

# Agent Alert

MedicareBlue<sup>SM</sup> Solutions



August 20, 2018

## 2019 Medicare product certification training is now available

All Blue Cross and Blue Shield (BCBS) agents servicing, marketing or selling 2019 Medicare plans must complete certification for MedicareBlue Rx (PDP), including Group MedicareBlue Rx.

BCBS is providing certification through the MedicareBlue Online Training Center at <https://bcbs.pinpointglobal.com/Apps/Medicare>. Agents will receive an email with instructions on how to begin the process. Agents who do not successfully complete certification will not be eligible for renewed commissions and are not allowed to service, market or sell 2019 MedicareBlue Rx plans.

### Medicare Basics Training

BCBS is offering Medicare Basics through Pinpoint. This training engages users to respond and apply content to real-life situations and meets all CMS training requirements. CMS Medicare Parts C & D Fraud, Waste and Abuse Training and General Compliance Training is included in the core training.

### Basics course fee

Agents will need to pay a fee of \$89.95 when logging into the MedicareBlue Online Training Center unless they are uploading their 2019 AHIP completion certificate.

### AHIP training in lieu of Pinpoint training

BCBS will accept 2019 AHIP Medicare Basics training in lieu of 2019 Pinpoint Medicare Basics training. Agents will be required to upload the AHIP certificate to the MedicareBlue Online Training Center.

### Product training

There are two certification tracks – one for individual MedicareBlue Rx and the other for Group MedicareBlue Rx. Agents may be assigned to one or both tracks.

### Important notes

**Do not publicly share 2019 individual MedicareBlue Rx information until October 1, 2018.**

The training will provide information about 2019 rates and benefits, but CMS guidelines prohibit releasing this information until October 1.

**Non-licensed and/or non-appointed agents are not allowed to act in a marketing/sales capacity.**

Non-licensed/non-appointed agents may provide customer service support by assisting current members with their current plan, but are not allowed to solicit new business, discuss product options, determine suitability or recommend a Medicare product. These agents will also not have a user account.

### Questions or have an enrollment? Call a Broker Help Desk

If you have questions, want to enroll an applicant by telephone or help a member make a change, please contact the appropriate agent/broker help line:

- MedicareBlue Rx pre-enrollment toll free at **1-866-464-3919**
- MedicareBlue Rx post-enrollment toll free at **1-866-849-2498**

MedicareBlue Rx coverage is separately issued by one of the following plans: Wellmark Blue Cross and Blue Shield of Iowa,\* Blue Cross and Blue Shield of Minnesota,\* Blue Cross and Blue Shield of Montana,\* Blue Cross and Blue Shield of Nebraska,\* Blue Cross Blue Shield of North Dakota,\* Wellmark Blue Cross and Blue Shield of South Dakota\* and Blue Cross Blue Shield of Wyoming.\*

\*Independent licensees of the Blue Cross and Blue Shield Association