



2026 Highmark Federal Markets Training User Guide

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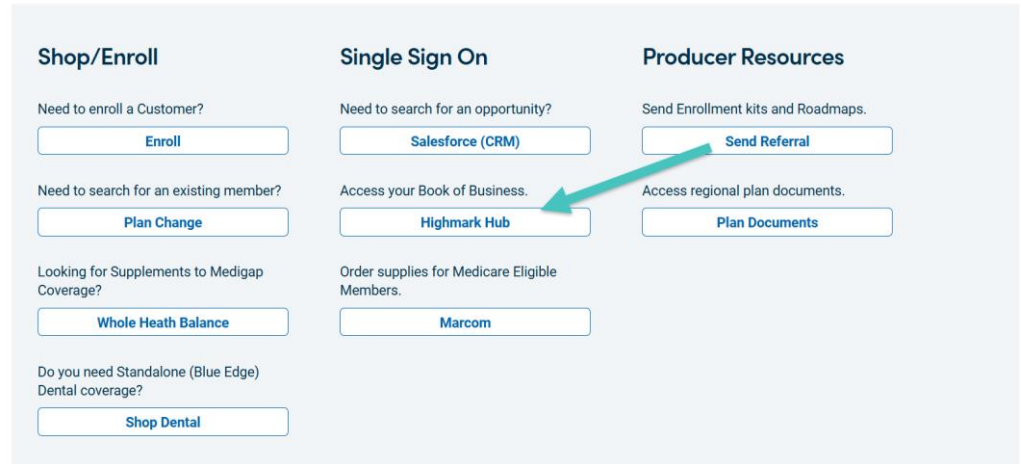
1. Sign into Agent's Highmark Producer Portal:

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

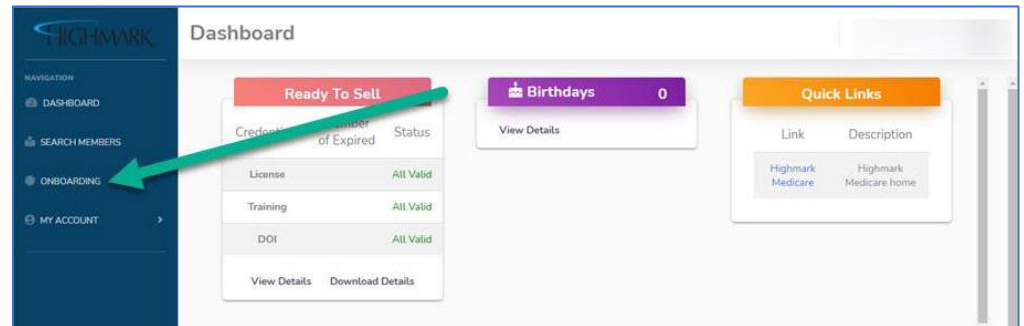
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Medicare Hub

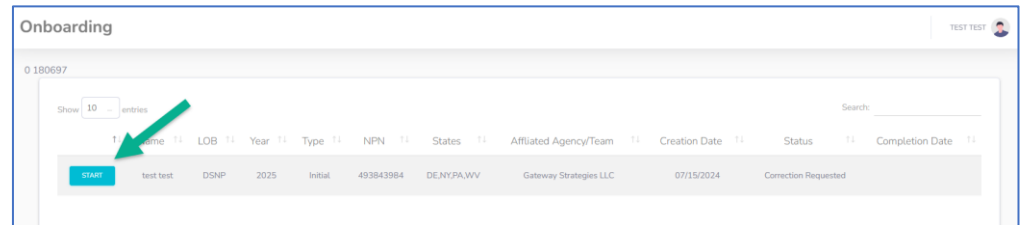
2. In the Medicare/DSNP dashboard **Highmark Hub**.



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

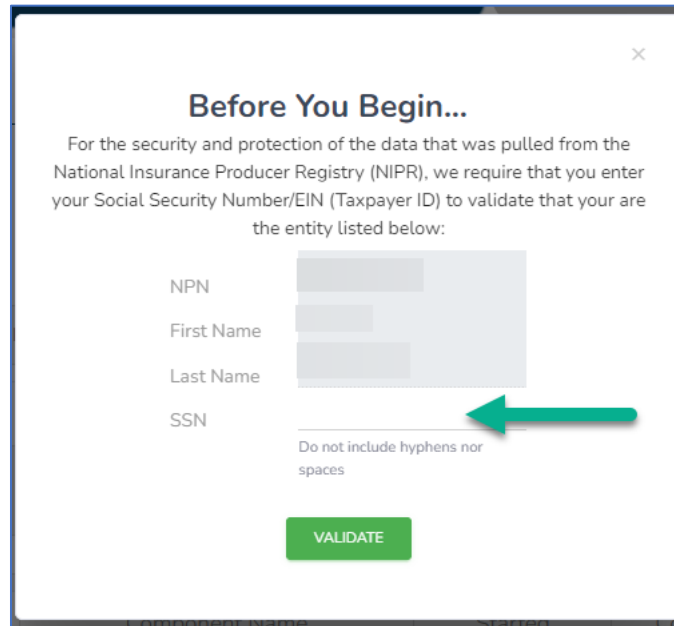


4. A new screen will open. Select **START**.



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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:



A screenshot of a web form titled "Before You Begin..." with a close button (X) in the top right corner. The form contains the following text: "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:". Below this text are four input fields labeled "NPN", "First Name", "Last Name", and "SSN". The "NPN", "First Name", and "Last Name" fields are grouped together and contain greyed-out placeholder text. The "SSN" field is empty and has a green arrow pointing to it from the right. Below the "SSN" field is the instruction "Do not include hyphens nor spaces". At the bottom of the form is a green button labeled "VALIDATE".

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

Training Information					
Available Trainings					
Training Name		Training Type		Status	
2025 Highmark Medicare Training		2025 Highmark Medicare Training		Incomplete	
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2025 TPMO Requirements				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	Third Party Code of Conduct				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2025 MoC Module				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2025 Highmark Agent Changes				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2025 CMS FWA Training Transmission of Results				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2025 Highmark Plan Specific Training				

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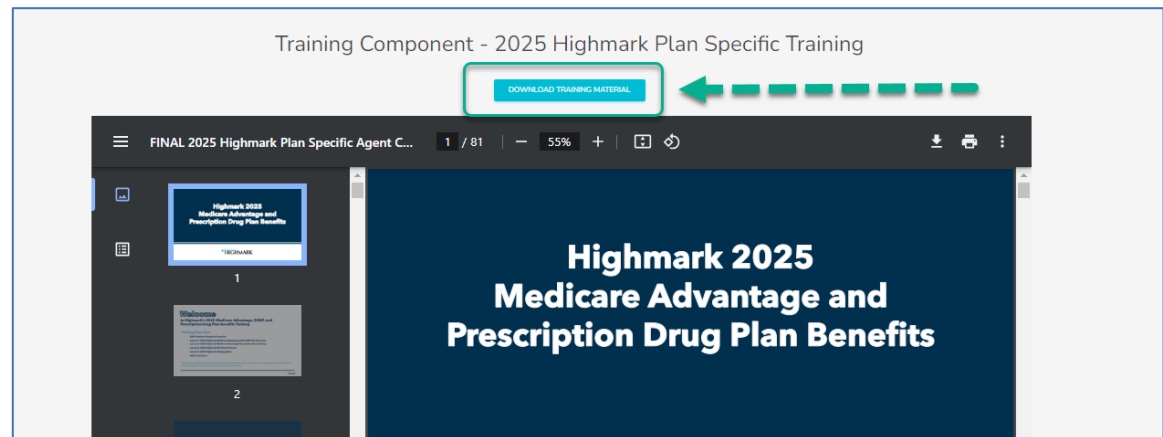
Please Note: By clicking on the links in the AHIP/NABIP Module, you will only be attesting that you have submitted your 2026 AHIP/NABIP CMS Fraud Waste and Abuse training scores to Highmark.

7. Link to submit: [AHIP](#) - or - Link to submit: [NABIP](#)

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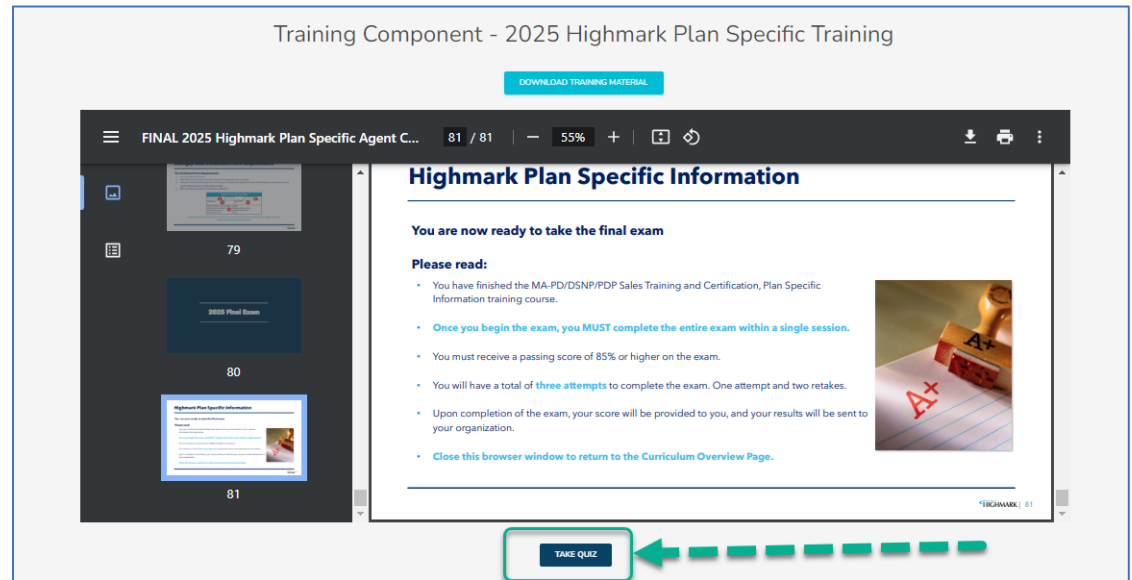
The 2026 Highmark Plan Specific Training Component requires an agent to pass with an 85% or higher. If an agent is unable to pass within three attempts, they will be forced to reach out to Highmark Senior Market Sales Support to be unlocked and will have to retake the training again.

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



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



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

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

Training Component - 2025 Highmark Plan Specific Training

You have completed this component of the training.

RESULTS

Total Questions	41
Correct Answers	
Your Score	
Passing Score	85.00 %
Passed	Yes

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

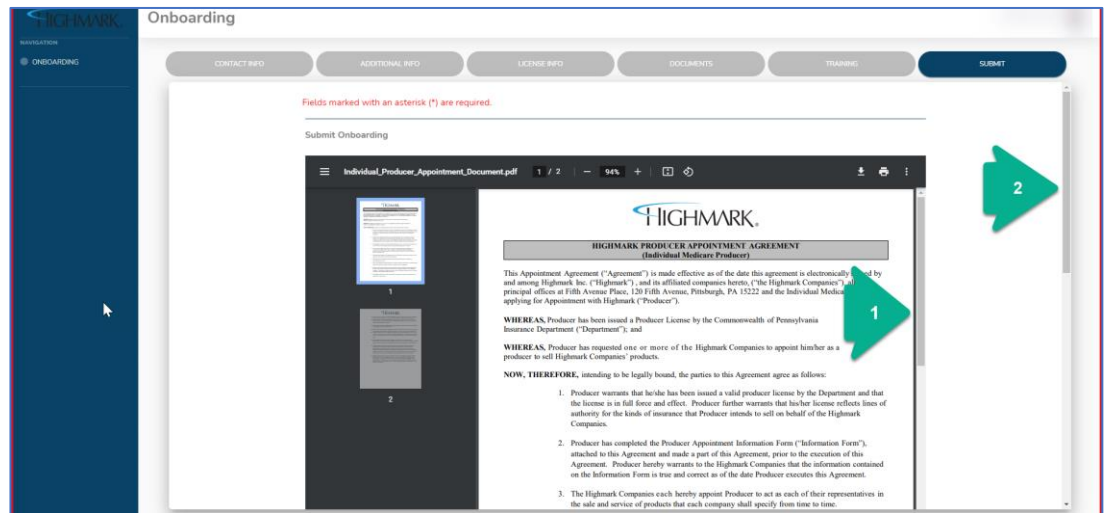
	Component Name	Started	Completed	Score	Pass / Fail
RESULTS	2025 Highmark Plan Specific Training	07/24/2024 05:09 AM	07/24/2024 05:19 AM	90.24	Passed

Important: Please note that this is not the final step in the training process. There is still has one more step to complete before you are complete.

[CONTINUE](#)

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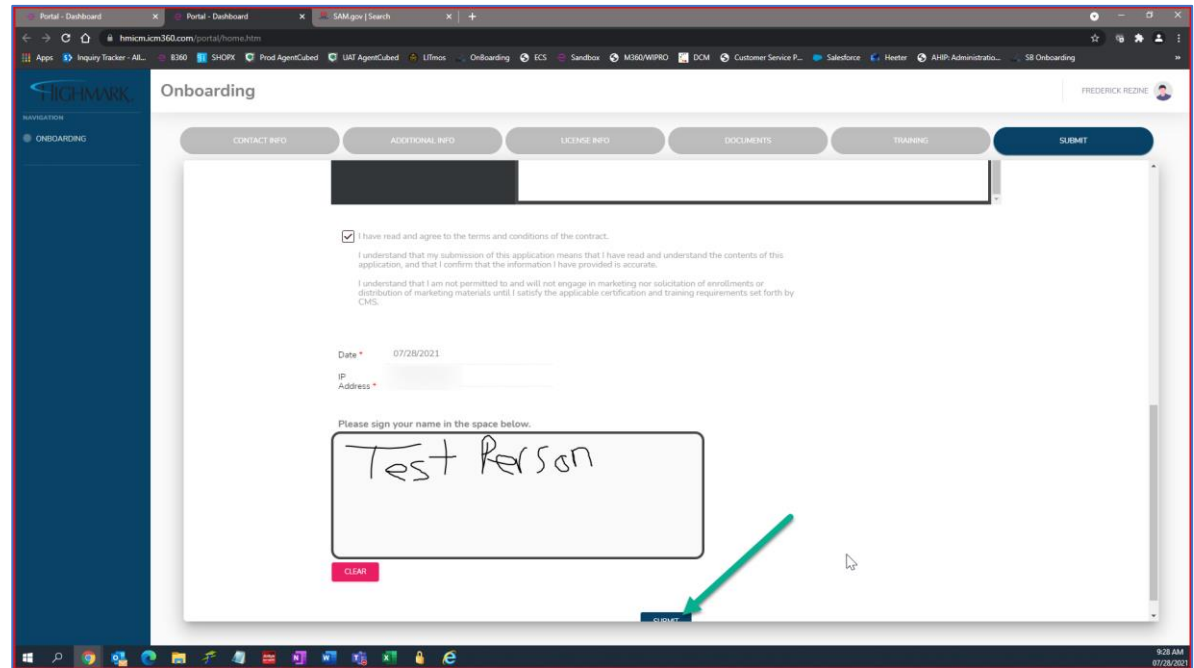
11. Next, complete the **Highmark Producer Appointment Agreement**.
12. You will need to scroll down through **both the contract and the page**.
13. You will have to check that you have read and agree to the **terms and conditions** of the contract.



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

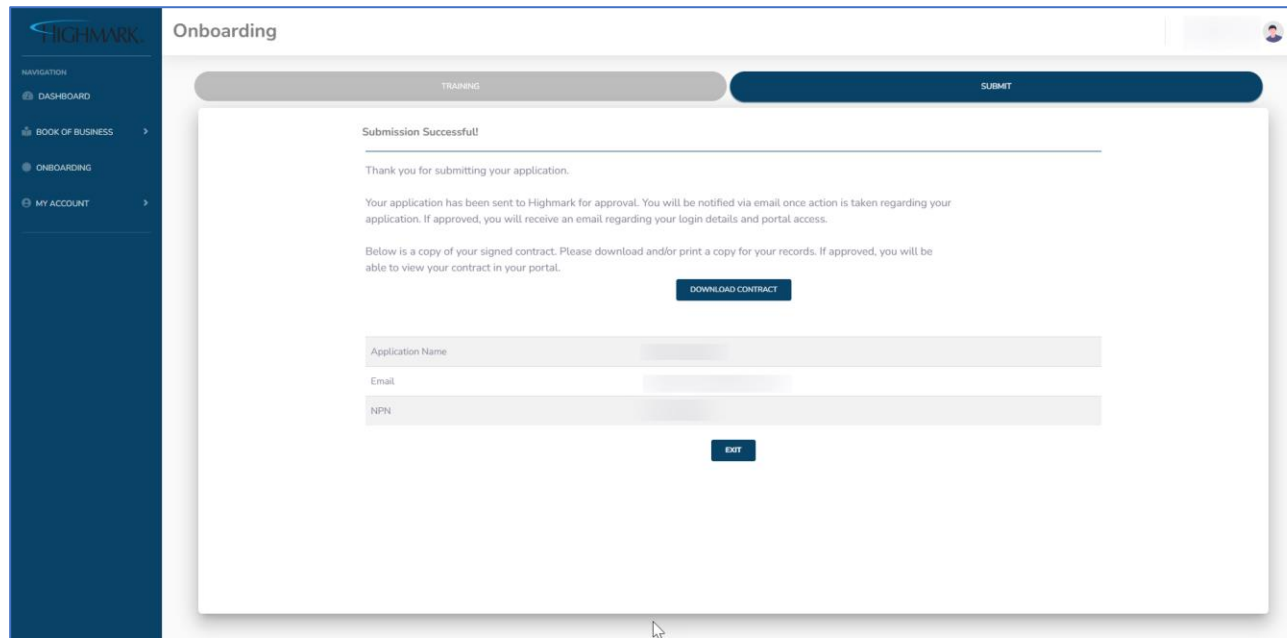
15. Click **Submit**.



The screenshot displays the Highmark Onboarding portal. The left sidebar contains the Highmark logo and a navigation menu with 'ONBOARDING' selected. The main content area has tabs for 'CONTACT INFO', 'ADDITIONAL INFO', 'LICENSE INFO', 'DOCUMENTS', 'TRAINING', and 'SUBMIT'. A large black redaction box covers the top of the form. Below it, there is a checkbox for 'I have read and agree to the terms and conditions of the contract.' followed by two lines of disclaimer text. Below the text are input fields for 'Date' (07/28/2021), 'IP', and 'Address'. A signature box with the text 'Test Person' is shown, with a 'CLEAR' button below it. A green arrow points to the 'SUBMIT' button at the bottom right of the form. The browser's address bar shows 'hmicm360.com/portal/home.htm' and the top right corner shows the user 'FREDERICK REZINE'.

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



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**PLEASE ALLOW 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**