

Highmark Senior Markets

Highmark's 2021 Medicare Certification and Training is Available Now. Don't Delay - Start Your Training Today!

If you have previously logged into Litmos: You can click the link in the e-mail received earlier today notifying you that you have been assigned a new course, or you can navigate directly to the website using highmark.litmos.com. Your username will be your NPN along with the password that was previously created. If necessary, you can use the "I've forgotten my username/password" link to reset your password. The "2021 Highmark Agent Medicare Training" is located in the course library.

If you have never logged into Litmos: You should have received an e-mail directly from Highmark containing your login information. Please contact the Highmark Senior Markets Team if you require additional assistance.

How do I access the Highmark Certification Platform if I'm a new agent? New agents should contact their FMO/GA for a link to the Highmark online contracting system.

Agents are also required to complete either AHIP or NAHU training. How do I access the AHIP or NAHU website? The websites may be accessed through the above-noted Litmos website; alternately, they can be accessed directly using the following links:

- [Click Here](#) for AHIP Training. [Click here](#) for an AHIP Certification Training User Guide.
- [Click Here](#) for NAHU Training. [Click here](#) for a NAHU Certification Training User Guide.

Interested in learning more about our 2021 products and how to leverage them to grow your business? Attend one of our 2021 Medicare Rollout Meetings!

Registration is required.

To View the Schedule and RSVP, [Click Here](#)

Join us for a virtual coffee, and real conversation!

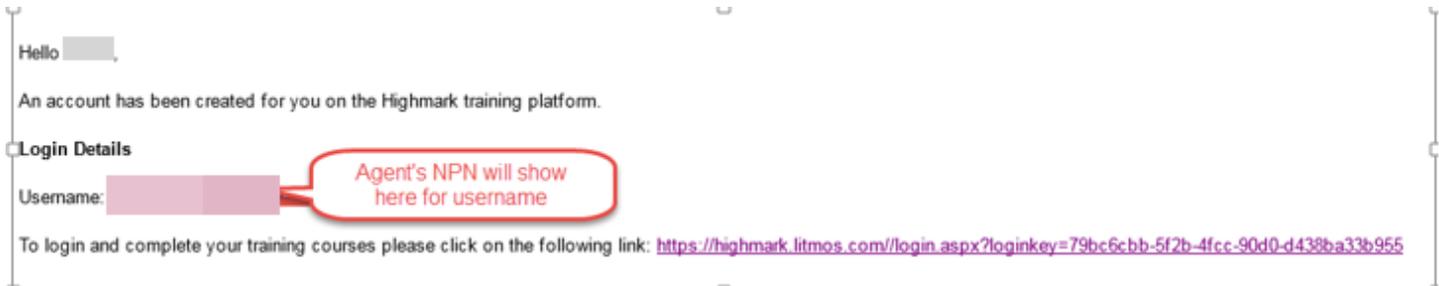
Our Coffee and Chat Series is back by popular demand! Your local Highmark Medicare Broker Representative will be in your neck of the woods (virtually) to talk about anything from getting your Highmark Medicare business off the ground to fine tuning your skills or understanding our new plans for 2021. Whether it's for 2 minutes or 20 minutes, jump on the meeting whenever you're free! [Click here to view the schedule.](#)

HIGHMARK 2021 CERTIFICATION USER GUIDE

LOGGING IN

1. NEW AGENTS

- A. Upon reaching the certification portion of the Highmark Senior Markets onboarding portal, the agent will receive the following email:



- B. The Agent will click on the link. The first screen will prompt them to create a password. (1 upper case, 1 lower case, 1 number, and 1 special character.)

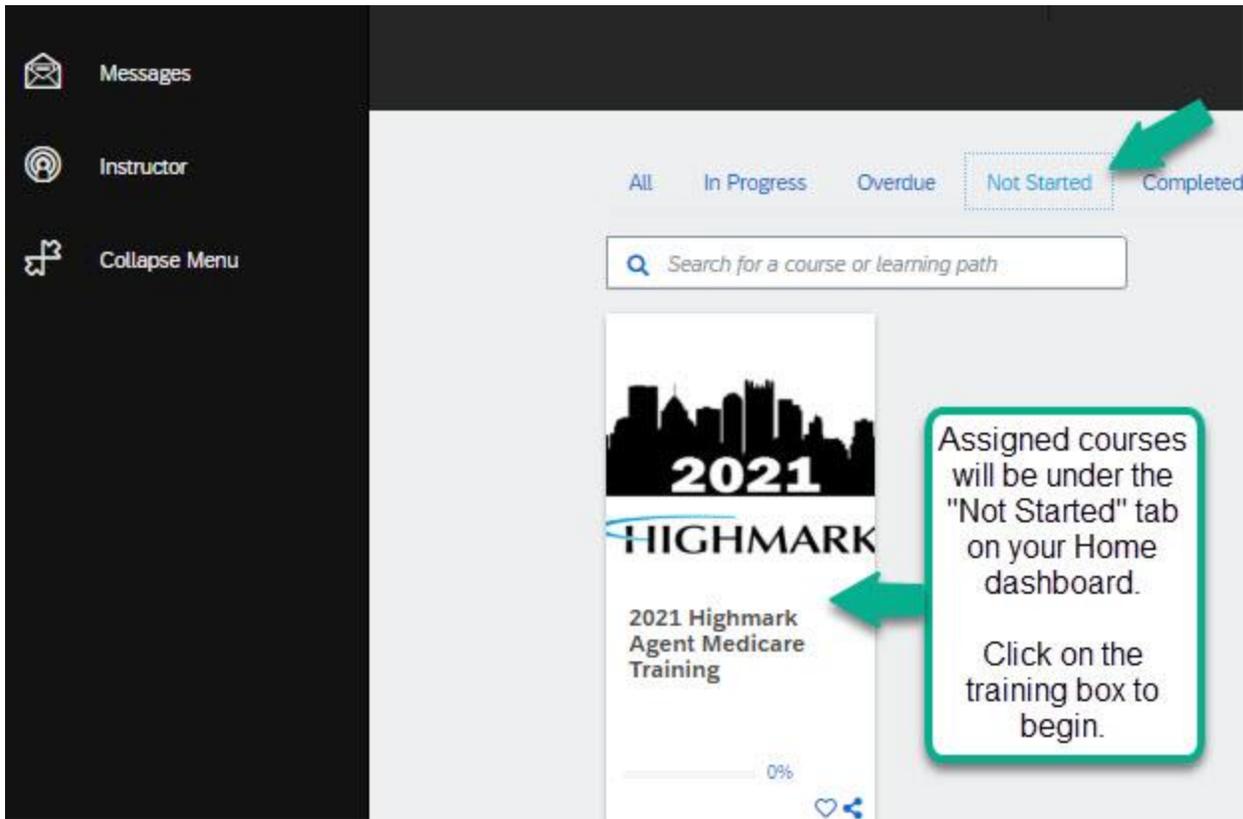
The screenshot shows a web form for creating a password. It starts with "Hello [redacted]" and "1. Confirm your name" with two input fields. Below that, it says "Please make sure that we have your first and last names correct." There are two input fields with red asterisks. The next section is "2. Create a password". It says "Next time you login you will use the following username" followed by "Username:" and a redacted area. A red callout bubble points to this redacted area with the text "Agent's NPN will show here". Below that is "Password:" with an input field and a red asterisk. Below the password field, it says "Password must contain: 1 upper case, 1 lower case, 1 number, 1 special character" and "Your password must be at least 8 characters long". At the bottom, it says "Confirm password" with an input field and a red asterisk, and "Confirm your password by entering it again".

Address:	Street1
	Street2
City:	City
State:	State
Zip:	Zip
Country:	Country
Work Phone:	Work Phone
Mobile Phone:	Mobile Phone
Skype:	Skype
Twitter:	Twitter
<input type="button" value="Continue"/>	

2. RETURNING AGENTS

- A. Returning agents can go directly to <https://highmark.litmos.com/> or click the link in the email they will receive to let them know they have been assigned a new course:

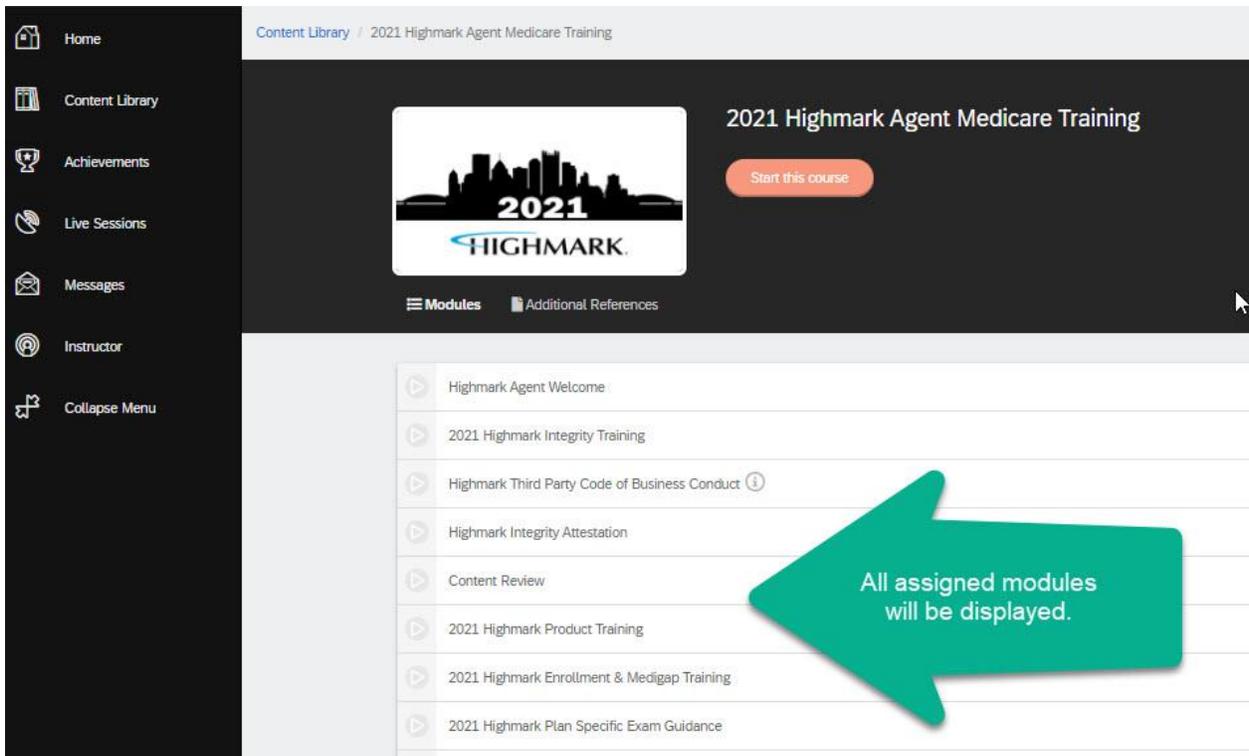
The image shows a login page for Highmark Medicare training. The page features the Highmark logo and the text "An Independent Licensee of the Blue Cross and Blue Shield Association". Below the logo, it says "Welcome Highmark Agents! Please enter your credentials to access the Highmark Medicare training program .". There are two input fields for "Username" and "Password". A checkbox labeled "Remember me on this computer" is below the password field. A dark grey "Login" button is centered below the checkbox. A red-bordered box highlights the link "I've forgotten my username/password" at the bottom right. A green-bordered box on the left contains the text "Login with username (NPN) and previous password" and "Reset your password if necessary". A green arrow points from the green box to the password field, and a red arrow points from the red box to the "I've forgotten my username/password" link.



B.

3. Course Navigation

A.



B.



2021 Highmark Agent Medicare Training

2 Start this course

1. Review the Additional References before starting the course. You may need to reference the 2021 Benefits throughout the training. You can download the document from this screen.
2. Select Start This Course when you are ready to begin.

Modules 1 Additional References

C.



PREVIOUS NEXT EXIT

Welcome to the 2021 Highmark Medicare Sales Training and Certification Program

The Centers for Medicare & Medicaid Services' (CMS) marketing audit guidelines require that all employees and independent agents who approach Medicare beneficiaries be trained and tested in the Medicare program, on health plan benefits and procedures, and on the federal marketing requirements. Medicare plan sponsors whose employees or agents act outside these parameters risk hefty federal sanctions and having their reputations tarnished.

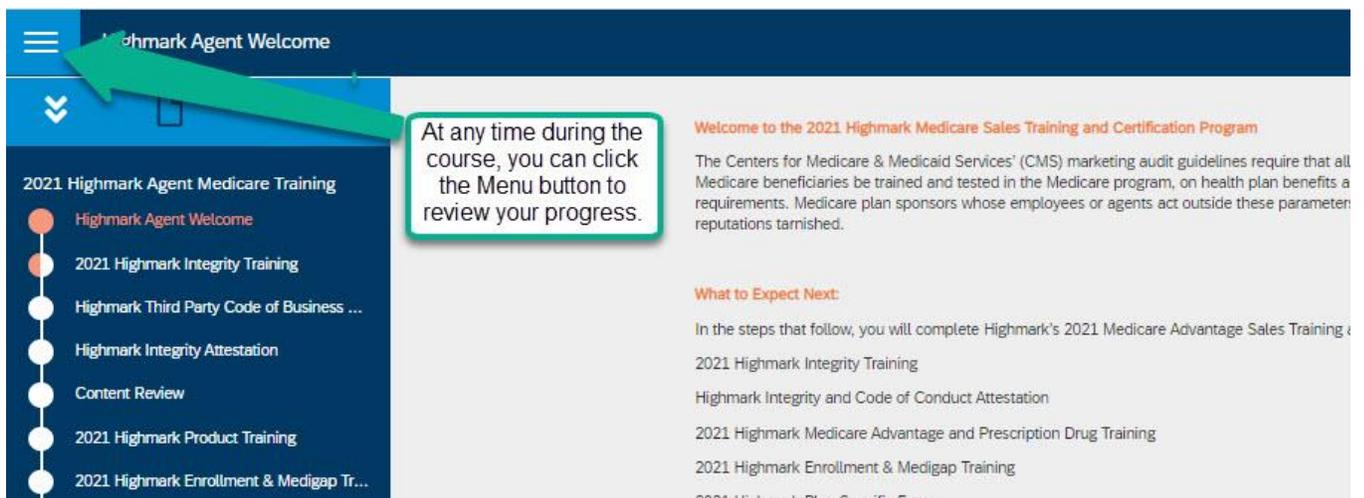
What to Expect Next:

In the steps that follow, you will complete Highmark's 2021 Medicare Advantage Sales Training and Certification program.

2021 Highmark Integrity Training

Click the Next button to navigate through the steps in the course.

D.



Highmark Agent Welcome

Menu

2021 Highmark Agent Medicare Training

- Highmark Agent Welcome
- 2021 Highmark Integrity Training
- Highmark Third Party Code of Business ...
- Highmark Integrity Attestation
- Content Review
- 2021 Highmark Product Training
- 2021 Highmark Enrollment & Medigap Tr...

Welcome to the 2021 Highmark Medicare Sales Training and Certification Program

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What to Expect Next:

In the steps that follow, you will complete Highmark's 2021 Medicare Advantage Sales Training & Certification program.

2021 Highmark Integrity Training

Highmark Integrity and Code of Conduct Attestation

2021 Highmark Medicare Advantage and Prescription Drug Training

2021 Highmark Enrollment & Medigap Training

2021 Highmark Plan Specific Exam

At any time during the course, you can click the Menu button to review your progress.