

Instructions for Medicare Certification

OVERVIEW

Agents selling Medicare Advantage are required to complete the 2024 Independence Medicare Certification process via Litmos.

Step 1: 2024 Independence Medicare Certification Training

- 1) The agent will receive an email with instructions on how to log-in and complete the 2024 Independence Medicare Certification Process. A sample email has been provided below.

Independence Blue Cross, subsidiaries and affiliates Onboarding Invitation

Independence Blue Cross, subsidiaries and affiliates <system@litmos.com>

Login Details

Welcome to Medicare Certification

Here is the link to access Medicare Certification:

<https://agent.litmos.com/>

Username: [REDACTED]

Password: [REDACTED]

Thank you for choosing to represent us!

Step 2: Agent Log-In

Upon receipt of the invitation email (referenced-above), you will need to enter your credentials and log-in to the system.

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Welcome to
Independence Blue Cross, subsidiaries and
affiliates

Please enter your username & password to access your online
learning.

Username

Password

Show Password

Remember me on this computer

Login

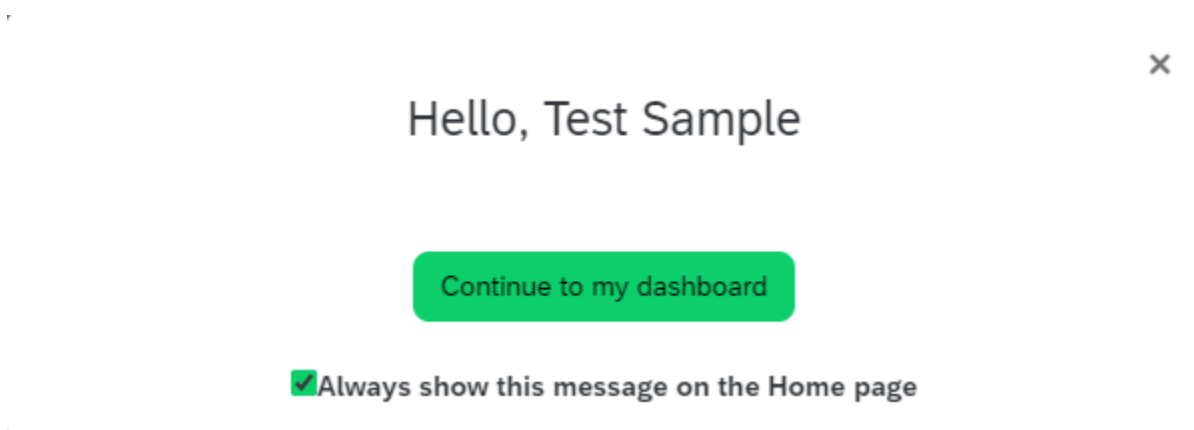
[I've forgotten my username/password](#)

Login Name: This is your NPN (National Producer Number) which is included in your invitation email

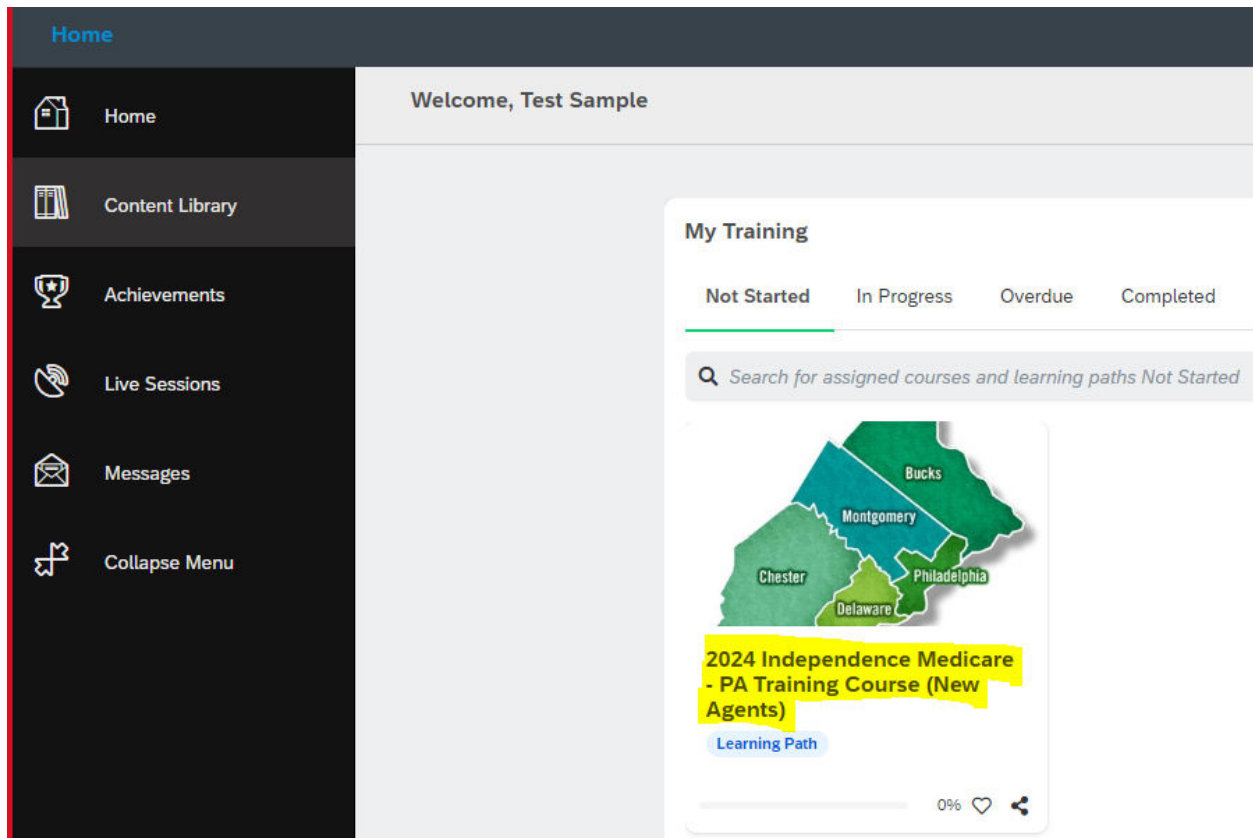
Password: included in your invitation email

Step 3: Completing the Learning Path

After your credentials are entered; click on “Continue to my dashboard” and then open the 2024 Learning Path assigned to you.



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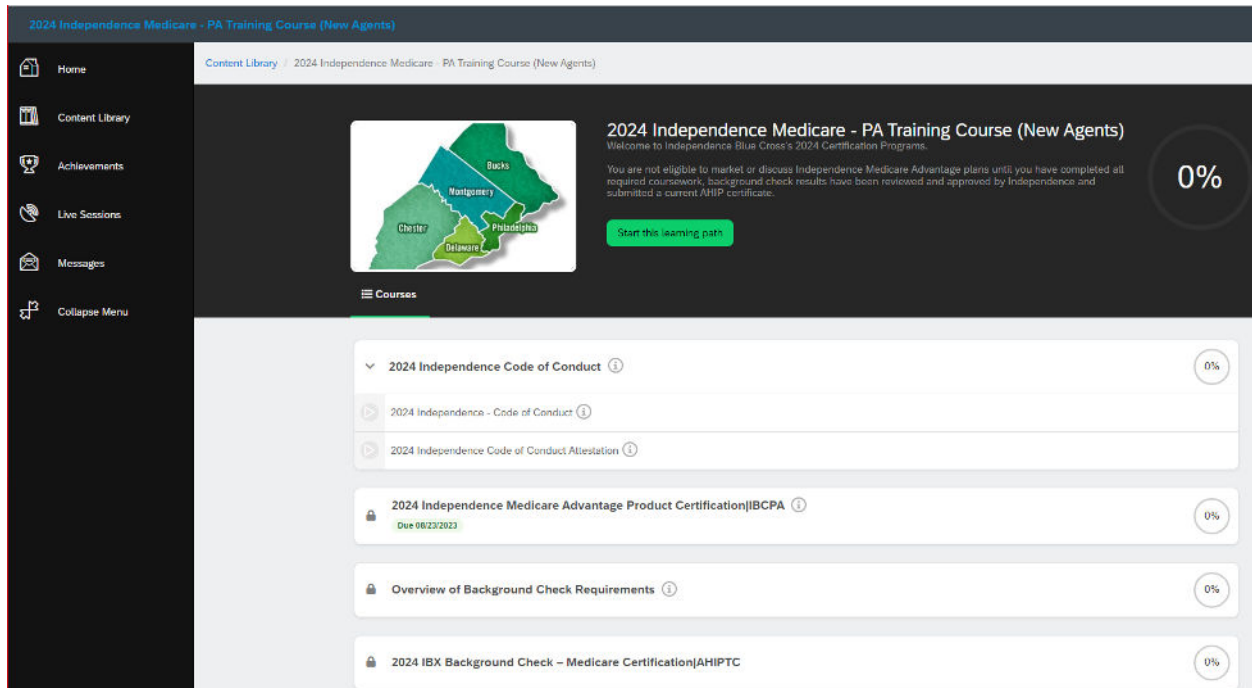


*Click on your assigned Learning Path (see highlighted)

Step 4: Completing required coursework

Each agent is required to complete the following courses within the assigned Learning Path. You can do so by clicking on “Start this learning path”

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The screenshot shows a web application interface for the "2024 Independence Medicare - PA Training Course (New Agents)". On the left is a dark sidebar with navigation icons for Home, Content Library, Achievements, Live Sessions, Messages, and Collapse Menu. The main content area has a dark header with a map of Pennsylvania divided into counties: Bucks, Chester, Montgomery, Philadelphia, and Delaware. To the right of the map, the title "2024 Independence Medicare - PA Training Course (New Agents)" is displayed, along with a welcome message and a "0%" progress indicator. A green button labeled "Start this learning path" is visible. Below the header, a list of courses is shown, each with a progress indicator:

- 2024 Independence Code of Conduct (0%)
- 2024 Independence - Code of Conduct (0%)
- 2024 Independence Code of Conduct, Attestation (0%)
- 2024 Independence Medicare Advantage Product Certification|IBCPA (Due 08/23/2023) (0%)
- Overview of Background Check Requirements (0%)
- 2024 IBX Background Check – Medicare Certification|AHIPTC (0%)

Step 5: Background Check / AHIP approval and certification completion

Once all the required steps and courses are completed you will need to upload your 2024 AHIP Certificate of completion. This will then initiate the background check component of certification.

You will be sent an email from our background check vendor CheckR requesting you start the background check (see below).

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New agents are required to complete a background check prior to completion of 2024 Medicare Certification.

You will receive a separate email (see below) from CheckR (support@checkr.com) requesting to run your background check. Please complete the required documentation and we will request your background check report.

Next Steps

- Please allow 5 business days (*depending on jurisdiction*) for your background check results to be reviewed and approved.
- You will receive an email from system@litmos.com once your background check results have been approved.

Start your Independence Health Group background check

support@checkr.com

Independence Health Group has asked you to complete a background check

To continue with Independence Health Group, you'll need to complete a background check. Visit your secure portal to get started, and we'll guide you through the process.

[Start background check](#)

**Please note: If you complete a background check for Independence Blue Cross, it will also apply to AmeriHealth New Jersey OR if you have completed a background check for AmeriHealth New Jersey, it will also apply to Independence Blue Cross.

Once the background check results and AHIP certificate is approved you will receive the following completion email:

- Note: background check result can take up to five (5) business days depending on jurisdiction.

Congratulations! Your Background Check & AHIP Medicare + Fraud, Waste, & Abuse (FWA) certificate has been reviewed and **approved** by Independence. You are now approved to market and discuss our 2024 plans.

Thank you for choosing to represent us!