

Highmark Senior Markets

**2024 NABIP and AHIP
Agent Training and
Certification are Now
Live - Complete Your
Certification **TODAY!****



Both NABIP (formerly NAHU) and AHIP training and certification are available now!

For 2024, Highmark will again recognize agent training and certification from two organizations: **NABIP (formerly NAHU)**, and **AHIP**. **You only have to achieve certification from one of the two; however, all requirements for either must be completed prior to selling 2024 Medicare Advantage products.**

(Note: You are still required to complete Highmark's Medicare training in addition to training/certification through NABIP or AHIP.)

Available Now: 2024 NABIP Training and Certification

For 2024 Highmark will once again accept training and certification from NABIP (formerly NAHU), in the form of their Medicare, Medicare Advantage + Compliance Requirements Certification course. Like AHIP's offering, this training meets all CMS requirements and compliments Highmark's plan-specific training for brokers and agents.

For more information and to enroll, [click here.](#)

Also Available: 2024 AHIP Training and Certification

[Click here](#) to complete the 2024 AHIP training. (Note: Verify you see the Highmark logo in the upper right hand corner to ensure connection with our systems.)

[Click here](#) for AHIP Medicare FAQs.

[Click here](#) for an AHIP Online Medicare Training User Guide.

If you have already completed the AHIP training and need to transfer your certification to Highmark, you may do so by logging into the link above.

Watch for additional information regarding the 2024 Highmark Agent Medicare Training and Certification in the coming weeks.

Contacts and Additional Resources

Question	Market	Region	Contact
Channel Sales Representatives	Medicare , ACA	Delaware	Felicia Anderson Email: Felicia.Anderson@highmark.com Phone: 302-416-7961
		New York	Evan Cominsky Email: Evan.Cominsky@highmark.com Phone: 716-658-8653
		Pennsylvania - Southwest	Tom Campedel Email: Thomas.Campedel@highmark.com Phone: 412-480-7778
		Pennsylvania - Northwest	Bill Glas Email: William.Glas@highmark.com Phone: 412-544-0741
		Pennsylvania – Central	Position open. Please direct all inquiries to the appropriate sales support contact below.
		Pennsylvania - Northeast	Kevin Brown Email: Kevin.Brown@highmark.com Phone: 717-888-2755
		Pennsylvania – Southeast (Philadelphia Market)	Jake Conners Email: Jake.Conners@highmark.com Phone: 484-598-3068

		West Virginia	Stephanie Stanley Email: Stephanie.Stanley@highmark.com Phone: 304-424-0377
Application Status, Benefits, Claims, Prescriptions, and Provider Network Questions	Medicare	PA, WV, DE	Phone: 800-652-9459 (M-F, 8am-4pm) Option 1 (Senior Markets), then Option 1 Email: PRODEM@highmark.com
		WNY, NENY	Phone: 844-946-6305 (M-F, 8am-4pm) Option 1 (Senior Markets), then Option 1 Email: albany.liaison@bsneny.com
	ACA	PA, WV, DE	Phone: 800-652-9459 (M-F, 8am-4pm) Option 2 (ACA), then Option 1 Email: PRODEM@highmark.com
		WNY, NENY	Phone: 844-946-6305 (M-F, 8am-4pm) Option 2 (ACA), then Option 1 Email: PRODEM@highmark.com
	D-SNP	PA	Phone: 888-871-0417 (M-F 8am-8pm, Sat/Sun 9am-5pm (closed Sundays May-Sept)) Email: AgentSpecialist@highmarkwholecare.com
Onboarding, Training, and Producer Portal Questions	Medicare	PA, WV, DE, WNY, NENY	Phone: 800-652-9459 (M-F, 8am-4pm) Option 1 (Senior Markets), then Option 2 Email: highmarkseniormarkets@highmark.com
	ACA	PA, WV, DE, WNY, NENY	Phone: 800-652-9459 (M-F, 8am-4pm) Option 2 (ACA), then Option 2 Email: ACASalesSupport@highmark.com
	D-SNP	PA	Phone: 888-871-0417 (M-F 8am-8pm, Sat/Sun 9am-5pm (closed Sundays May-Sept)) Email: AgentSpecialist@highmarkwholecare.com
Additional Highmark Wholecare Resources	D-SNP	PA	Customer Service: 800-685-5209 D-SNP Website: highmarkwholecare.com/medicare
Highmark Producer Portal	Medicare , ACA	PA, WV, DE, WNY, NENY	producer.highmark.com
Highmark Consumer Websites	Medicare , ACA	Western PA, Northeastern PA	highmarkbcbs.com
		Central PA	highmarkblueshield.com
		WV	highmarkbcbswv.com
		DE	highmarkbcbsde.com
		WNY	bcbswny.com
	NENY	bsneny.com	
D-SNP	PA	highmarkwholecare.com	

Highmark Integrity Office	Medicare , ACA, D-SNP	PA, WV, DE, WNY, NENY	Phone: 1-800-985-1056 Email: Integrity@highmark.com
PA Exchange (Pennie)	ACA	PA	Website: pennie.com Pennie Broker Contact Center: 844-844-4440 Email: brokers@pennie.com
DE/WV Exchange	ACA	WV, DE	Website: healthcare.gov Marketplace Broker Call Center: 855-788-6275
New York Exchange	ACA	WNY, NENY	Website: nystateofhealth.ny.gov
HealthSherpa	ACA	PA, WV, DE, WNY, NENY	Broker Support: 888-684-1373 Email: agent_support@healthsherpa.com

[To view this email as a webpage click here](#)

This email was sent from the Highmark Senior Markets Sales team. If you have questions, please contact our Broker Services Team at highmarkseniormarkets@highmark.com or call (800) 652-9459.