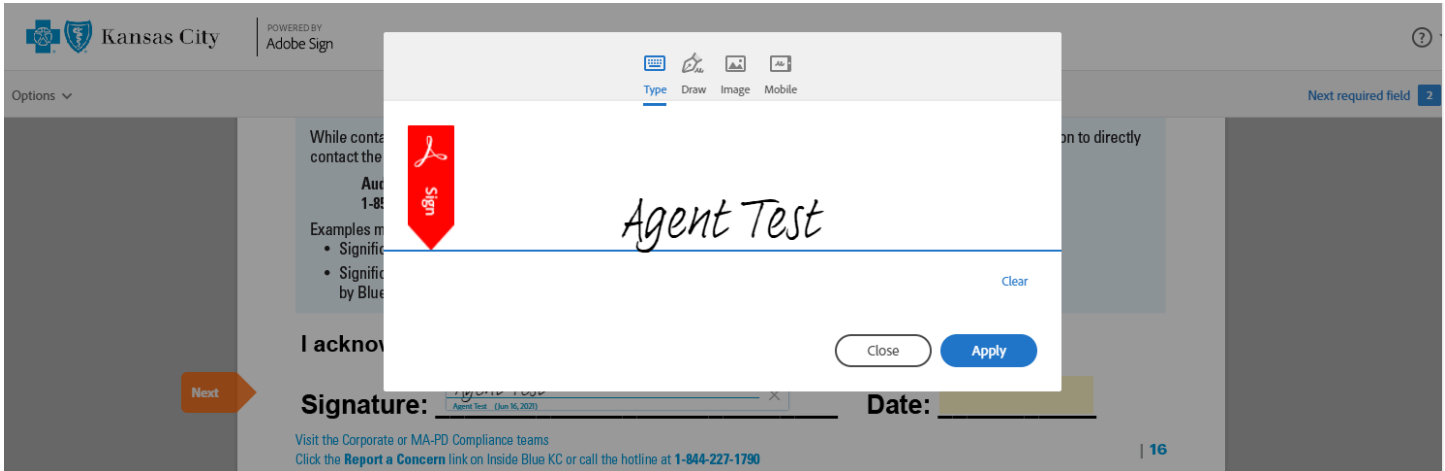
3. Agent Signature  
Date: 06/16/2021

4. Click here to sign

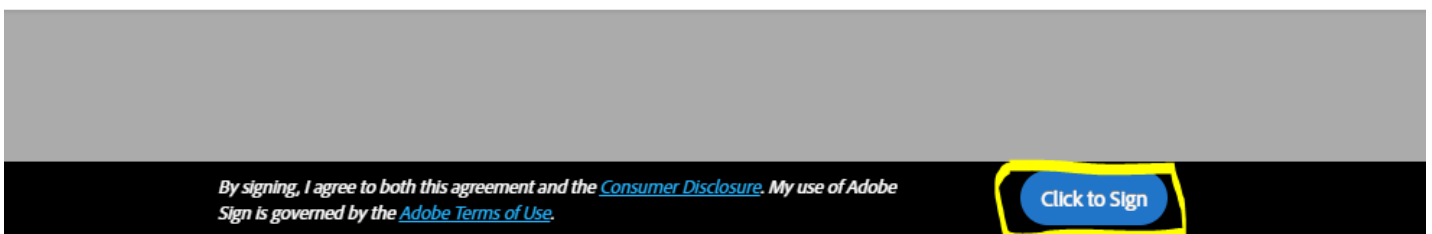
1. Next required field

1 / 32

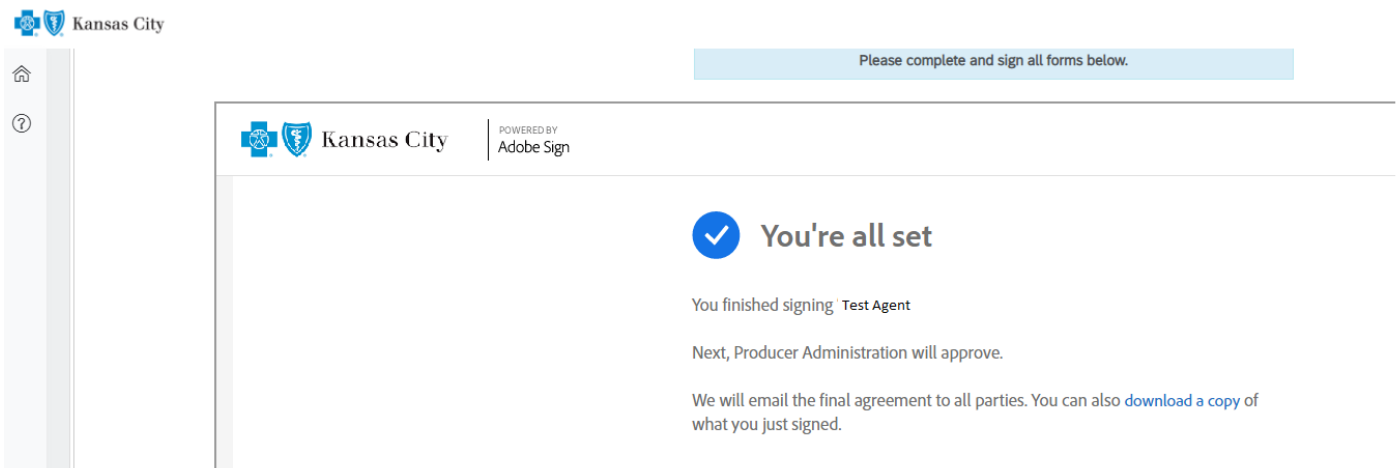
1. This tells you how many more signature fields are found within the document.
2. If you click “Next”, then it will take you to the next signature field or required input within the document.
3. By clicking within the signature field, your established signature will be input.
  - The first time you click within the signature field, you will receive a prompt asking you to create a digital signature (for its simplicity we recommend the “Type” option, but feel free to use whatever option you desire).
    - Signature Options:
      - You will have the option of typing it out
      - Drawing it with your mouse
      - Uploading a scanned image of your actual signature
      - Syncing with a mobile device to create a signature)
  - Once you are done creating your signature click “Apply”



4. These are Adobe shortcut icons to perform various tasks (from left to right: page up, page down, X current page / total pages, zoom in, zoom out, & download)  
Once you have signed & completed all the required fields you will be able to “Click to Sign”, finalizing that document.



When the document is complete you will receive a confirmation message like the below:



*Repeat the previous process if you have any additional document, otherwise return to a previous tab, or proceed to the next step.*

**7. “Submit” Button**

- When you have completed all relevant information and no longer see “**Incomplete**” next to any tab, click the “Submit” button, near the top of the page.

Once you have FINISHED updating all of your information, please click the button below.

Submit

- If everything was performed correctly, you will see the below message:

Your changes have been submitted for review. Expect an email from Blue KC within 2 business days. Click the Blue KC logo in the upper left to exit.

*At this point you are free to logout, close your browser, etc.*

***Thank you!***