

Anthem/Amerigroup Contracting Guide

The Guide at a Glance

1 Request your contracts using the customized contract request link provided by your upline agency.

After you submit your contract requests, wait 24 business hours. Then:

2 Link(s) will be provided to you by your direct upline agency.
If you are new to Anthem, our team will create an account for you on their broker portal and complete your contract forms.

You will then receive an email from contracting@medicarehealthbenefits.com, containing a link to complete your **Anthem-Amerigroup Certifications**.

******If you are an existing Anthem agent, you will need to complete your contract first ******

3 If you already have an Anthem account, you will first receive an email with instructions to complete your contract on Anthem's portal.

Once you submit your contract, you will receive a submission confirmation number. Email that to contracting@medicarehealthbenefits.com. You will then receive an email containing a link to complete your **Anthem-Amerigroup Certifications**.

Follow the Anthem-Amerigroup Certifications link to complete Step #4

4 Using that link, please complete your Anthem/Amerigroup certifications.

When prompted for an access code, you will use the code: [External-SelfReg](#).

After completing your certification, wait two business days before Step #5.

5 At this point, you'll receive from Anthem your 'Welcome!' email.
NOTE: YOU ARE NOT READY TO SELL UNTIL YOU RECEIVE THIS EMAIL FROM ANTHEM.

Within 1 business week, Step #6 automatically occurs.

6 You'll receive a Carrier RTS Report from us (SMA/MHB) updated to reflect RTS.

Continue reading the following pages for more details on the contracting process.

Anthem/Amerigroup Contracting Guide

The Anthem/Amerigroup contracting link will be coming from the email address below.

- contracting@medicarehealthbenefits.com -

****Please read all instructions before completing your contract.****

The email will contain a link to complete your certifications. An example of what the email looks like is below:

Good afternoon!

We have received your request to contract with Anthem/Amerigroup. At your earliest convenience, please complete the carrier certifications using the link and information below.

[Anthem-Amerigroup Certifications](#)

Access Code: External-SelfReg

Please remember that you cannot sell until you appear as appointed with the carrier on the state DOI and have completed your certifications.

If you have any questions, please let us know.

Thanks!

If you are an existing Anthem agent, you will need to submit your contract before you can complete the certification. You will receive an email from contracting@medicarehealthbenefits.com, containing instructions to submit a contract on the Anthem portal.

After submitting your contract, you will receive a confirmation number. Email that number, and we will send you the certification link email as described above.

IMPORTANT: you will NOT be Ready to Sell until you complete all certifications and receive a Welcome Email from the carrier.

Anthem/Amerigroup Contracting Guide

Online Certification Process Required for 2020 Medicare Training: *Medicare Advantage and Part D Certification* (External-SelfReg)

In order to market Medicare Advantage and Part D products, CMS requires that agents be certified annually. The 2020 certification site will be accessible June 26 with a simple registration process.

2020 Courses required for certification include:

- AHIP Medicare Training, including Fraud, Waste & Abuse (FWA)
- Compliance Training
- Product Training

The **AHIP Medicare Training** is one of the courses required to be allowed to market and sell our 2020 plans whether you were certified for Medicare Advantage or Part D plans for 2019 or are just getting certified now. AHIP also includes Fraud, Waste & Abuse courses as part of their Medicare Advantage and Part D certification program.

AHIP Re-certification: If you took and passed AHIP certification for 2019, the system will recognize you when you register, and you will be presented the AHIP re-certification course for 2020. Re-certification presents you with all 5 AHIP MA/Part D modules, but you are only required to review parts 4 and 5. You are not required to review parts 1, 2 or 3; however, you will be tested on all 5 parts. Estimated time to complete the AHIP MA/Part D modules is approximately 4 hours. There is a 2 hour time limit on the AHIP MA/Part D final exam. Successful completion of the AHIP exam requires a score of 90% or better. You are allowed 3 attempts per registration to achieve a passing score on the final exam.

AHIP has already updated their site to the 2020 version of the certification and exam. You can no longer access the 2019 version. Our Anthem certification training site which provides access to the certification discount has been updated to reflect this change as well. If you have not taken the 2019 certification and choose to do so now, you will receive credit for both 2019 and 2020 for the AHIP Medicare Training. In addition, if you have not taken the 2019 Compliance and Product Training and choose to do so now, you will receive credit for both 2019 and 2020 upon successful completion.



Anthem/Amerigroup Contracting Guide

AHIP Fraud, Waste & Abuse (FWA): This additional segment of the 2020 AHIP training program provides information on Nondiscrimination, Fraud, Waste & Abuse, and General Compliance. Successful completion of each topic requires a score of 70% or better. AHIP FWA testing is separate from the AHIP Medicare Advantage and Part D final exam.

2020 Compliance Training modules are available now on our Anthem certification training site. Modules include Foundation/Basics, Risk Prevention, Sales Event Reporting and Tools for Compliant Selling. Estimated time to complete a compliance module is approximately 20 minutes, however this may vary. The estimated time to complete the compliance certification exam is 10-20 minutes per module. Required passing scores vary by module and will be noted in the course instructions.

2020 Product Training modules are accessible upon completion of the Compliance Training modules. You are required to complete the modules for the products you intend to sell. **If you intend to sell MAPD plans, the Part D course must be completed along with the HMO and/or PPO training. For SNP plans, you must take the SNP and Part D modules, as well as the HMO or PPO module, depending on the type of SNP plan available in your area.** Estimated time to complete a product module is approximately 20 minutes, however this may vary. The estimated time to complete the product certification exam is 10-20 minutes per product module. All product modules require a score of 90% or better.

All new agents will need to login as a first-time visitor and create a profile before starting the certification training. Existing agents can login with their username and password from last year. There are links to assist you if you have forgotten either of them.

User Registration

1. Click the certification link provided here: <https://anthem.cmpsystem.com/ext/ahip/login.php>
2. Logging in or Creating a Profile
 - a. New Agents: Click the “*First Time Visitors*” button to create a new profile.
 - b. Existing Agents: Log in with last year’s username and password. There are links to assist you if you have forgotten either of them.
3. In the Access Code Field, Key in **External-SelfReg** (with hyphen, exactly as shown) and click *Submit*. Agents creating a new profile can proceed to Step 4. Existing Agents can skip to Step 7.
4. New Agents will be taken to the Registration “*Step 1 of 3*” page where the following fields will need to be populated:
 - a. Last name (enter name as it appears on license)
 - b. Date of birth (*mm/dd/yyyy* format)
 - c. Last 4 digits of Social Security Number (SSN)
5. The Registration “*Step 2 of 3*” page will display; complete all required fields (marked with a red asterisk) such as name, email address:
 - a. Click the “*Find my NPN*” button to retrieve your National Producer Number.
 - b. Create a password and re-enter it to confirm.
 - c. Enter other required fields, such as email address, company name, phone number, etc.
 - d. Click the *Register* button.
6. The Registration “*Step 3 of 3*” page will display confirming your registration and providing you with your username. Be sure to make note of this. Click *Continue*. New agents proceed to Step 8.

Anthem/Amerigroup Contracting Guide

User Registration Continued...

- Existing Agents: your profile information will be displayed. Please review all fields and update if needed. Click *Update Profile*.
- Agents will be taken to the Anthem Medicare Certification Training Center ("Training Center") for their AHIP, Compliance and Product Training.
- Review the Terms of Service Agreement presented on the training page. You must agree to the Terms of Service in order to proceed.
- Click on the Compliance Training section. The first course in the Compliance training group will be AHIP Medicare Training. Click the AHIP course title.
- Click Yes when asked to confirm you want to leave the Training Center to go to the AHIP site.
- Your registration information will carry over from the Training Center to AHIP. Complete the AHIP profile registration/verification by entering your password information and agreeing to the AHIP site's terms of service and privacy statement. Click *Register (or Update Profile)*.
- The AHIP site will confirm your username on the next page. Click *Continue to Purchase*.
- You will be directed to a Purchase page. NOTE: You will be asked by AHIP for upfront payment at Anthem's discounted rate of \$125.00.
- Complete the Billing and Payment information. If the Billing information is the same as your Profile information, check the box "Copy profile information."
- Click *Place Order*. You will receive an order confirmation. Click *Go to my courses* to begin.
- Proceed with the AHIP Medicare Training modules and exam, and then the Nondiscrimination, Fraud, Waste & Abuse, and the General Compliance training.
- You can return to the Training Center from the AHIP window by clicking the "Return to Anthem" link in the upper right corner of the AHIP training page.
- Launch remaining courses by opening each track and clicking on the course title. The course will launch right in your training page. Use the white forward or back arrows in the lower right corner of the module to navigate the course.
- You must complete each course module before you are able to access and complete its assessment.
- A green check mark will show on the *My Certifications* page next to each module or assessment when it has been successfully completed.

If you have any questions, please contact your lead or director. For any questions that arise once you access the certification site, simply click the Broker Support link under the Contact us section to submit questions to the certification site email box.

As always, thank you for your business!

Contact Us

If you are experiencing issues with any functionality on this site, please do not hesitate to contact us.

NOTE: The preferred browser is Google Chrome.

Phone: 855-277-6067

Email: [Broker Support](#)