

# Blue KC 2023 MA Agency Recertification Guide

## Getting into the 2023 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:

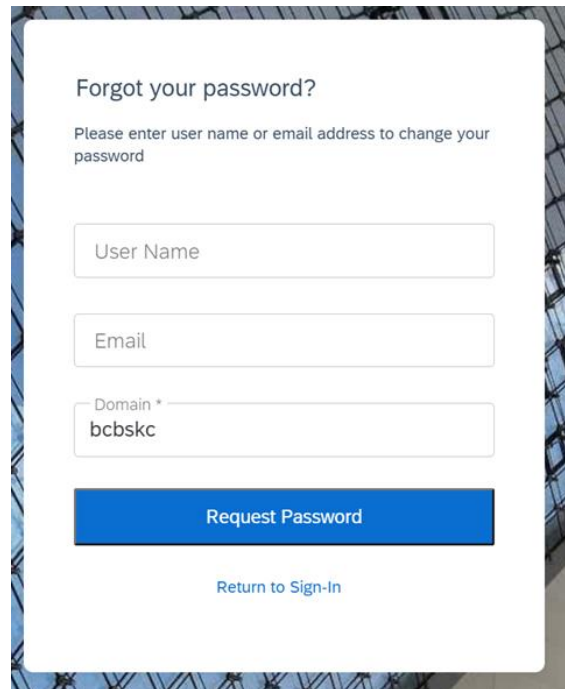
Here you will type in your username & password in the boxes and VERIFY the “Domain” box contains bcbskc

### 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:

A screenshot of a web form titled "Forgot your password?". Below the title is a subtitle: "Please enter user name or email address to change your password". There are three input fields: "User Name", "Email", and "Domain \*". The "Domain \*" field contains the text "bcbskc". Below the input fields is a blue button labeled "Request Password". At the bottom of the form is a link labeled "Return to Sign-In".

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.

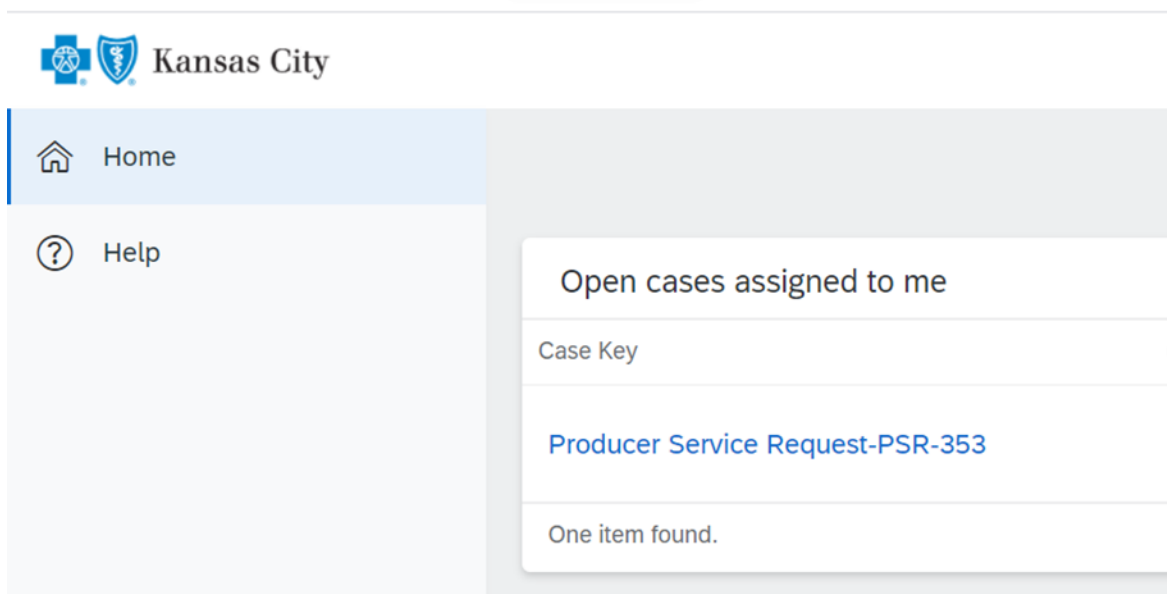
**Note:**

- 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”

A screenshot of a web application interface. At the top left is the Kansas City logo, which consists of a blue cross with a white circle in the center, followed by the text "Kansas City". Below the logo is a navigation menu with two items: "Home" with a house icon and "Help" with a question mark icon. To the right of the navigation menu is a main content area. At the top of this area is a header "Open cases assigned to me". Below the header is a table with one row. The first column is labeled "Case Key" and contains the text "Producer Service Request-PSR-353". Below the table is a message "One item found.".

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, a light blue banner reads: '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, two instructions are provided: 'Click the button below to save your progress, if you do not click SAVE your information will not be saved to the case.' and 'Once you have FINISHED updating all of your information, please click the button below.' Two blue buttons, 'Save' and 'Submit', are positioned below these instructions. The 'General' tab is selected, with other tabs 'E&O Certificate', 'Banking Information', and 'eSignature' visible. A light blue box says 'Please review all fields and update any information if desired.' The form fields include: 'Entity Name' (Test Group LLC), 'Entity NPN' (123456789), 'Contact Email' (test@testgroup.test), and 'Business Phone' (123456789). Under the 'Addresses' section, there are 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 text area for 'Please comment additional changes' is on the right. At the bottom left, a 'Next' button with a right arrow is highlighted with a yellow box. A footer note states: '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

Policy Number \*

Effective Date \*

Expiration Date \*

Per Occurrence Limit \*

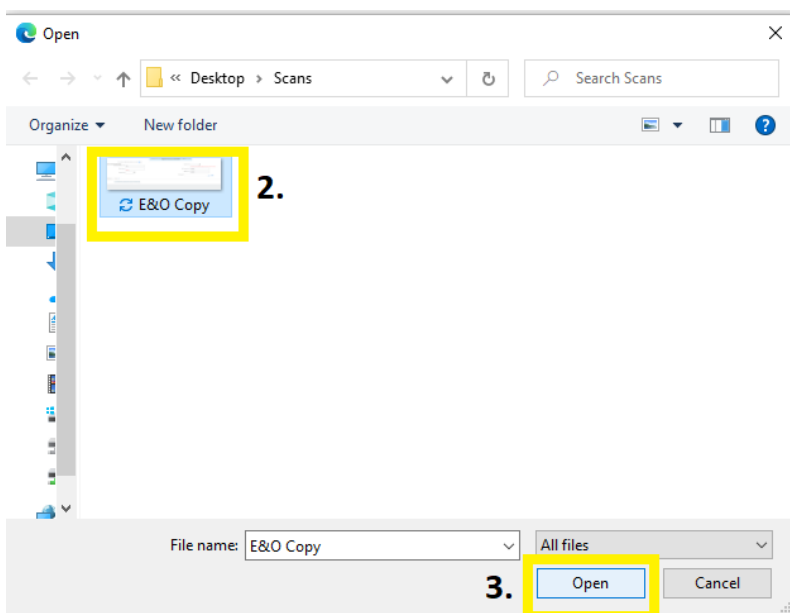
Aggregate Limit \*

E&O Upload \*

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 \*

Per Occurrence Limit \*

Aggregate Limit \*

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

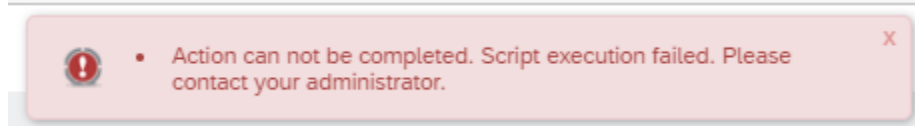
Next >



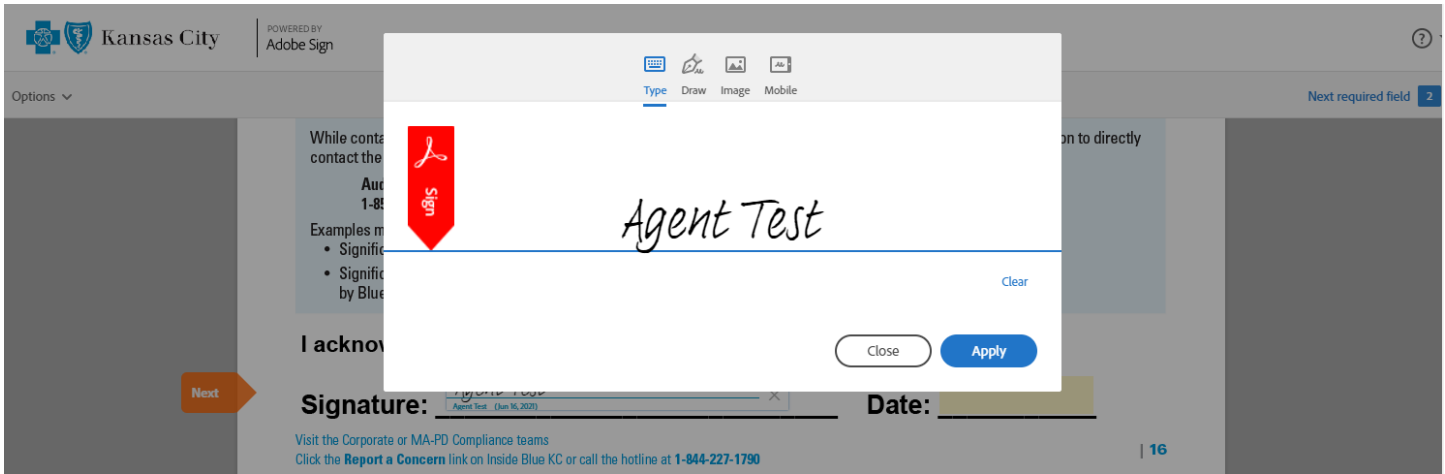
Use the Next/Previous buttons above to easily move between tabs.

#### 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.

The screenshot shows the Kansas City eSignature interface. At the top, there's a navigation bar with tabs: General, E&O Certificate, Banking Information, Certifications, Education, and eSignature. Below the tabs is a blue bar with the text "Please complete and sign all forms below." The main content area displays a document titled "How to Report Non-Compliance, Fraud Waste & Abuse" with the following text: "As an agent contracted to sell our Individual Medicare products, you are required to prevent and report suspected or actual non-compliance and/or fraud, waste and abuse (FWA). There are four ways to report suspected or actual non-compliance and/or FWA issues: 1. By Phone: Make an anonymous call to the BlueKC MA Compliance hotline: 1-844-227-1790 (TTY 711) 2. By Email: Email Medicare Compliance team at: MACompliance@BlueKC.com 3. Online: www.bcbskc.ethicspoint.com 4. By Mail: Write a letter to: Blue Cross and Blue Shield of Kansas City Attn: Medicare Compliance Dept. 2301 Main Street Kansas City, MO 64108". Below the text, there are four numbered callouts: 1. A yellow box around the "Next required field 5" label. 2. A yellow box around the "Next" button. 3. A yellow box around the "Click here to sign" prompt. 4. A yellow box around the document navigation bar at the bottom, showing "1 / 32" and navigation icons.

- 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)



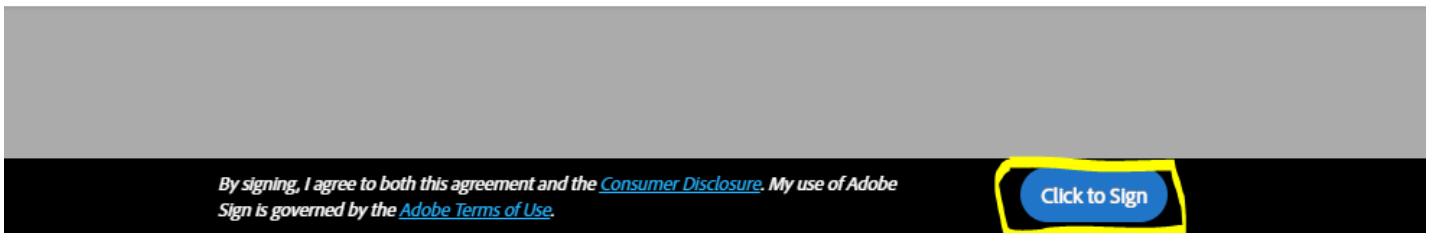
- Once you are done creating your signature click “Apply”

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)

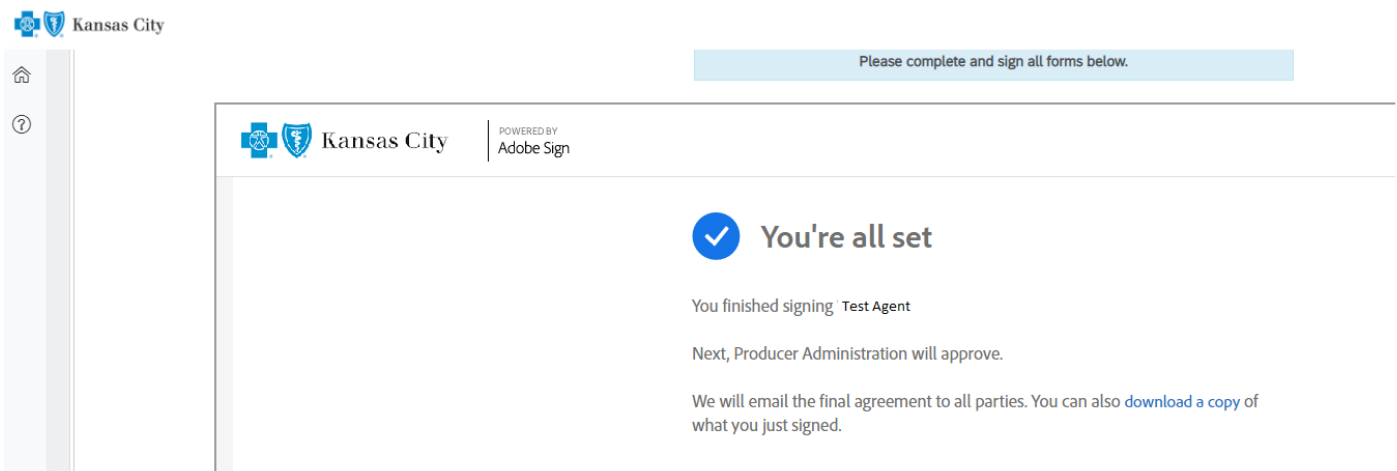
Once you have signed & completed all the required fields you will be able to “Click to Sign”, finalizing that document.

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Page 10 of 10



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

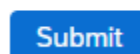


Repeat the previous process if you have any additional document, otherwise return to a previous tab, or proceed to the next step.

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:

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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!***