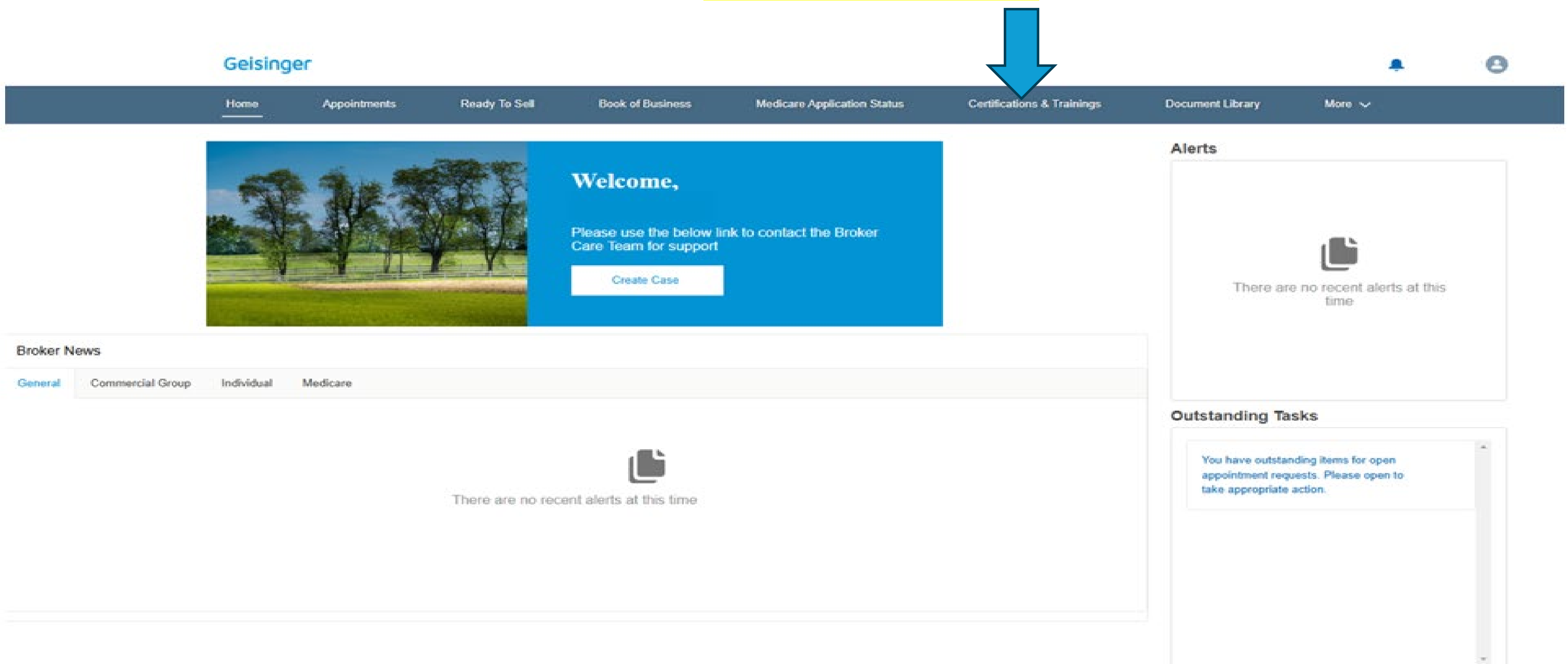
Once you are logged into the Broker portal in CHROME Browser, you proceed to Step 1.

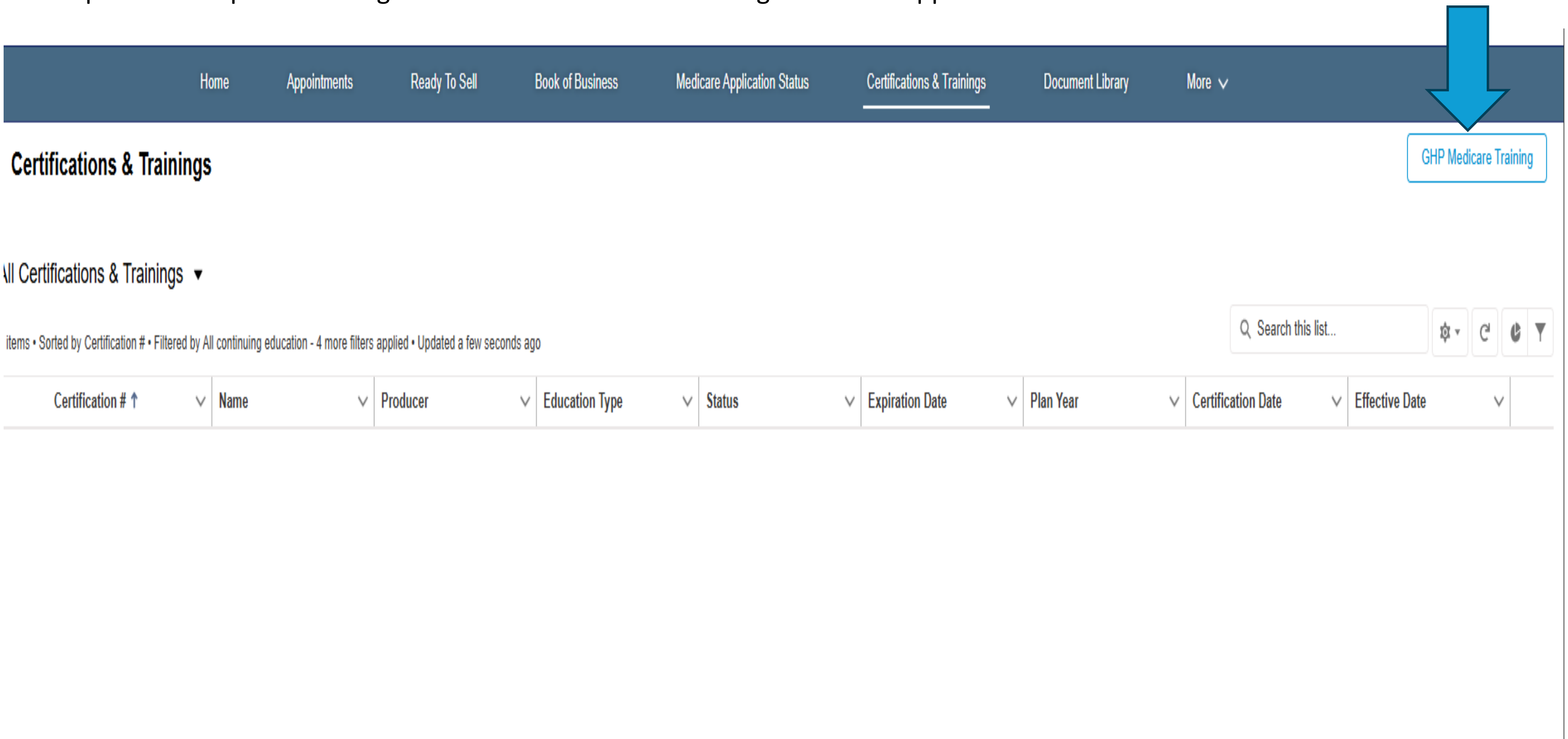
Note: If you are not able log in, please see the handout on Broker Portal Log in Process.

******REMINDER: All appointed brokers are required to complete the mandatory Medicare training annually by December 15th, as well as all AHIP Training and Certificates must be submitted by this date. There will be no exceptions. Follow steps to learn how to verify you are Ready to Sell Annually. ******

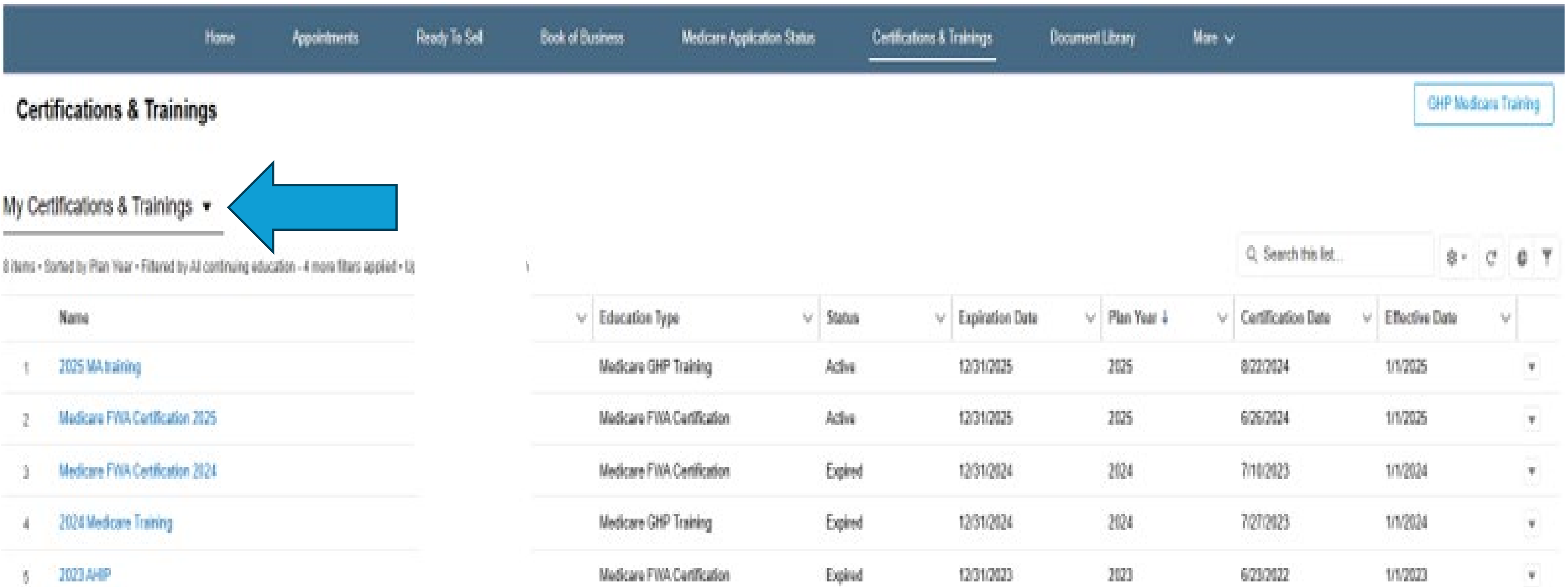
STEP 1: Once in Broker portal home page. Navigate to the **"Certifications & Trainings"** Tab in the menu Bar.



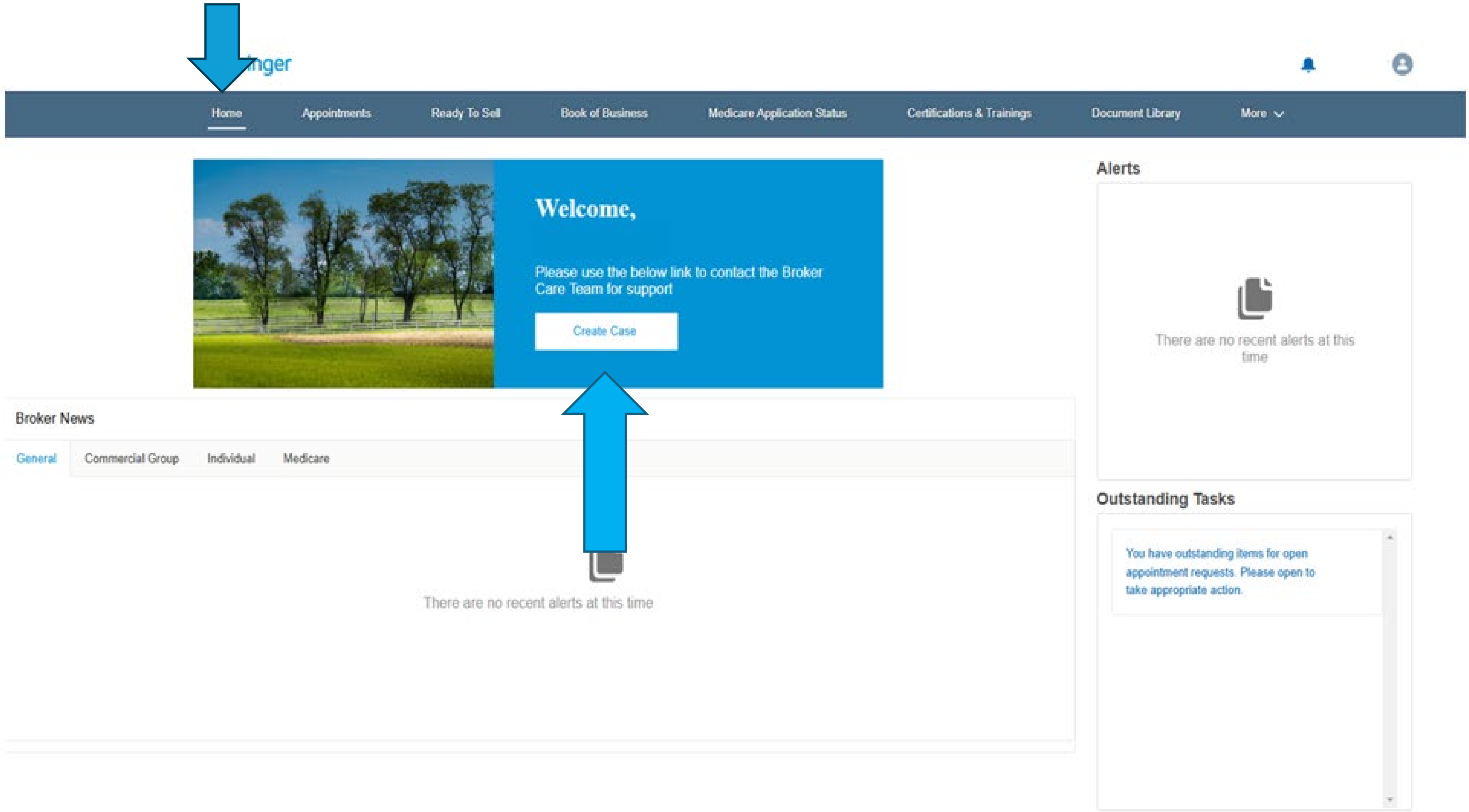
Step 2: Click on the tab and you will be navigated to the **"Certifications & Trainings"** page in the Broker Portal. To complete the required Medicare training, please click **"GHP Medicare Training"** on the top right side. You will be navigated to the Litmos website to complete the required Geisinger Health Plan Medicare training to Remain appointed.



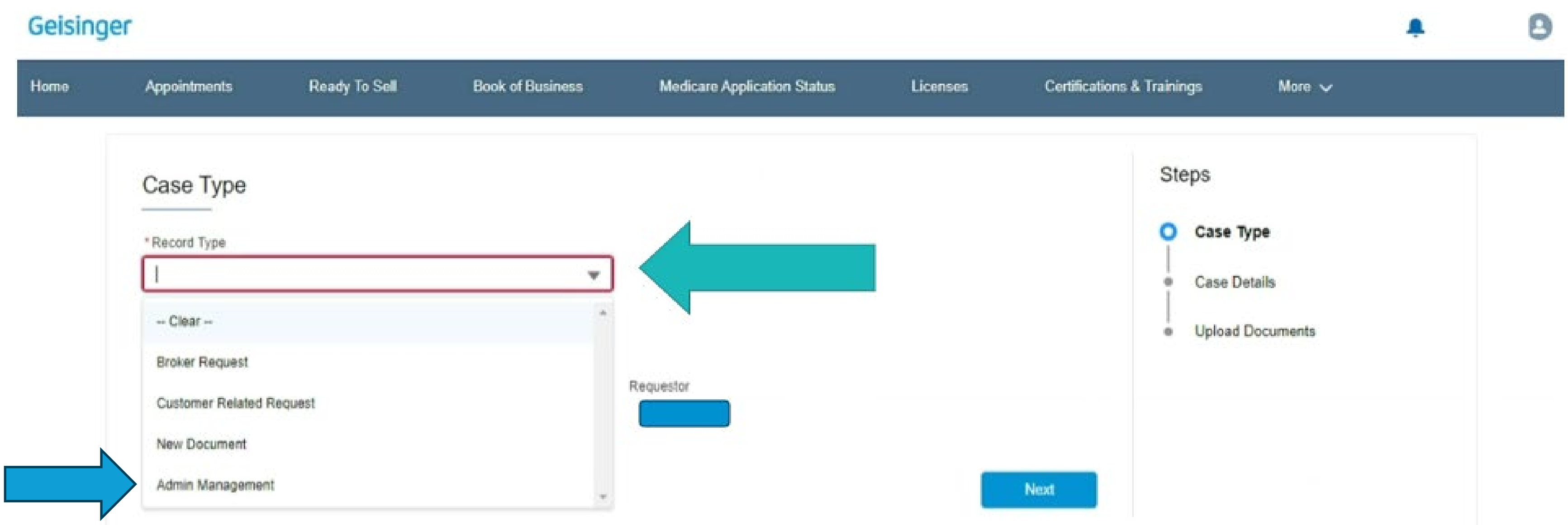
Step 3: You can **verify** if your Medicare Training and AHIP (Fraud, Waste, Abuse) Training is completed and on your record in the Broker Portal. Make sure you update the list view on the left side, to “My Certifications & Trainings”, then all the recorded will appear, and you can verify if all is completed. If a training is missed, proceed to Step 4.



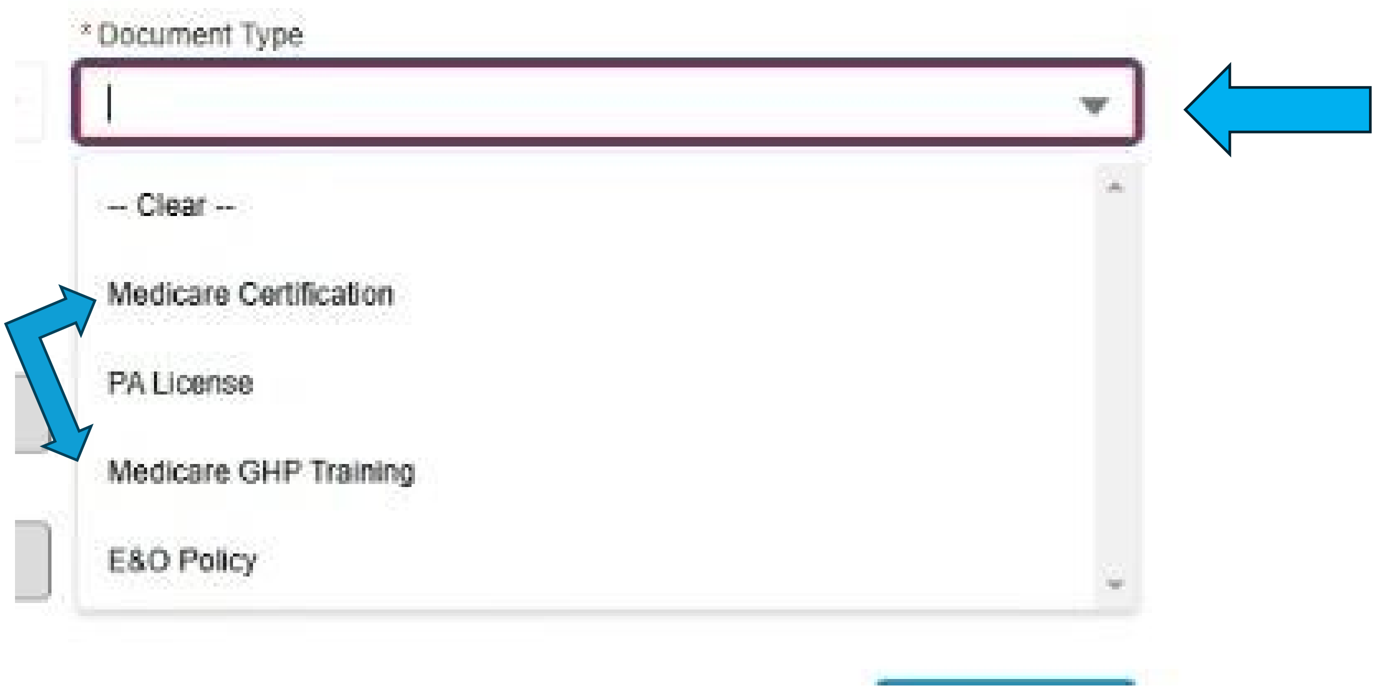
Step 4: If your AHIP certification is missing, you can Create a Case, that will be sent directly to the Broker Operations team and attach your AHIP Certificate to the case, so your record can be updated. Navigate to the **"HOME"** Tab on the blue menu bar and click on the **"Create Case"** button in the blue box.



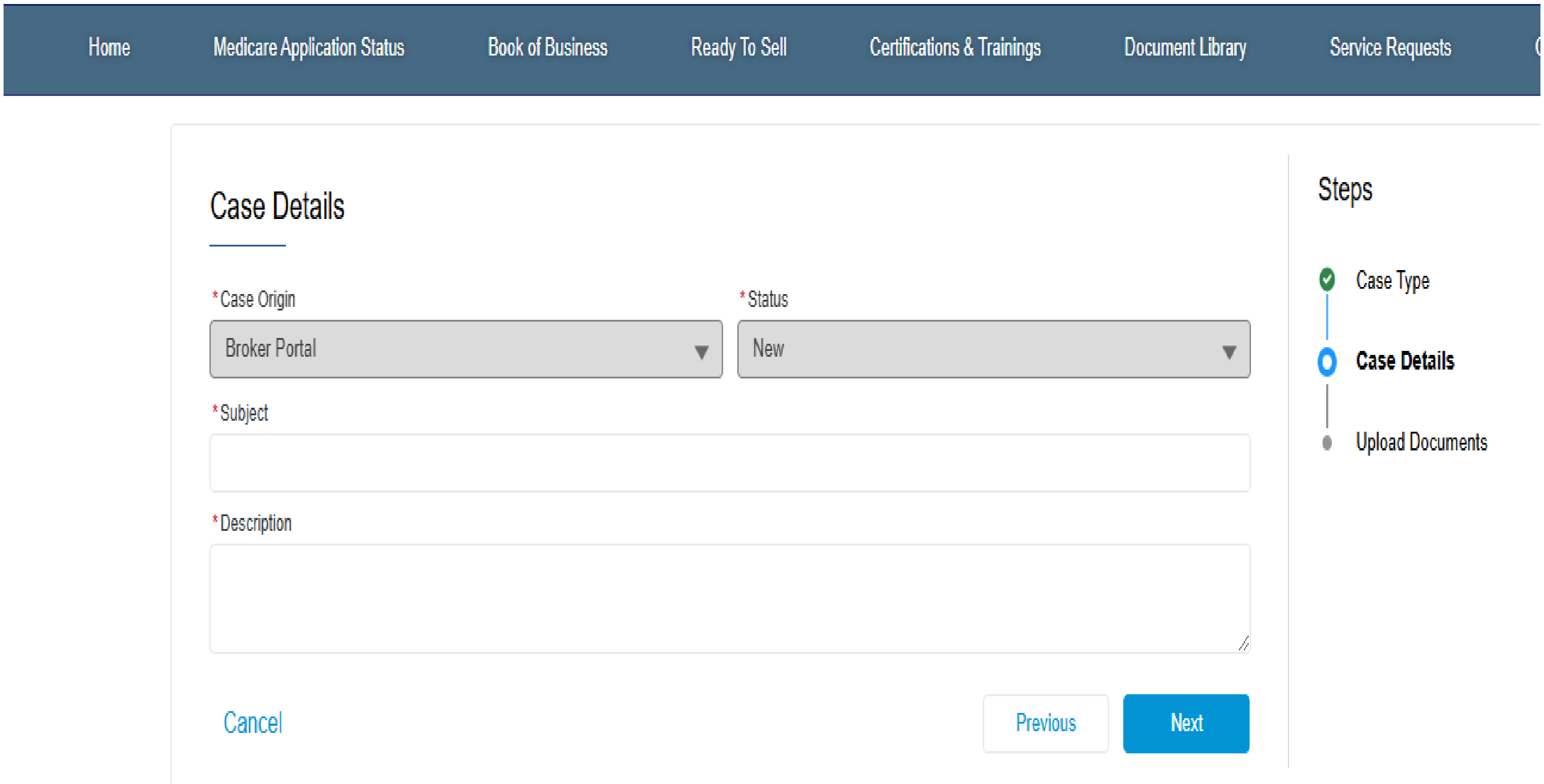
Step 5: Once click on "Create Case" button on the home page it will navigate you to the cases setup page. Select Record Type, and Choose **"New Document",** and proceed to Step 6.



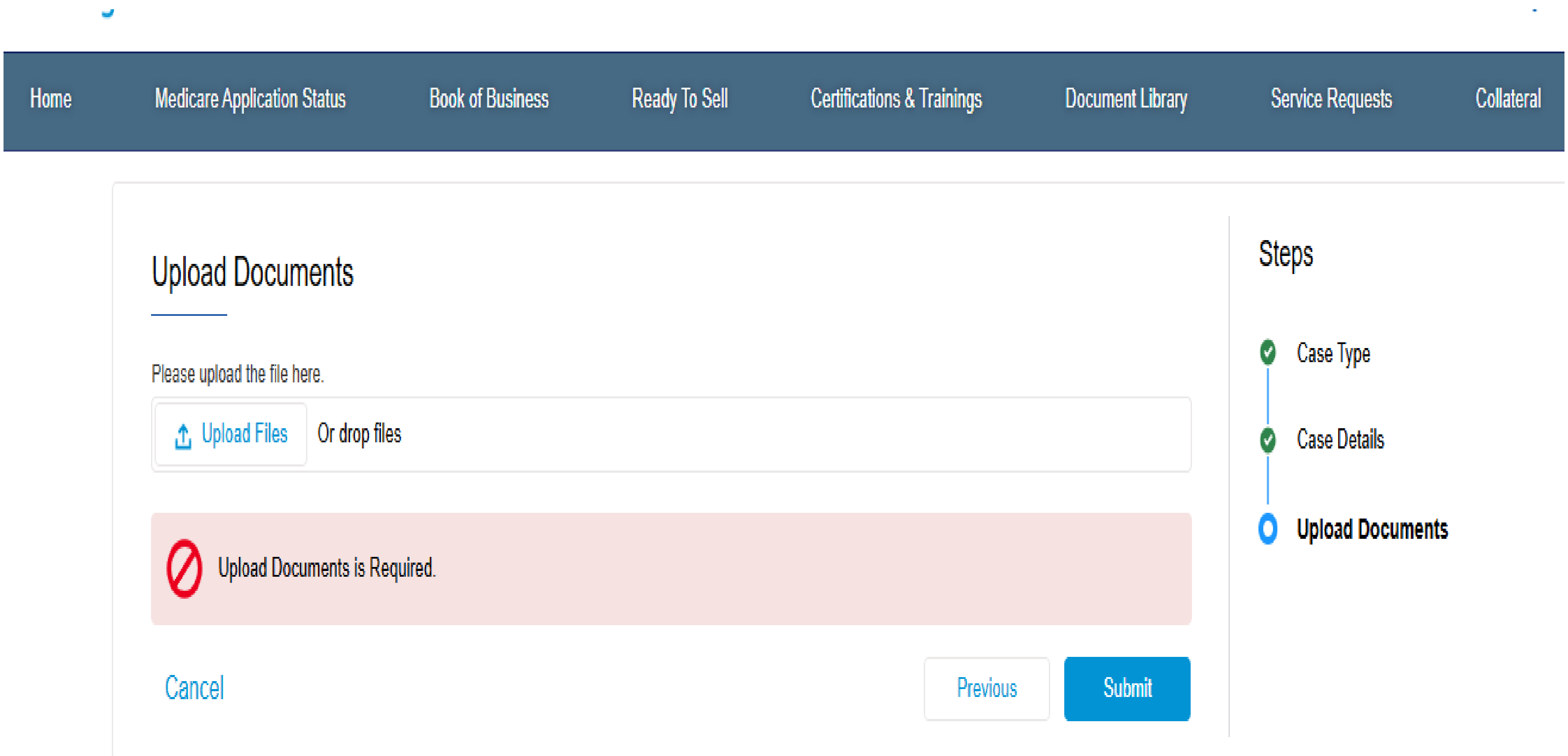
Step 6: Under the **"Document Type",** choose **"Medicare Training"** for AHIP Certificate or **"Medicare GHP training"** for Litmos Certificate. Click the Next" Button to proceed.



Step 7: Complete the Subject and Description section as you would an email, click the "Next" button.



Step 8: Upload the document and click the **"Submit"** button.



Step 9: To confirm that you are Ready to Sell for each plan year, go to the **<u>"Ready to Sell"</u>** tab on the blue menu bar, and on the left side list view, select **<u>" Current Year Medicare"</u>** or **<u>" Next Year Medicare",</u>** and you can verify with a **<u>"Yes or No"</u>** that you are ready to sell for each plan year.