

Premera's Workflow

WELCOME TO PREMERA'S PRODUCER CERTIFICATION TOOL


Premera's Workflow will enable you to easily complete your onboarding application, update your information or take the required Medicare Advantage certification. Please refer to the step by step instructions below for the how to on each of the needed steps. If you have any questions, please contact your FMO or medicaresupport@premera.com.

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LOGGING INTO THE SYSTEM

You will receive an email from Premera's Workflow system. This will contain your login link. Your user ID will be your NPN (National Producer Number). You will also be provided a temporary password if this is the first time you've accessed the system.



Dear Pete Producer,

It is time for you to recertify for Premera's Medicare Advantage products.

To get started, please use the info provided below. You will be given the opportunity to update your informaton if needed and to complete this year's certification.

Link	Workflow URL
Username	Use Your NPN
Password	PRBC@6548

For best results, please use one of the following browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

Please do not use Internet Explorer as you will not be able to access the training course.

If you have questions or concerns, please contact your FMO or email us at medicaresupport@premera.com.

Thank You

Premera Medicare Support

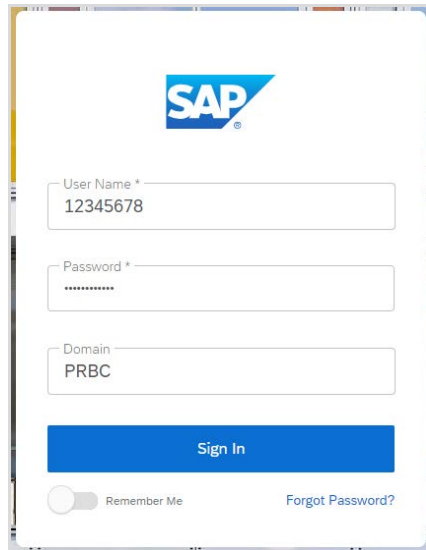
Senior Markets
7001 220th St SW, Mountlake Terrace, WA 98043
medicaresupport@premera.com

Be sure that you are in one of the following browsers or you may experience issues with the course:

- Google Chrome (preferred)
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

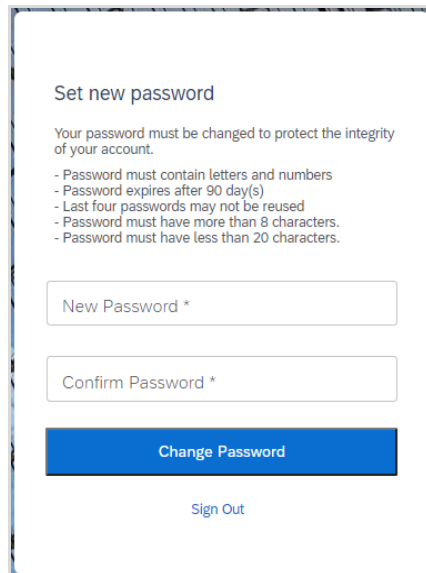
***Do not use Internet Explorer as it is not supported**

Click on the link in the email that says [Workflow URL](#). This will automatically take you to the needed login screen and populate the domain. If the domain is not populated, enter PRBC. Then enter your NPN as your username, the temporary password provided and click Sign In.



The image shows the SAP login interface. At the top is the SAP logo. Below it are four input fields: 'User Name *' containing '12345678', 'Password *' with masked characters, 'Domain' containing 'PRBC', and a blue 'Sign In' button. At the bottom, there is a 'Remember Me' toggle switch and a 'Forgot Password?' link.

On your first login, you will be prompted to set a new password. Type your new password in twice and hit the Change Password button.



The image shows the 'Set new password' screen. It includes a title, a message about password security, a list of password requirements, two input fields for 'New Password *' and 'Confirm Password *', a blue 'Change Password' button, and a 'Sign Out' link.

Set new password

Your password must be changed to protect the integrity of your account.

- Password must contain letters and numbers
- Password expires after 90 day(s)
- Last four passwords may not be reused
- Password must have more than 8 characters.
- Password must have less than 20 characters.

Once you have logged in, you will have access to your home page. Here you will see the Producer Service Request assigned to you. Click on the blue hyperlink to access your case.



The image shows the SAP Sales Cloud home page. It features a navigation sidebar on the left with options like Home, Find Cases, Lists, Feed, More, and Help. The main content area displays a table of cases under the heading 'Open cases assigned to me'. A table with one row is visible, containing a blue hyperlink for a 'Producer Service Request'.

Case Key	Case Name	Created On	Status	Updated
Producer Service Request:PSR-122	Pete Producer 12345678	08/06/2020 05:48:07	Producer Review	08/06/2020 05:54:49

COMPLETE YOUR APPLICATION

If this is your first time with Premera, you will need to fill out all your demographic information. If you are a returning producer, you will review your existing info and make changes if needed. To do so, click on the Complete Application button under Actions.

The screenshot shows the SAP Sales Cloud interface for a 'Producer Service Request' (PSR-122). The breadcrumb trail is 'Producer Service Request » Producer Service Request-PSR-122'. A progress bar at the top indicates six steps: 1. Agency Administration, 2. Producer Review (highlighted in blue), 3. Premera Review, 4. System Update, 5. Verify System Update, and 6. Closed. Below the progress bar is an 'Actions' section with five buttons: 'Complete Application' (highlighted with a blue box), 'Take Training', 'Submit for Approval', 'Add Comment', and 'Attach File'. At the bottom, there are tabs for 'Demographics', 'Addresses', 'Licenses', 'Affiliations', 'Certifications', and 'Training'. The 'Demographics' tab is active, showing the following information: Producer NPN 12345678, Producer First Name Pete, Producer Middle Name, Producer Last Name Producer, Producer Phone, and Producer Email peteproducer@insuranceco.com.






Here the fields under each tab become editable. You will review and complete the following: demographics, addresses, licenses, affiliations and certifications (AHIP). To navigate through each tab hit the next or previous buttons on the bottom left or click on the desired tab.

Demographics: Here you will review or add your phone number and email address. Both are required fields.

Producer Service Request » Producer Service Request-PSR-122

1 Agency Administration 2 **Producer Review** 3 Premera Review 4 System Update 5 Verify System Update 6 Closed

Actions

 Complete Application  Take Training  Submit for Approval  Add Comment  Attach File

Complete Application

Demographics Addresses Licenses Affiliations Certifications Training

Producer NPN 12345678

Producer First Name Pete

Producer Middle Name

Producer Last Name Producer

Producer Phone *

Producer Email *
e.g. johndoe@site.com

Next >

Addresses:

On the addresses tab please enter your business address. If your mailing address is the same click the radio button next to Yes and the info entered will copy below. If not, please enter your mailing address as well.

Producer Service Request » Producer Service Request-PSR-122

1 Agency Administration 2 **Producer Review** 3 Premera Review 4 System Update 5 Verify System Update 6 Closed

Actions

Complete Application Take Training Submit for Approval Add Comment Attach File

Complete Application

Demographics **Addresses** Licenses Affiliations Certifications Training

Current Address Information (Demographics)

Address Type	Address 1	Address 2	City
0 total rows, displaying from 0 to 0			

Business Address Line 1: 12345 Main Street

Business Address Line 2:

Business City: Anytown

Business State: WA

Business Zip: 98205

Copy Business Address as Mailing Address: Yes No

Mailing Address Line 1: 12345 Main Street

Mailing Address Line 2:

Mailing City: Anytown

Mailing State: WA

Mailing Zip: 98205

◀ Previous Next ▶

Licenses:

Please review your license effective and expiration dates and correct if needed.

Affiliations:

Please review your affiliation start date and correct if needed.

Certifications (AHIP):

The certifications tab is where you will enter your AHIP information and upload your completion certificate. The AHIP Completion Date is the date that you took the final exam. The AHIP Test Score is the score you received on the final exam. You can find both on the main screen when you log into your AHIP account. Under My Certifications, click on Final Exam and you will get both the completion date and score.

My Certifications

✓ AHIP Medicare Training (Recertification)

AHIP Medicare Training (Recertification)

- ✓ [2021 - Module 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits](#)
- ✓ [2021 - Module 2 - Medicare Health Plans](#)
- ✓ [2021 - Module 3 - Medicare Part D: Prescription Drug Coverage](#)
- ✓ [2021 - Module 4 - Marketing Medicare Advantage and Part D Plans](#)
- ✓ [2021 - Module 5 - Enrollment Guidance Medicare Advantage and Part D Plans](#)
- ✓ [2021 - Final Exam](#)

AHIP Fraud, Waste & Abuse Training

- ✓ [2021 - Nondiscrimination Training](#)
- ✓ [2021 - Medicare Fraud, Waste, & Abuse](#)
- ✓ [2021 - General Compliance](#)

Upload a copy of your certificate by clicking on the up arrow next to the Upload AHIP Certificate box.

Producer Service Request » Producer Service Request-PSR-122

1 Agency Administration 2 **Producer Review** 3 Premera Review 4 System Update 5 Verify System Update 6 Closed

Actions

Complete Application Take Training Submit for Approval Add Comment Attach File

Complete Application

Demographics Addresses Licenses Affiliations **Certifications** Training

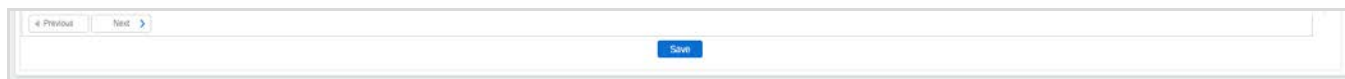
AHIP Completion Date * 08/01/2020

AHIP Test Score * 100

Upload AHIP Certificate * Pete's AHIP Certificate.png

Previous Next

When you have completed all of these steps, hit the blue Save button at the bottom of the screen.



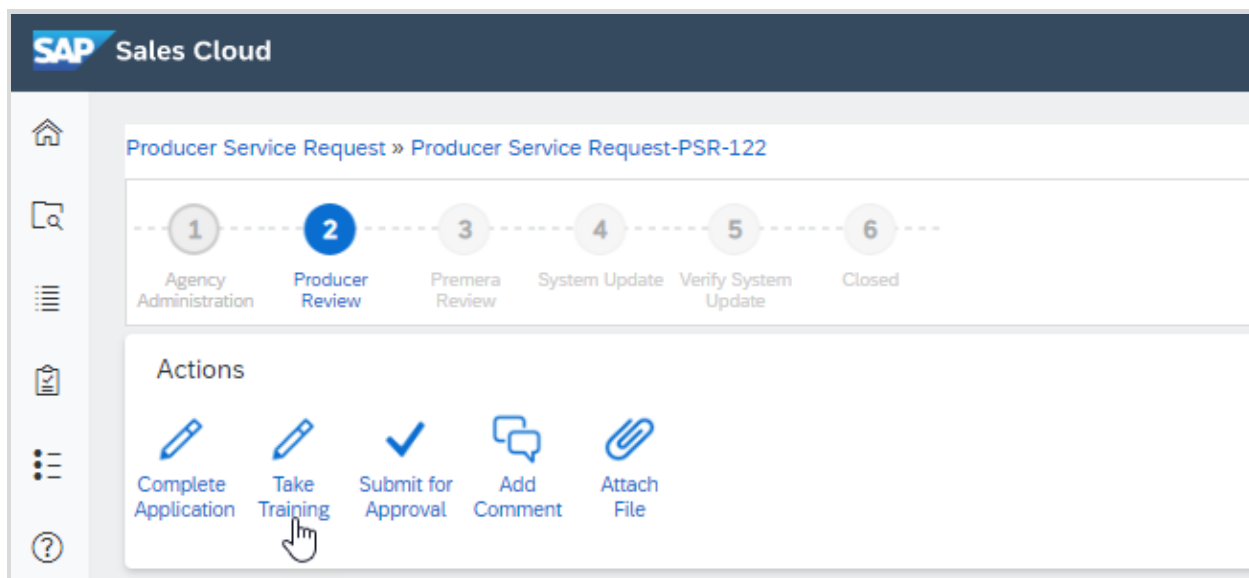
TAKE YOUR CERTIFICATION

The next step will be to take the Premera MA Certification. There are 3 required parts to the certification:

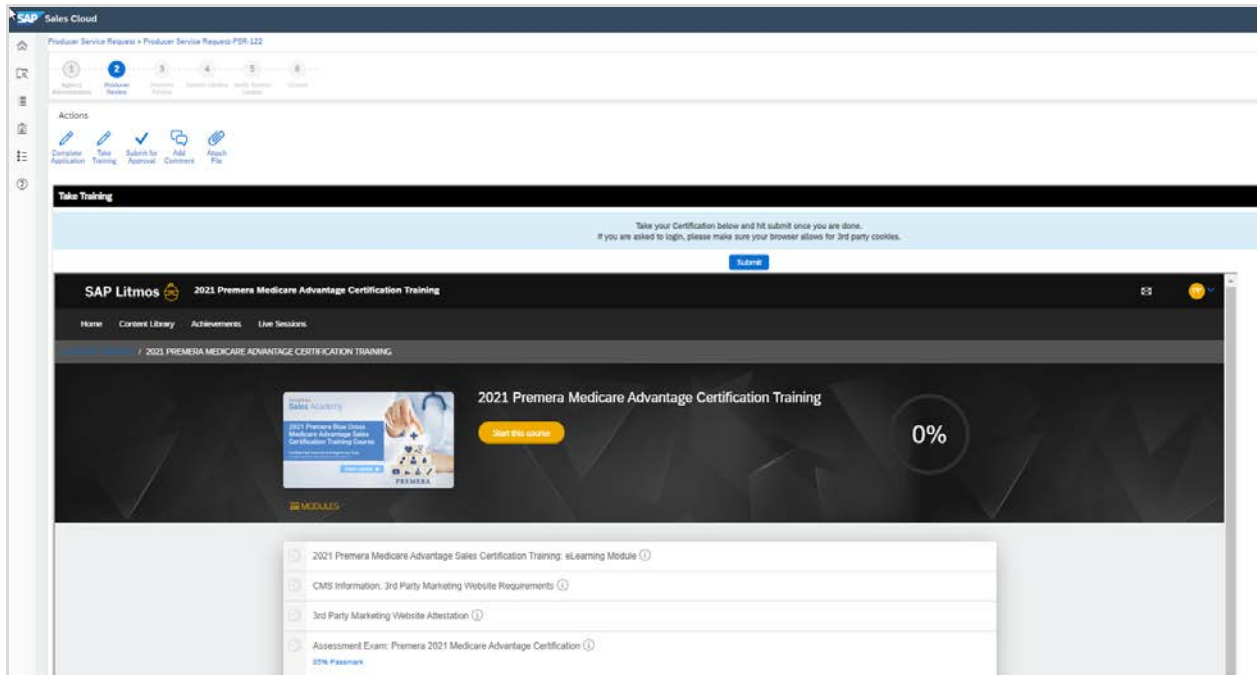
- The eLearning Module
- 3rd Party Website Attestation
- Final Exam

You will need to complete all parts before you can submit your certification to Premera for approval.

To begin, click on Take Training under Actions. Before you do, please check your browser settings to ensure that you have 3rd party cookies enabled. If you see a login screen after you click Take Training, you do not have cookies enabled. Go into settings and enable them, then hit refresh on your browser.

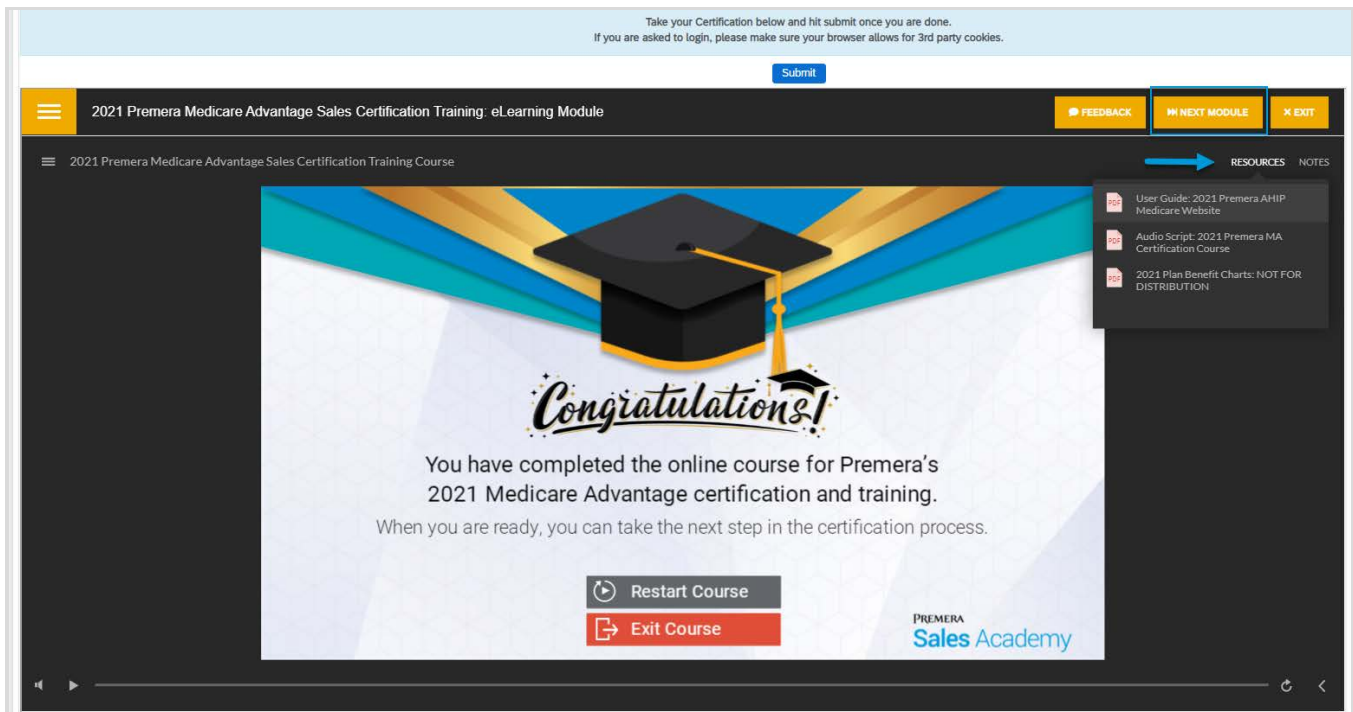


This will open an inline iframe with the training right on the same screen. Click on Start this Course to begin.

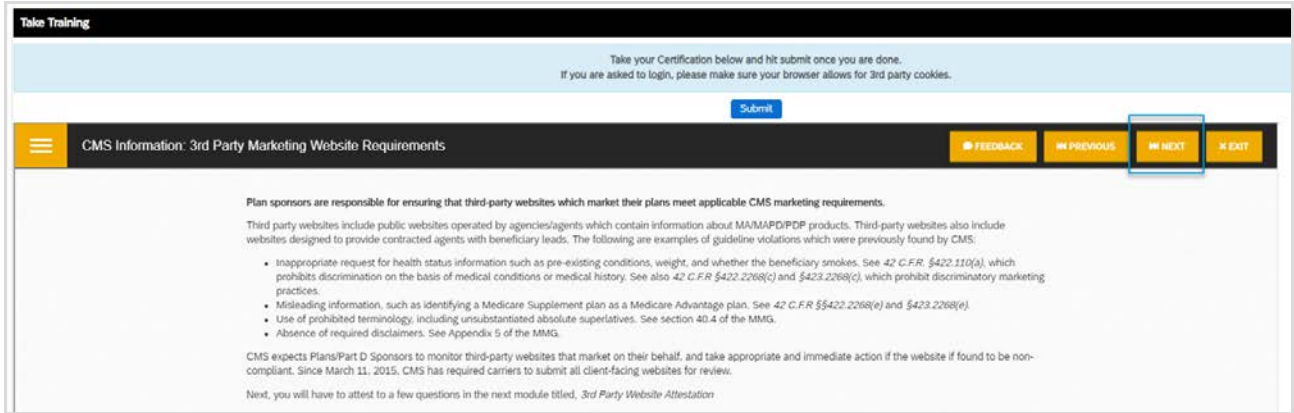


When you have completed the course, you will see the Congratulations slide. Here you can download the audio script of the course and the 2021 Plan Benefit Charts with all the plan information that was provided within the training. You are welcome to use these during your exam as well as save them for future reference. **These are not for distribution to your clients.**

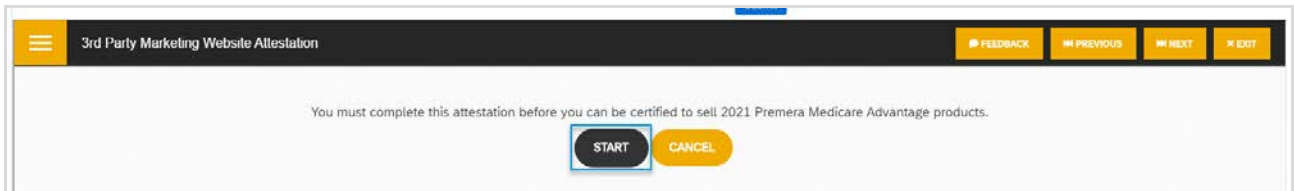
When you are ready for the next step, click Exit Course and then click Next Module in the upper right-hand corner.



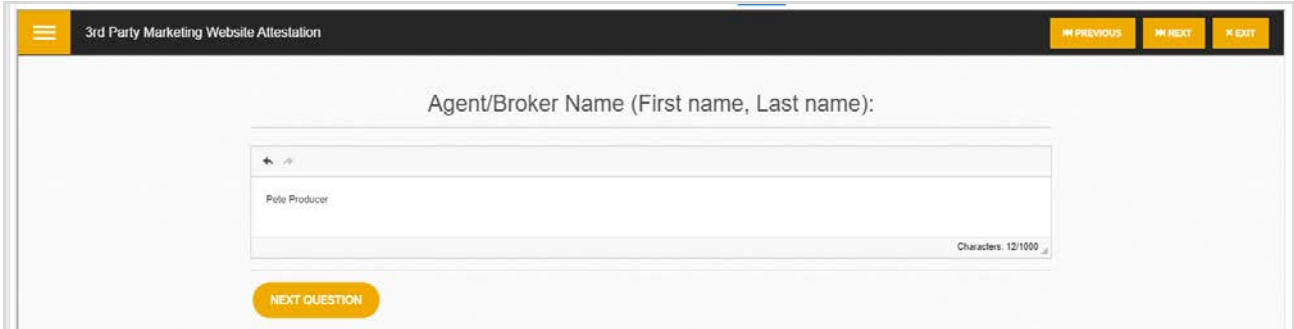
The next module is the description of the 3rd Party Website Requirements from CMS. Please read through this information, then click Next in the upper right hand corner.



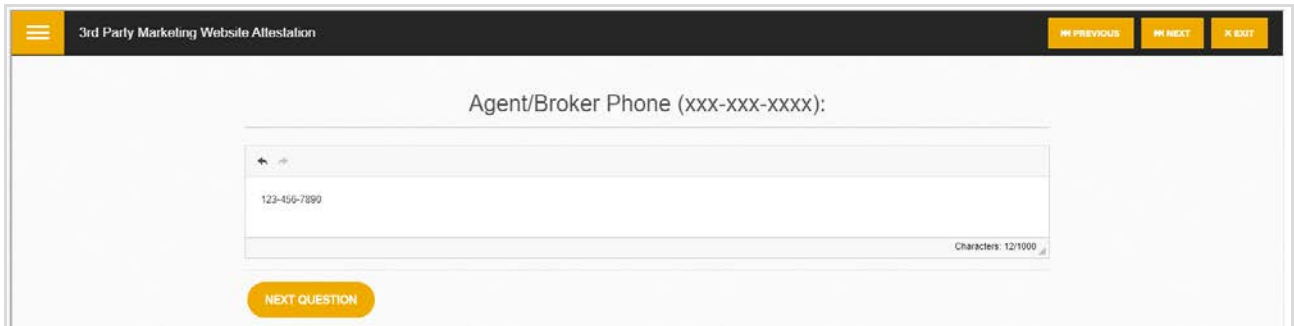
You will then complete the required info for the 3rd Party Website Attestation. Click Start to begin.



Enter your First and Last Name:



Enter your phone number:



Enter your National Producer Number (NPN):

3rd Party Marketing Website Attestation

Agent/Broker NPN#:

12345678

Characters: 8/1000

NEXT QUESTION

Enter today's date:

3rd Party Marketing Website Attestation

Enter Today's Date (xx/xx/xx):

10/15/2020

Characters: 10/1000

NEXT QUESTION

If you own or operate a website that advertises Medicare Advantage, enter the web address. If not, enter NA.

3rd Party Marketing Website Attestation

Do you own/operate a website that contains information on Medicare Advantage?
If the answer is 'No', type NA.
If the answer is 'Yes', provide your website's URL. (e.g., www.WebsiteURL.com)

www.bobbrokerage.com

Characters: 21/1000

NEXT QUESTION

If you obtain Medicare Advantage leads from a website, enter the web address, owner's name, address and phone number. If not, enter NA.

3rd Party Marketing Website Attestation

Do you use a website to generate/obtain Medicare Advantage leads? If the answer is 'No', type NA. If the answer is 'yes', provide the following information for each unique website.

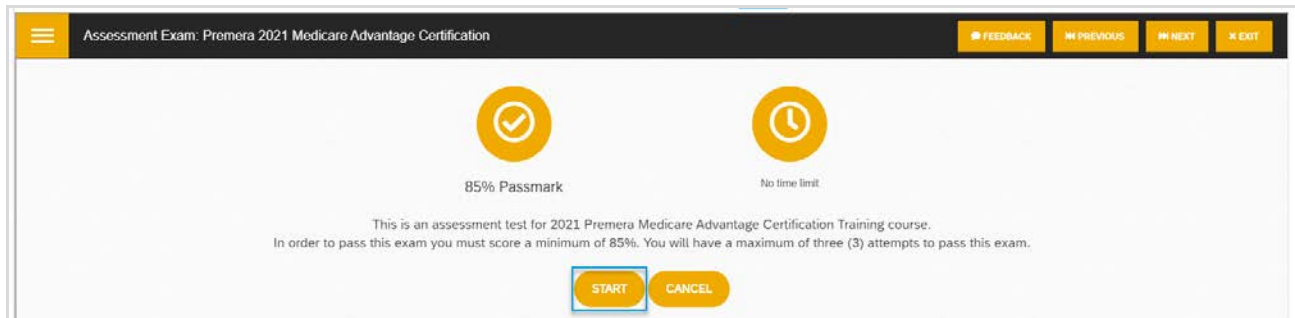
1. Website URL:
2. Website Owner/Operator Name:
3. Website Owner/Operator Address:
4. Website Owner/Operator Phone (xxx-xxx-xxxx):

N/A

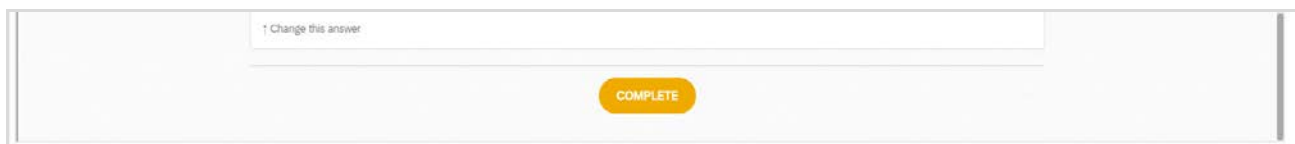
Characters: 3/1000

CONTINUE

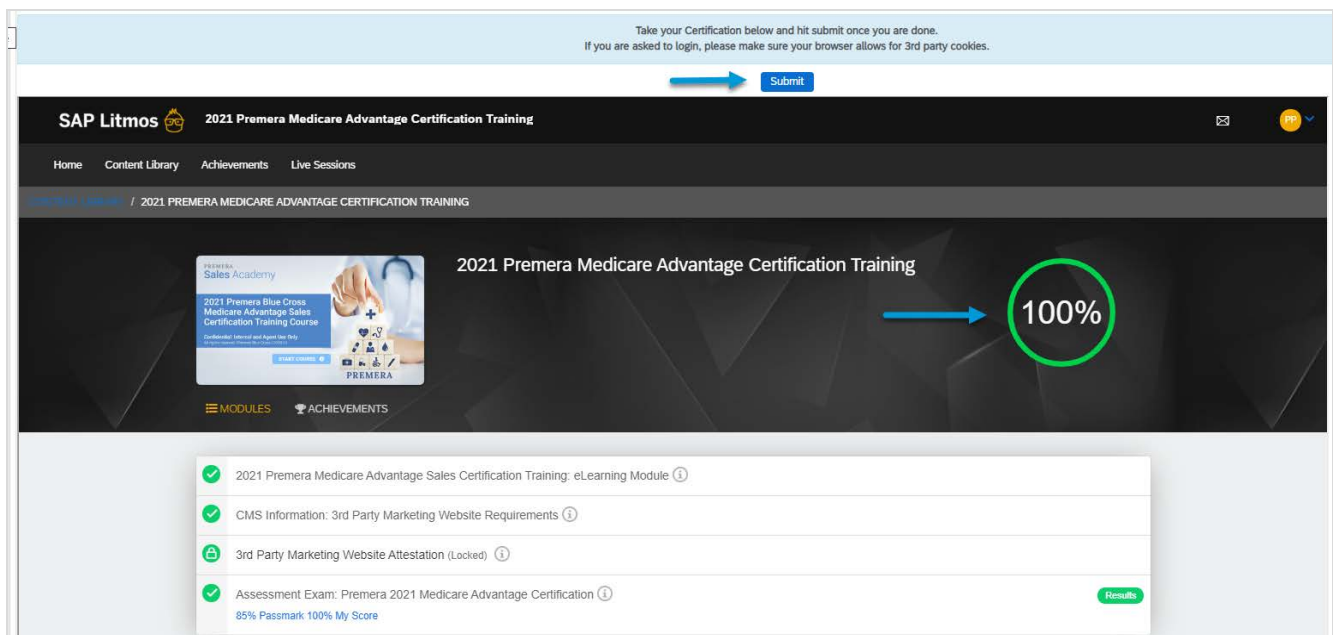
You will then be directed to the exam. You have three attempts to pass with a minimum score of 85%. Click on Start to begin.



Once you have completed all 25 test questions, you will have a chance to review your answers before you submit it. After you have reviewed your answers, hit complete.



When all of the certification requirements have been completed, you will see the 100% in the green circle on the right side of the screen. If there is something that is not finished, it will have a half green circle next to it. Click on that module to complete. Once you see the 100%, hit the blue submit button at the top of the screen.



SUBMIT TO PREMIERA

Once you have completed your application and taken the training, you will submit all this information to Premera. Click on the Submit for Approval button. The Premera Medicare Support team will review all your information and you will receive your Ready to Sell email within 48 business hours.

The screenshot displays the SAP Sales Cloud interface for a 'Producer Service Request' (PSR-122). The top navigation bar shows 'SAP Sales Cloud'. The main content area features a progress bar with six steps: 1. Agency Administration, 2. Producer Review (highlighted in blue), 3. Premera Review, 4. System Update, 5. Verify System Update, and 6. Closed. Below the progress bar is an 'Actions' section with five icons: 'Complete Application', 'Take Training', 'Submit for Approval' (highlighted with a blue box and a checkmark), 'Add Comment', and 'Attach File'. At the bottom, there are tabs for 'Demographics', 'Addresses', 'Licenses', 'Affiliations', 'Certifications', and 'Training'. The 'Demographics' tab is active, showing the following information: Producer NPN 12345678, Producer First Name Pete, Producer Middle Name, Producer Last Name Producer, Producer Phone 123-456-7890, and Producer Email peteproducer@insuranceco.com.