



2024 Highmark Federal Markets Training User Guide

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Please Note: By clicking on the AHIP/NABIP Module, you will only be attesting that you have submitted your 2024 AHIP/NABIP CMS Fraud Waste and Abuse training scores to Highmark (using the specific links on slide 14.)

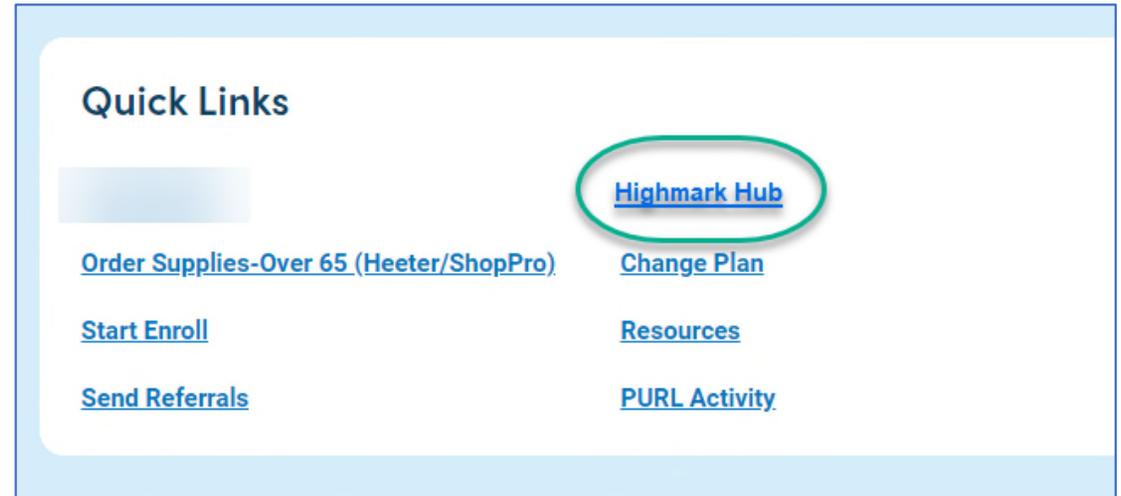
2024 Highmark Federal Markets Training User Guide

1. Sign into Agent's Highmark Producer Portal:

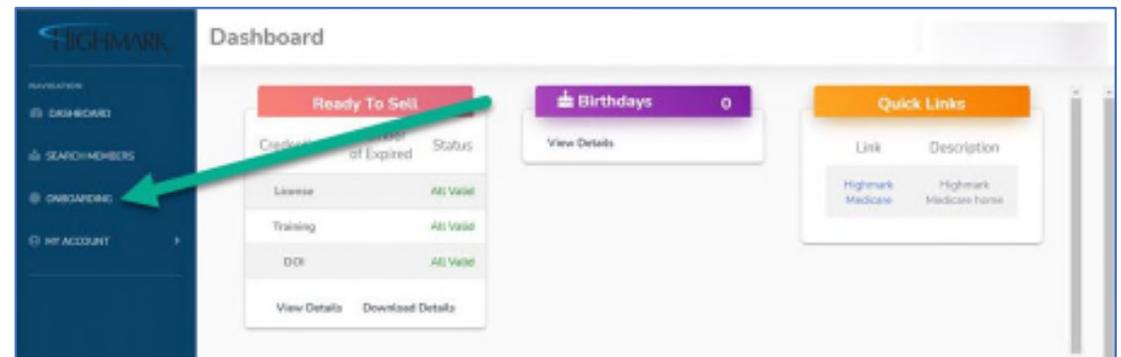
<https://producer.highmark.com/login>

2024 Highmark Federal Markets Training User Guide

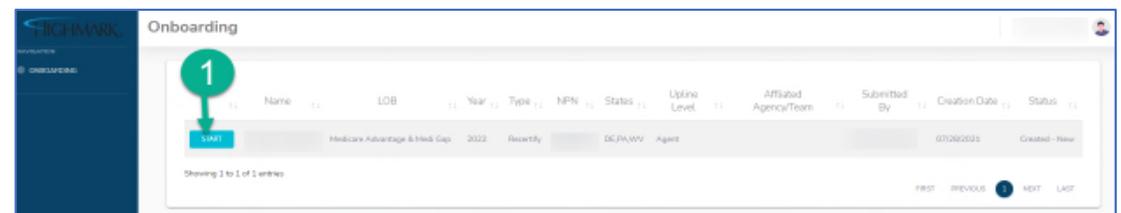
2. Under Quick Links, select **Highmark Hub**.



3. Then, on the left-hand side of the page select **Onboarding**.

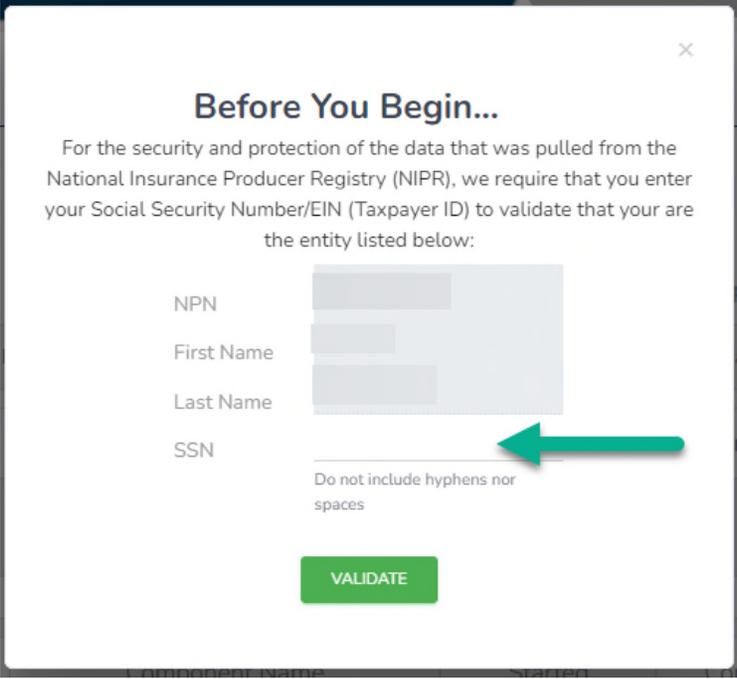


4. A new screen will open. Select **START**.



2024 Highmark Federal Markets Training User Guide

5. In order to validate your NPN information from NIPR, please enter your SSN (no hyphens or spaces) into the blank field and select validate:



Before You Begin...

For the security and protection of the data that was pulled from the National Insurance Producer Registry (NIPR), we require that you enter your Social Security Number/EIN (Taxpayer ID) to validate that you are the entity listed below:

NPN [Redacted]

First Name [Redacted]

Last Name [Redacted]

SSN [Redacted]

Do not include hyphens nor spaces

VALIDATE

2024 Highmark Federal Markets Training User Guide

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

Available Trainings

Training Name	Training Type	Status			
2024 Highmark Medicare Training	2024 Highmark Medicare Training	Incomplete			
TAKE TRAINING	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2024 Highmark Plan Specific Training				
TAKE TRAINING	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2023 Third Party Code of Business Conduct				
TAKE TRAINING	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	CY2024 Medicare Advantage/Part D Final Rule				
TAKE TRAINING	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	PRODUCER INTEGRITY TRAINING 2024				
TAKE TRAINING	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	Instructions for Submitting AHIRNABIP to Highmark				

2024 Highmark Federal Markets Training User Guide

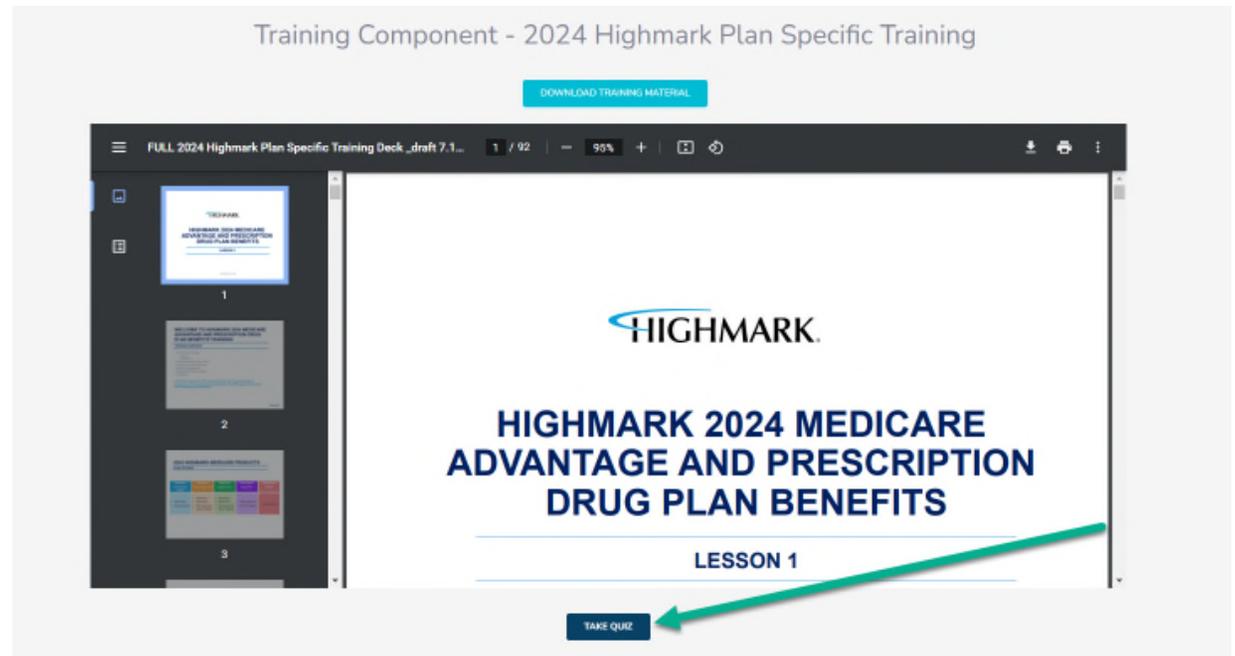
The 2024 Highmark Plan Specific Training Component requires an agent to pass with an 85% or higher. If an agent is unable to pass within three attempts, they will be forced to reach out to Highmark Senior Market Sales Support to be unlocked and will have to retake the training again.

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



2024 Highmark Federal Markets Training User Guide

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



2024 Highmark Federal Markets Training User Guide

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

Training Component - 2024 Highmark Plan Specific Training

You have completed this component of the training.

RESULTS

Total Questions	39
Correct Answers	
Your Score	
Passing Score	85.00 %
Passed	Yes

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

2024 Highmark Federal Markets Training User Guide

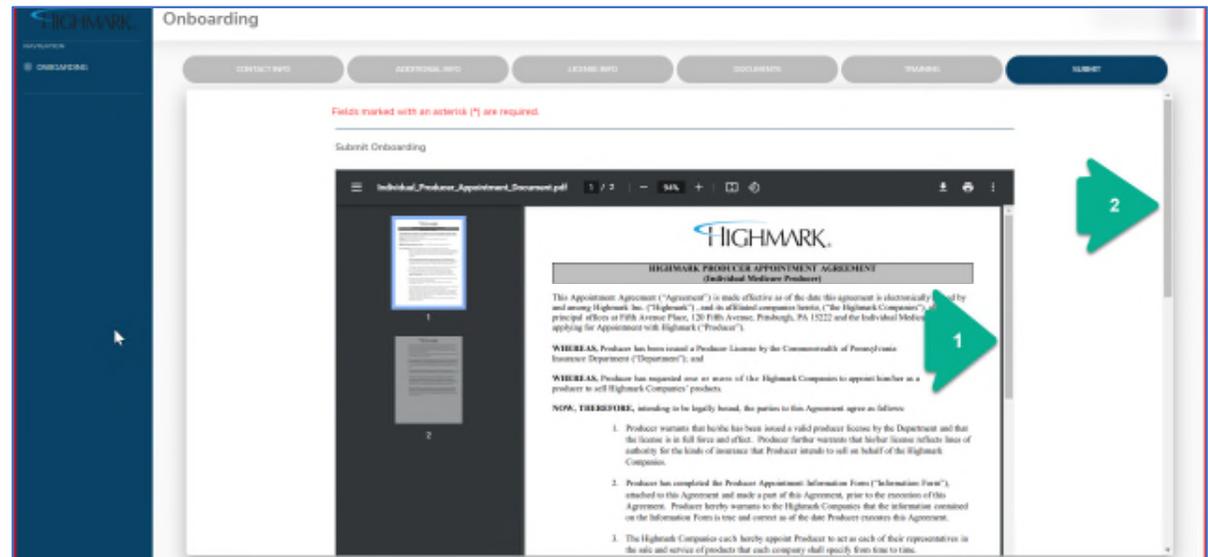
8. Once you've completed all components (all blue buttons will say "Results",) you will see a **Continue** button.



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

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

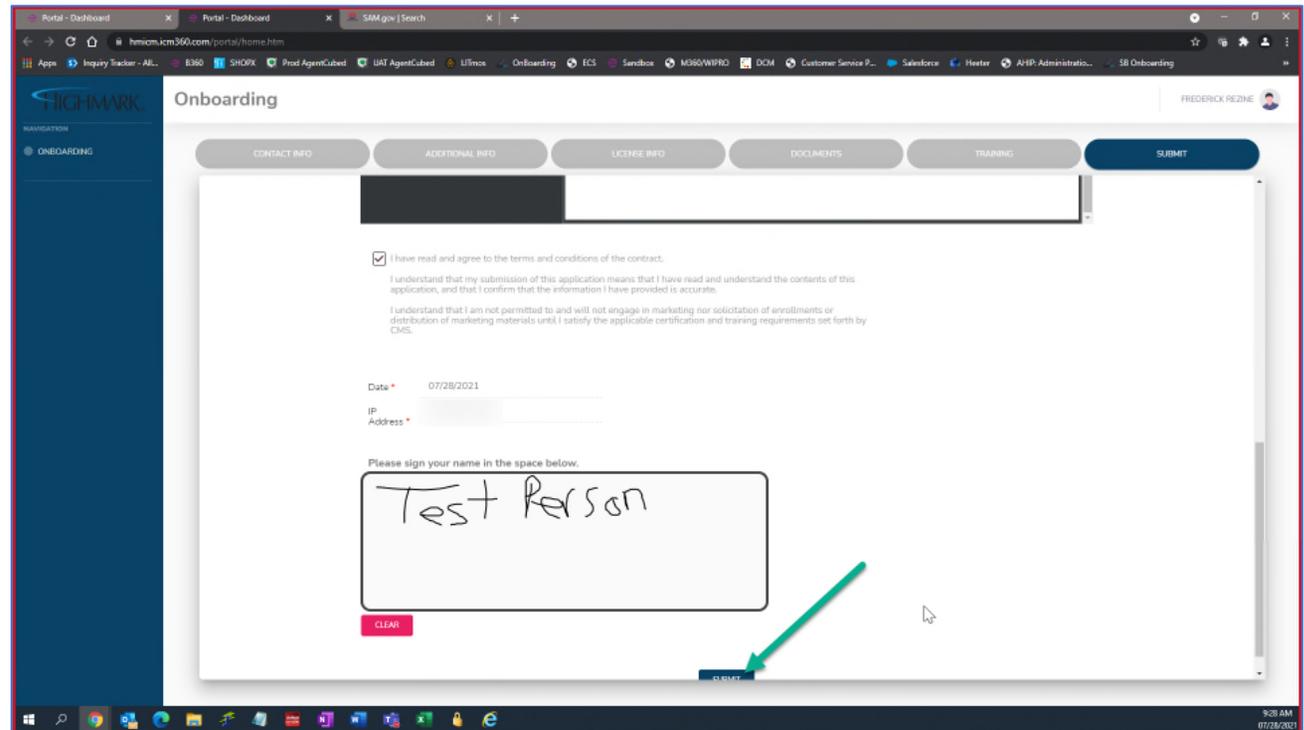
11. You will have to check that you have read and agree to the **terms and conditions** of the contract.



2024 Highmark Federal Markets Training User Guide

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

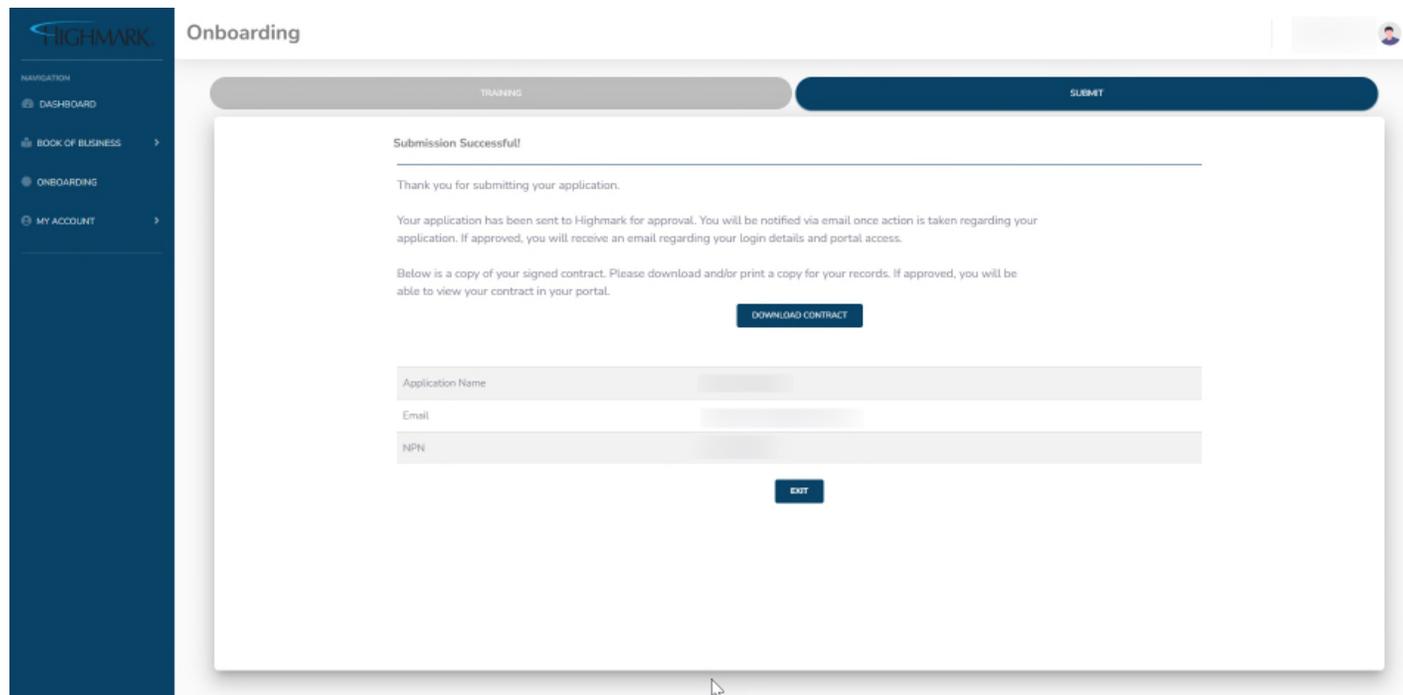
13. Click **Submit**.



The screenshot displays the Highmark Onboarding portal interface. The page title is "Onboarding" and the user is identified as "FREDERICK REZNE". The navigation menu includes "CONTACT INFO", "ADDITIONAL INFO", "LICENSE INFO", "DOCUMENTS", "TRAINING", and "SUBMIT". The main content area contains a checkbox for terms and conditions, a date field set to "07/28/2021", and an IP address field. A signature box is present with the handwritten text "Test Person" and a "CLEAR" button below it. A green arrow points to the "SUBMIT" button at the bottom right of the form.

2024 Highmark Federal Markets Training User Guide

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



2024 Highmark Federal Markets Training User Guide

15. Link to submit: [AHIP](#)

16. Link to submit: [NABIP](#)

2024 Highmark Federal Markets Training User Guide

PLEASE ALLOW 2-3 BUSINESS DAYS FOR YOUR AHIP/NABIP 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**