

GEISINGER CERTIFICATION 2024

Geisinger will be sending existing agents a training link for 2023/24 through email.

Hope you are having a productive 2023! NEW 2024 Medicare Training is LIVE for 07/21/2023! We wanted to take this opportunity to clarify the Geisinger Product Training guidelines for each group of brokers for the upcoming plan year, and also update you on some changes.

Exciting news is that the New Broker Portal is now LIVE for all brokers! Please reach out to Broker Care Team or Broker Manager if you need help getting setup with broker portal access or email brokers@thehealthplan.com.

As a reminder, Brokers must complete both GHP and AHIP training to be "Ready to Sell" for each plan year. For us to receive results from AHIP, the agent MUST transmit results to GHP when completing training. If broker does not, then agency will be required to submit the AHIP Certificate to brokers@thehealthplan.com. The AHIP discount is only applied, if the broker has not yet completed the AHIP course, and completes the AHIP course for the plan year through the GHP Medicare Training in Litmos. This will be found in the AHIP Training Module. This will navigate the broker to the AHIP site to complete the training, with a discount from GHP, and then the broker will need to return to Litmos to complete their GHP Medicare Training course.

Reminder of Medicare Appointment Requirements:

- Eff June 2023, when AHIP turns over to 2024. Brokers will be assigned both 2023 & 2024 training to complete. Brokers are responsible to make sure the correct plan year training is completed. This can be tracked on the Broker Portal.

To clarify training guidelines for all brokers:

- Existing brokers that are currently appointed to sell, will need to complete their training by 12/15/2023 in order to sell for the new plan year. If training is not completed, Broker appointments will be terminated.
- Existing brokers that are not interested in selling but have renewals to be paid without interruption have until 12/15/2023 to complete their training. If training is not completed, Brokers appointments will be terminated.
- "New" Blackout Period: Geisinger Health Plan has imposed a blackout period (September 30th – December 31st) whereby no hierarchy changes will be processed. If a request is received during that time period, it will be processed for the first month after the Annual Enrollment Period, becoming effective February 1st.

If the broker is unable to find the emailed training link. The broker can go directly to the Litmos site that has the training for the plan year at <https://thehealthplan.litmos.com/account/Login>. If you forgot your username, click "Forgot Username Link" and if you forgot your password, click "Forgot Password link".

Contact the Broker Care Team at 1-866-488-6653, Mon-Fri 8AM-5PM, with any questions.