

Blue KC MA Agent Recertification Guide

Getting into the Blue KC 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 image shows a login screen for SAP. 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' and is highlighted in yellow. Below the input fields is a blue button labeled 'Sign In'. At the bottom left is a 'Remember Me' toggle switch, and at the bottom right is a link labeled 'Forgot Password?'.

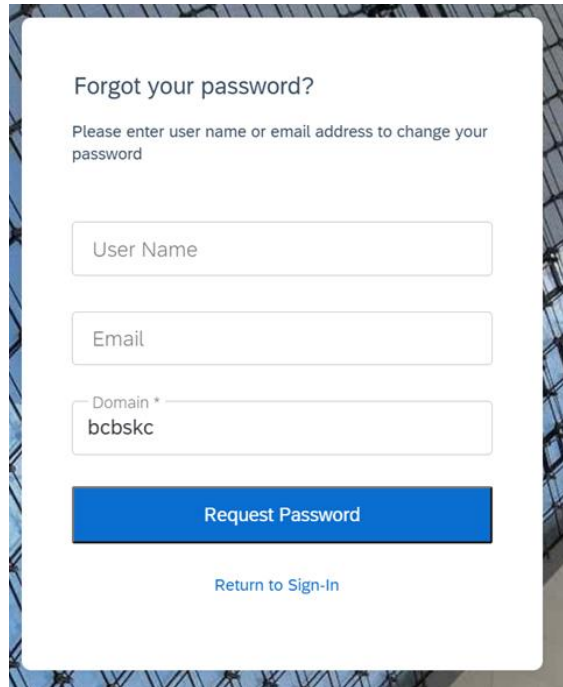
Here you will type in your username & password in the boxes and VERIFY the “Domain” box contains bcbskc

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:

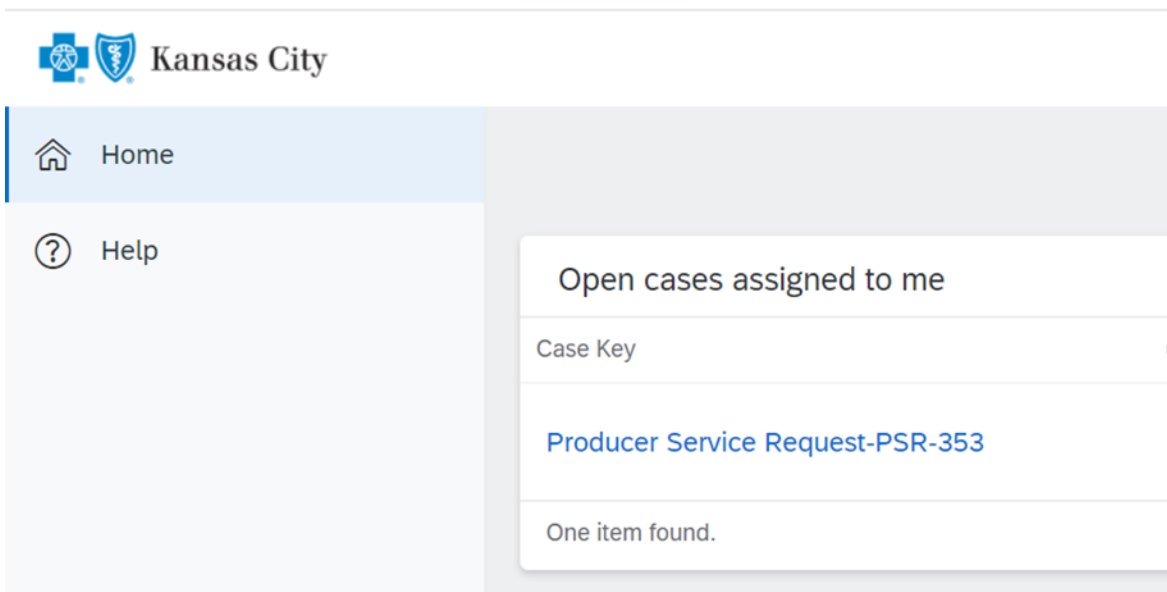
- Be sure to check your spam or junk folder, email systems often put password reset emails in these folders.


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 save progress. Below this is a navigation bar with tabs: General, E&O Certificate, Banking Information, Certifications, Education, and eSignature. The 'General' tab is active, displaying a form with the following fields:

- First Name: PAT
- Middle Name: (empty)
- Last Name: AGENT
- Suffix: (empty)
- Date of Birth: 01/07/19
- NPI (your NPI here): (empty)
- SSN: *****
- Business Phone: (empty)
- Contact Email: mr13127973@bluetest.com
- Residency Address Line 1: 1234 MAIN ST
- Residency Address Line 2: (empty)
- Residency City: KANSAS CITY
- Residency State: MO
- Residency ZIP: 64108

Below the form is the 'Upline Information' section, which includes:

- MA Upline Name: ABC AGENCY
- NOTE: Any MA overrides earned are paid to this MA Agency.
- Commercial Upline Name: (empty)
- Does your Upline information look correct?: Yes No

At the bottom, there is an 'Additional Addresses' section with fields for Mailing Address Line 1, Mailing Address Line 2, Mailing City, Mailing State, and Mailing Zip. A 'Next' button is highlighted in yellow at the bottom left.

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.

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

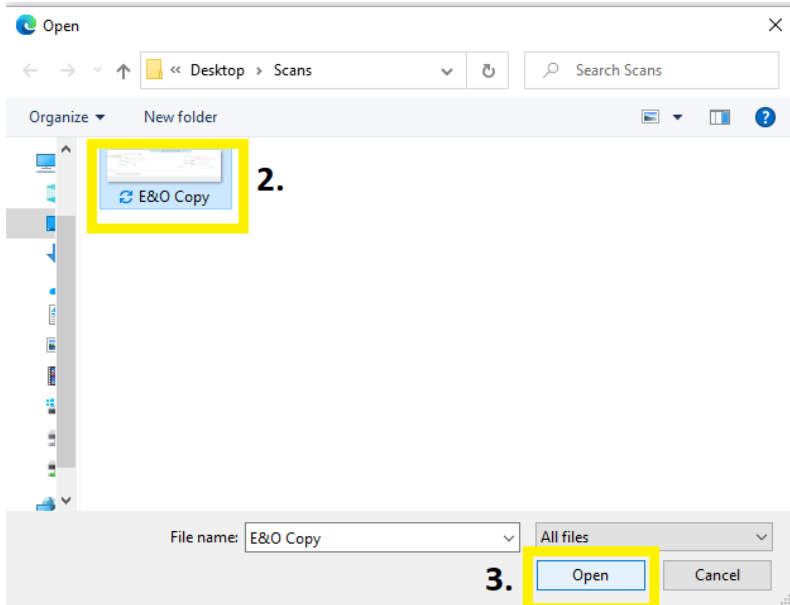
Enter your insurance information below.

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="Open"/> <input type="button" value="Close"/>

◀ 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

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 *	<div style="border: 2px solid yellow; width: 150px; height: 30px;"></div> <input type="button" value="Open"/> <input type="button" value="Close"/>

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]

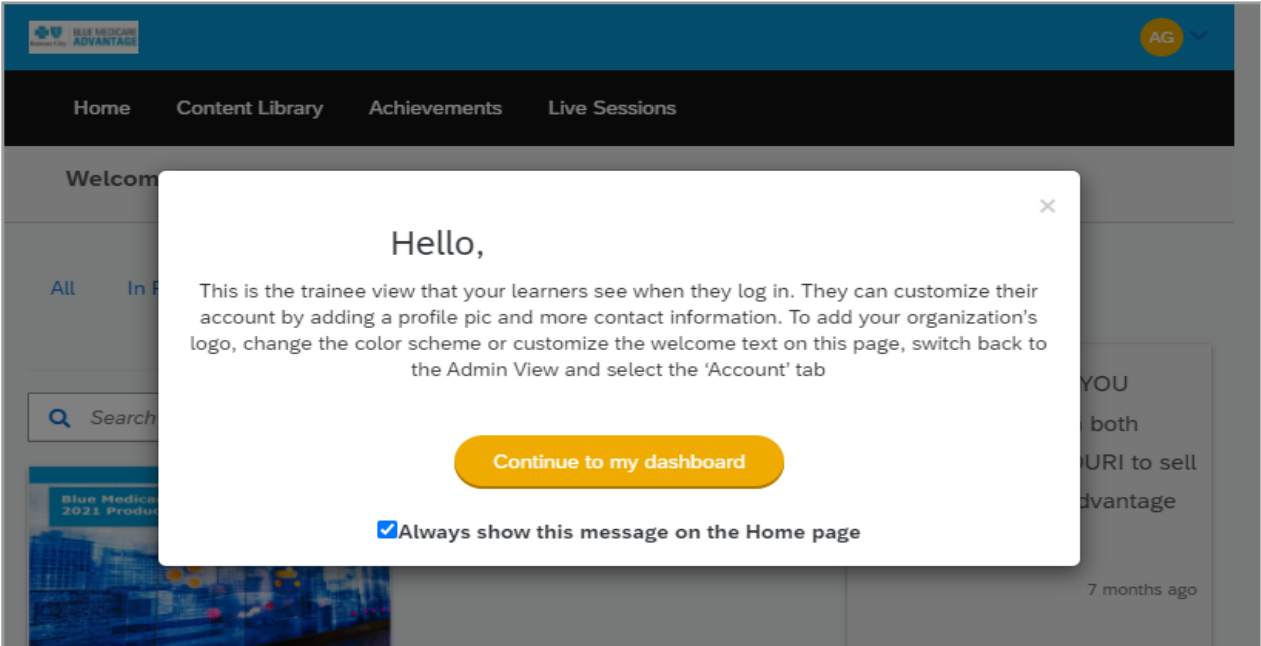
5. Education Tab

- 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 for 'Blue Medicare Advantage'. The top navigation bar includes 'Home', 'Content Library', 'Achievements', and 'Live Sessions'. 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 2023 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 text]

1.

2.

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

2022 Blue KC MA Exam

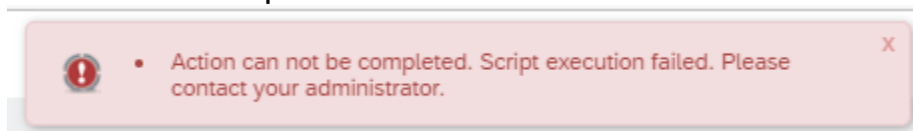
Status Complete/ Passed	Score 100%	Passmark 85%
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You will be taken to another page to verify that you have passed the test, from here click “Next” at the bottom of the page

The screenshot shows a user interface for a learning management system. At the top, there is a navigation bar with links for Home, Content Library, Achievements, and Live Sessions. Below this, the breadcrumb trail reads 'Content Library / 2023 Blue KC MA Product Training'. The main content area features a large header with a blue background. On the left, there is a thumbnail image for 'Blue Medicare Advantage 2023'. To the right of the thumbnail, the text '2023 Blue KC MA Product Training' is displayed. A large green circular progress indicator on the right side of the header shows '100%'. Below the header, there are two tabs: 'Modules' and 'Achievements'. The 'Achievements' tab is active, showing a list of items with green checkmarks: '2023 Blue KC MA Reference Sheet' and '2023 Blue KC MA Exam' with a sub-item '85% Passmark 100% My Score'. A 'Results' button is visible to the right of the exam item. At the bottom of the page, 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.



Please complete and sign all forms below.

How to Report Non-Compliance, Fraud Waste & Abuse

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:

- By Phone:** Make an anonymous call to the BlueKC MA Compliance hotline: **1-844-227-1790** (TTY 711)
- By Email:** Email Medicare Compliance team at: MACompliance@BlueKC.com
- Online:** www.bcbskc.ethicspoint.com
- 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

Agent Signature:

Date: 06/16/2021

- 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"*

While contacting the...
 Aug 1-85
 Examples m...
 • Signifi...
 • Signifi...
 by Blue

I acknow

Signature: Date: _____

Visit the Corporate or MA-PD Compliance teams
 Click the **Report a Concern** link on Inside Blue KC or call the hotline at 1-844-227-1790

- 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:

Kansas City

Please complete and sign all forms below.

Kansas City POWERED BY Adobe Sign

✓ You're all set

You finished signing **Test Agent**

Next, Producer Administration will approve.

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!