



August 2023

Medicare/BSW SeniorCare Advantage Product Training Coming Soon

Dear Agent,

It's that time of year again. Product training for **Medicare/BSW SeniorCare Advantage** is coming soon. Be on the lookout for an email from Baylor Scott & White Health Plan with a link to the course and your specific login details.

Completion requirements for Medicare Product Training:

- Access **product training** using your NPN.
- A passing score is 85% or greater.
- Agents have three attempts before access is locked.
- Training will time out after several minutes of inactivity.
- Allow 24 business hours for system updates.

To be considered Ready To Sell (RTS), agents must also:

- Complete the 2024 America's Health Insurance Plan (AHIP) certification
- Maintain active license and appointment

All RTS requirements must be completed by September 30, 2023.

AHIP Certification

If you haven't yet completed your AHIP certification, take time to do so today. You can register or log in on the **AHIP website**, pay the applicable fees and complete the required certification. When you follow this process, you give Baylor Scott & White Health Plan permission to obtain your passing AHIP certification to update your file in our system.

If you've completed the certification through another carrier's web link, follow the steps below:

1. **Log in** to AHIP.
2. Go to the heading, "Completion Transmissions."

3. Click the “Transmit” link next to “Scott and White Health Plan.”

Be sure to also note these important dates:

- **August 21 – 25:** Certifications become available.
- **October 15 – December 7:** Annual Enrollment Period
- **January 1, 2024:** Plan start date

For additional questions or support, contact Agent Support at HPAgentSupport@BSWHealth.org or 866.781.7008, option 1.

Be safe and well,

Baylor Scott & White Health Plan

Visit the agent portal at
Broker.BSWHealth.com

