

Blue KC 2024 MA Recertification Guide – AHIP & Blue KC’s Process

AHIP / Government Mandated recertification process:

This typically launches in the latter half of June (for Calendar Year 2023, it launched on 6/21/2023) and begins the recertification period.

AHIP - Blue KC Discount Link:

If you have yet to complete the CMS required AHIP testing, please use our partner link below to save \$50 off the AHIP course fee:

<https://www.ahipmedicaretraining.com/clients/bcbskc>

Note: If after clicking the link, you are sent to a page to reset your password, please reset your password, and then click the above link AGAIN to go into the site to receive our \$50 discount. BlueKC does not have a direct promo code, one must use the referenced link to receive the discount.

AHIP Navigation and Support:

AHIP has provided an illustrative guide to help navigate their website, which is located on pages 2-20 within this file. Outside of the guide, if you have issues with completing the AHIP course or any other AHIP issues then, please reach out to AHIP Support as BlueKC cannot assist with AHIP’s systems.

AHIP Support - Support@AHIPInsuranceEducation.org or 866-234-6909.

Regarding the BlueKC specific recertification process:

In the coming days, we will send invitations out for our MA recertification process, so please keep an eye out for that email. Our recertification process should be simple, you will be asked to confirm your contact information, take a brief quiz, and possibly electronically sign a new contract for the year.

The emails will come from producerinfo@bluekc.com; the invitation emails will contain all the information needed, but we will outline some of the details below for future reference:

The direct link to our recertification system: <https://social.webcomserver.com/wpm/mt/bcbskc/>

Username: Will be your email address associated with your BCBSKC profile

The password will match what you used for this system the last time you logged in. If you do not recall, please use the “Forgot Password” function.

Notes to assist with general issues:

- The system doesn’t like copying and pasting into the login fields.
- Passwords are case sensitive.
- This system is not tied to the agent portal, so your username and password may differ.
- If you receive an error message saying user not found or cannot be recognized, this means you are inputting the incorrect login information for the username, password, or both.
- **On pages 21-31 of this file is an Agent Guide & on pages 32-39 is an Agency Guide for our recertification process**

When you feel that you have completed all information within the application, be sure to hit the blue “Submit” button in the top right otherwise we will not get the application. If you need further assistance, please reach out to producerinfo@bluekc.com and someone will assist when able.



AHIP Online Medicare Training Course User Guide

This guide will help you to navigate the online system. You may print this document and use it to assist you in the process.

English You are not logged in. (Log In)

Medicare + Fraud, Waste, and Abuse (MFWA) Online Course

Training for plan year 2022 begins June 21, 2021

User Login

Username (NPN or Email)

Password

Login

Forgot your username?
Forgot your password?

Registration

First time visitor?

Create a New Account

Step 1: Register

First Time Visitors to the training site should click the "Create a New Account" button.

Ready to start your MFWA training? Be more than ready for plan year 2022. Choose the path and organization that help you better-serve your members and clients. AHIP's one-stop CMS requirements and provides what you need to help your clients make the right decisions about their health insurance needs.

Why You Should Choose AHIP for Your MFWA Training

Join more than 100,000 agents and brokers who make AHIP their MFWA training partner each year for these reasons and so many more:

- CMS-compliant training, updated annually for accuracy and relevance.
- Transparent course fees. No hidden costs. No surprises later.
- Need CE credits? They're available in every state, the District of Columbia, and Puerto Rico.
- Maximum efficiency. Single portal makes it easy to send your training scores to multiple health insurance providers.
- The health insurance industry's most widely recognized MFWA training.
- Unsurpassed value. Engaging content that does more than meet CMS requirements. It helps you grow your business.
- Training that reflects AHIP's 50+ year commitment to insurance education.

English You are not logged in. (Log In)

Medicare + Fraud, Waste, and Abuse

Step 1 of 3: Create Account

Confidential Information

Please fill out the following required fields:

Last name ***** **!**
Enter last name on the account

DOB ***** **!**
Enter date of birth (mm/dd/yyyy)

Last 4 Digits of SSN ***** **!**
Enter last 4 digits of social security number

Submit

There are required fields in this form marked **!**

Step 1: Register

Complete all of the required sections highlighted with an asterisk (*). The information you provide will be kept confidential.



Quick Links

- User Guide
- AHIP Insurance Education
- AHIP Conferences
- AHIP Home

Contact Us

For Technical Support:

▼ National Producer Number

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN



Click here to look up NPN on NIPR website.

Confirm NPN



Verify NPN

Step 1: Register

You will see your NPN# displayed in the NPN field. Select Continue to go to the next page.



Quick Links

- User Guide
- AHIP Insurance Education
- AHIP Conferences
- AHIP Home

Contact Us

For Technical Support:

▼ National Producer Number

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN



Click here to look up NPN on NIPR website.

Confirm NPN



Verify NPN

Step 1: Register

You will see red, exclamation points, if the Confidential Information is, entered incorrectly or you do not have an NPN#

Step 2 of 3: Create Account

▼ Confidential Information

Provide some information to uniquely identify yourself for the AHIP Medicare Training System

Last name	<input type="text" value="Tester"/>
DOB	<input type="text" value="02/22/1947"/>
Last 4 Digits of SSN	<input type="text" value="0000"/>

▼ Personal Information

Prefix	<input type="text"/>
First name	<input type="text"/> *
Middle name	<input type="text"/>
Last name	<input type="text" value="Tester"/> *
Suffix	<input type="text"/>
Designation	<input type="text"/>
Additional information	
Company name	<input type="text"/>
Job title	<input type="text"/>
Phone number	<input type="text"/>

Step 1: Register

Complete all of the required sections highlighted with an asterisk (*). If you do not remember your NPN, click the link to look up your NPN on the NIPR website.

▼ National Producer Number

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN	<input type="text"/> *
	Click here to look up NPN on NIPR website.
Confirm NPN	<input type="text"/> *

▼ Password

Provide a password to access the system. The password must have at least 12 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), compliance with a custom set of security controls

Password	<input type="password"/> *
Confirm password	<input type="password"/> *

▼ Email address

Please provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number.

Email address	<input type="text"/> *
Confirm email address	<input type="text"/> *

Step 1: Register

Review all of the information provided then click the "Register" button.

▼ Mailing Address

Provide the mailing address you can be reached at.

Address 1	<input type="text"/> *
Address 2	<input type="text"/>
City	<input type="text"/> *
State / Territory	<input type="text"/> *
Zip code	<input type="text"/> *
Country	<input type="text" value="United States"/>

▼ End User License Agreement

- I agree to the Privacy Statement
- I agree to the Legal Terms of Service

<input type="button" value="Register"/>	<input type="button" value="Cancel"/>
-----------------------------------------	---------------------------------------

There are required fields in this form marked *

- Quick Links
- User Guide
- HIP Insurance Education
- HIP Conferences
- HIP Home
- Contact Us

Step 3 of 3: Create Account

Your account has been created.
Please note your username below. You will need this information for future logins to the site.

Username: 00000

[Continue to Home](#)

Step 1: Register
Your account has been created. Please note your username for future login sessions.
Click the "Continue to Home" button to enroll in the training.

You are currently active in the XYZ Health site license. To proceed, click the Continue button; if not, click the Logout button to exit.

[Continue](#) [Logout](#)

Step 2: Logging in
Click continue to proceed

- Quick Links
- User Guide
- HIP Insurance Education
- HIP Conferences
- HIP Home
- Contact Us

Step 2: Optional

If you have a promo code, enter it in the field

at your own pace by viewing learning modules made up of content slides interspersed with review questions.
Review, which is designed to reinforce learning and prepare you for the Final Exam.

Shopping Cart

2023 AHIP Medicare Training (Initial)	Price: \$175.00
Subtotal	\$175.00
Promo Code	\$0.00
Grand Total	\$175.00

Enter promo code [Apply](#)

[Checkout](#)

Instructions

Step 2: Payment

Click Checkout, to pay and enroll in the training.

capable of being shared amongst numerous health plans. Please be sure to determine the most appropriate method for transmitting your results.
Additional requirements or limitations in place, as such we strongly recommend talking with your training.

CE Credit

You must complete and pass the Final Exam in order to purchase credits.

For Technical Support:
Phone: 866.234.6909
Email: Support@AHIPInsuranceEducation.org

CE CREDITS DISCLAIMER

For all students who are interested in receiving CE credits, in order to be eligible for CE credits, prior to taking the final exam you must click on the button that says "Yes, take the exam with CE". In addition to selecting this button, you must also pay for your CE credits after successfully

No records found

Step 2: Language

To switch language, select from the drop down menu in the upper right hand corner



BILLING INFORMATION

Product Name	Price	Qty	Subtotal
2020 Marketing Medicare Advantage and Part D Prescription Drug Plans: Understanding Medicare Basics, Plan Types, and Marketing and Enrollment Requirements	\$175.00	1	\$175.00
			Subtotal \$175.00
			Grand Total \$175.00

Discount Code

Enter your discount code if you have one

Apply Code

Billing Information

Copy profile information

First Name *

Last Name *

Company

Street Address *

City *

State/Province *

Zip/Postal Code *

Country *

Phone Number *

Payment Information

Credit Card

Refund Policy

All refund requests must be submitted in writing to assessordt@ahjhsurroundeducation.org within 90 calendar days of purchase.

Course registrations are no longer eligible for a refund once any of the course materials have been accessed. Refunds will be issued in the same form of payment used at the time of purchase. Please allow 7 - 14 business days for processing. We reserve the right to deny any refund request. By selecting the Place Order button, you agree to this refund policy.

Important Notice:

After selecting the Place Order button, please do not refresh your page or press the back button as this may result in multiple orders being placed. Thank you!

Step 2: Payment

Complete all of the required sections highlighted with an asterisk (*).

Review all of the information provided, and then click the "Continue" button to proceed.

Continue

Payment Information

CREDIT CARD

Please do not refresh this page until you complete payment.

Pay with credit or debit card

Card number



Expiration date /

CVV
Security Code

Pay Now

Step 2: Payment

Enter in your credit card details and click on the "Pay Now" tab to complete your purchase

Order #000000932

Receipt

Order Processing Complete

Your order has been processed successfully. Click on the [Go to my courses](#) button below to access your training.

Items Ordered

Product Name	Price	Qty	Subtotal
2021 AHIP Medicare Training (Initial)	\$175.00	Ordered: 1	\$175.00
			Subtotal \$175.00
			Promo Code \$0.00
			Grand Total \$175.00

[Go to my courses](#)

Step 2: Payment

After you submit your credit card information or promo code, a screen will appear showing that your order has been placed

Order #000000936

Receipt

Order Processing Complete

Your order has been processed successfully. Click on the [Go to my courses](#) button below to access your training.

Items Ordered

Product Name	Price	Qty	Subtotal
2021 AHIP Medicare Training (Initial)	\$175.00	Ordered: 1	\$0.00
			Subtotal \$175.00
			Promo Code -\$175.00
			Grand Total \$0.00

[Go to my course](#)

AHIP Medicare + Fraud, Waste, and Abuse English ▾

[Medicare Course Home](#) [Transcript](#)

Dashboard

Profile

Log out

Quick Links

- User Guide
- AHIP Insurance Education
- AHIP Conferences
- AHIP Home

Contact Us

For Technical Support:
 Phone: 866.234.6909
 Email: Support@AHIPInsuranceEducation.org

CE CREDITS DISCLAIMER

For all students who are interested in receiving CE credits, in order to be eligible for CE credits, prior to taking the final exam you must click on the button that says "Yes, take the exam with CE". In addition to selecting this button, you must also pay for your CE credits after successfully completing your final exam. Students who do not select this button nor pay for credits will be deemed to be declining insurance CE credits and no insurance CE credits will be reported.

This online format allows you to study at your own pace by viewing learning modules made up of content slides interspersed with review questions. Each module culminates with a practice review, which is designed to reinforce learning and prepare you for the Final Exam.

Instructions

The AHIP Medicare Training Certification is capable of being shared amongst numerous health plans. Please be sure to contact your intended health plan to determine the most appropriate method for transmitting your results.

Certain health plans may also have additional requirements or limitations in place, as such we strongly recommend talking to your health plans prior to proceeding with your training.

My Certifications

- 2023 AHIP Medicare Training (Initial) 0%

AHIP's training certificate is verification of course completion only and is not valid for insurance. It is for your records and should not be submitted to any state DOI. If you wish to obtain CE credit, please send an email to support@ahipinsuranceeducation.org.

Useful Tip

To update your personal details, click on the "Profile" link.

Useful Tip

Quick Links

- ✓ [User Guide](#)-step by step instructions on training

CE Credit

You must complete and pass the Final Exam in order to purchase credits.

Credit Name	Credit Hours	Monitoring Affidavit
No Credits		

Become a long-term care expert in just one online course
 Long-Term Care Professional (LTCP)-Combined Course
 Enroll today

Master the ins-and-outs of disability insurance
 Disability, Part I (Primer)

This online format allows you to study at your own pace by viewing learning modules made up of content slides interspersed with review questions.

Each module culminates with a practice review, which is designed to reinforce learning and prepare you for the Final Exam.

Instructions

The **AHIP Medicare Training Certification** is capable of being shared amongst numerous health plans. Please be sure to contact your intended health plan to determine the most appropriate method for transmitting your results.

Certain health plans may also have additional requirements or limitations in place, as such we strongly recommend talking to your health plans prior to proceeding with your training.


My Certifications

2023 AHIP Medicare Training (Initial)


0%

Step 3: Begin the course

To access the course material, please click on one of the links for the various Parts.

 Medicare + Fraud, Waste, and Abuse English ▾

[Medicare Course Home](#) [Transcript](#) [Reporting](#)



Quick Links

[User Guide](#)
[AHIP Insurance Education](#)
[AHIP Conferences](#)
[AHIP Home](#)

Contact Us

For Technical Support:
Phone: 866.234.6909
Email: Support@AHIPInsuranceEducation.org

CE CREDITS DISCLAIMER

For all students who are interested in receiving CE credits, in order to be eligible for CE credits, prior to taking the final exam you must click on the button that says "Yes, take the exam with CE". In addition to selecting this button, you must also pay for your CE credits after successfully completing your final exam. Students who do not select this button nor pay for credits will be deemed to be declining insurance CE credits and no insurance CE credits will be reported.

Next >

You Will Learn

Module 1: Overview

You will learn about the following in this module:

- Be able to explain that Medicare is a Federal health insurance program for individuals who are aged and disabled
- Gain an understanding of the different ways that beneficiaries can choose to receive their Medicare coverage including Original Medicare and Medicare Advantage
- List the various parts of Medicare and the benefits provided under them
- Explain Original Medicare and the benefits provided under Medicare Part A (hospital insurance) and Part B (outpatient services)
- Understand who is eligible for Original Medicare
- Be able to explain who qualifies for Part A coverage without having to pay a premium as well as the premiums entailed for Part B coverage
- Understand the penalties for late enrollment in Medicare Part B
- Gain knowledge about Medicare Parts A and B benefits and cost-sharing
- Have a basic understanding of Medicare Part D prescription drug coverage and how it can be coupled with Original Medicare (Part A and Part B)
- Review Original Medicare beneficiary protections
- Gain an understanding of Medicare Supplement Insurance (Medigap) and its role in filling in the gaps in Original Medicare
- Be able to explain the various Medigap plans available to Original Medicare beneficiaries
- Learn about the changes in Medigap for those who became eligible after December 31, 2019, as well as the benefits still available for all enrollees
- Explore the role of Medicare for those still working beyond traditional retirement age

Last modified: Tuesday, June 7, 2022, 1:33 PM



Step 3: Begin the course

To navigate through the training, click on the **“Next”** and **“Previous”** arrows.

To download the slides, click the **“Download Slides”** link.

Please note you must view 100% of the training material (inclusive of attempting all quizzes) in a part in order to receive completion status.

Learning Objectives

1 The different ways to get Medical

2 Eligibility and coverage under Part

3 Original Medicare premiums

4 Help for beneficiaries with limited

5 Combining Original Medicare and

< PREV NEXT >

Medicare Training FWA Certificate

☑ Module 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits

☐ Module 2 - Medicare Health Plans

☐ Module 3: Medicare Part D: Prescription Drug Coverage

☐ Module 4 - Marketing Medicare Advantage and Part D Plans

☐ Module 5 - Enrollment Guidance Medicare Advantage and Part D Plans

☐ 2023 - Final Exam

Medicare Training PWA Certificate

- Module 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits
- Module 2 - Medicare Health Plans
- Module 3 - Medicare Part D: Prescription Drug Coverage
- Module 4 - Marketing Medicare Advantage and Part D Plans
- Module 5 - Enrollment Guidance Medicare Advantage and Part D Plans
- 2023 - Final Exam

Step 4a: Final Exam

Once you have green checkmarks next to all required parts, you will be able to take the Final Exam.

To access the exam, click on the "Final Exam" link.

Course Symbol Key

- Available (Not Started)
- In Progress
- Complete (Passed)
- Complete (Failed)

This AHIP training program qualifies for CE credits in most states (additional fees apply). If you wish to apply for CE credit you must apply before taking the final exam.

Yes, I want to apply for CE credits.

No, take me to the final exam.

Step 4b: Final Exam

If you would like CE credits, click on the "Yes, I want to apply for CE credits" button.

Otherwise, click the "No, take me to the final exam" button to proceed and [skip to Step 4i](#) of these instructions.

Credit selection

Step 1 of 6: Choose your Resident State

States that require a monitoring affidavit are marked with a *

<input type="checkbox"/> Alabama * <input type="checkbox"/> Arizona * <input type="checkbox"/> Arkansas * <input type="checkbox"/> Colorado * <input type="checkbox"/> Connecticut * <input type="checkbox"/> Delaware <input type="checkbox"/> District of Columbia * <input type="checkbox"/> Florida <input type="checkbox"/> Georgia * <input type="checkbox"/> Idaho <input type="checkbox"/> Iowa * <input type="checkbox"/> Kansas *	<input type="checkbox"/> Louisiana <input type="checkbox"/> Maryland <input type="checkbox"/> Massachusetts * <input type="checkbox"/> Mississippi * <input type="checkbox"/> Missouri * <input type="checkbox"/> Nebraska * <input type="checkbox"/> Nevada * <input type="checkbox"/> New Hampshire <input type="checkbox"/> New Jersey * <input type="checkbox"/> North Carolina * <input type="checkbox"/> North Dakota <input type="checkbox"/> Ohio	<input type="checkbox"/> Oregon <input type="checkbox"/> Pennsylvania * <input type="checkbox"/> Rhode Island * <input type="checkbox"/> South Carolina * <input type="checkbox"/> South Dakota <input type="checkbox"/> Tennessee <input type="checkbox"/> Texas <input type="checkbox"/> Utah <input type="checkbox"/> Vermont * <input type="checkbox"/> Virginia * <input type="checkbox"/> West Virginia * <input type="checkbox"/> Wyoming *
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Cancel

Next step

Step 4c: Final Exam

If you clicked on the "Yes, I want to apply for CE credits" button, select the box next to the state(s) for which you would like to receive credit. Then click the "Next Step" button.

Step 4d: Final Exam

Enter your License number and License expiration date. Then click the "Next Step" button.

Credit selection

Step 2 of 6: Enter your license information

State	Credits	Cost	License number	License expiration (mm/dd)
Alabama	6	\$28.50	<input type="text"/>	07/09/2014

Previous step

Next step

Credit selection

Step 3 of 6: Attestation 1 of 1

Alabama

Attestation Statement

By downloading the following agreement(s) and proceeding to the exam, you affirm that you personally completed the course. Further, you without assistance from any outside source or individual, or the use of any study or reference materials and you understand that a violator credit.

Exam Monitoring Requirements: Monitored State - Exams must be taken in the presence of an interested third party. The state defines an or employment relationship to the student or in the same "income stream" as student and must be at least 16 years of age.

Prior to launching the exam the student must agree to the below attestation and print out the Monitoring Affidavit by selecting the "Monitor, monitor must sign the affidavit and certify that the exam was taken by the named student without any outside help from any source. Only National Underwriter Company, ATTN: CE Department 5081 Olympic Blvd., Erlanger, KY 41018.

Please note your date of completion will be the date that The National Underwriter Company CE staff receives your monitor affidavit. If you take the exam without a monitor present you will not receive CE credits and will have to retake the exam with a monitor present.

Notice to the Monitor:

The monitor must confirm the identity of an unknown student with a photo ID.

Previous step

I agree

Next step

Step 4e: Final Exam

After reading the Attestation Statement, click the box next to "I agree". Then click the "Next Step" button.

Step 4f: Final Exam

When you have agreed to all necessary attestation statements, click the "Next Step" button.

Credit selection

Step 3 of 6: Complete

You have agreed to all of the attestations. Please proceed to the next step.

Previous step

Next step

Step 4g: Final Exam

Please download and print any required documents. Once you have done so, you will be able to click on the "Next Step" button.

If your state requires a monitoring affidavit, please note your **date of completion** will be the date that your monitor affidavit is received. If you take the exam without a monitor present, you will not receive CE credits and will have to retake the exam with a monitor present.

Credit selection

Step 4 of 6: Required documents

You must download all required documents before proceeding.

Alabama - Monitoring affidavit

Previous step

Next step

Credit selection

Step 5 of 6: Final exam

You must complete the final exam before you can purchase the selected CE credit. Please note, those who have already completed the final exam, must retake it.

2023 - Final Exam

Previous step

Next step

Step 4h: Final Exam

Click the 2023 Final Exam link. Then click the "Yes" button to continue to the Final Exam.

Final Exam

The Final Exam consists of **fifty (50)** randomly selected questions from **all five (5) Parts** of the training modules. You must achieve a **ninety percent (90%)** passing grade for successful completion. You will have the opportunity to take the Final Exam **three (3) times as part of your enrollment package**. If you fail the Final Exam three (3) times, you will be required to re-enroll and purchase a new enrollment package. Upon re-enrollment, you will have to repeat the required training modules before gaining access to the Final Exam again. Please be aware that some companies do not accept exam completion for initial enrollment package. Please contact your carrier before re-purchasing. In addition, some companies may wish to know how many attempts were required to pass the exam. To view your enrollment details, click on the upper navigation.

Each Final Exam attempt/submission must be completed within **one 2-hour sitting**. The following scenarios represent attempts/submissions that count against the 3 included in your enrollment package:

- Beginning the Final Exam and allowing the timer to expire will result in an automatic submission
- Clicking the Submit button to submit your answers to the questions

Note:

- Simply closing the Final Exam window does not count as an attempt/submission. If you close the window, your answers will not be saved and you will need to restart the exam.
- If you navigate away from the exam in the same tab/window, the system will remove the attempt and you will have to start over. If your session is still active, close the exam window before starting a fresh attempt. (If you continue with the attempt, this will be marked as a valid exam attempt)
- You should not open multiple tabs/windows on the AHIP training site while taking the exam. Doing so will cause your attempt to remain active and automatically submit your exam after 30 minutes.
- For ADA testing accommodations, please email support@ahipinsuranceeducation.org.
- To protect the integrity of the AHIP Medicare Exam, all exam submissions are final and cannot be released and or redistributed.

If you are a **re-certification user**, it is strongly recommended that you review Parts 1-3 before taking the Final Exam as it covers **all parts of the course** - recommended and required.

If you have not yet opted for CE credits, you can click [here to apply now](#).

Attempts allowed: 3

Grade to pass: 90.00 out of 100.00

Attempt now

Step 4i: Final Exam

The final exam consists of fifty (50) randomly selected questions that cover **all five portions** of the training.

Each attempt has a two-hour time limit which a user must be prepared to sit for in a single continuous period.

Click the "Attempt now" button when you are ready to take the final exam.

Credit selection

Step 5 of 6: Final exam

You have completed the final exam and may now purchase CE credits.

2023 Final Exam

Previous step

Step 5: Purchase CE

If you applied for CE credits, you will see credit selection on the next page. Click the "Next Step" button.

Next step

Credit selection

Step 6 of 6: Finalize credit purchase

You have selected the following credits for purchase.

State	Credits	Cost
Wisconsin	6	\$30.00

Add or remove credits

Pay for credits

Step 5a: Purchase CE

Review the credits you have selected to purchase and click the "Pay for Credits" button.

Product Name	Price	Qty	Subtotal
2021 CE Credits	\$30.00	1	\$30.00

Subtotal \$30.00

Grand Total \$30.00

Billing Information

Copy profile information

First Name *

Last Name *

Company

Street Address *

City *

State/Province *

Zip/Postal Code *

Country *

Phone Number *


Please enter more or equal than 10 symbols.

Step 5b: Purchase CE

Complete all of the required sections highlighted with an asterisk (*).






Payment Information

Credit Card (Payflow Link)


 Please do not refresh the page until you complete payment.

Pay with credit or debit card

Card number

Expiration date /

CSC 

[What is this ?](#)

Step 5b: Purchase CE

After carefully reviewing all fields, click the "Pay Now" button.

Medicare Training

FWA

Certificate

Nondiscrimination Training

Medicare Fraud, Waste, & Abuse

General Compliance

Restricted Not available unless:

- The activity **Nondiscrimination Training** is complete and passed
- The activity **Medicare Fraud, Waste, & Abuse** is complete and passed

Step 6: Non-Discrimination Training

Once you have achieved a passing score on the Final exam, a green checkmark will appear on the homepage.

This will unlock the next section focused on Nondiscrimination.

Click the link for Nondiscrimination to begin the next section.

You Will Learn

Nondiscrimination Training

After completing this module, you will be able to:

- Understand the purpose of Section 1557 of the Affordable Care Act in providing nondiscrimination protections for individuals seeking health care and health insurance coverage
- Identify the entities that must comply with the nondiscrimination protections of Section 1557 of the Affordable Care Act
- Explain the scope of an entity's operations that are subject to Section 1557
- Name the forms of discrimination and the actions prohibited by Section 1557
- Recognize prohibited actions by which covered entities may not engage in
- Understand what constitutes discrimination based on race, color, or national origin
- Explain the protections for immigrants afforded under Section 1557
- Summarize the steps that must be taken to serve individuals with limited English proficiency (LEP)
- Describe the scope of Section 1557 protections against sex discrimination
- Distinguish between prohibited age discrimination and permissible age distinctions
- Summarize the steps that must be taken to serve persons with disabilities
- Identify exceptions to the provisions under Section 1557
- Explain who is responsible for enforcing Section 1557, consequences of violations, and corrective actions

Last modified: Friday, June 18, 2021, 3:50 PM

Step 6b: Non-Discrimination Training

There is a test at the end of the training. For the Nondiscrimination Final Exam you will have unlimited attempts to achieve a 70% passing score.

Next >

Medicare Training

FWA

Certificate



Nondiscrimination Training



Medicare Fraud, Waste, & Abuse

General Compliance

Restricted

Not available unless: The activity **Medicare Fraud, Waste, & Abuse** is complete and passed

Welcome

Medicare Fraud, Waste, and Abuse Training

Developed by the
Centers for Medicare & Medicaid Services

Have you completed Combating Medicare Parts C & D Fraud, Waste, and Abuse Training through the CMS Medicare Learning Network (MLN)?

If you have NOT completed this portion of the training through the CMS Medicare Learning Network (MLN), please select NO below to complete the training through AHIP.

Requirements for this Module: Completion of Combating Medicare Parts C & D Fraud, Waste, and Abuse Training and Review Questions. Review questions are not counted towards the Combating Medicare Parts C & D Fraud, Waste, and Abuse Final Exam.

Yes No

Step 7: Fraud, Waste, & Abuse Final Exam

You will be asked if you need to complete the Combating Medicare Parts C & D Fraud, Waste and Abuse training for the current plan year. If you need to complete the training, click the appropriate response to open the training module. If you have already completed the Combating Medicare Parts C & D Fraud, Waste and Abuse training for the current plan year through CMS site, click the appropriate response and proceed to the Attestation Questionnaire.

To begin the Fraud, Waste, and Abuse Training, click on "Attempt now". There is a test at the end of the training. You have unlimited attempts to achieve a 70% passing score.

< Previous

Final Exam

This is your Final Exam. This assessment asks you 10 questions about Medicare Parts C and D Fraud, Waste, and Abuse (PWA). It should take about 10 minutes to complete. You will

Grading method: Highest grade

Attempt now

< Previous

Quick Links

User Guide

AHIP Insurance Education

AHIP Conferences

AHIP Home

Contact Us

For Technical Support:

Phone: 866.234.6909

Email: Support@AHIPInsuranceEducation.org

CE CREDITS DISCLAIMER

For all students who are interested

Medicare Training

FWA

Certificate



[Nondiscrimination Training](#)



Medicare Fraud, Waste, & Abuse



General Compliance

Step 8: General Compliance Training

Begin the Medicare Parts C and D General Compliance training after you have completed the Fraud, Waste, and Abuse training. The link to the Compliance Training will be unlocked. Click on the link to begin.

Medicare General Compliance Training

General Compliance Training

Developed by the
Centers for Medicare & Medicaid Services

Have you completed Medicare Parts C & D General Compliance Training through the CMS Medicare Learning Network (MLN)?

If you have NOT completed this portion of the training through the CMS Medicare Learning Network (MLN), please select NO below to 0

Requirements for this Module: Completion of Medicare Parts C & D General Compliance Training and Review 0

Review questions are not counted towards the Medicare Parts C & D General Compliance Final Exam 0

Yes No

Last Modified: Friday, February 0, 2020, 1:30 PM

You will be asked if you need to complete Medicare Parts C and D General Compliance training. If you need to complete the training click the appropriate response to open the training module. If you have already completed Medicare Parts C and D General Compliance training for the current plan year through CMS site, click the appropriate response and proceed to the Attestation Questionnaire.

< Previous

Final Exam

This is your Final Exam. This assessment asks you 10 questions about Medicare Parts C and D Fraud, Waste, and Abuse (FWA). It should take about 10 minutes to complete. You will need a passing score of **70%**.

Grading method: Highest grade

Attempt now

Step 8: General Compliance Training

To start the Compliance Training, click on the Medicare Parts C & D General Compliance Training link.

Click on the Attempt now button. This will take you into the training.

< Previous

Medicare Training

FWA

Certificate

Congratulations! You have completed the "FWA" portion of this course.

You can now move on to the "Certificate" portion. You can navigate there by clicking the "Certificate" tab in the menu at the top of the page or by clicking the button below.

Continue to Certificate

Step 9: Completion

Click, "Continue to Certificate," to access your certificate of completion for AHIP's Medicare Training.

Adobe Acrobat | AHP_Medicare_Certification

T [] [] [] []

🔍 ⬇️ 🖨️ 🔍

AHIP Medicare +
Fraud, Waste, and Abuse

Rob Test

has successfully completed the course

2023 Medicare + Fraud, Waste and Abuse Training

Completion Date: June 9, 2022

ID Code: FKZVWMD001

Gregory F. Dean
Gregory F. Dean
Vice President, Insurance Education
America's Health Insurance Plans

1 / 1

🔍 ⬇️ 🖨️ 🔍

Step 9: Completion
Choose to save or print your certificate

AHIP Course Completion

- XYZ Health (Transmit)

Step 10: Transmission
Click, "Transmit," to the right of "XYZ Health" to transmit your certificate

Blue KC 2024 MA Agent Recertification Guide

Getting into the 2024 BlueKC Recertification System:

Accessing the System:

When recertification begins, you will receive an email from Blue KC MA Recertification:



Dear (Agent name)

You are ready to update your information with Blue KC!

Please use the information below to log in and submit your changes.

Link [Workflow URL](#)

Username agent.email@address.com

Password BCBSKC@209709

Click on the “Workflow URL” in the email above, which will take you to the login screen. Illustration of the login screen is below:

The screenshot shows a white login form centered on a background of a blue sky with a grid pattern. At the top of the form is the SAP logo. Below the logo are three input fields: 'User Name *', 'Password *', and 'Domain'. The 'Domain' field contains the text 'bcbskc' highlighted in yellow. At the bottom of the form is a blue 'Sign In' button, a 'Remember Me' checkbox, and a 'Forgot Password?' link.

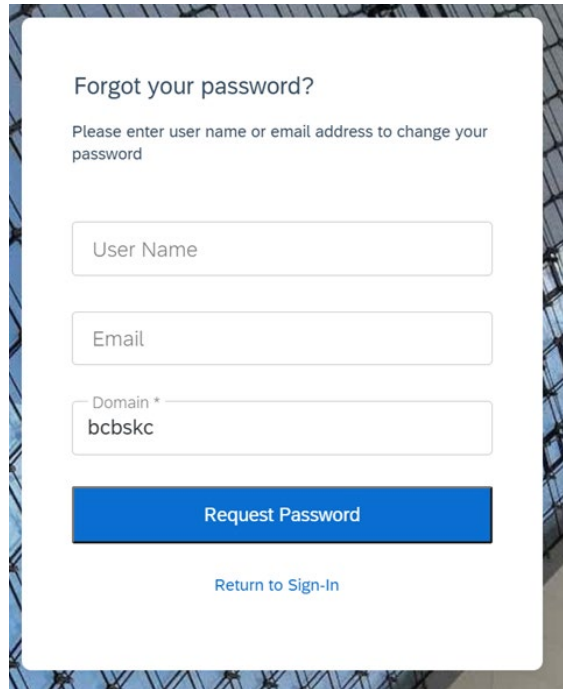
Here you will type in your username & password in the boxes and VERIFY the “Domain” box contains bcbskc

Note:

- DO NOT COPY AND PASTE into these fields. There are security features that prevent that feature from allowing you to login.
- If you have disabled the ability to click on links in your email, you can click the following link or copy and paste the link into your browser:
 - <https://social.webcomserver.com/wpm/mt/bcbskc/>

Forgotten Password:

If you have forgotten your password, please click the link in the lower right “Forgot Password” (as illustrated in the previous screenshot). This will take you to the following screen:



Forgot your password?

Please enter user name or email address to change your password

User Name

Email

Domain *
bcbskc

Request Password

[Return to Sign-In](#)

Here you will enter your username (usually your email address) and the email address where you want to receive the reset link. Once you have entered the data, click the blue box: “Request Password” button, causing a password reset email to be sent.

Note:

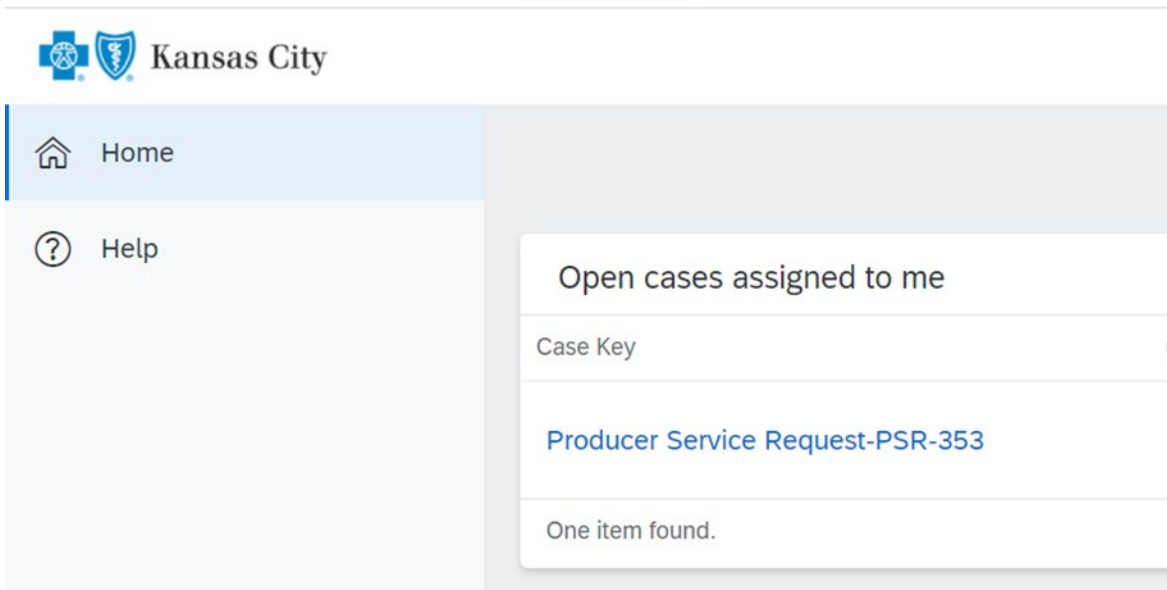
- Be sure to check your spam or junk folder, email systems often put password reset emails in these folders.


Navigation in the System:

After you have logged in, you will be presented with the “Open cases assigned to me”.

It is possible that you will have more than one case assigned to you; for example, if you are also the principal of an agency and you use the same email for both.

Click on the “Producer Service Request-PSR-xxx”



 Kansas City

Home

Help

Open cases assigned to me

Case Key

[Producer Service Request-PSR-353](#)

One item found.

Congratulations, you can now access the system and can begin completing recertification!

Completing the Recertification:

The below sections illustrate the various tabs that you must review and update to successfully complete and submit your recertification.

Note:

- On any given tab, at the top of your screen there are two buttons:
 - “Save” Button - This allows you to save your work, logoff, and later resume where you left off.
 - “Submit” Button - This fully submits your application to Blue KC. **ONLY click this AFTER all tabs are completed.**
 - Important Note: Blue KC will NOT receive your recertification if the “Submit” button is not hit upon completion of the recertification**

Click the button below to save your progress, if you do not click SAVE your information will not be saved to the case.

Once you have FINISHED updating all of your information, please click the button below.

Save

Submit

1. General Tab

- Within this tab you will be presented with information to verify or correct, then click “Next”. Illustration below:
 - Note:** You must input an answer for “Does your Upline information look correct?”

The screenshot shows the 'General' tab of a recertification application. At the top, there are instructions to complete AHIP Certification and application details. Below this are 'Save' and 'Submit' buttons. The form is divided into several sections: 'Personal Information' (First Name: PAT, Middle Name, Last Name: AGENT, Date of Birth: 01/07/19, Residency Address: 1234 MAIN ST, KANSAS CITY, MO, 64108), 'Upline Information' (MA Upline Name: ABC AGENCY, Commercial Upline Name, and a question 'Does your Upline information look correct?' with 'Yes' and 'No' radio buttons), and 'Additional Addresses' (Mailing Address: 1234 MAIN ST, KANSAS CITY, MO, 64108). A 'Next' button is highlighted in yellow at the bottom left.

Save **Submit**

General | E&O Certificate | Banking Information | Certifications | Education | eSignature

Please review all fields and update any information if desired.

First Name: PAT
Middle Name:
Last Name: AGENT
Suffix:
Date of Birth: 01/07/19
NPN (your NPN here):
SSN: *****
Business Phone:
Contact Email: mr13127973@bluetest.com

Residency Address Line 1: 1234 MAIN ST
Residency Address Line 2:
Residency City: KANSAS CITY
Residency State: MO
Residency ZIP: 64108

Upline Information

MA Upline Name: ABC AGENCY
NOTE: Any MA overrides earned are paid to this MA Agency.
Commercial Upline Name:

Does your Upline information look correct? Yes No

Additional Addresses

Is your Mailing address the same as your Residency Address? Yes No

Mailing Address Line 1: 1234 MAIN ST
Mailing Address Line 2:
Mailing City: KANSAS CITY
Mailing State: MO
Mailing Zip: 64108

Please comment additional changes:

Next

2. E&O Tab

- This tab will populate with the current E&O data that Blue KC has on file, make any needed changes, and then click "Next". Illustration below:
 - If you want to change your current E&O data, click "Yes", and follow the additional steps.
 - Note:** If E&O data is updated then a copy of your E&O (at least the disclosure page) must be uploaded into the system
 - Note:** The Per Occurrence Limit and Aggregate Limit both must be at least 1,000,000
 - If your current E&O data is correct click "Next" at the bottom of the screen.

Kansas City Case ID

Please complete your AHIP Certification prior to starting your Recertification Case.

Please complete the application below. You may click "Save" at any time to save the application and log back in later. Once the application is completed, click "Submit". If you did not complete a tab, the word "Incomplete" in red will display.

Click the button below to save your progress, if you do not click SAVE your information will not be saved to the case. Once you have FINISHED updating all of your information, please click the button below.

Save **Submit**

General | E&O Certificate | Banking Information | Certifications | Education | eSignature

Please update your E&O insurance information if it is expired or invalid.

Do you wish to update any information on this tab? Yes

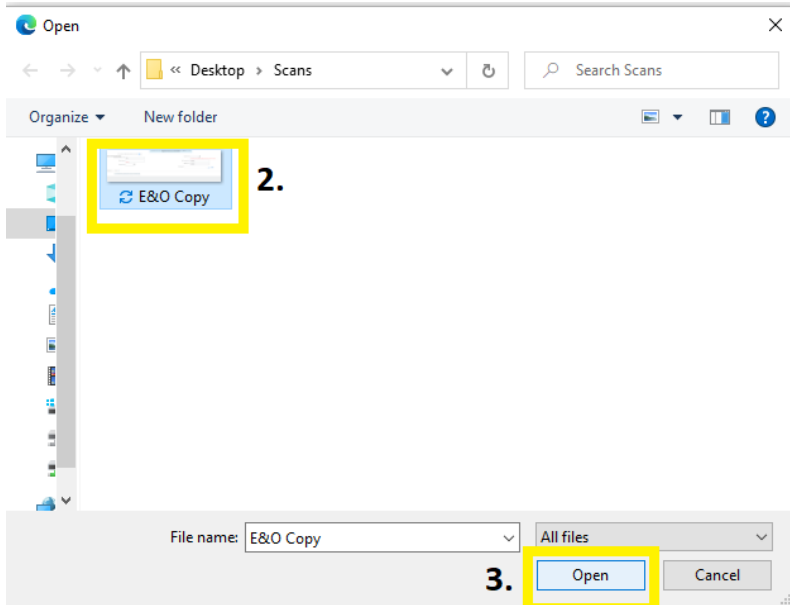
Enter your insurance information below.

E&O Insurance Carrier Name	<input type="text" value="Carrier ABC"/>	Expiration Date *	<input type="text" value="10/01/2021"/>
Policy Number *	<input type="text" value="POLICY123456"/>	Per Occurrence Limit *	<input type="text" value="1000000"/>
Effective Date *	<input type="text" value="10/01/2020"/>	Aggregate Limit *	<input type="text" value="1000000"/>
		E&O Upload *	<input type="text"/> <input type="button" value="↑"/> <input type="button" value="X"/>

◀ Previous **Next** ▶

Use the Next/Previous buttons above to easily move between tabs.

To upload a copy of your E&O follow these steps: 1. Click within the blank E&O box 2. Navigate to your wherever you saved your copy of your E&O, 3. Click the Open Icon



Once you have FINISHED updating all of your information, please click

Submit

and Aggregate Limits are

Expiration Date *	<input type="text" value="10/01/2021"/>
Per Occurrence Limit *	<input type="text" value="1000000"/>
Aggregate Limit *	<input type="text" value="1000000"/>
E&O Upload *	<input type="text"/> <input type="button" value="↑"/> <input type="button" value="X"/>

1.

3. **Banking Tab – Note: If you a LOA agent and pay directly to your upline then this tab will not appear, proceed to the next.**
- Within this tab banking information is updated. Input, update, and review your banking information for all applicable lines of business aW-9 and then click “Next” when finished. Illustration below:
 - **Note:** For agents under LOAs, where your Upline Agency determines pay, nothing is needed here so you can just click “Next”.



Click the button below to save your progress, if you do not click SAVE your information will not

Save

General

E&O Certificate

Banking Information

Certifications

Education

eSignature

Ple

Do you wish to update any information on this tab? Yes

Please enter your MA banking information below.

Paid: Directly

Bank Account Type Checking

Bank Name Test Bank

Bank Routing Number Test123456

Bank Account Number Test123456

Name on Bank Account Test Agent

Please enter your Commercial/ACA banking information below.

Paid: Directly

Bank Account Type Checking

Bank Name Test Bank

Bank Routing Number Test123456

Bank Account Number Test123456

Name on Bank Account Test Agent

Please enter your W-9 Address below.

W-9 Address Line 1 123 Test St.

W-9 Address Line 2

W-9 City

W-9 State MO

W-9 Zip 64050

◀ Previous

Next ▶



Use the Next/Previous buttons above to easily move between tabs.

4. Certifications Tab

- This tab will populate with the certification data Blue KC has on file, review and update where needed. Illustrations below:

Kansas City

Case ID

Please complete your AHIP Certification prior to starting your Recertification Case.

Please complete the application below. You may click "Save" at any time to save the application and log back in later. Once the application is completed, click "Submit". If you did not complete a tab, the word "Incomplete" in red will display.

Click the button below to save your progress, if you do not click SAVE your information will not be saved to the case.

Once you have FINISHED updating all of your information, please click the button below

Save

Submit

General E&O Certificate Banking Information Certifications Education eSignature

Please complete your AHIP Certification prior to starting your Recertification Case.

Please update or add your required Certifications (i.e. AHIP, ACA).

Do you wish to update any information on this tab? Yes

Link to AHIP Certification www.ahip.com

Is your AHIP Certification complete? Yes

Do you authorize Blue KC to pull your AHIP data? Yes
 No

Do you wish to sell individual products on The Federally Facilitated Marketplace (FFM)/ACA? This requires you to complete an annual FFM Certification. Yes
 No

AHIP Score *

AHIP Completion Date *

AHIP Certificate *

AHIP Year * 2022
 2023

Previous Next

Use the Next/Previous buttons above to easily move between tabs.

Do you wish to update any information on this tab? Yes

Link to AHIP Certification www.ahip.com

Is your AHIP Certification complete? Yes

Do you authorize Blue KC to pull your AHIP data? Yes
 No

AHIP Score *

AHIP Completion Date *

AHIP Certificate *

AHIP Year * 2022
 2023

Note: If you have commercial, you can enter your FFM certification OR opt out:

Do you wish to update any information on this tab? Yes

Link to AHIP Certification www.ahip.com

Is your AHIP Certification complete? * Yes

Do you authorize Blue KC to pull your AHIP data? * Yes
 No

Do you wish to sell Individual products on The Federally Facilitated Marketplace (FFM)/ACA? This requires you to complete an annual FFM Certification. Yes
 No

Is your FFM Certification complete? * Yes

Do you authorize Blue KC to pull your FFM data? * Yes
 No

AHIP Score *

AHIP Completion Date *

AHIP Certificate * [↑](#) [×](#)

AHIP Year * 2022
 2023

FFM Year 2022

FFM/CMS Login User ID *
[required]

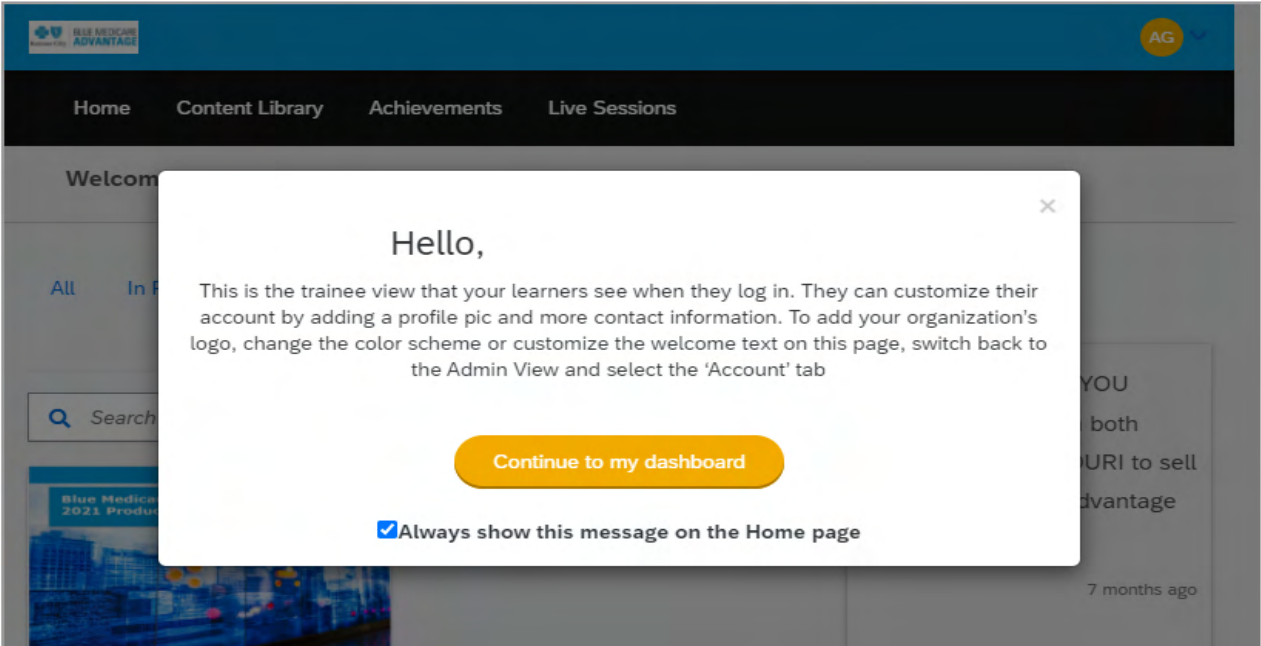
5. Education Tab

- This tab will load into another system where you will complete a 10-question exam. Illustration screenshots below:
 - Note:** You will get **3 attempts to pass** the exam with a **score of 85% or higher**.

When you first log in a system message will popup; simply click "Continue to my dashboard"

General | E&O Certificate | Banking Information | Certifications | Education | eSignature

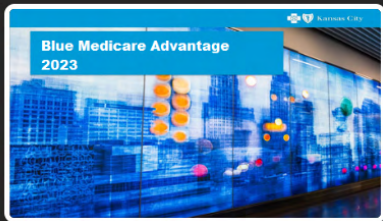
Please complete all training courses below.



The screenshot shows a user dashboard with a navigation bar containing 'Home', 'Content Library', 'Achievements', and 'Live Sessions'. A 'Welcome' message is visible. A popup message is displayed in the center, reading: 'Hello, This is the trainee view that your learners see when they log in. They can customize their account by adding a profile pic and more contact information. To add your organization's logo, change the color scheme or customize the welcome text on this page, switch back to the Admin View and select the 'Account' tab'. Below the message is a yellow button labeled 'Continue to my dashboard' and a checkbox labeled 'Always show this message on the Home page' which is checked. The background of the dashboard shows a search bar and a 'Blue Medicare 2021 Product' card.

Click the 2024 Blue KC MA Training icon below. After you view the training guide, you will see the Exam!

Note: If you are also recertifying for ACA, you will see the ACA Training as well.



2023 Blue KC MA Product Training

Start this course

0%

Modules

▶ 2023 Blue KC MA Reference Sheet

▶ 2023 Blue KC MA Exam
85% Passmark 0% My Score

Click "Start this course"

Once inside, click the yellow "NEXT" on the upper right to start your exam.

Go through each question, selecting the bubble next to whichever answer you believe is correct and then clicking "Next Question". After you answered all the questions, you will be brought to a page where you can review your answers.

1. If you would like to change your answer for any given question, click the "Change this answer" under the question
2. Scroll to the bottom of the questions/answers list and click on "COMPLETE" to submit your answers for grading.

10. Question

[Redacted question content]

1.

2.

After receiving a passing grade, click "Continue" at the bottom of the page

2022 Blue KC MA Exam

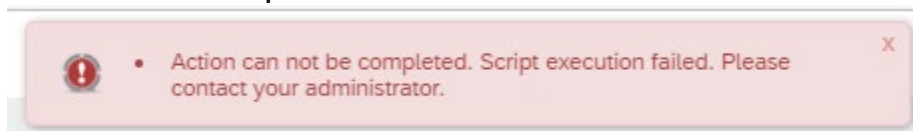
Status Complete/ Passed	Score 100%	Passmark 85%
---------------------------------------	----------------------	------------------------

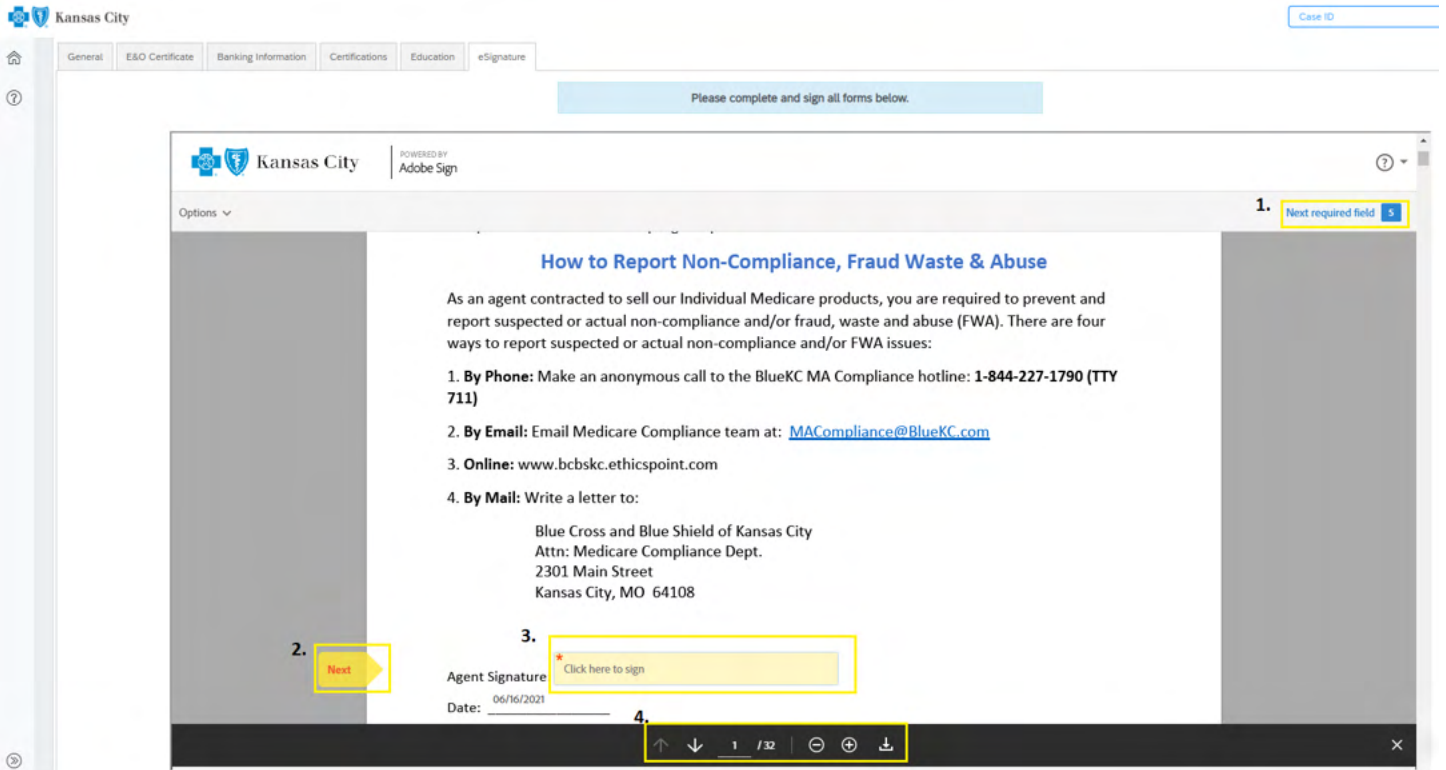
You will be taken to another page to verify that you have passed the test, from here click "Next" at the bottom of the page

The screenshot shows a user interface for a course titled "2023 Blue KC MA Product Training". At the top, there is a navigation bar with "Home", "Content Library", "Achievements", and "Live Sessions". Below this, the breadcrumb "Content Library / 2023 Blue KC MA Product Training" is visible. The main content area features a course card with a thumbnail image of "Blue Medicare Advantage 2023" and a large green circle containing "100%". Below the course card, there are two modules listed: "2023 Blue KC MA Reference Sheet" and "2023 Blue KC MA Exam" (with a sub-link "85% Passmark 100% My Score"). A "Results" button is located to the right of the second module. At the bottom left, there are "Previous" and "Next" navigation buttons, with the "Next" button highlighted in yellow.

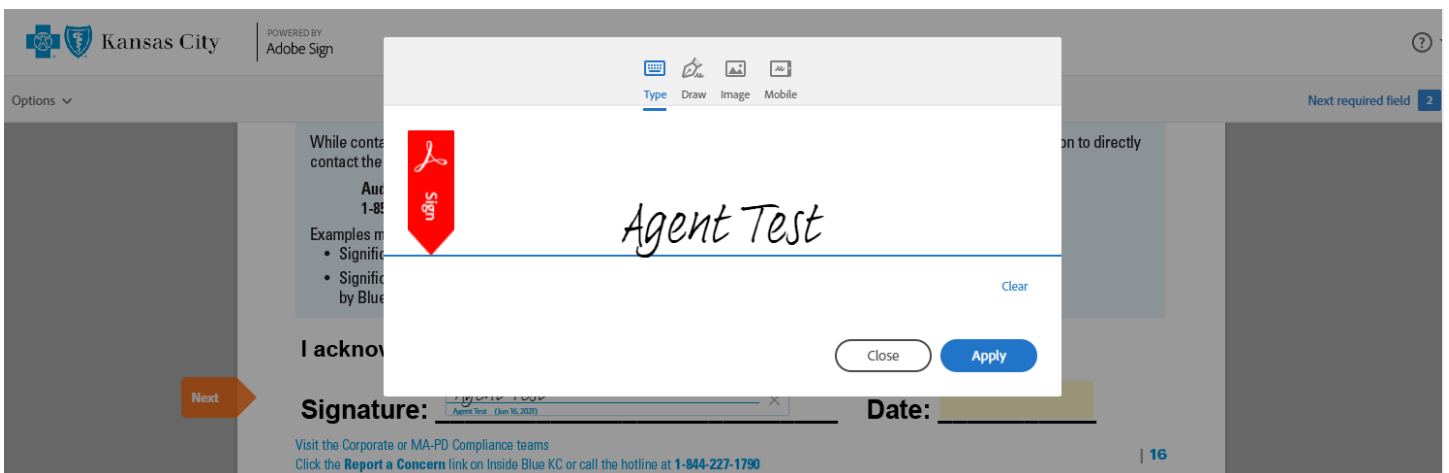
6. eSignature Tab

- This tab will allow you to electronically sign certifying that you are who you are, that you have completed the work, etc. You will have to type / sign your name and information multiple times throughout the document before you are finished.
 - **Important Notes:**
 1. This process is done through Adobe Sign, so you might be prompted to update your browser to become compatible with the software. **Typically, we find Chrome to be the most compatible web browser.**
 2. You might have to click the blue button "Load Documents" a few separate times for the documents to appear.
 3. If the eSignature documents loads but the below error message appears at the top of the page then please disregard or close the message (click the X near the prompt) and then complete the eSignature and move onto the next step.





1. This tells you how many more signature fields are found within the document.
2. If you click **“Next”**, then it will take you to the next signature field or required input within the document.
3. By clicking within the signature field, your established signature will be input.
 - The first time you click within the signature field, you will receive a prompt asking you to create a digital signature (for its simplicity we recommend the **“Type”** option, but feel free to use whatever option you desire).
 - Signature Options:
 - You will have the option of typing it out
 - Drawing it with your mouse
 - Uploading a scanned image of your actual signature
 - Syncing with a mobile device to create a signature)
 - Once you are done creating your signature click **“Apply”**



4. These are Adobe shortcut icons to perform various tasks (from left to right: page up, page down, X current page / total pages, zoom in, zoom out, & download)

Once you have signed & completed all the required fields you will be able to “Click to Sign”, finalizing that document.

By signing, I agree to both this agreement and the [Consumer Disclosure](#). My use of Adobe Sign is governed by the [Adobe Terms of Use](#).

Click to Sign

When the document is complete you will receive a confirmation message like the below:

The screenshot shows a confirmation message in the Blue KC system. At the top left is the Kansas City logo. A light blue banner at the top says "Please complete and sign all forms below." Below this, the Kansas City logo and "POWERED BY Adobe Sign" are visible. The main message features a blue checkmark icon and the text "You're all set". Below this, it states "You finished signing Test Agent" and "Next, Producer Administration will approve." It also mentions "We will email the final agreement to all parties. You can also download a copy of what you just signed."

Repeat the previous process if you have any additional document, otherwise return to a previous tab, or proceed to the next step.

7. “Submit” Button

- When you have completed all relevant information and no longer see “**Incomplete**” next to any tab, click the “Submit” button, near the top of the page.

Once you have FINISHED updating all of your information, please click the button below.

Submit

- If everything was performed correctly, you will see the below message:

Your changes have been submitted for review. Expect an email from Blue KC within 2 business days. Click the Blue KC logo in the upper left to exit.

At this point you are free to logout, close your browser, etc.

Thank you!

Blue KC 2024 MA Agency Recertification Guide

Getting into the 2024 BlueKC Recertification System:

Accessing the System:

When recertification begins, you will receive an email from Blue KC MA Recertification:



Dear (Agent name)

You are ready to update your information with Blue KC!

Please use the information below to log in and submit your changes.

Link [Workflow URL](#)

Username agent.email@address.com

Password BCBSKC@209709

Click on the “Workflow URL” in the email above, which will take you to the login screen. Illustration of the login screen is below:

The screenshot shows the SAP login interface. At the top center is the SAP logo. Below the logo are three input fields: 'User Name *', 'Password *', and 'Domain'. The 'Domain' field contains the text 'bcbskc' highlighted in yellow. Below the input fields is a blue 'Sign In' button. At the bottom left is a 'Remember Me' toggle switch, and at the bottom right is a 'Forgot Password?' link.

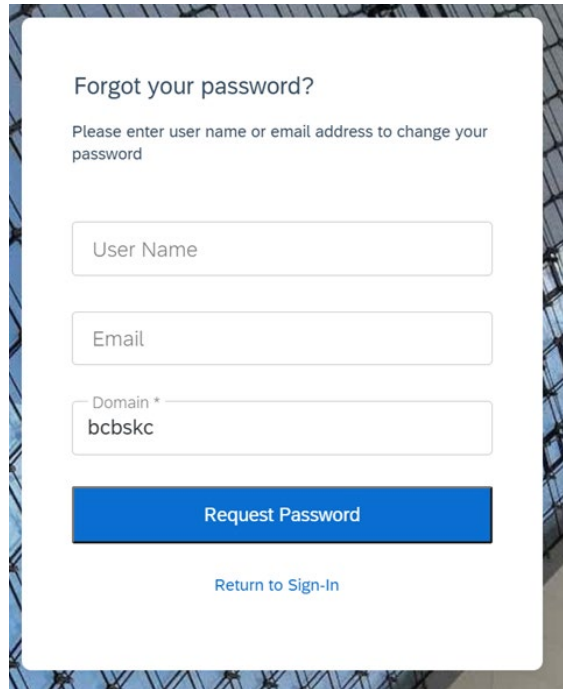
Here you will type in your username & password in the boxes and VERIFY the “Domain” box contains bcbskc

Note:

- DO NOT COPY AND PASTE into these fields. There are security features that prevent that feature from allowing you to login.
- If you have disabled the ability to click on links in your email, you can click the following link or copy and paste the link into your browser:
 - <https://social.webcomserver.com/wpm/mt/bcbskc/>

Forgotten Password:

If you have forgotten your password, please click the link in the lower right “Forgot Password” (as illustrated in the previous screenshot). This will take you to the following screen:



Forgot your password?

Please enter user name or email address to change your password

User Name

Email

Domain *
bcbskc

Request Password

[Return to Sign-In](#)

Here you will enter your username (usually your email address) and the email address where you want to receive the reset link. Once you have entered the data, click the blue box: “Request Password” button, causing a password reset email to be sent.

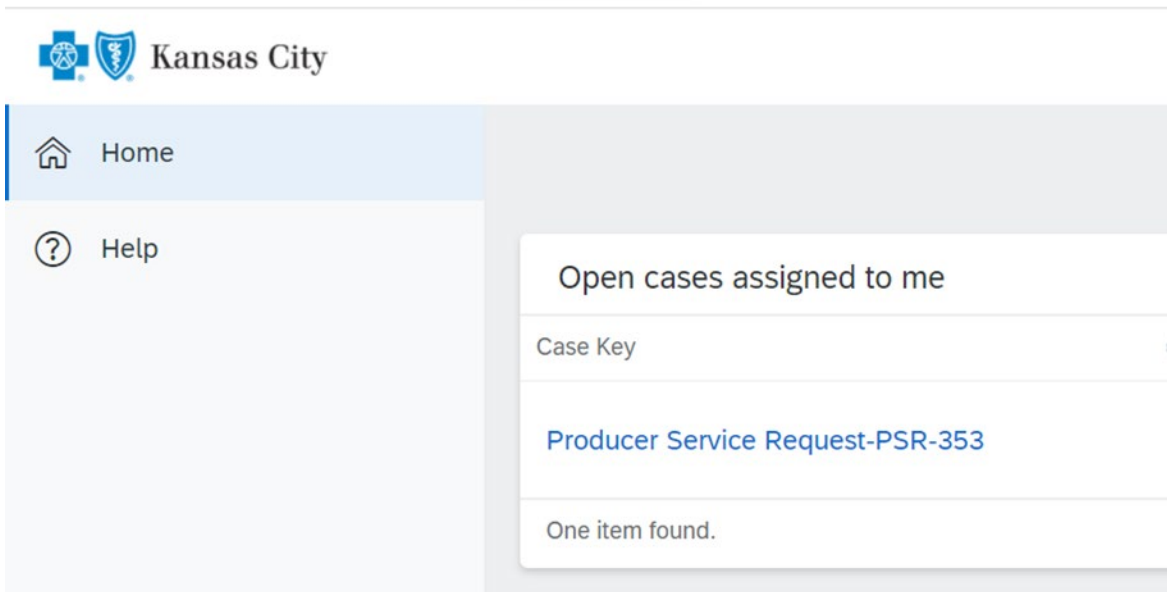
Note:


- Be sure to check your spam or junk folder, email systems often put password reset emails in these folders.

Navigation in the System:

After you have logged in, you will be presented with the “Open cases assigned to me”. It is possible that you will have more than one case assigned to you.

Click on the “Producer Service Request-PSR-xxx”



 Kansas City

Home

Help

Open cases assigned to me

Case Key

[Producer Service Request-PSR-353](#)

One item found.

Congratulations, you can now access the system and can begin completing recertification!

Completing the Recertification:

The below sections illustrate the various tabs that you must review and update to successfully complete and submit your recertification.

Note:

- On any given tab, at the top of your screen there are two buttons:
 - “Save” Button - This allows you to save your work, logoff, and later resume where you left off.
 - “Submit” Button - This fully submits your application to Blue KC. **ONLY click this AFTER all tabs are completed.**
 - Important Note: Blue KC will NOT receive your recertification if the “Submit” button is not hit upon completion of the recertification**

Click the button below to save your progress, if you do not click SAVE your information will not be saved to the case.

Once you have FINISHED updating all of your information, please click the button below.

Save

Submit

1. General Tab

- Within this tab you will be presented with information to verify or correct, then click “Next”. Illustration below:
 - Note:** Comments will be reviewed during the verification process, they will not have a direct impact on the data entered.

The screenshot shows the 'General' tab of a recertification application. At the top, there is a light blue banner with instructions: 'Please complete the application below. You may click "Save" at any time to save the application and log back in later. Once the application is completed, click "Submit". If you did not complete a tab, the word "In Progress" will appear next to the tab name.' Below this banner are two buttons: 'Save' and 'Submit'. The 'Save' button is highlighted with a yellow border. The form contains several fields: 'Entity Name' (Test Group LLC), 'Entity NPN' (123456789), 'Contact Email' (test@testgroup.test), and 'Business Phone' (123456789). There is also a section for 'Addresses' with fields for 'Mailing Address Line 1' (123 Test Ln), 'Mailing Address Line 2', 'Mailing City' (OVERLAND PARK), 'Mailing State' (KS), and 'Mailing Zip' (66212). A 'Please comment additional changes' text area is also present. At the bottom left, a 'Next >' button is highlighted with a yellow border. At the bottom, there is a note: 'Use the Next/Previous buttons above to easily move between tabs.'

2. E&O Certificate Tab

- This tab will populate with the current E&O data that Blue KC has on file, make any needed changes, and then click "Next". Illustration below:
 - If you want to change your current E&O data, click "Yes", and follow the additional steps.
 - Note:** If E&O data is updated then a copy of your E&O (at least the disclosure page) must be uploaded into the system
 - Note:** The Per Occurrence Limit and Aggregate Limit both must be at least 1,000,000
 - If your current E&O data is correct click "Next" at the bottom of the screen.

Kansas City Case ID

Please complete your AHIP Certification prior to starting your Recertification Case.

Please complete the application below. You may click "Save" at any time to save the application and log back in later. Once the application is completed, click "Submit". If you did not complete a tab, the word "Incomplete" in red will display.

Click the button below to save your progress, if you do not click SAVE your information will not be saved to the case. Once you have FINISHED updating all of your information, please click the button below.

Save **Submit**

General | **E&O Certificate** | Banking Information | Certifications | Education | eSignature

Please update your E&O insurance information if it is expired or invalid.

Do you wish to update any information on this tab? Yes

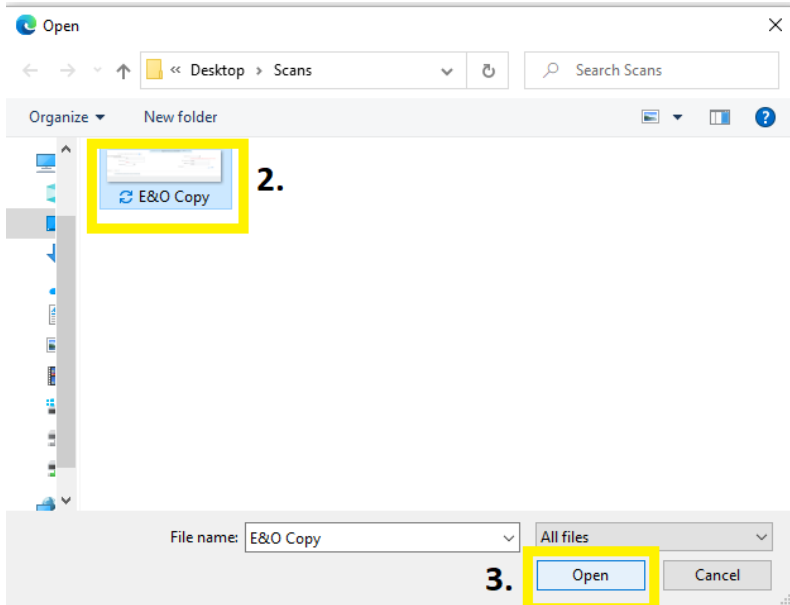
Enter your insurance information below.

E&O Insurance Carrier Name	<input type="text" value="Carrier ABC"/>	Expiration Date *	<input type="text" value="10/01/2021"/>
Policy Number *	<input type="text" value="POLICY123456"/>	Per Occurrence Limit *	<input type="text" value="1000000"/>
Effective Date *	<input type="text" value="10/01/2020"/>	Aggregate Limit *	<input type="text" value="1000000"/>
		E&O Upload *	<input type="text"/> <input type="button" value="↑"/> <input type="button" value="X"/>

◀ Previous **Next** ▶

Use the Next/Previous buttons above to easily move between tabs.

To upload a copy of your E&O follow these steps: 1. Click within the blank E&O box 2. Navigate to your wherever you saved your copy of your E&O, 3. Click the Open Icon



Once you have FINISHED updating all of your information, please click

Submit

and Aggregate Limits are

Expiration Date *	<input type="text" value="10/01/2021"/>
Per Occurrence Limit *	<input type="text" value="1000000"/>
Aggregate Limit *	<input type="text" value="1000000"/>
E&O Upload *	<input type="text"/> <input type="button" value="↑"/> <input type="button" value="X"/>

1.

3. Banking Information Tab

- Within this tab banking information is updated. Input, update, and review your banking information for all applicable lines of business aW-9 and then click “Next” when finished. Illustration below:
 - **Note:** For agents under LOAs, where your Upline Agency determines pay, nothing is needed here so you can just click “Next”.



Click the button below to save your progress, if you do not click SAVE your information will not

Save

General

E&O Certificate

Banking Information

Certifications

Education

eSignature

Ple

Do you wish to update any information on this tab? Yes

Please enter your MA banking information below.

Paid: Directly

Bank Account Type Checking

Bank Name Test Bank

Bank Routing Number Test123456

Bank Account Number Test123456

Name on Bank Account Test Agent

Please enter your Commercial/ACA banking information below.

Paid: Directly

Bank Account Type Checking

Bank Name Test Bank

Bank Routing Number Test123456

Bank Account Number Test123456

Name on Bank Account Test Agent

Please enter your W-9 Address below.

W-9 Address Line 1 123 Test St.

W-9 Address Line 2

W-9 City

W-9 State MO

W-9 Zip 64050

◀ Previous

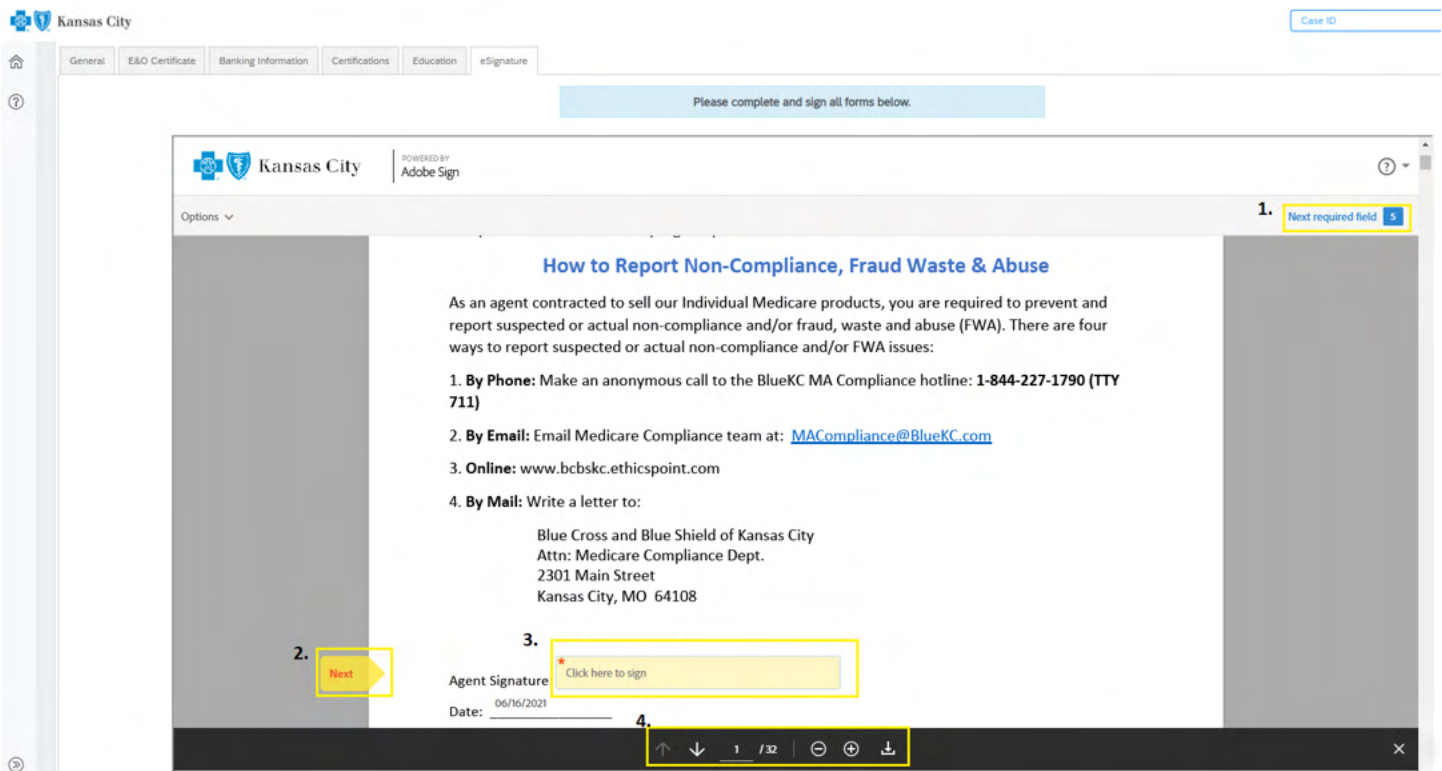
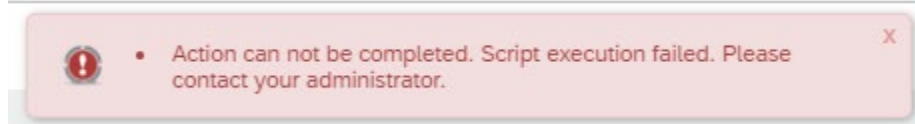
Next ▶



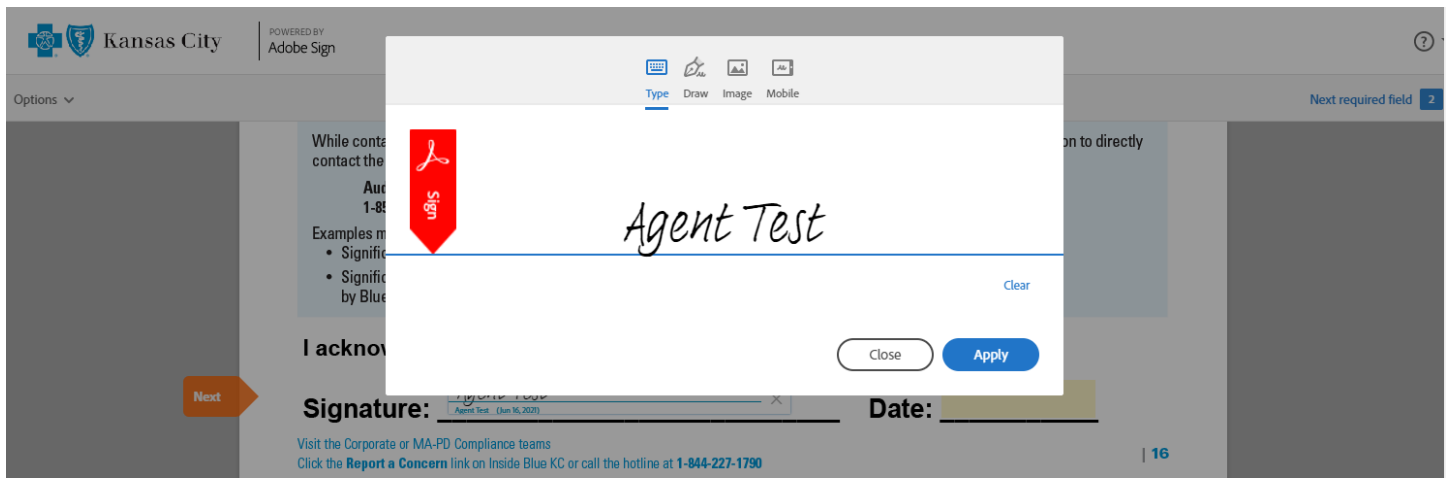
Use the Next/Previous buttons above to easily move between tabs.

4. eSignature Tab

- This tab will allow you to electronically sign certifying that you are who you are, that you have completed the work, etc. You will have to type / sign your name and information multiple times throughout the document before you are finished.
 - Important Notes:**
 - This process is done through Adobe Sign, so you might be prompted to update your browser to become compatible with the software. **Typically, we find Chrome to be the most compatible web browser.**
 - You might have to click the blue button “Load Documents” a few separate times for the documents to appear.
 - If the eSignature documents loads but the below error message appears at the top of the page then please disregard or close the message (click the X near the prompt) and then complete the eSignature and move onto the next step.



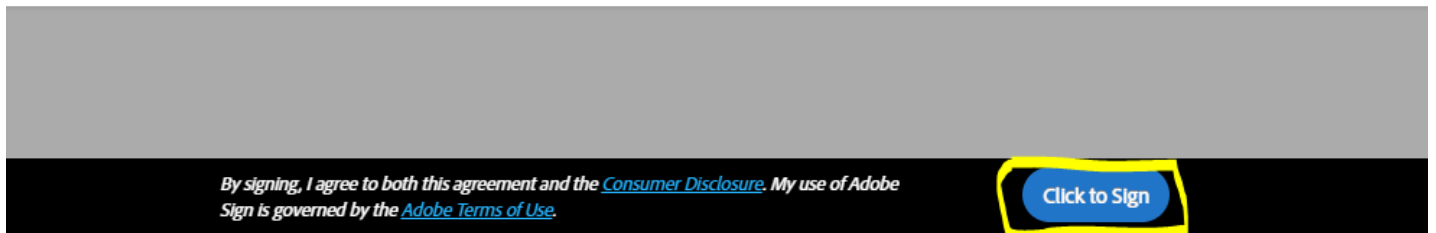
- This tells you how many more signature fields are found within the document.
- If you click “Next”, then it will take you to the next signature field or required input within the document.
- By clicking within the signature field, your established signature will be input.
 - The first time you click within the signature field, you will receive a prompt asking you to create a digital signature (for its simplicity we recommend the “Type” option, but feel free to use whatever option you desire).
 - Signature Options:
 - You will have the option of typing it out
 - Drawing it with your mouse
 - Uploading a scanned image of your actual signature
 - Syncing with a mobile device to create a signature)



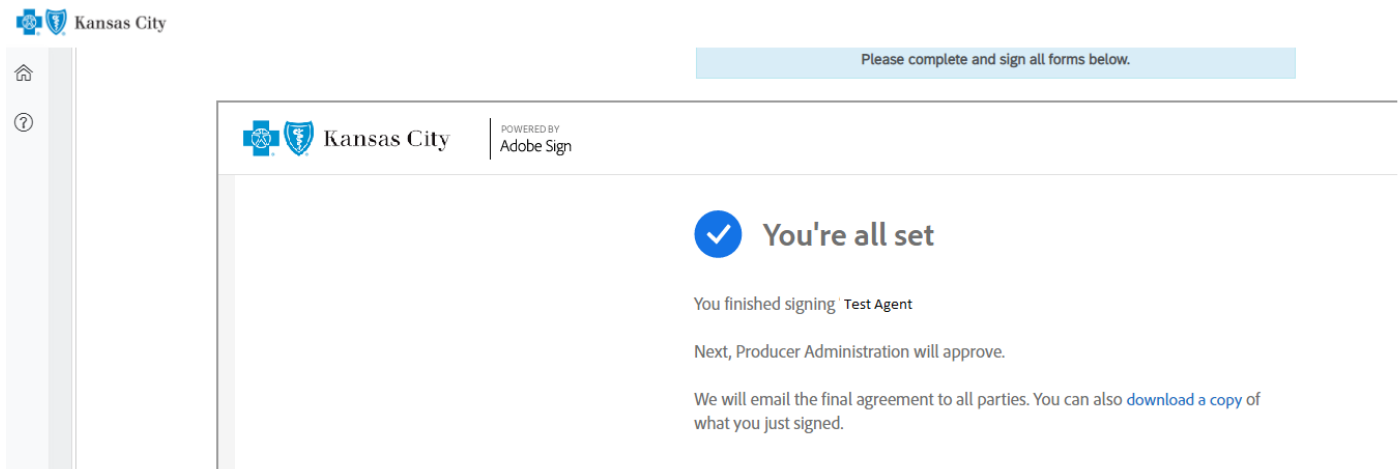
- Once you are done creating your signature click “Apply”

4. These are Adobe shortcut icons to perform various tasks (from left to right: page up, page down, X current page / total pages, zoom in, zoom out, & download)

Once you have signed & completed all the required fields you will be able to “Click to Sign”, finalizing that document.



When the document is complete you will receive a confirmation message like the below:

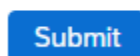


Repeat the previous process if you have any additional document, otherwise return to a previous tab, or proceed to the next step.

5. “Submit” Button

- When you have completed all relevant information and no longer see “Incomplete” next to any tab, click the “Submit” button, near the top of the page.

Once you have FINISHED updating all of your information, please click the button below.



- If everything was performed correctly, you will see the below message:



Your changes have been submitted for review. Expect an email from Blue KC within 2 business days. Click the Blue KC logo in the upper left to exit.

At this point you are free to logout, close your browser, etc.

Thank you!