

Highmark Federal Markets

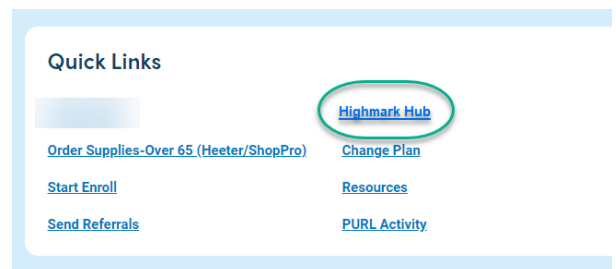
Highmark's 2024 Medicare Advantage Certification and Training Available Now!

Highmark's 2024 Medicare Advantage Certification and Training module must be completed prior to selling for 2024. **Don't delay - start your training today!**

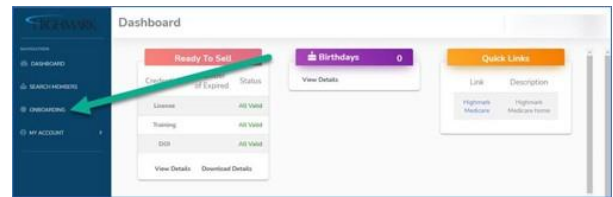
1. To begin your training, log into the Producer Portal by [clicking here](#)



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



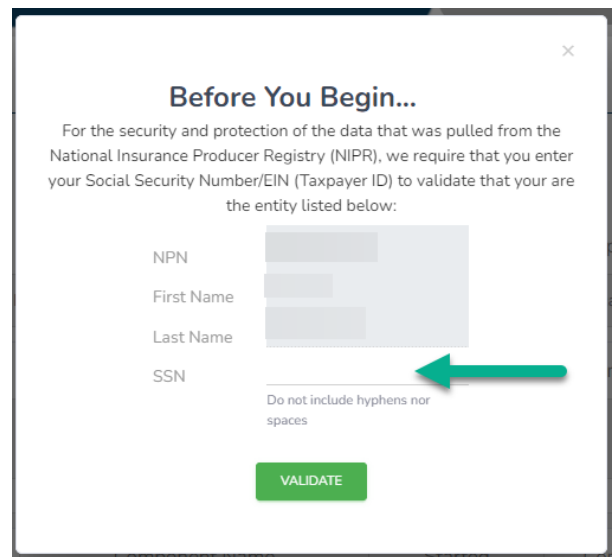
3. Then, on the left-hand side of the page select **Onboarding**



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



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**



To view and download a User Guide to walk you through the rest of the Certification and Training process, [click here](#).

If you experience issues accessing or completing your training, please reach out to us directly:

Highmark Senior Markets Sales Team
Email: Highmarkseniormarkets@highmark.com
Phone: (800) 652-9459

Or contact your regional Channel Sales Representative in the table below!

REMINDER:

You must also complete agent training and certification from either NABIP or AHIP prior to selling 2024 Medicare Advantage products.

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.

For more information and to enroll in the **NABIP** 2024 Training and Certification, [click here](#).

OR

To complete the 2024 **AHIP** Training and Certification, [click here](#).

REMINDER: If you haven't already RSVP'd for our upcoming Rollout Meetings, make sure you do it now!

The Highmark Medicare Advantage, ACA, and Highmark Wholecare teams hope to see you at one of our upcoming Rollout Meetings!

If you're interested in learning about new and exciting 2024 products and how to grow your business, these meetings are for you. We have meetings scheduled at locations across the states we serve, so please register for the event date/time/location that works best for you!

Here's a sneak peek at what you'll learn:

- We are expanding our MA, ACA, and D-SNP plans into new counties - including the Philadelphia region for ACA!
- Brand new product designs in several regions to meet your clients' specific needs!
- More supplemental benefits that your clients will love! And enhancements to some of our most popular benefits!
- An additional focus on our D-SNP products with Highmark Wholecare and giving you easier access to selling those plans!
- Unique digital tools geared toward managing chronic conditions available at no cost to your clients!
- New compliance requirements in place for the 2024 selling season.

You can also pick up our new 2024 Agent Field Guides and regional product highlight reference documents.

Don't be the last to learn about Highmark's 2024 product offerings! You don't want to miss these events!

REGISTER NOW FOR AN EVENT NEAR YOU!

Western PA ([click here](#) to select an event and register)

Meeting Location	Date	Time
Monroeville, PA	Thursday, July 27, 2023	10AM-12:30PM
Erie, PA	Friday, July 28, 2023	10AM-12:30PM
Cranberry Twp, PA	Wednesday, August 16, 2023	10AM-12:30PM

Central PA/NEPA ([click here](#) to select an event and register)

Meeting Location	Date	Time
Harrisburg, PA	Tuesday, August 1, 2023	10AM-12:30PM
Wilkes-Barre, PA	Wednesday, August 2, 2023	10AM-12:30PM
Lancaster, PA	Thursday, August 31, 2023	10AM-12:30PM

West Virginia ([click here](#) to select an event and register)

Meeting Location	Date	Time
Morgantown, WV	Wednesday, August 9, 2023	10AM-Noon
Charleston, WV	Thursday, August 10, 2023	10AM-Noon

Delaware ([click here](#) to select an event and register)

Meeting Location	Date	Time
Newark, DE	Wednesday, August 30, 2023	10AM-Noon
Georgetown, DE	Thursday, September 7, 2023	10AM-Noon

New York ([click here](#) to select an event and register)

Meeting Location	Date	Time
Albany, NY	Thursday, August 3, 2023	10AM-Noon
Buffalo, NY	Friday, August 4, 2023	10AM-Noon

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	Medicare	PA, WV, DE, WNY, NENY

Producer Portal Questions	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.