



2021 Medicare Advantage Training Instructions

BlueCross BlueShield of South Carolina's 2021 Medicare Advantage Agent Training curriculum is now available through the company's online Learning Management System (LMS). Agents are required to complete the curriculum and pass a test in order to sell BlueCross Medicare Advantage and Prescription Drug Plan products.

Certification Requirements

In addition to the BlueCross curriculum, agents are required to successfully complete the 2021 "Medicare + Fraud, Waste and Abuse" training through America's Health Insurance Plans (AHIP). Agents must complete AHIP before starting the BlueCross curriculum. Agents who have not already completed 2021 AHIP can register at a discounted rate of \$125. To receive the lower rate, agents **MUST** use this link: www.ahipmedicaretraining.com/clients/bcbssc.

We will reimburse active 2021 certified agents for the cost of the 2021 AHIP course who (1) complete the AHIP course by August 31, 2020, (2) sell a minimum of five 2021 BlueCross MAPD policies between October 1 - December 31, 2020 and (3) use the discounted BlueCross link **only**: www.ahipmedicaretraining.com/clients/bcbssc.

Here's what agents need to know about our 2021 certification requirements:

- Agents must complete and pass the 2021 AHIP "Medicare + Fraud, Waste and Abuse" training and the course in BlueCross' LMS in order to sell Medicare Advantage plans. The BlueCross curriculum covers:
 - HIPAA
 - 2021 Medicare Products
 - Marketing Guidelines
 - 2021 Marketing Compliance Agreement
- Agents must pass the BlueCross curriculum final test with a score of 85 percent or higher.
- Agents are limited to three attempts to pass the test. Agents who do not pass the test within three attempts will not be certified for 2021. Agents who do not pass on the first or second attempt should click the Retake button.
- Agents must pass the 2021 AHIP test with a score of 90 percent or higher.

- Agents must complete AHIP **BEFORE** starting the BlueCross training. During the BlueCross curriculum, agents will be asked to attest that they have already completed AHIP.
- Agents must email a copy of their AHIP certificate to AGENT.TRAINING@bcssc.com.
- Agents CANNOT market, discuss or enroll clients in our Medicare Advantage or Prescription Drug Plan products until they have completed both training courses.
- Agents CANNOT market or discuss our 2020 plans until Oct. 1, 2020.

To access the LMS, go to SouthCarolinaBlues.com

1. Click **Agents** on the top right section of the homepage
2. Select **Visit Now**
3. Click **Learning Management System** on the right-hand menu to access the login page
4. Log in using the following information:
 - Click **Forgot Username or Password**
 - Login Credential: your National Producer Number (NPN)
 - Click **Submit**. You will receive an email with instructions on resetting your password.
5. Access your required training under **Transcript**

If you have difficulty logging into your LMS account, please contact email AGENT.TRAINING@bcssc.com.

After logging on to LMS, agents should click **Transcript**. Then, simply select the **Launch** button next to the 2021 Medicare Advantage Agent Training curriculum.

We will not pay commission to any agent who has not been properly certified. We are required to report any agent who submits beneficiary enrollment applications without completing the entire certification process to the SC Department of Insurance and CMS.

Marketing materials for plan year 2021 will be available through Storefront and on our website, SouthCarolinaBlues.com. Agents will have access to the marketing materials on Storefront only after they have been certified.