

Hello Valued Partner,

Hope you are having a productive 2023! We wanted to notify you of **changes for the 2024 Geisinger Medicare Product Training, and Access for completion.**

The new Broker Portal has been launched! Effective 07/21/2023, The Annual Medicare Training will **ONLY** be available on the Broker Portal.

Appointed selling agents automatically receive access and can follow the directions below in a Chrome browser:

Please click on the below link to complete your registration process and access the Broker Portal:

Step 1: go to <https://www.geisinger.org/health-plan>

Step 2: Go to “For Brokers” tab

Step 3: Select on Broker Portal, this will navigate you to the Broker Portal Login page

Step 4: Click on create an account, and follow the prompts

Step 5: If you receive an error, that your “email is already in use”. Go back to Step 3, and click “Login” and enter Username/Password

Step 6: If you do not remember Username or Password, click on the “Forgot username” or “Forgot password” link

Step 7: Once logged into Broker Portal. In the blue menu tab, go to “Certifications & Trainings” and Select the “GHP Medicare Training” Button at the top right

To use our enhanced help features, Please click on the below link to download the Need Help Tool for your browser: ***(This also includes Training Videos for Selling Agents)***

me-download.walkme.com/downloadPage.html?guid=181fed5f&customer=Geisinger&profile=default&cdnName=aws&cdnName=aws&customExtension=false

Reminder of Medicare Appointment Requirements:

- Eff June 2023, when AHIP turns over to 2024. Brokers will be assigned both 2023 & 2024 Training to complete. Brokers are responsible to make sure the *correct* plan year training is completed. This can be tracked on the Broker Portal.

To clarify training guidelines for all brokers:

- Existing brokers that are currently appointed to sell, will need to complete their training **by 12/15/2023** in order to sell for the new plan year. If training is not completed, Broker appointments will be terminated.
- Existing brokers that are not interested in selling but have renewals to be paid without interruption have **until 12/15/2023** to complete their training. If training is not completed, Brokers appointments will be terminated.
- **“New” Blackout Period:** Geisinger Health Plan has imposed a blackout period (September 30th - December 31st) whereby no hierarchy changes will be processed. If a request is received during that time period, it will be processed for the first month after the Annual Enrollment Period, becoming effective February 1st.

If the broker is unable to log into the Broker Portal, to complete the Litmos training. Contact the Broker Care Team at **1-866-488-6653, Mon-Fri 8AM-5PM.**

Please let us know if you have any questions. We appreciate your partnership, and look forward to another great year!

Thank you

Broker Operations