

Medicare Advantage

2022 Medicare Advantage Certification Instructions

BlueCross BlueShield of South Carolina's 2022 Medicare Advantage agent certification is now available through the company's online Learning Management System (LMS). Agents are required to complete the course and pass a test in order to sell BlueCross Medicare Advantage and Prescription Drug Plan products.

Certification Requirements

In addition to the BlueCross certification, agents are required to successfully complete the **2022 Marketing Medicare Advantage + Fraud, Waste and Abuse training** through America's Health Insurance Plans (AHIP). Agents must complete AHIP before starting the BlueCross certification. Agents who have not already completed 2022 AHIP can register at a discounted rate of \$125.

We will reimburse external contracted agents for the discounted cost of the 2022 AHIP course (\$125) if they meet the following requirements:

- Complete the 2022 certification by Sept. 1, 2021 (*in order to complete certification you must complete AHIP*)
- Enroll a minimum of eight (**8**) 2022 BlueCross Medicare Advantage plans for a 1/1/2022 effective date
- Use the discounted BlueCross link only: <https://www.ahipmedicaretraining.com/clients/bcbssc>

We are excited to announce that BlueCross is **now** accepting NAHU in addition to Gorman and AHIP for 2022 Medicare Advantage compliance certification requirements; however, **we will only reimburse for AHIP based on the qualifications described above**. If you decide to use Gorman or NAHU instead of AHIP please make sure you email us the proof of completion needed in order to finish our 2022 Medicare Advantage certifications.

Here's what agents need to know about our 2022 certification requirements:

- Agents must complete and pass both the 2022 Marketing Medicare Advantage + Fraud, Waste and Abuse training and BlueCross certification in order to sell Medicare Advantage plans. BlueCross certification covers:
 - HIPAA
 - 2022 Medicare Products
 - Marketing Guidelines
 - 2022 Marketing Compliance Agreement
- Agents must pass the BlueCross certification 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 2022. Agents who do not pass on the first or second attempt should select the Retake button.
- Agents must pass the 2022 AHIP test with a score of 90 percent or higher.

- Agents must complete AHIP **BEFORE** starting the BlueCross certification. Agents will be asked to attest that they have already completed AHIP in the BlueCross certification.
- Agents must email a copy of their AHIP certificate to AGENT.TRAINING@bcbssc.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 2022 plans until Oct. 1, 2021.

To access the LMS, go to www.southcarolinablues.com

- Click **Agents** on the top right section of the homepage
- Click **Agents for Individuals and Small Group Businesses** (2-50 Lives)
- Locate the **Tools and Resources** section and click **Learning Management System (LMS)**
- Click **Learning Management System**
- Log in using the following information:
 - Login Credential: your National Producer Number (NPN)
 - Password: password you previously created
 - Click **Login**.
- Access your required training under **Transcripts**
- Select the **Launch** button next to the 2022 Medicare Advantage Agent Training course

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

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 2022 will be available mid- to late September through Storefront and on our website, SouthCarolinaBlues.com. Agents will have access to the marketing materials on Storefront only after they have been certified.

On Oct. 15, 2021, BlueCross will begin accepting enrollment applications for effective dates of Jan. 1, 2022.

Please contact your broker manager if you have questions.

Broker Manager – Midlands/Coastal/ Lowcountry	Christina Stacy	christina.stacy@bcbssc.com 843-834-5617
Broker Manager – Upstate	Greg Hardee	greg.hardee@bcbssc.com 803-920-6877
MA Sales Director	Ken Zullo	ken.zullo@bcbssc.com 803-264-9573

BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross Blue Shield Association.