

2010 PDP Certification Program FAQ

1. How many options do I have for taking the required Medicare Rules and Regulations training in preparation for marketing and selling Blue MedicareRx (PDP) for 2010?

This year you can choose the course offered by America's Health Insurance Plans (AHIP) or HISC Rules and Regulations course.

2. What will be the difference in cost?

The AHIP course is available for \$100 (your cost) or you can complete the HISC Rules and Regulations course at no cost to you.

3. Why would I want to take AHIP?

AHIP certification gives you the opportunity to complete 6 continuing education credit hours and the AHIP course is recognized by other plans that will probably not give you credit for completion of the HISC course.

4. How long is the HISC course?

Everyone is different, but from beginning to end, it takes approximately 2 to 3 hours to complete.

5. How long is the AHIP course and exam?

The comprehensive course will take 5 to 6 hours to complete

6. What about Continuing Education for the HISC course?

You will be given 3 hours of continuing education credit, filed with the Department of Insurance, after you have completed all of the certification requirements.

7. I took the AHIP course last year and passed it. I thought that there was an abbreviated course that I could take for this year's certification?

The "refresher" course will take about 2 hours to complete and the refresher course covers only two sections with the updated information for 2010. However, the final examination will be on all sections. NOTE: If you take the refresher course and fail the exam, you will be required to take the comprehensive course and it will count as one attempt to pass the examination.

8. In the past, only certain states were given continuing education credit for the HISC course. Has this changed?

Yes, all of the DOIs in states where Blue MedicareRx (PDP) is being marketed have approved the course this year for continuing education credit.

9. How many attempts to pass the examination will I have?

You have three attempts to pass the AHIP and the HISC examinations.

10. What if I do not pass the AHIP course examination with a score of 90% after three attempts?

You will be locked out. The only way for you to complete the training though AHIP is to again sign in (which will require you to pay again) and you will be able to take the course again.

11. What should I do first? How do I get started?

You should log into the BAP and go to the certification portion. You will be given general instructions on this page and choose either AHIP or HISC credit. Regardless of the Rules and Regulations course you choose, you will have to complete the Product training and some forms at the HISC link. You will be able to start the process by completing the Producer Information Form which will ask for several items including an email address.

12. Can I start and stop and return later to finish the program?

With the exception of the EXAM, yes, you can start and stop and pick up where you left off. Your spot will be bookmarked. If you leave the exam before completing all of the questions, it will count as one of your three attempts. If you are inactive on the site for 20 minutes, the site will log you out of the course. If you are in the exam, it will count as a failed attempt.

13. Can I take the HISC exam as many times as I want/need to?

No, you have three opportunities to complete the exam. If you don't pass on the third attempt, you will not be allowed to complete the rest of the program nor market or sell 2010 Blue MedicareRx (PDP). Passing the exam requirement at 85% applies to the Rules & Regulations Course Exam and the Product Course Exam.

OTHER IMPORTANT EXAM REMINDERS

--The exam must be passed at 85% within three attempts.

--If the user does not answer all the questions or is inactive within the exam for 20 minutes or more, it will count as a failed attempt.

14. Why so many tasks in my Task List?

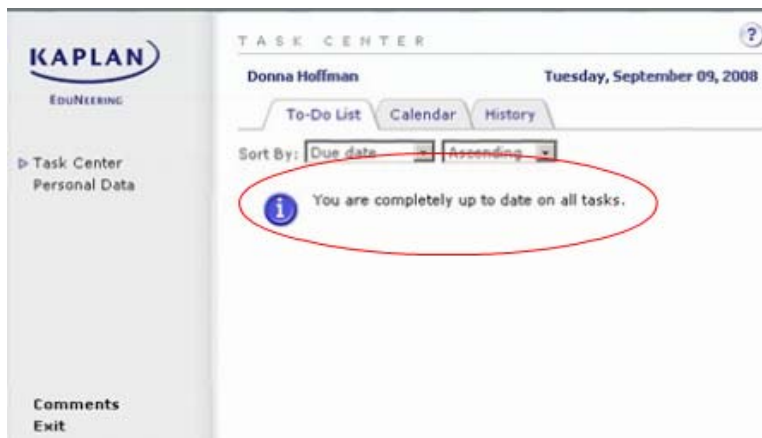
This year we have allowed for the Rules and Regulations portion of the training to be taken through America's Health Insurance Program (AHIP) or maybe even a CMS course, therefore, we had to separate the Product training into a separate course.

15. Exactly what is in my Task List?

First, you will have the Producer Information Form, next you will have the Rules and Regulations Course, followed by an Exam, next you will have a Product Course, followed by an Exam, next you will have the Compliance Program and Certification Form and finally you may have an Amendment (depending on your status).

16. How will I know when I have finished?

You will receive a 'Congratulations...' email, sent to the address you have on your Producer Information Form. The "Congratulations..." email will be received approximately 2 business days after you complete the items in your To Do List. Your To Do List will look like this when you have completed all of the tasks:



17. When can I order my supplies?

After you have completed all of your tasks and you have received your "Congratulations..." email, you will be able to order supplies by logging in to BAP (Blue Access for Producers). Producers will have access to materials 24/7.

18. Is there a charge for ordering materials?

No. There is no charge for ordering material or the freight associated with shipping them.

19. How long does it take to get materials?

Timing varied as it depends upon what you order. Sales packs generally ship after 24 hours of placing your order. Other printed material orders are processed daily, but could take 7 to 10 days to arrive depending upon quantity and type of material. Presentations and advertisements are sent via email within 24 hours. The web to order supplies will give you specific information under the

20. What kind of materials can I order?

Sales presentations, producer lead generation post cards and letters, and enrollment materials

21. Other than HISC's , what other rules and regulations course/exam can I take and receive credit for?

You can take the AHIP Course and/or we will honor the CMS training, if you took the CMS training for another plan. These are the only courses that we will substitute for our own rules and regulations course.

22. How can I get credit for the AHIP Course that I have already taken?

If you have already completed the AHIP course for another carrier, use the link in BAP to go back onto the AHIP site and update your profile. It will take two business days to get the information from AHIP back to HISC, but after we receive the information from AHIP, your task list will be credited with completion of the Rules and Regulations.

23. If I have completed the AHIP course do I have to do anything else?

Yes, you still have to complete the Information form, and complete the Product course and the exam, as well as the Compliance forms and amendment forms (if applicable).

24. How long will all of those things take?

The product course and exam and not very long – about 30 minutes – and the forms are very quick to complete.

25. I am selling Blue MedicareRx (PDP) as a sub-agent. What do I need to do?

You will be able to sign into KnowledgeWire using your agent number. All of the information provided will apply except for the ordering of supplies. After you complete the course, you will receive a Congratulations... email. Contact your agency to order supplies.