



2023 Highmark Senior Markets Training User Guide

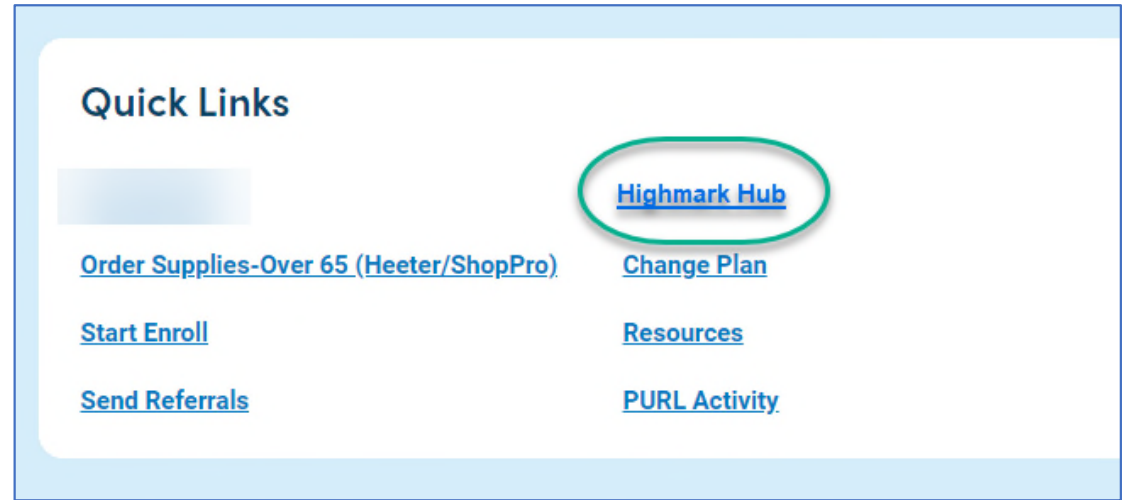
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1. Sign into Agent's Highmark Senior Markets Producer Portal:

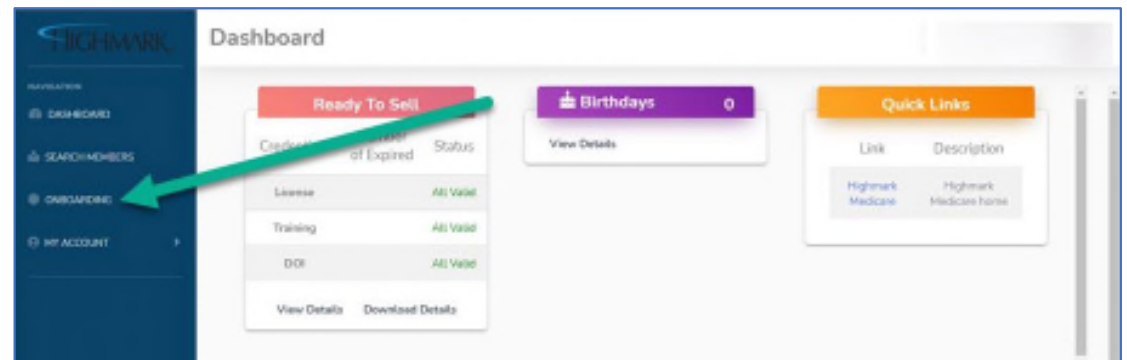
<https://producer.highmark.com/beta/login>

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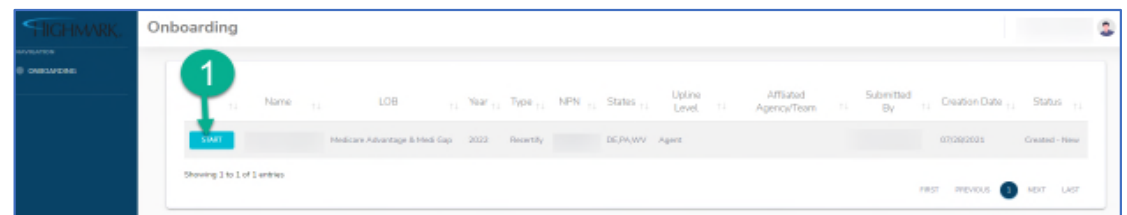
2. Under Quick Links, select **Highmark Hub**.



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



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



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Please Note: By clicking on the AHIP/NAHU Module, you will only be attesting that you have submitted your 2023 AHIP/NAHU CMS FWA training scores to Highmark (using the specific links on slide 12.)

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

The screenshot displays the 'Onboarding' section of the Highmark training portal. The left sidebar contains navigation options: DASHBOARD, BOOK OF BUSINESS, ONBOARDING, and MY ACCOUNT. The main content area is titled 'TRAINING' and shows 'Training Information' with a table of 'Available Trainings'. The table lists three training components, each with a 'TAKE TRAINING' button and columns for 'Started', 'Completed', 'Score', and 'Pass / Fail'.

Training Name	Training Type	Status		
2023 Highmark Medicare Training	2023 Highmark Medicare Training	Incomplete		
Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING 2023 Highmark Plan Specific Training				
TAKE TRAINING 2023 Third Party Code of Business Conduct				
TAKE TRAINING CY2023 Medicare Advantage/Part D Final Rule				

Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING 2023 Third Party Code of Business Conduct				
TAKE TRAINING CY2023 Medicare Advantage/Part D Final Rule				
TAKE TRAINING PRODUCER INTEGRITY TRAINING 2022				
TAKE TRAINING AHP/MHJ Instructions				

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The 2023 Highmark Plan Specific Training Component requires an agent to pass with an 80% 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**.

Training Component - 2022 Highmark Plan Specific Training

DOWNLOAD TRAINING MATERIAL



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



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


Training Component - 2023 Highmark Plan Specific Training

You have completed this component of the training.

RESULTS

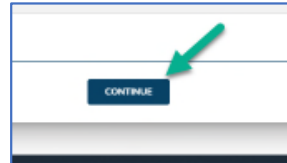
Total Questions	33
Correct Answers	
Your Score	
Passing Score	80.00 %
Passed	Yes

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



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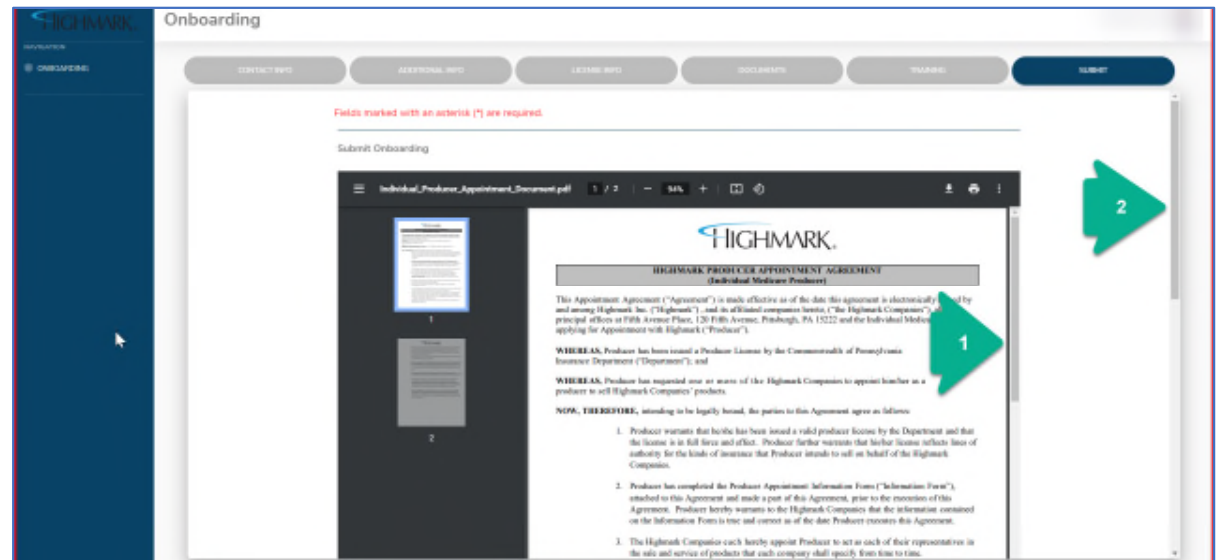
8. Once you've completed all components (all blue buttons will say "Results",) you will see a **Continue** button.



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

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

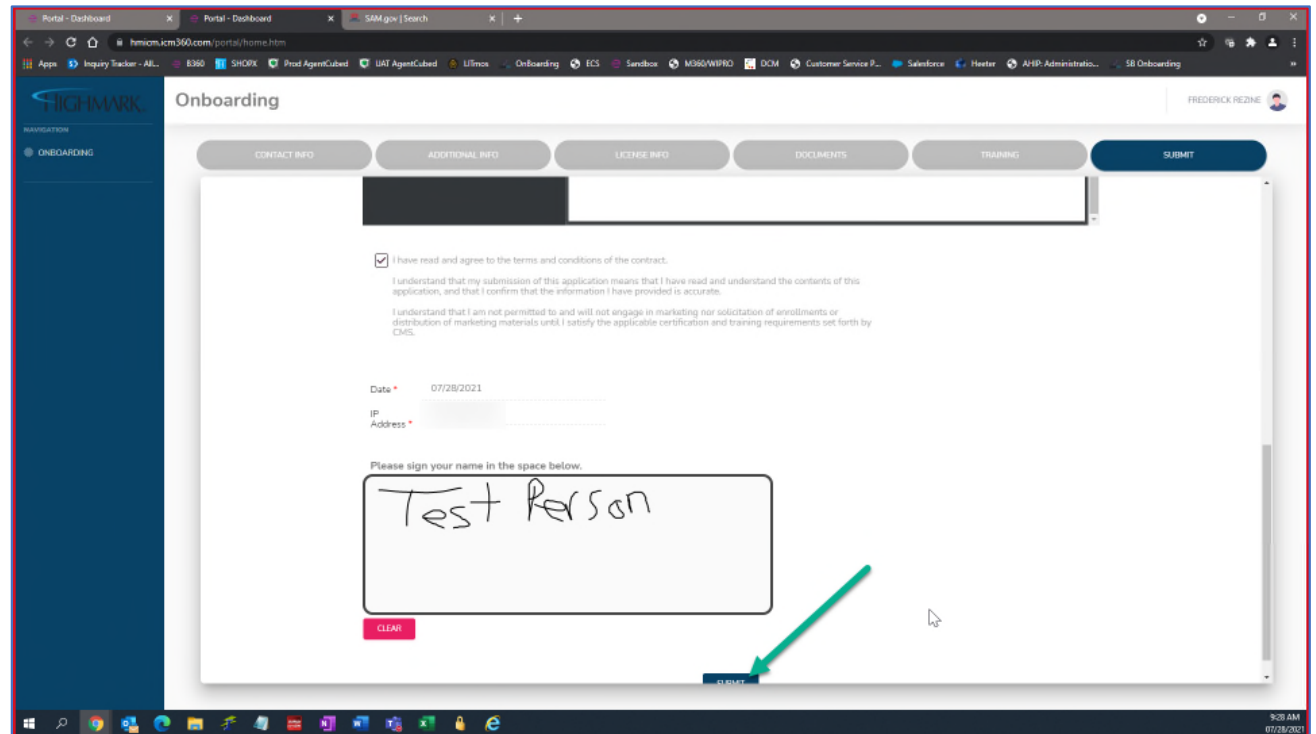
11. You will have to check that you have read and agree to the **terms and conditions** of the contract.



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

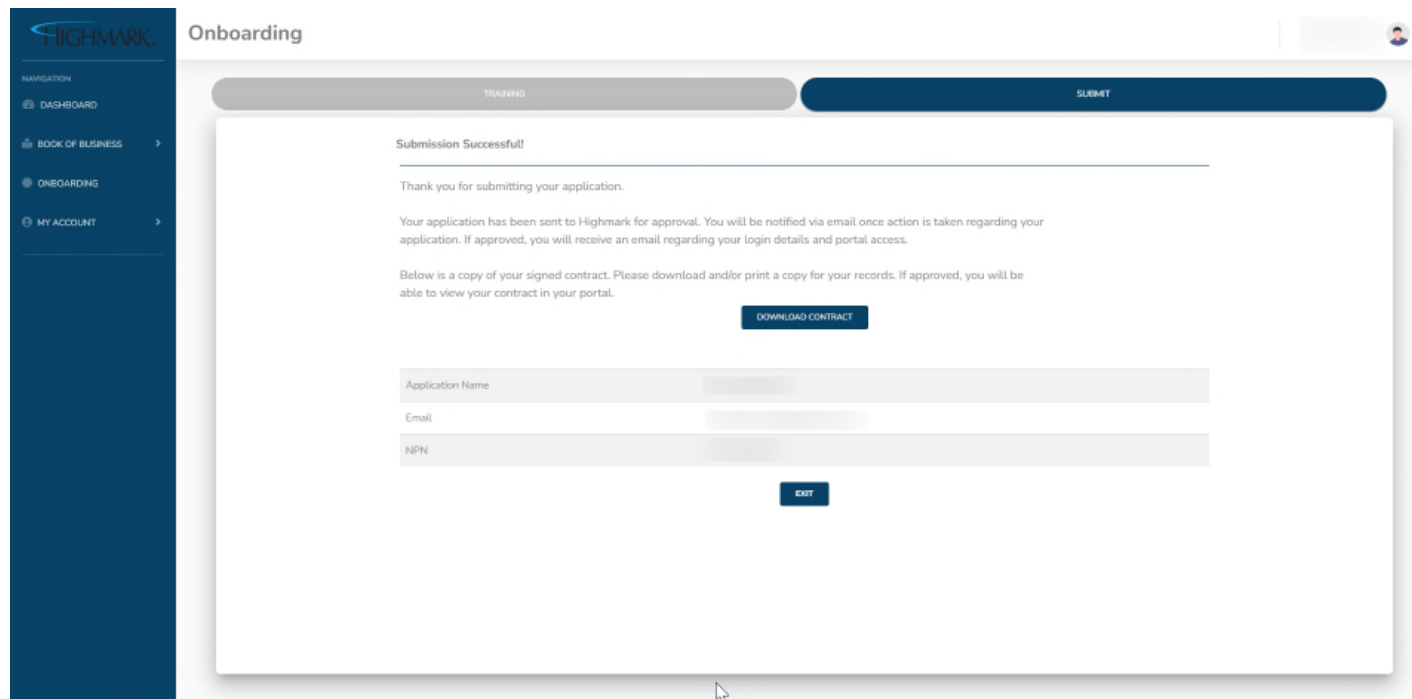
13. Click **Submit**.



The screenshot displays the Highmark Onboarding 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 form contains a checkbox for "I have read and agree to the terms and conditions of the contract.", 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.

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



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

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

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