

Highmark On-line Enrollment Training

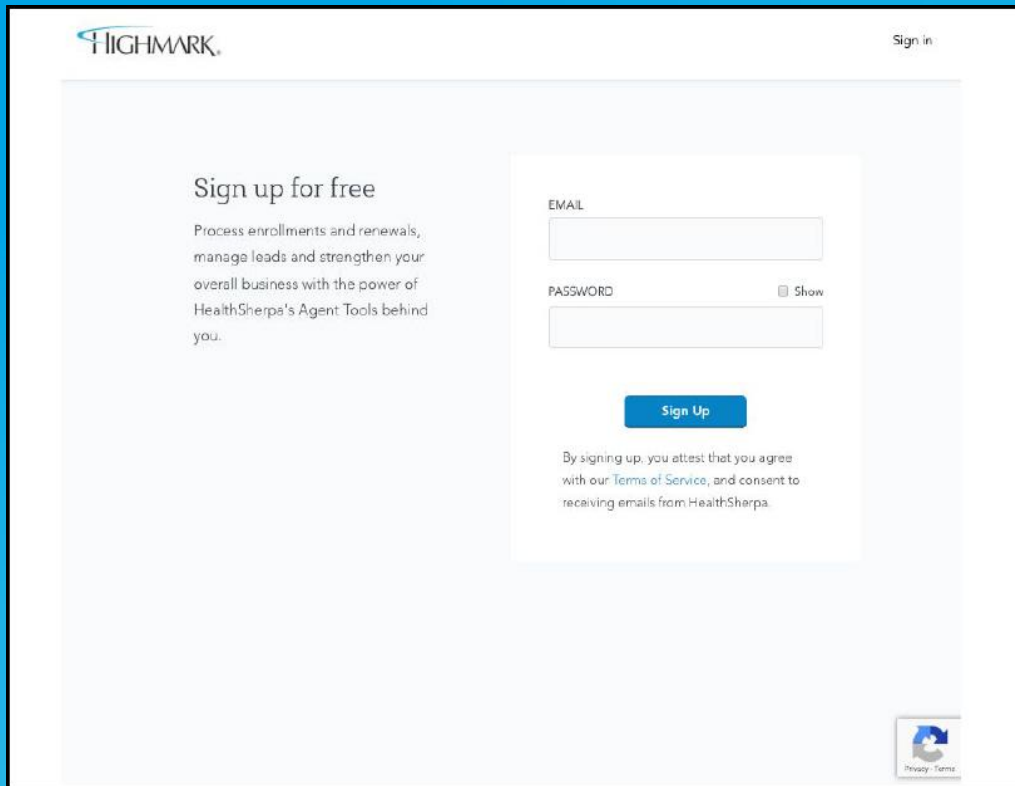
Producer Account Set-Up

Click on link to create an account
www.healthsherpa.com/agents/new?_carrier_id=highmark

You will be directed to this page.

You will then enter your email and
a password of your choosing

Click “Sign Up”.



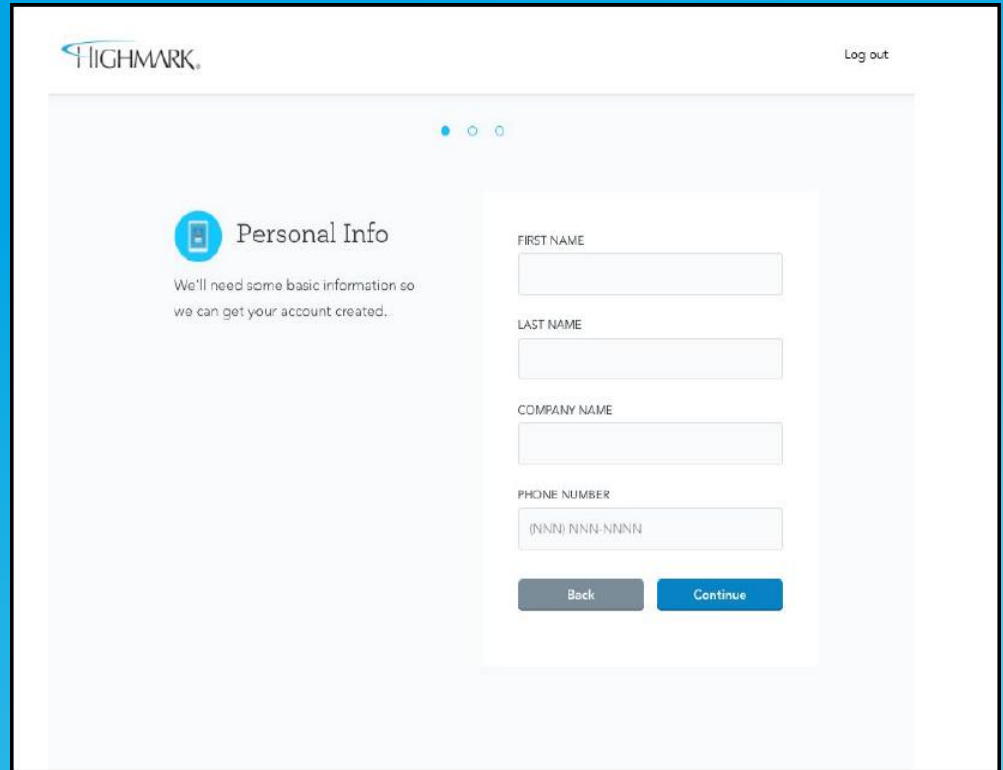
The screenshot shows the Highmark HealthSherpa sign-up page. At the top left is the Highmark logo, and at the top right is a "Sign in" link. The main heading is "Sign up for free". Below this, a paragraph states: "Process enrollments and renewals, manage leads and strengthen your overall business with the power of HealthSherpa's Agent Tools behind you." To the right is a sign-up form with two input fields: "EMAIL" and "PASSWORD". The "PASSWORD" field has a "Show" checkbox to its right. Below the form is a blue "Sign Up" button. Under the button, a disclaimer reads: "By signing up, you attest that you agree with our Terms of Service, and consent to receiving emails from HealthSherpa." In the bottom right corner, there is a small icon for "Privacy Terms".

Personal Information

Next, you will fill in the required fields:

- First Name
- Last Name
- Company Name
- Phone Number

Click “Continue”.



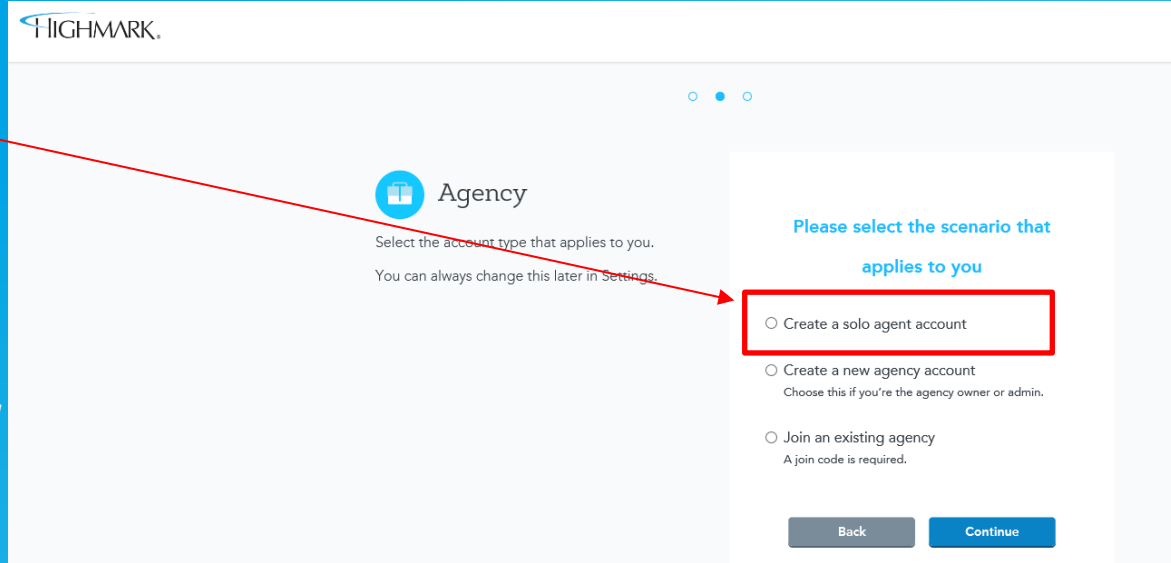
The screenshot shows the Highmark website's 'Personal Info' registration page. At the top left is the Highmark logo, and at the top right is a 'Log out' link. Below the logo, there's a blue circular icon with a white ID card symbol. To its right, the heading 'Personal Info' is displayed. Below this heading, a message states: 'We'll need some basic information so we can get your account created.' To the right of this message is a form with four input fields: 'FIRST NAME', 'LAST NAME', 'COMPANY NAME', and 'PHONE NUMBER'. The 'PHONE NUMBER' field has a placeholder '(NNN) NNN-NNNN'. At the bottom of the form are two buttons: a grey 'Back' button and a blue 'Continue' button.

Choose a Scenario

Click “Create a solo agent account”:
This is for ALL agents.

“Create a new agency account”:
This is for agency admins.

“Join an existing agency”:
This is for agents who write through an agency and the admin has given them a “join code”.

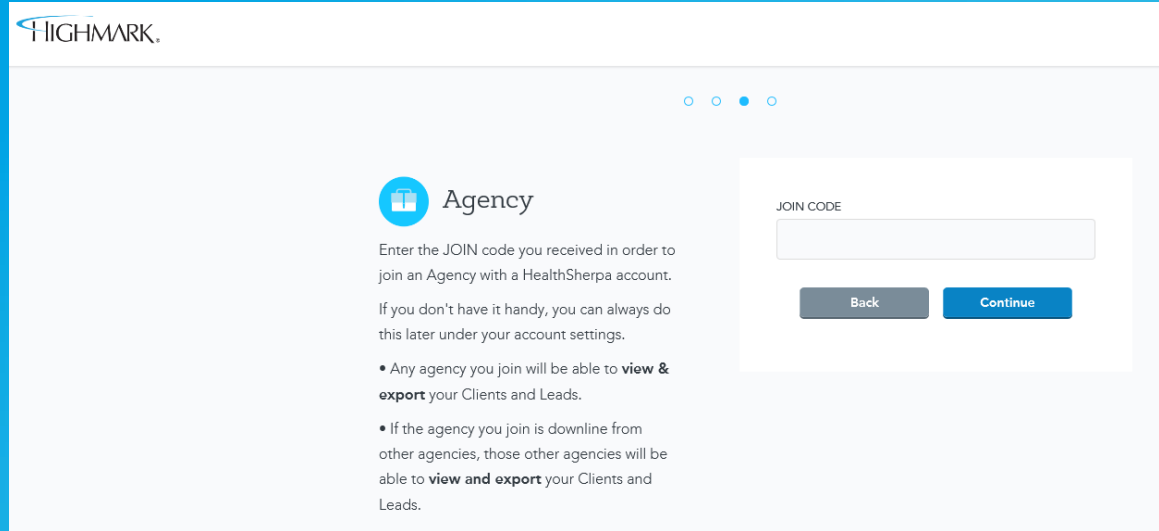


The screenshot shows the Highmark Agency account creation interface. At the top, the Highmark logo is visible. Below it, the word "Agency" is displayed next to a blue circular icon containing a white building. Underneath, the text reads: "Select the account type that applies to you. You can always change this later in Settings." To the right, a white box contains the heading "Please select the scenario that applies to you" in blue. Below this heading are three radio button options: "Create a solo agent account" (which is highlighted with a red rectangle and a red arrow), "Create a new agency account" (with subtext "Choose this if you're the agency owner or admin."), and "Join an existing agency" (with subtext "A join code is required."). At the bottom of the white box are two buttons: "Back" and "Continue".

Validation of Agency

If you selected, “Join an Existing Agency”, you will be asked for your Agency Join Code.

An Agency Join Code would come from the agency you write through.



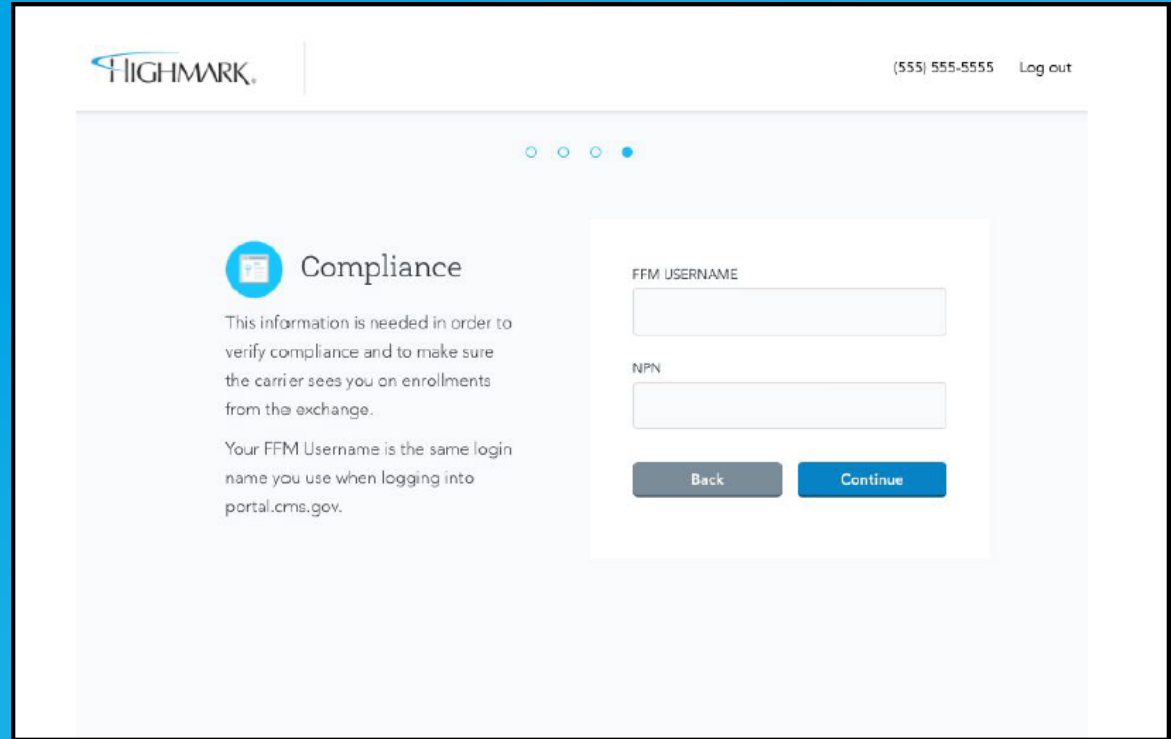
The screenshot shows a web interface for Highmark. At the top left is the Highmark logo. In the top right corner, there are four small circles, with the third one from the left being filled blue, indicating the current step in a sequence. The main heading is "Agency", preceded by a blue circular icon containing a white document symbol. Below this heading, the text reads: "Enter the JOIN code you received in order to join an Agency with a HealthSherpa account. If you don't have it handy, you can always do this later under your account settings." This is followed by two bullet points: "• Any agency you join will be able to **view & export** your Clients and Leads." and "• If the agency you join is downline from other agencies, those other agencies will be able to **view and export** your Clients and Leads." To the right of this text is a white box containing the label "JOIN CODE" above a text input field. Below the input field are two buttons: a grey "Back" button and a blue "Continue" button.

Agent Validation

In order to validate you are an active insurance agent, please complete the following:

- FFM Username
- NPN

This information will be used to valid your CMS certification.



The screenshot shows a web interface for Highmark. At the top left is the Highmark logo. At the top right, there is a phone number (555) 555-5555 and a 'Log out' link. Below the header, there are four small circles in a row, with the fourth one filled in blue. The main content area is titled 'Compliance' with a blue circular icon containing a document. Below the title, there is a paragraph: 'This information is needed in order to verify compliance and to make sure the carrier sees you on enrollments from the exchange.' followed by another paragraph: 'Your FFM Username is the same login name you use when logging into portal.cms.gov.' To the right of this text is a form with two input fields: 'FFM USERNAME' and 'NPN'. Below the 'NPN' field are two buttons: 'Back' and 'Continue'.

Highmark

(555) 555-5555 Log out

Compliance

This information is needed in order to verify compliance and to make sure the carrier sees you on enrollments from the exchange.

Your FFM Username is the same login name you use when logging into portal.cms.gov.

FFM USERNAME

NPN

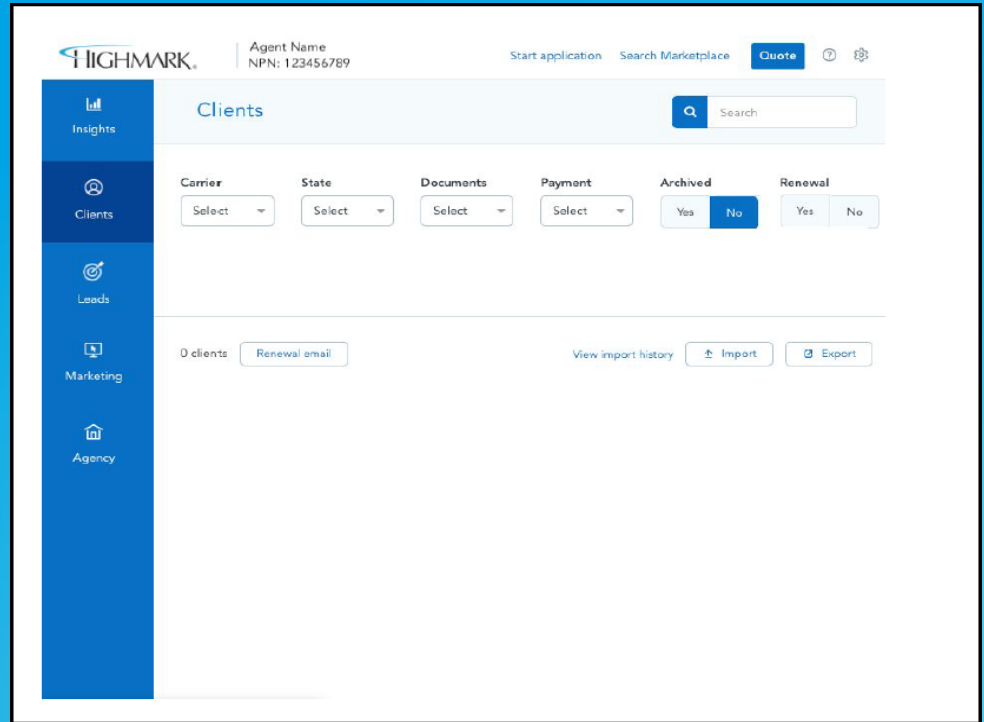
Back Continue

Completion

You will then be at the agent dashboard and the sign up process is complete!

Congratulations!

You can now start increasing your business & servicing your customers with Highmark's new on-line portal!

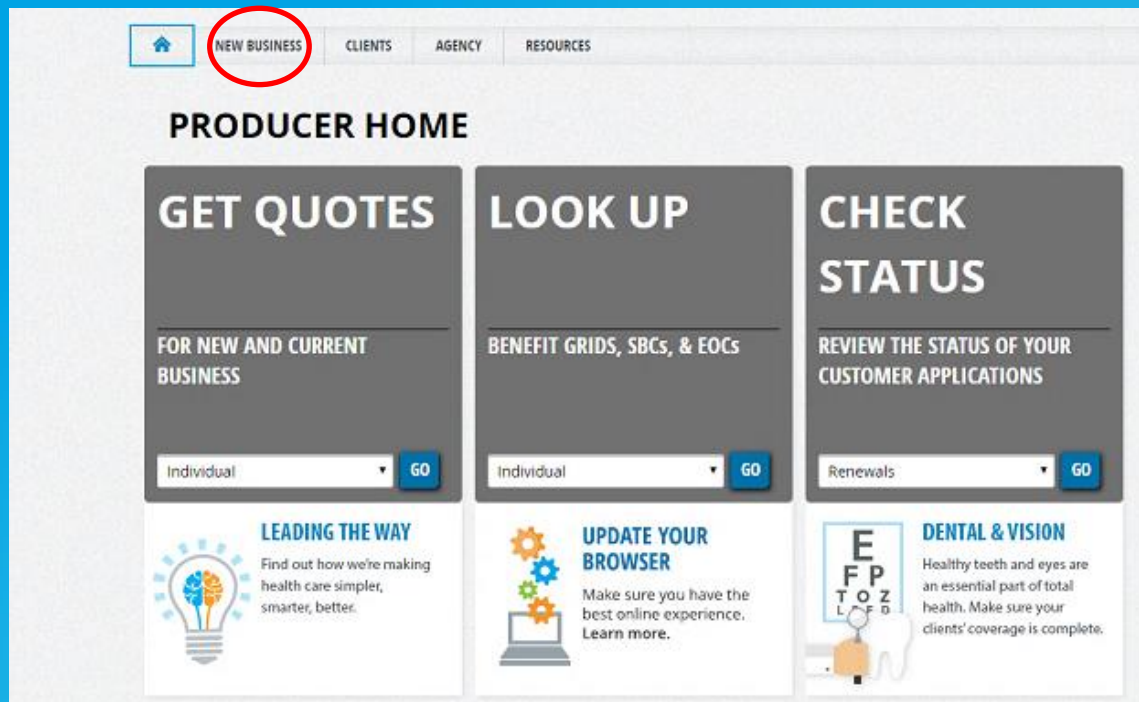


Quote and Enroll

Go to

<https://producer.highmark.com>

Click on “New Business”



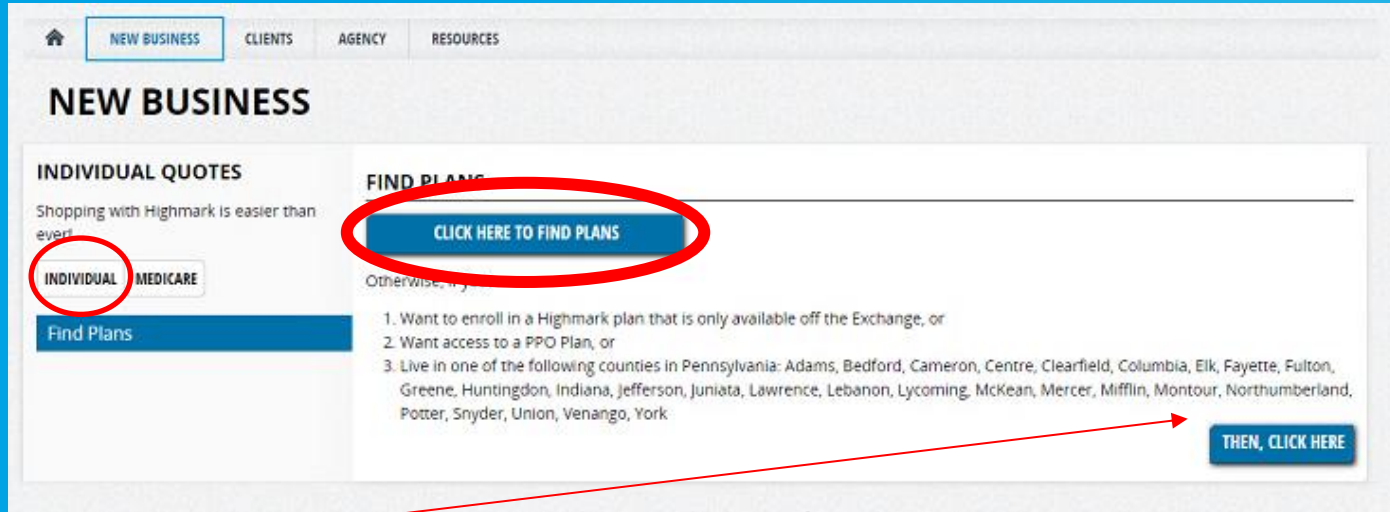
Quote and Enroll

Click on “Individual”


And then Click the

“Click Here to Find Plans” button for on-exchange

or if an off-exchange plan is necessary, click here and be directed to other plan options



Sign-In



[Sign in](#)


Calculate your most affordable health plan.

- ✓ See what savings you qualify for
- ✓ Compare quotes from multiple plans
- ✓ We'll calculate the most affordable plan for your needs


[See plans](#)

We'll help you find the right Blue plan for you and your family.

Shop for Affordable Care Act (ACA) plans for individuals and families



Western and Northeast PA, West Virginia and Delaware



Select counties in Central PA

Producer Support

Producer On-exchange Enrollment Support

Support is available for general questions like resetting a password, uploading documents and reporting changes and technical issues that may arise.

Support is available Monday through Friday during the following Eastern Standard time frames:

From December 16th through October 31st: 11 am – 7 pm

From November 1st through December 15th: 9 am – 7 pm with extended hours leading up to the Open Enrollment deadline.



PHONE

(888) 684-1373



EMAIL

agent_support@healthsherpa.com



CHAT

[Chat from dashboard](#)