



2025 Highmark Federal Markets Training User Guide

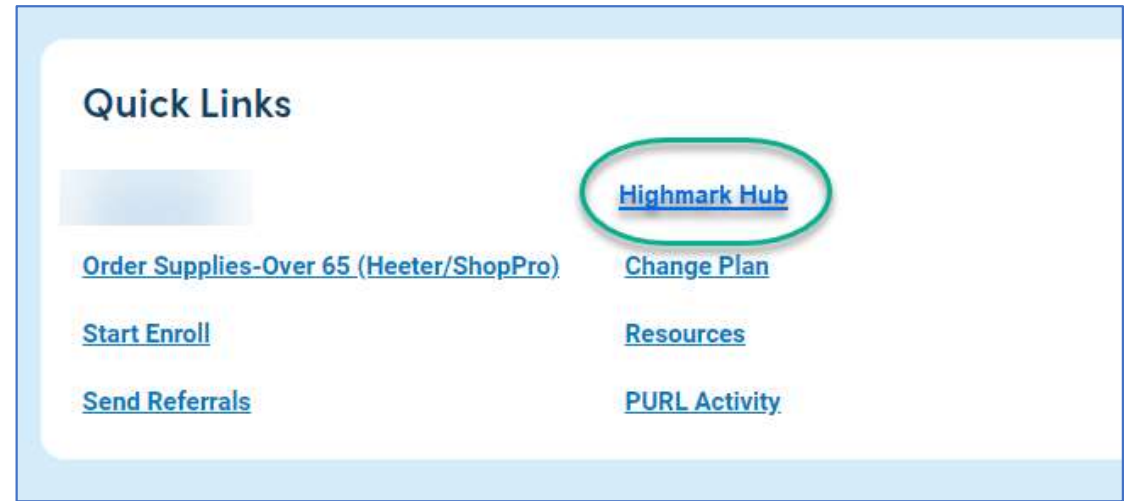
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1. Sign into Agent's Highmark Producer Portal:

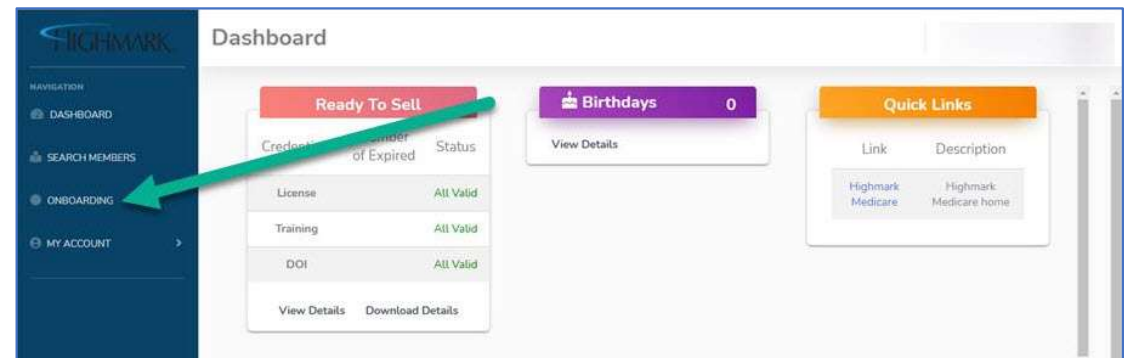
<https://producer.highmark.com/login>

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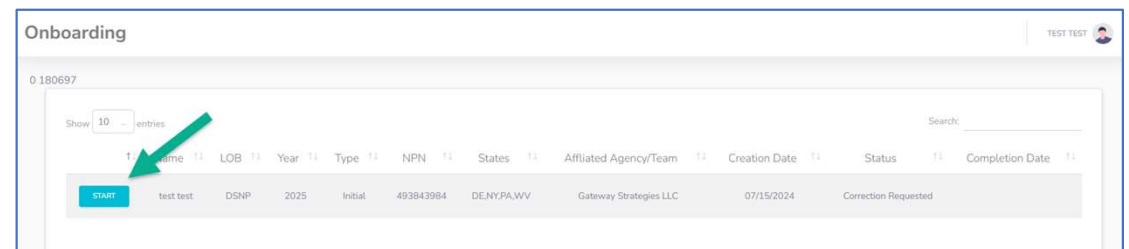
2. Under Quick Links, select **Highmark Hub**.



3. Then, on the left-hand side of the page select **Onboarding**.



4. A new screen will open. Select **START**.



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5. In order to validate your NPN information from NIPR, please enter your SSN (no hyphens or spaces) into the blank field and select validate:

Before You Begin...

For the security and protection of the data that was pulled from the National Insurance Producer Registry (NIPR), we require that you enter your Social Security Number/EIN (Taxpayer ID) to validate that your are the entity listed below:

NPN

First Name

Last Name

SSN

Do not include hyphens nor spaces

VALIDATE

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6. Our 2025 Certification process also includes the collection of your banking information in preparation for the possibility of direct payments to agents, as required by new CMS regulations.

We understand the uncertainty surrounding these changes and are committed to providing clear and timely updates as we receive further guidance from CMS.

Should we be required to issue direct payments to agents, we want to assure you that we will handle any chargeback balances transparently and in accordance with procedures that will be communicated once our processing operations are set.



Fields marked with an asterisk (*) are required.

Payee

You are eligible to declare a private company, that you legally represent or own, to be your payee. This means that any money earned is paid to the Tax ID of this company. It also means that the 1099 tax form issued to you will be in the name and Tax ID of this company. If you chose to declare a payee, you will be prompted to sign a W9 form for your declared company payee. If you chose to not declare a company as your payee, then you will be the payee on record. This means that the 1099 tax form issued to you will be in your name and SSN. You will be prompted to sign a W9 form with your information.

Do you want to declare a private company to be your payee? *

*As you declared "yes", you will need to provide additional information regarding your payee in the section below.
The information you enter below will be used to electronically generate a IRS W-9 Form.*

Business Entity Information



Taxpayer ID Number *	<input type="text" value="555555555"/>
Business Name DBA *	<input type="text" value="555555555"/>
Business Address *	<input type="text" value="55555555"/>
Business City *	<input type="text" value="5555"/>
Business State *	<input type="text" value="Idaho"/>
Business Zip *	<input type="text" value="55555"/>

W-9 Information

Taxation Type *	<input type="text" value="Limited Liability Company"/>
LLC Tax Classification *	<input type="text" value="S Corporation"/>

☒ I declare that I am legally authorized to execute contracts and agreements on behalf of myself or the legal entity I represent. *

Banking Information

Payment Method	<input type="text" value="ACH (Direct Deposit)"/>
Account Type *	<input type="text" value="CHECKING"/>
[?] Account Number: *	<input type="text" value="*****"/> 
Verify Account Number *	<input type="text" value="*****"/> 
[?] Routing Number: *	<input type="text" value="55555555"/>
Financial Institution *	<input type="text" value="55555"/>

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To validate your banking information, we are asking for either a bank letter or a voided check to be uploaded for our Accounts Payable Department.



Upload Document

Type
Voided Check

Description

File*

Upload Document

Type
Bank Letter

Description

File*

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7. Begin by taking each component.
(Please note, you will need to verify/certify that you've completed each component.)

Training Information					
Available Trainings					
Training Name		Training Type		Status	
2025 Highmark Medicare Training		2025 Highmark Medicare Training		Incomplete	
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2025 TPMO Requirements				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	Third Party Code of Conduct				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2025 MoC Module				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2025 Highmark Agent Changes				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2025 CMS FWA Training Transmission of Results				
	Component Name	Started	Completed	Score	Pass / Fail
TAKE TRAINING	2025 Highmark Plan Specific Training				

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Please Note: By clicking on the links in the AHIP/NABIP Module, you will only be attesting that you have submitted your 2025 AHIP/NABIP CMS Fraud Waste and Abuse training scores to Highmark.

8. Link to submit: [AHIP](#)

9. Link to submit: [NABIP](#)

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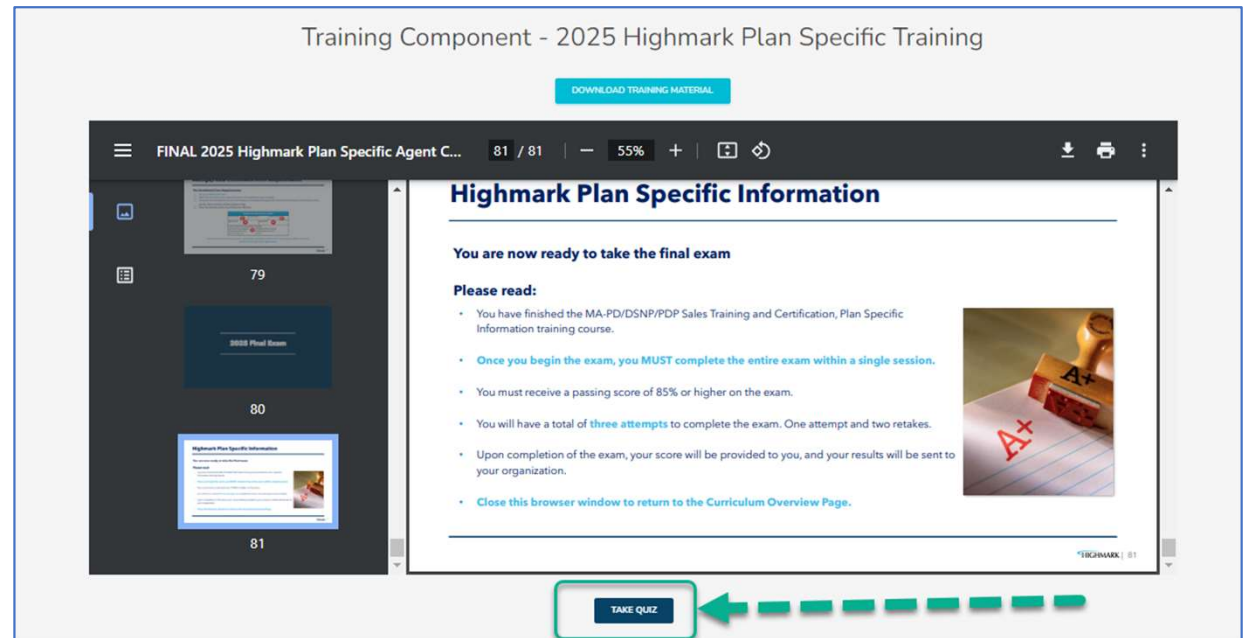
The 2025 Highmark Plan Specific Training Component requires an agent to pass with an 85% or higher. If an agent is unable to pass within three attempts, they will be forced to reach out to Highmark Senior Market Sales Support to be unlocked and will have to retake the training again.

All components are downloadable by selecting **Download Training Material**.



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10. When you have completed your review of the component, you can attempt the quiz by selecting **Take Quiz**.



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11. You can review the materials after you've taken the quiz by selecting **Review Training**.
12. Once you've completed all components (all blue buttons will say "Results",) you will see a **Continue** button.

Training Component - 2025 Highmark Plan Specific Training

You have completed this component of the training.

RESULTS

Total Questions	41
Correct Answers	
Your Score	
Passing Score	85.00 %
Passed	Yes

[CLOSE](#) [REVIEW TRAINING](#)

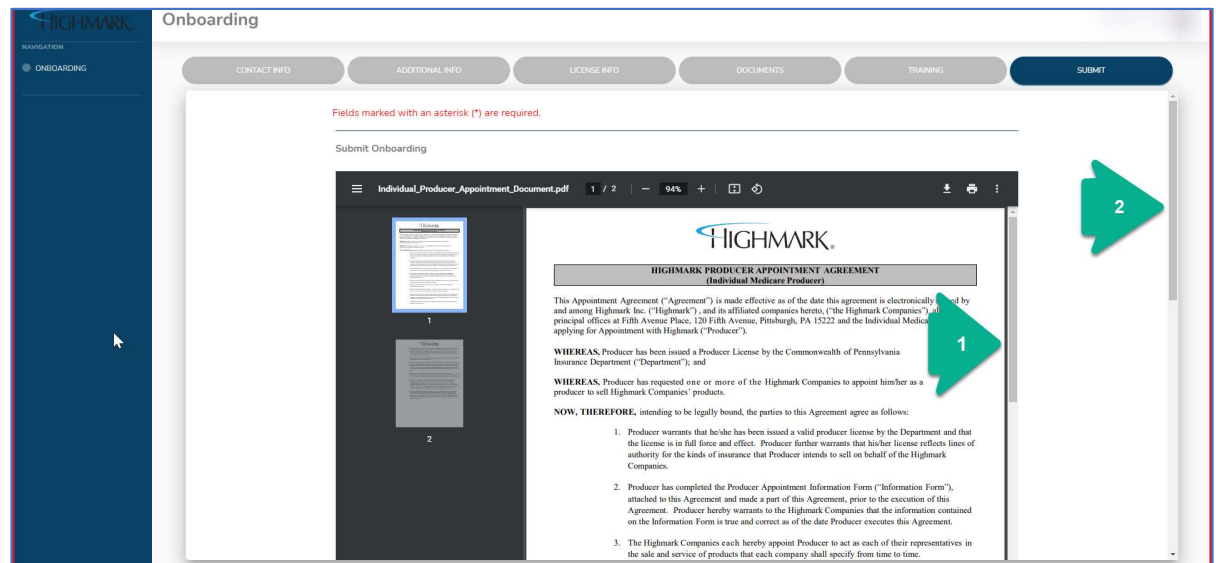
	Component Name	Started	Completed	Score	Pass / Fail
RESULTS	2025 Highmark Plan Specific Training	07/24/2024 05:09 AM	07/24/2024 05:19 AM	90.24	Passed

Important: Please note that this is not the final step in the training process. There is still has one more step to complete before you are complete.

[CONTINUE](#)

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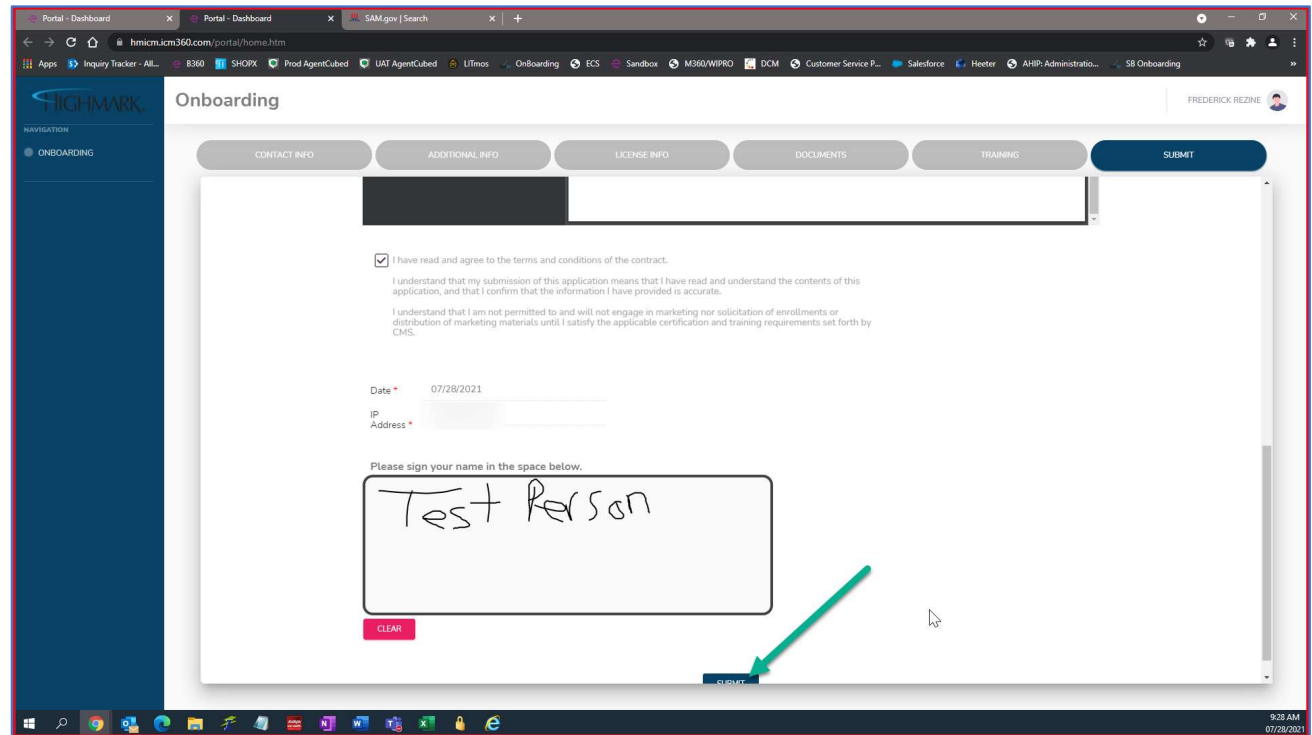
13. Next, complete the **Highmark Producer Appointment Agreement**.
14. You will need to scroll down through **both the contract and the page**.
15. You will have to check that you have read and agree to the **terms and conditions** of the contract.



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16. Use your mouse (by holding down the left button) and sign in the box.

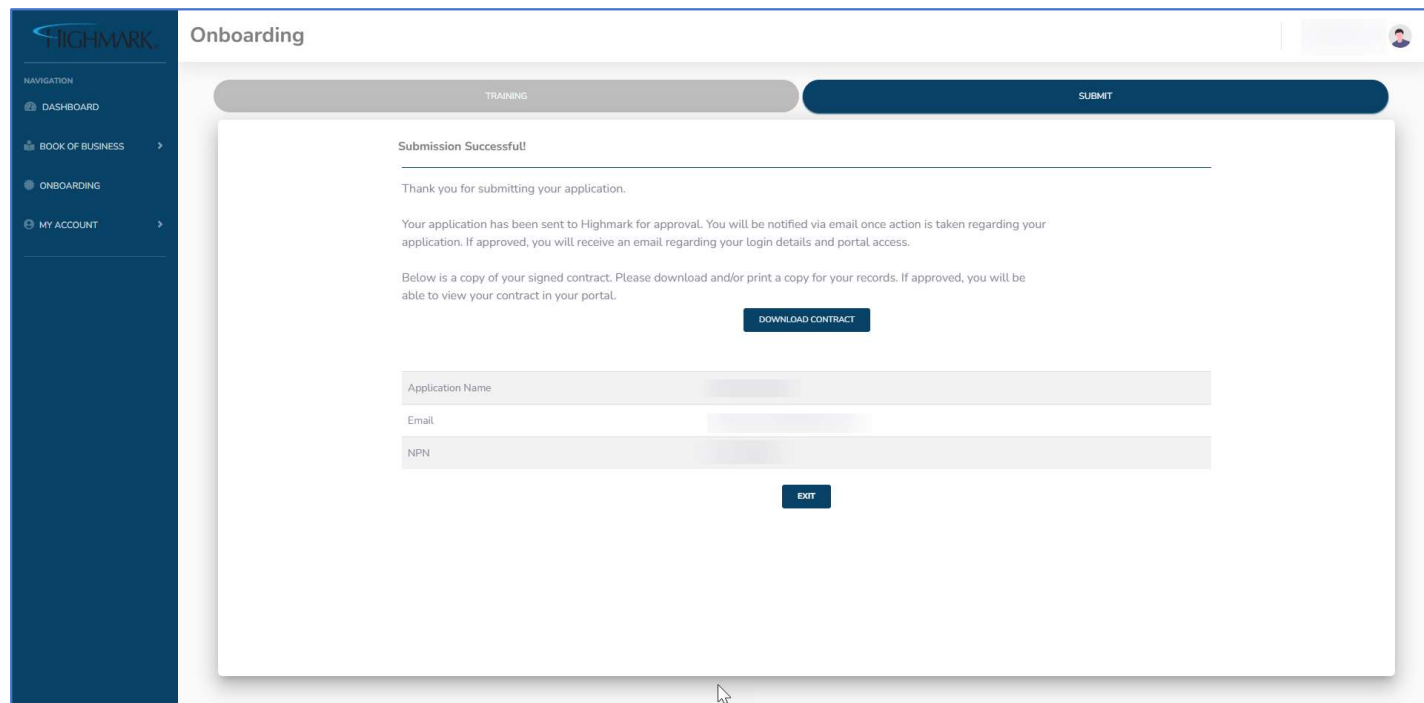
17. Click **Submit**.



The screenshot shows a web browser window with the URL hmicm.icm360.com/portal/home.htm. The page is titled "Onboarding" and features a navigation menu on the left with "ONBOARDING" selected. The main content area has tabs for "CONTACT INFO", "ADDITIONAL INFO", "LICENSE INFO", "DOCUMENTS", "TRAINING", and "SUBMIT". A checkbox is checked, indicating agreement to terms and conditions. Below this, there are fields for "Date" (07/28/2021) and "IP Address". A signature box is present with the text "Test Person" written in it. A green arrow points to the "SUBMIT" button at the bottom right of the form.

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18. Once successfully submitted, you will see this screen.



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**PLEASE ALLOW 3 BUSINESS DAYS FOR
YOUR AHIP/NABIP COMPLETION TO BE
CONFIRMED.**

CONTACTS

Email:

HighmarkSeniorMarkets@highmark.com

**Phone (Monday-Friday, 8am to 4pm (EST)):
1-800-652-9459, option 1 and then option 2**