

# How to do Business – Blue Cross Blue Shield of SC

## **Contracting: SC Licensed agents only!**

**PRIOR** to contracting- **ALL** agents must complete a background check. Agents who are not residents of South Carolina are required to complete the Good Hire Background Check. In state agents are required to complete the SLED background check. See pages included for link and instructions. **IMPORTANT!!** Only choose to appoint with Medicare Advantage to start- additional lines can be added, however, each department has its own rules and contracting could be delayed if more than one product is selected.

Goodhire checks can be done at: <https://trueme.goodhire.com> (**must be completed by the agent**)

SLED checks can be done at: <http://www.sled.sc.gov/> (iGroup can complete this on behalf of the agent)

Contracting packets can be found at <https://www.southcarolinablues.com>

Appointment Team- 803-264-2791 or [agent.appointment@bcbssc.com](mailto:agent.appointment@bcbssc.com)

## **Website Access:**

Agents will receive a series of emails communicating their next steps- certification training and then access to the agent sites for forms and the new business manager.

## **Forms and Supplies:**

Forms and Supplies are available at [www.sellbluesc.com](http://www.sellbluesc.com) on approval

## **New Business:**

On line enrollment will be authorized through a website called “my business manager”. Agents will be informed of access and be asked to set up a profile via email upon approval.

Fax Application to: 803-462-2590 within 24 hours of signature

## **Commissions:**

Commissions are paid as earned monthly via EFT.

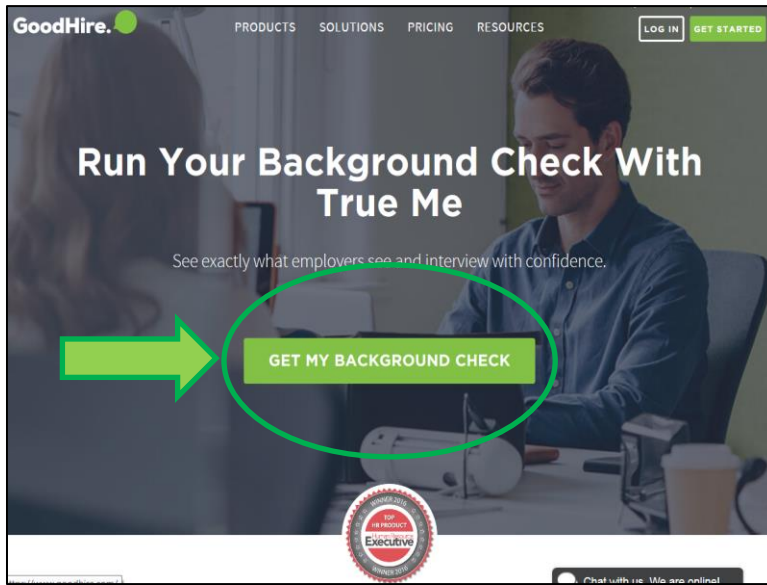
Local Support:

Broker managers are available for general agent questions and support:

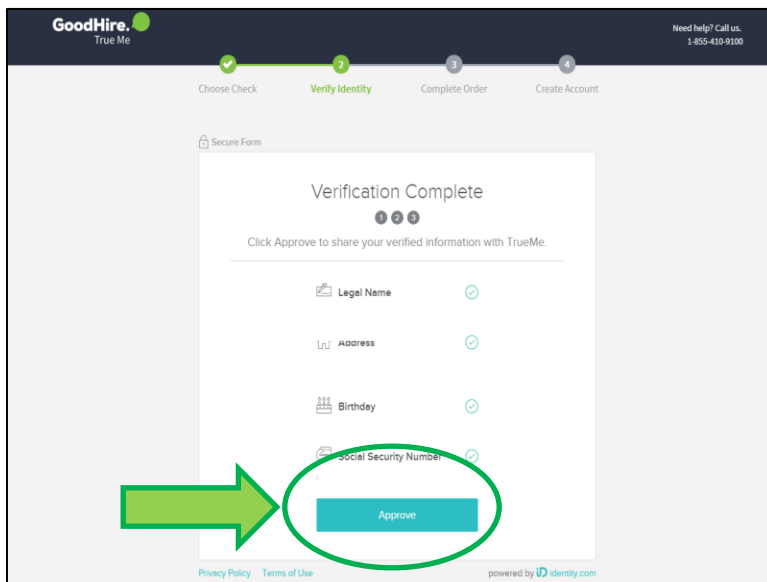
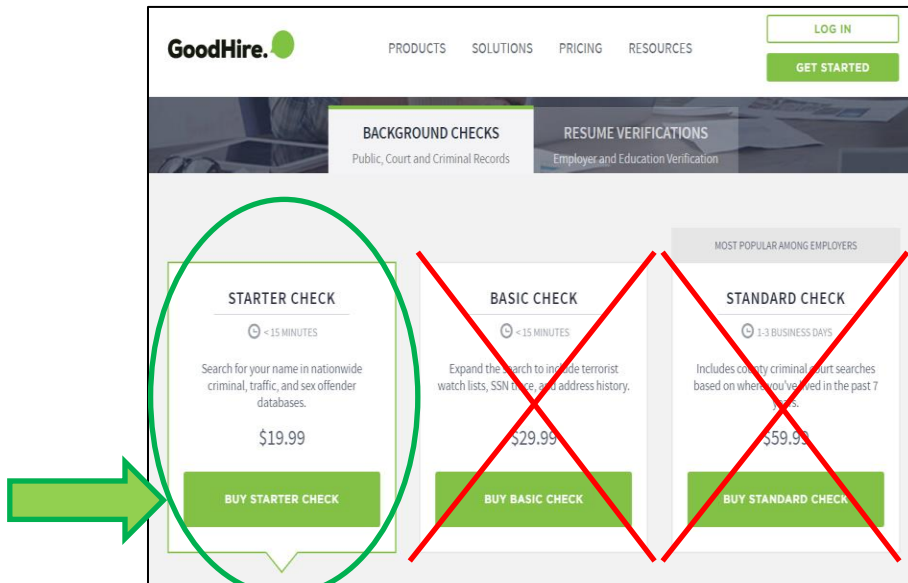
Broker Manager for the Lowcountry/Midlands      Christina Stacy      [christina.stacy@bcbssc.com](mailto:christina.stacy@bcbssc.com) or 843-834-5617

Broker Manager for the Upstate      Nancy Minor      [nancy.minor@bcbssc.com](mailto:nancy.minor@bcbssc.com) or 864-270-2729

<https://trueme.goodhire.com>



Select **STARTER CHECK**




GoodHire. True Me Need help? Call us. 1-855-410-9100

1 Choose Package   
 2 **Verify Identity**   
 3 Complete Order   
 4 Create Account

## Verify Your Identity

Secure


GoodHire has partnered with identity.com to securely verify your name, date of birth, current address, and Social Security number.



**VERIFY YOUR IDENTITY**

**Your Information Is Safe**

GoodHire's partner identity.com will securely verify your identity. Your sensitive information is stored in encrypted form.




GoodHire. True Me Need help? Call us. 1-855-410-9100

1 Choose Package   
 2 Verify Identity   
 3 **Complete Order**   
 4 Create Account

## Complete your order

**Payment Information**



Name on Card

Credit Card Number

Expiration Month  Expiration Year

CVV / CVC  Billing Zip Code

Email Address

I agree to the Terms of Use and Privacy Policy


I understand that I will be asked to provide consent to GoodHire, authorizing the company to produce a consumer report on me.

I have been provided with a copy of A Summary of Your Rights under Reporting Act.

**PLACE ORDER**

**Order Summary**

Starter Check	\$19.99
National Criminal Databases Search	
Traffic Violations Search	
Sex Offender List Search	
<b>Total:</b>	<b>\$19.99</b>



GoodHire. True Me Need help? Call us. 1-855-410-9100

1 Choose Package   
 2 Verify Identity   
 3 Complete Order   
 4 **Create Account**

## Create Your Account

**Create Your Password**

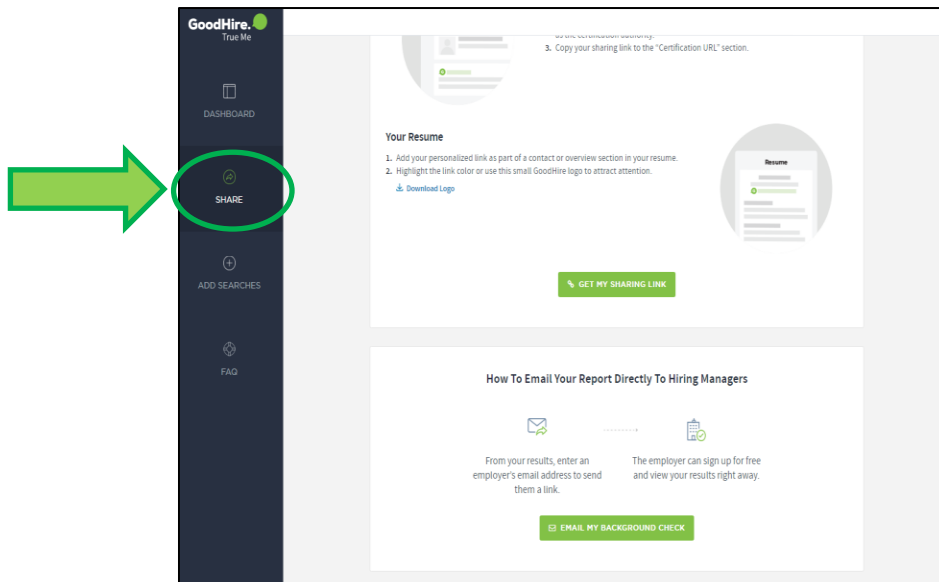
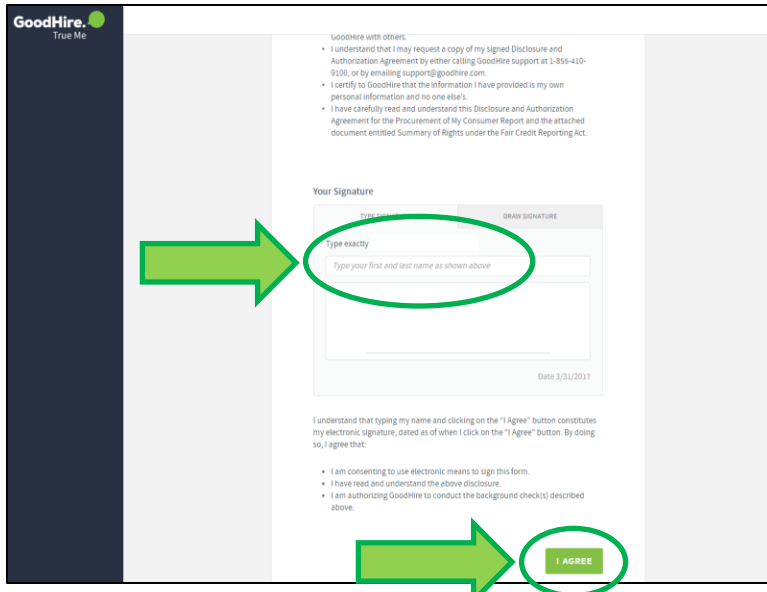
Email

Password  Confirm Password

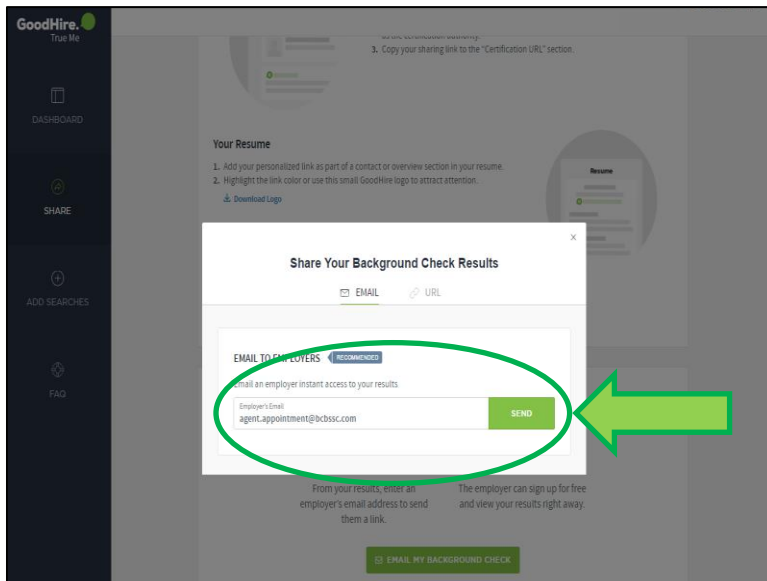
**CREATE ACCOUNT**

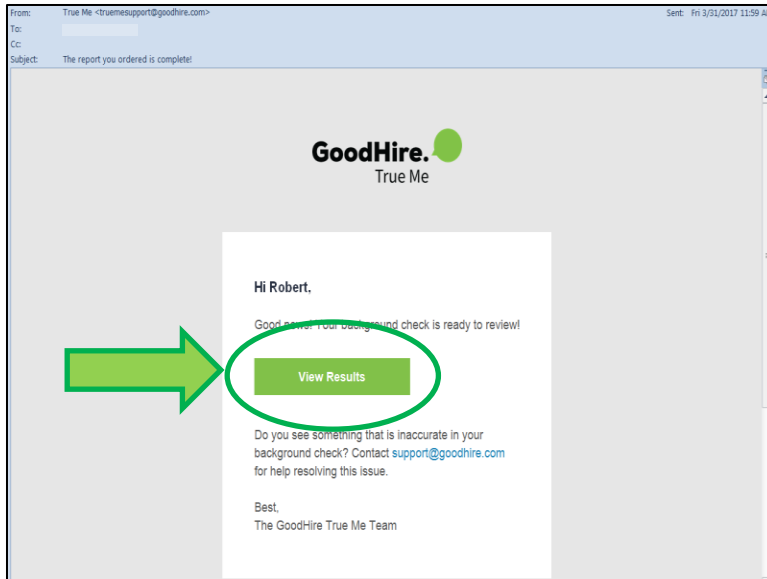
**Why You Need an Account**

- View Your Interactive Results
- Share Your Results With Employers
- Dispute Any Inaccuracies In Your Results

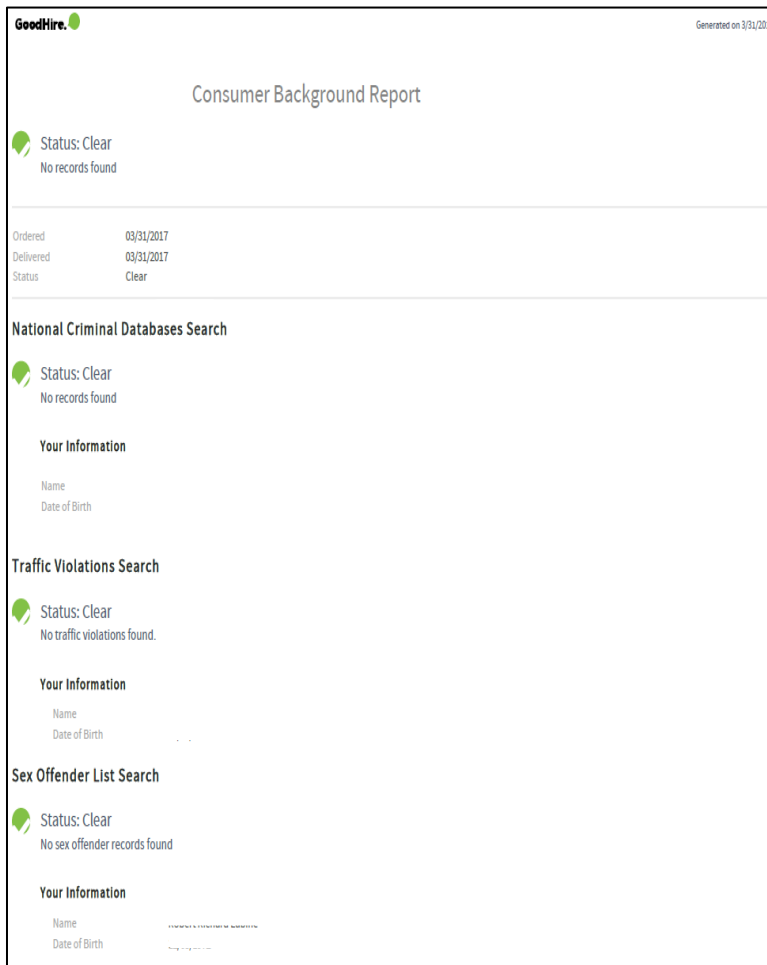


Share results with [agent.appointment@bcssc.com](mailto:agent.appointment@bcssc.com)





Results page view



- You must take and pass the AHIP training course with a score of 90 percent or higher. You must attest that you have completed AHIP during your certification.
- You must complete the 2017 AHIP certification
- You CANNOT market, discuss or enroll clients in our PDP Plans until you have completed all requirements for PDP certification and been properly appointed and updated in our systems.

### **Training Courses/Tests**

- Medicare Advantage Prescription Drug Plan Benefits Course and Test for 2017

You will find the course, tests and documents in the LMS. Access the LMS by clicking on the Learning Management System link on the “Agent” page at [www.southcarolinablues.com](http://www.southcarolinablues.com). (From the main Agent page, click “Visit Now.” The Learning Management System link will appear in the menu on the right side of the page.)

To complete training via the LMS, access your Training Schedule using either the Quick Link located on the left side of your LMS home page, or by accessing the Learn menu. Simply select the green arrow next to the desired course or test. We recommend you pay close attention to the course work before attempting to take the test.

If you are logging on to the LMS for the first time, enter your S.C. Department of Insurance number as your User ID. Enter profile# (the symbol) as your temporary password. You will be prompted to change your password. (Please disregard the temporary password if you have already logged into the LMS and updated your password.) For assistance with the LMS, email [PBT.Training@bcbsc.com](mailto:PBT.Training@bcbsc.com) or call 855-215-0281, option 1.

You must also electronically submit the required 2017 Agent Marketing Agreement via LMS in order to complete the certification process.

**Important Note:** The LMS is compatible with Internet Explorer 10 and earlier. To use a different browser, please locate the browser section on the LMS homepage for setting instructions, or email [pbt.training@bcbsc.com](mailto:pbt.training@bcbsc.com).

**We will not pay commission to any agent who has not been properly certified.** We are required to report any agent who submits beneficiary enrollment applications without completing the entire certification process to the South Carolina Department of Insurance and CMS.

Example:

- Agent John Smith successfully completes the 2017 AHIP training and takes both of BlueCross' courses/tests. He earns a score of 90 on the MA Prescription Drug Plan Benefits training test and AHIP certification, but earns a score of 75 on the MA HIPAA training test. John takes the MA HIPAA training test a second time and earns a score of 82. John Smith is not certified and cannot market any BlueCross MA plans for 2017.

We allow each agent ONLY TWO attempts to pass each test in LMS. If you do not pass the test on the second attempt, you will not be certified to write any of our 2017 MA products.

Marketing materials will be available through Storefront and on our website, [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com). Agents will have access to the marketing materials on Storefront only after they have been certified.

[BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association.](#)

# NEWS BULLETIN



South Carolina

*BlueCross BlueShield of South Carolina  
is an independent licensee of the  
Blue Cross and Blue Shield Association*

*Updated, 2016*

## **2017 Medicare Part D Certification Available**

Training course required as part of BlueCross BlueShield of South Carolina's 2017 agent certification for Medicare Part D Prescription Drug Plans (PDPs) are now available on BlueCross' online Learning Management System.

### **Certification Requirements**

In addition to the BlueCross course, agents are required to successfully complete the 2017 "Medicare + Fraud, Waste and Abuse" training through America's Health Insurance Plans (AHIP) in order to sell our PDP products. If you have not already completed the 2017 AHIP certification, you can register at a discounted rate of \$125. You MUST use this link:

<http://www.ahipmedicaretraining.com/clients/bcbssc>.

If you are already registered on the AHIP website, you must re-register after clicking the special link in order to receive the discounted pricing.

Here's what you need to know about our 2017 certification requirements:

- You must complete and pass the AHIP "Medicare + Fraud, Waste and Abuse" and the course in our Learning Management System (LMS) for Medicare Advantage. The BlueCross courses covers:
  - HIPAA
  - 2017 Product Knowledge
- The certification course is comprehensive and provides complete training and certification for all PDP plans we offer.
- There is a test after your LMS course. You must pass all tests with a score of 85 percent or higher.



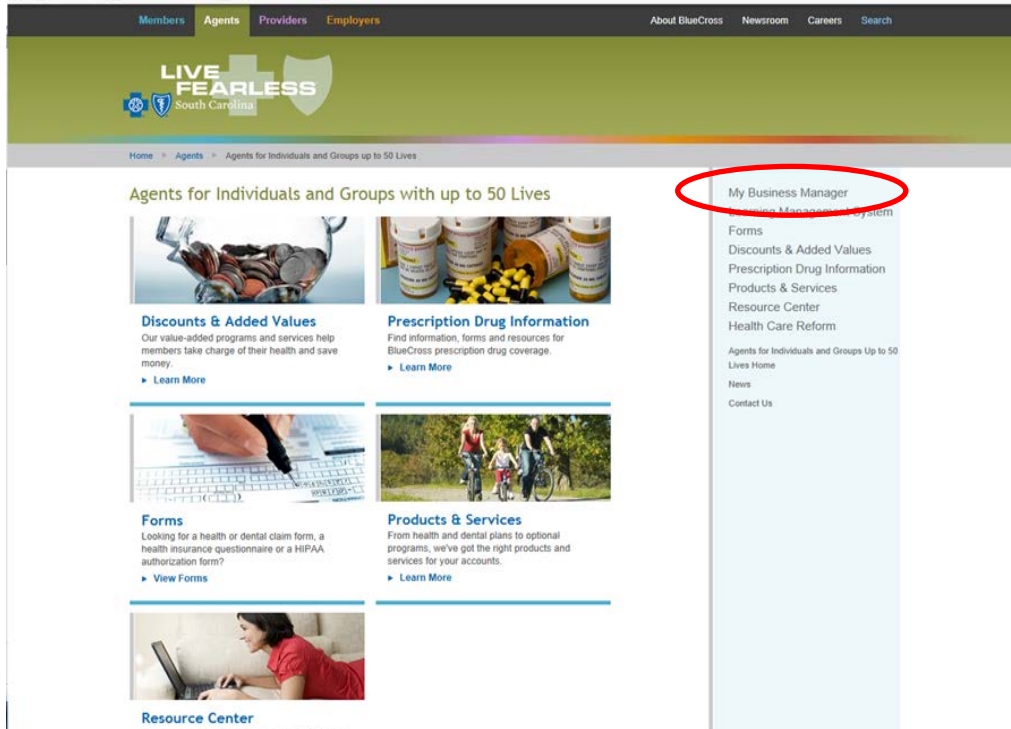
# QUICK REFERENCE GUIDE: Creating an Agent Profile



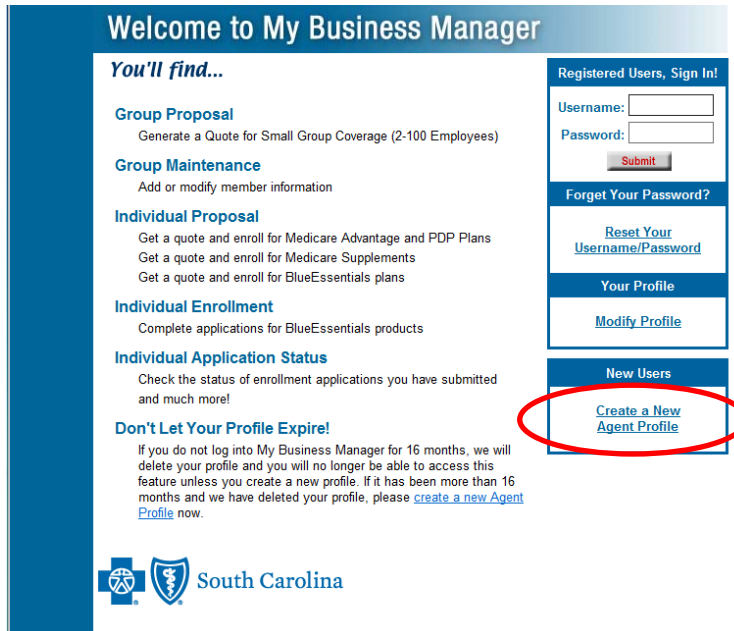
Go to <https://www.southcarolinablues.com> and select the agent link in the top right hand corner



Select "Agents for Individuals & Groups Up to 50 Lives" or "Visit Now"



The My Business Manager (MBM) link is located in the blue shaded area



Select "Create a New Agent Profile"

## Create a New Agent Profile

Required fields feature an asterisk(\*).

Please note: This profile information will not update your Agent records. If you need to make changes to your address, phone number or other Agent information, please contact your Agent Representative.

### Security

Desired Username:\*  (must have between 5 and 11 characters)  
Password:\*  (must have between 6 and 11 characters)  
Confirm Password:\*   
Agent Number:\*  (must have 6 characters)  
Social Security Number:\*  (last 6 digits only)  
Date of Birth:\*  /  /  (mm/dd/yyyy)

Please choose a Security Question from the list below, then enter your answer. If you lose your Password, we will ask you this question. If you give the right answer, you will be able to reset your Password.

Security Question:\* -- Please Choose One --   
Security Answer:\*

### General Information

Primary ID:\*  (first initial & last name, i.e., jdoe)  
First Name:\*  Middle Initial:   
Last Name:\*  Suffix:   
Gender:  Male  Female  
Address:\*

Address, continued:   
City:\*   
State:\*   
ZIP Code:\*  (11111)  
E-mail:\*   
Confirm E-mail:\*   
Daytime Area Code & Phone Number:\* (  )  -  Extension:  ((555) 555-5555)  
Fax: (  )  -  ((555) 555-5555)

Please remember to keep your profile updated.

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My Business Manager is a Service Mark of BlueCross BlueShield of South Carolina.

**Note: Your “Desired Username” cannot be modified once your profile is set up. All other information can be modified through the “Modify Profile” link in MBM. Once your profile is created, you will be granted access to MBM.**

**My Business Manager** Home | Help | Privacy Policy | Exit

Quotes & Proposals | Enrollment | Maintenance | Modify Profile

## Welcome to My Business Manager!

**Quotes & Proposals**

**Group**

- [Create a Group Proposal.](#)
- [Modify an existing Group Proposal.](#)
- [Create an alternate Renewal Quote.](#)

**Individual**

- [Quote and Enroll for Medicare Advantage and PDP Plans.](#)
- [Quote and Enroll for Medicare Supplement Plans.](#)
- [Quote and Enroll with a Subsidy an Individual or Family.](#) If you experience Issues, call 888-481-4740 or email us at [bluescinquires@bcbsc.com](mailto:bluescinquires@bcbsc.com).
- [Quote and Enroll without a Subsidy an Individual or Family.](#) (This link leads to a third party website. That party is solely responsible for the contents and privacy policy on its site.)
- [Visit \[www.HealthCare.gov\]\(http://www.HealthCare.gov\)](#) to get the pre-sale Summary of Benefits and Coverage for available plans.

**Enrollment**

**Individual**

- [Quote and Enroll without a Subsidy an Individual or Family.](#) (This link leads to a third party website. That party is solely responsible for the contents and privacy policy on its site.)
- [View/Resume Saved BlueEssentials<sup>SM</sup> Enrollment Applications.](#) (This link leads to a third party website. That party is solely responsible for the contents and privacy policy on its site.)
- [Check Status Online](#) - You can check the status on all Medicare Supplement, Medicare Advantage and prescription drug plan (PDP) applications you submitted! Track all your applications and get instant, up-to-date information.

**Group Maintenance for Existing Groups**


- [Group Maintenance](#) - Add or modify member information.

**Online Training**


The Learning Management System (LMS) training feature is now available on [SouthCarolinaBlues](#)


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Select “Quote and Enroll for Medicare Advantage and PDP Plans”



Home
Create Proposal
My Prospects
Dashboard
Helpful Resources ▾

## Welcome GARY BRYERS!






Create Proposal ▾



Tools ▾


Internet Privacy Statement | Terms of Use

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. You may access the Non-discrimination and Accessibility notice [here](#).  
 Language assistance available: Spanish, Chinese, Vietnamese, Korean, French, Tagalog, Russian, German, Gujarati, Arabic, Portuguese, Japanese, Ukrainian, Hindi

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