

From: [HighmarkSeniorMarkets](#)
To:
Subject: Highmark's 2020 Medicare Certification and Training is now Available!Tuesday,
Date: July 30, 2019 11:01:04 AM



Agent Use Only - Confidential

Highmark Senior Markets



Don't Delay Starting Your Training!

To begin your training, log into the Litmos website
[Click here to view our certification user guide](#)

If you have previously logged into Litmos:

You can click the link in the e-mail received earlier today notifying you that you have been assigned a new course, or you can navigate directly to the website using highmark.litmos.com. Your username will be your NPN along with the password that was previously created. If necessary, you can use the "I've forgotten my username/password" link to reset your password. The "2020 Highmark Agent Medicare Training" is located in the course library.

If you have never logged into Litmos:

You should have received an e-mail directly from "Highmark" containing your login information. Please contact your Highmark Senior Markets Team if you require additional assistance.

How do I access the Highmark Certification Platform if I'm a new agent?

- New agents should contact their FMO/GA for a link to the Highmark online contracting system.

Agents are also required to complete the AHIP training for the Medicare Core, FWA, and Compliance training. How do I access the AHIP website?

The website may be accessed through the above-noted Litmos website; alternately, it can be accessed directly using <http://www.ahipmedicaretraining.com/clients/highmark>.

- Your AHIP training submission will be reviewed before you are provided with a completion status through the Highmark Certification Platform.
- Once your AHIP training submission has been reviewed and approved, you may access your completion certificate through the “**Recent Achievements**” tab.

Please allow two business days for your AHIP training to be reviewed and approved.

Watch for additional updates regarding AHIP reimbursement.

Interested in learning more about our 2020 products and how to leverage them to retain your clients? There's still time to sign up for one of our 2020 Medicare Rollout Meetings!

Registration is required.

RSVP by clicking here

**Attend in-person to be eligible for a \$500 lead giveaway!
Additional details to be provided at the meetings.**

Agents should verify if their FMO is conducting their own pre-AEP Rollout Meeting.

Starting this Week: Join us for a Coffee and Conversation!

Our Coffee and Chat Series is back by popular demand! Your local Highmark Medicare Broker Representative will be in your neighborhood on select Wednesdays from July through September to prepare you for AEP. This is the perfect opportunity to ask us questions about our annual training certification. If you're able to pencil us in, we would love for you to swing by!

Click here to view the schedule.

This email was sent from the Highmark Senior Markets Sales team. If you have questions, please contact our Broker Services Team at highmarkseniormarkets@highmark.com or call (800) 652-9459.