Premera's Workflow

WELCOME TO PREMERA'S PRODUCER CERTIFICATION TOOL

Premera's Workflow will enable you to easily complete your onboarding application, update your information or take the required Medicare Advantage certification. Please refer to the step by step instructions below for the how to on each of the needed steps. If you have any questions, please contact your FMO or medicaresupport@premera.com.

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LOGGING INTO THE SYSTEM

To start, you should have received an email from Premera's Workflow system. This will contain your login link. Your user ID will be your NPN (National Producer Number). You will also be provided a temporary password if this is the first time you've accessed the system.

Be sure that you are in one of the following browsers and **have cookies enabled** or you may experience issues with the course:

- Google Chrome (preferred)
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

Click on the link in the email that says [Workflow URL](). This will automatically take you to the needed login screen and populate the domain. If the domain is not populated, enter **PRBC**. Then enter your NPN as your username, the temporary password provided and click Sign In.

On your first login, you will be prompted to set a new password. Type your new password in twice and hit the Change Password button.

Set new password

Your password must be changed to protect the integrity of your account.
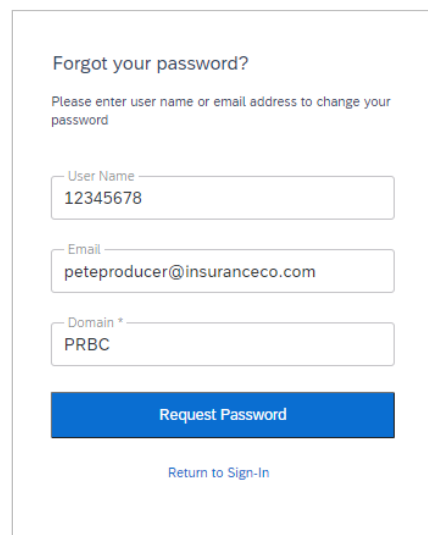
- Password must contain letters and numbers
- Password expires after 90 day(s)
- Last four passwords may not be reused
- Password must have more than 8 characters.
- Password must have less than 20 characters.

New Password *

Confirm Password *

Change Password

Sign Out

*If you have not logged in for more than 90 days, you will need to reset your password before you can login. To do so, click on the blue Forgot Password? link in the bottom right corner. Here you will enter your User Name (your NPN), your email address and the domain name PRBC, then click Request Password.

Forgot your password?

Please enter user name or email address to change your password

User Name
12345678

Email
peteproducer@insuranceco.com

Domain *
PRBC

Request Password

Return to Sign-In

You will receive an email with a link to reset your password. Click on the link or copy and paste it into your browser. Enter your new password twice then click Change Password.
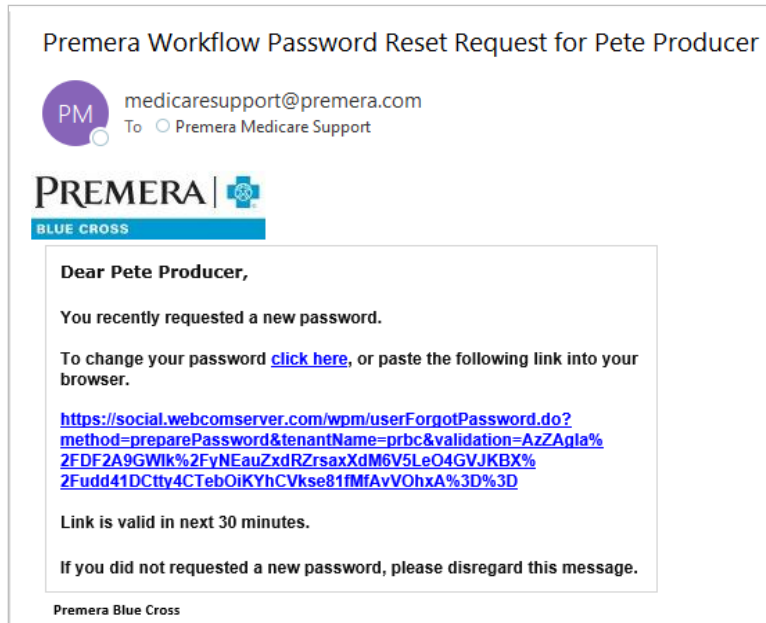
FIND YOUR CASE

Once you have logged in, you will have access to your home page. Here you will see the Producer Service Request assigned to you. Click on the blue hyperlink to access your case.
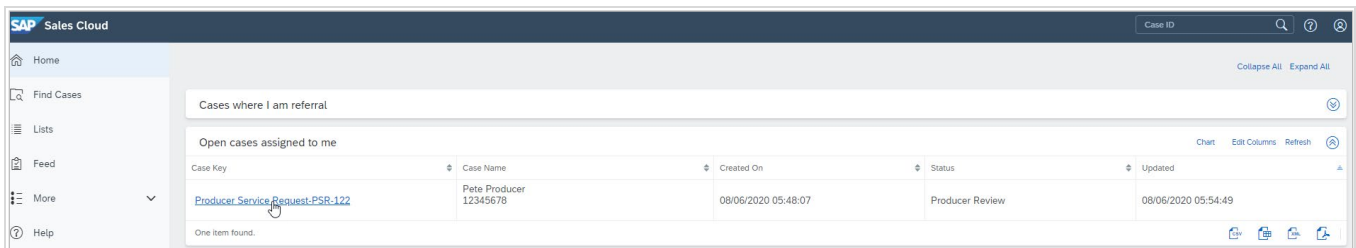
DEMOGRAPHIC INFORMATION

The first tab will be your demographic information. Review and update any information that has changed or is not included. Those items with an asterisk * next to them are required fields. You also must click the check box confirming you have transmitted your AHIP score to Premera via the AHIP website

Click the blue save button at the bottom of the screen to save your changes.

TAKE YOUR TRAINING

The next step will be to take the Premera MA Certification. There are 2 required parts to the certification:

- The eLearning Module
- Final Exam

You will need to complete all parts before you can submit your certification to Premera for approval.

To begin, click on the training tab.
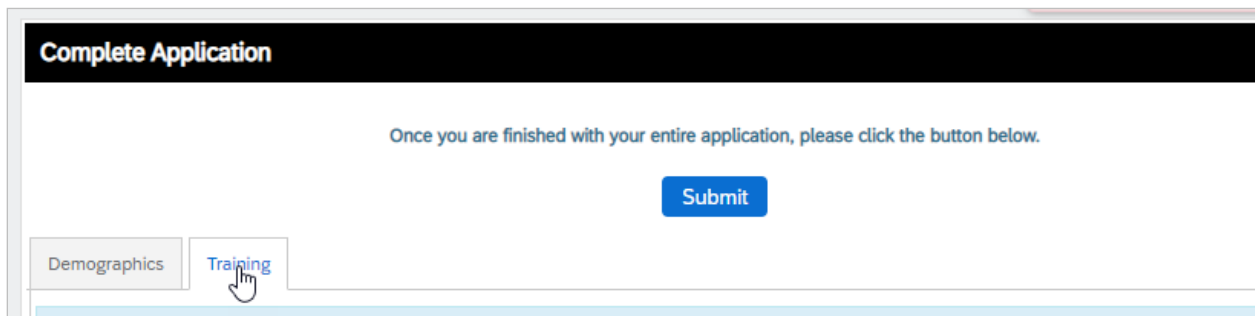
This will open an inline iframe with the training right on the same screen. Click on Start this Course to begin.
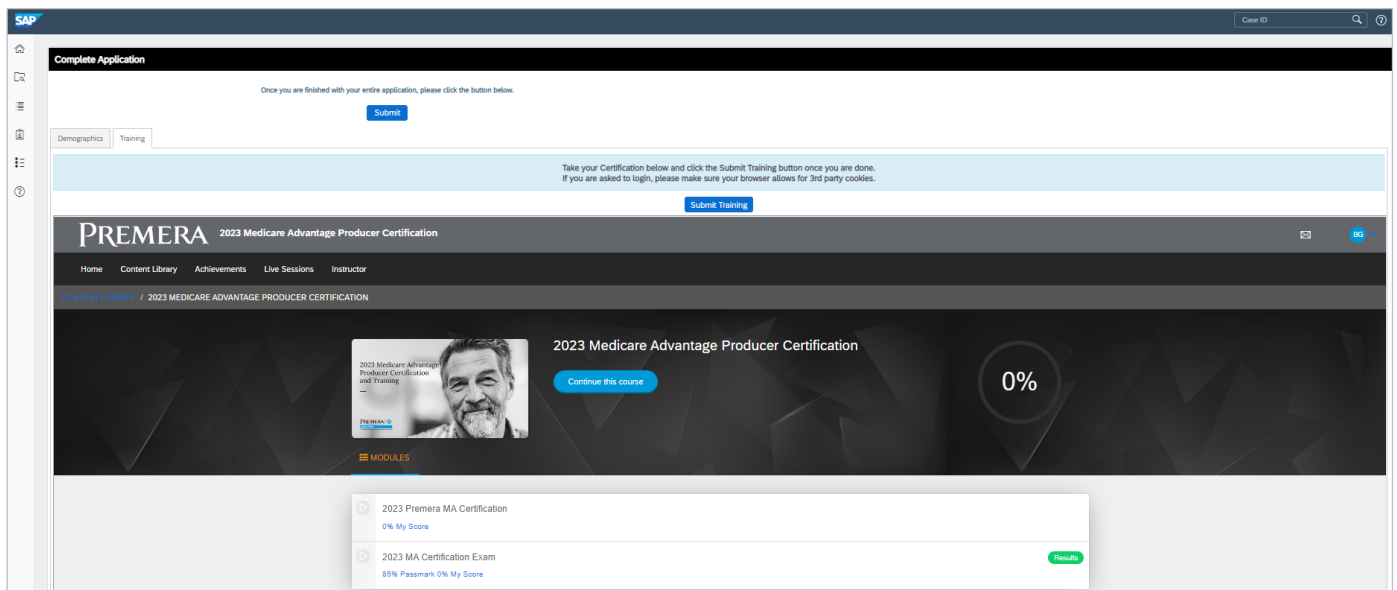
On slide 2 of the course, you can download the audio script and the slides of the course with all information that will be provided within the training. You are welcome to use these during your exam as well as save them for future reference. **These are not for distribution to your clients.**

At the end of the webinar is our 3rd party website attestation, which you must complete as a required component of your certification. There are 4 questions for you to complete.

Question 1: Enter your NPN (national producer number). Please do not enter anything else in this box. Click **Submit.**

Attestation

Please enter your NPN (national producer number).

SUBMIT

Question 2: I use the following entities/vendors for the purpose of lead generation for marketing Medicare Advantage or obtaining leads (please list all entities used). If none, enter N/A. Click **Submit.**

Attestation

I use the following entities/vendors for the purpose of lead generation for marketing Medicare Advantage or obtaining leads (please list all entities used). If none, enter N/A.

SUBMIT

Question 3: For entities listed in the prior question, please provide the full name, address, phone number and website, otherwise enter N/A. Click **Submit.**
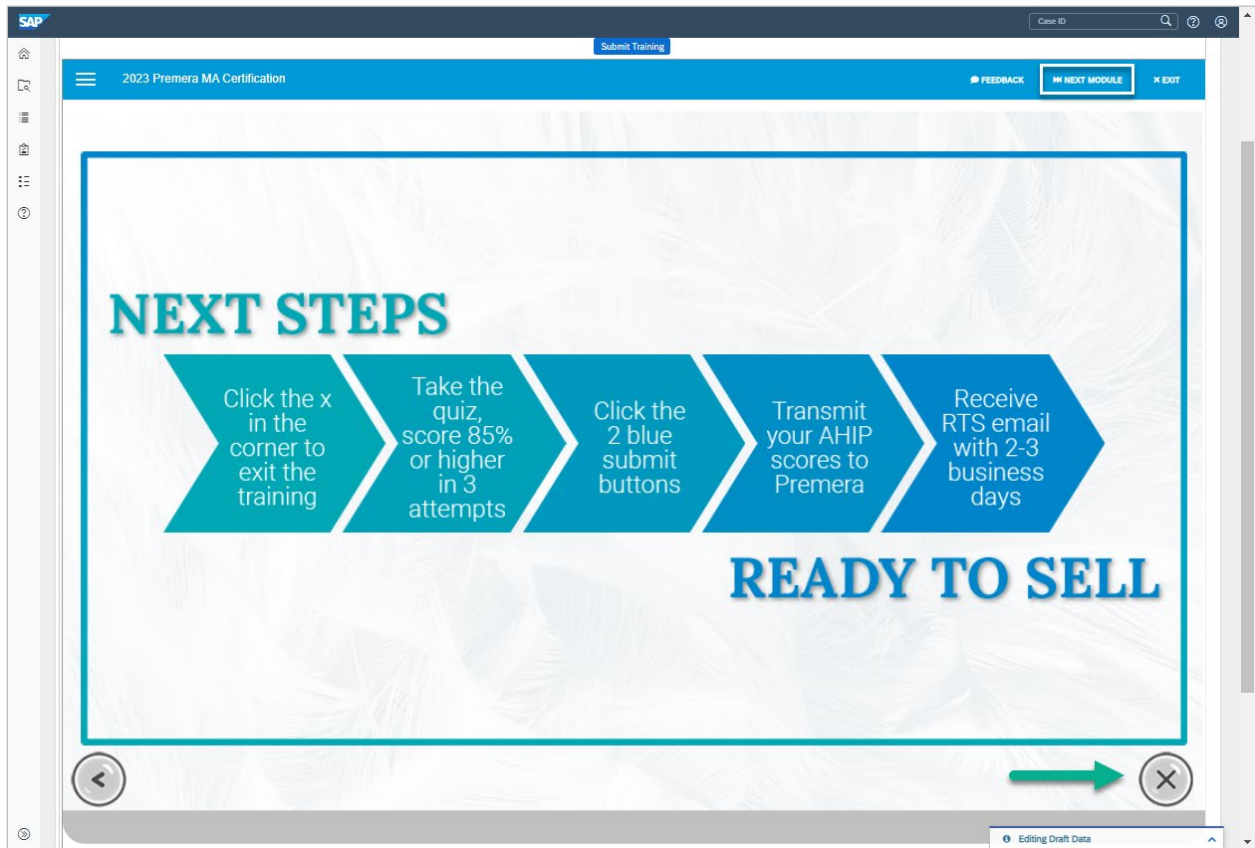
Attestation

For entities listed in the prior question, please provide the full name, address, phone number and website, otherwise enter N/A.

SUBMIT

Question 4: I attest that I have reviewed and agree to abide by all the Premera policies provided to me in this training. I attest that all information porivded here is true. To complete this attestation, please type your full name below. Click **Submit.**

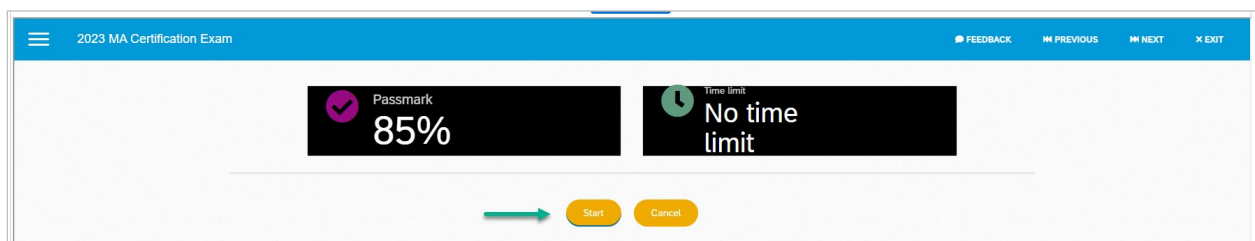Click on the X in the right-hand corner to exit and then click on Next Module to advance to the exam.
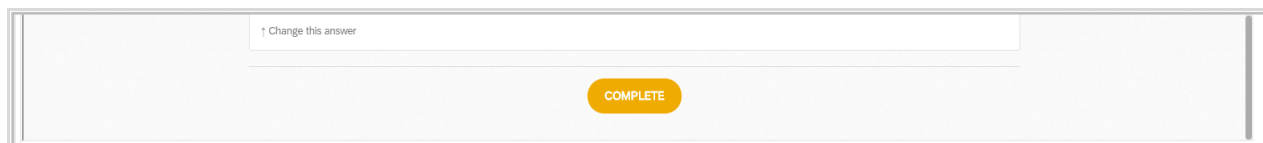
You will then be directed to the exam. You have three attempts to pass with a minimum score of 85%. Click on Start to begin.

Once you have completed all 25 test questions, you will have a chance to review your answers before you submit it. After you have reviewed your answers, hit Complete.

When all the certification requirements have been completed, you will see the 100% in the green circle on the right side of the screen. If there is a module that is not finished, it will have a half green circle next to it. Click on that module to complete it. Once you see the 100%, hit the blue submit button at the top of the screen. **You must hit the blue Submit button for the system to record your score.**
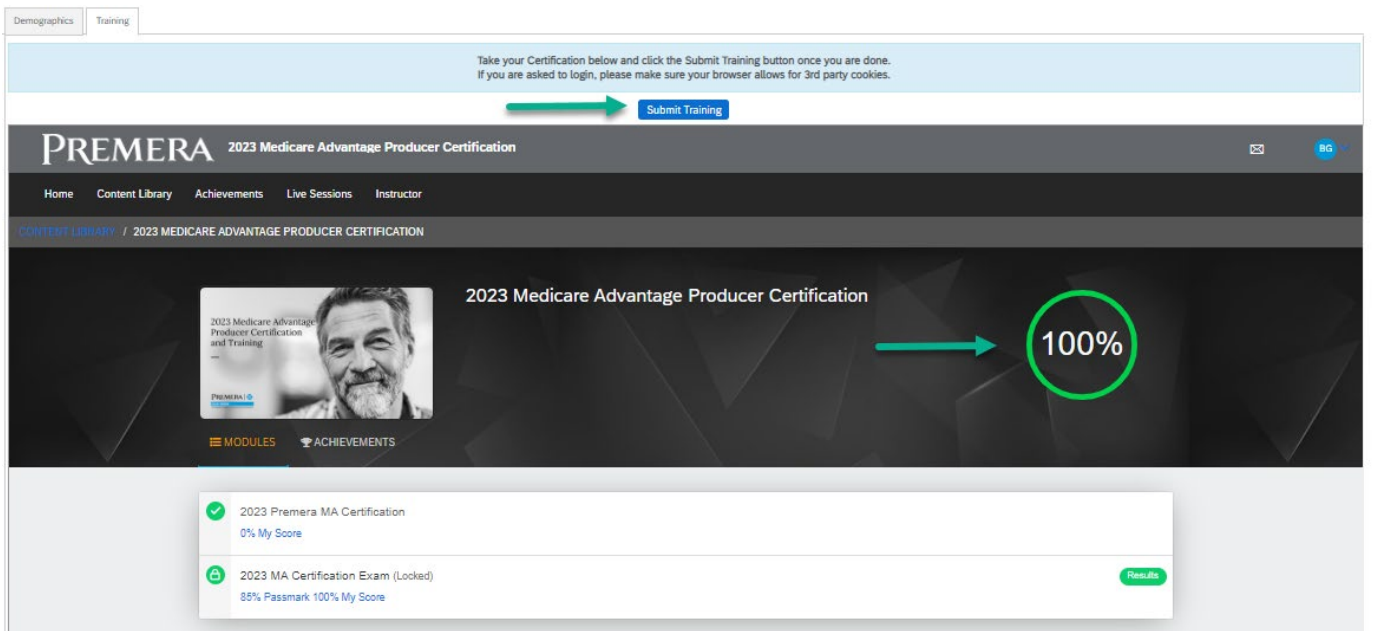
SUBMIT TO PREMERA

Once you have completed your demographic information and taken the training, you will submit all this information to Premera by clicking the Submit button.
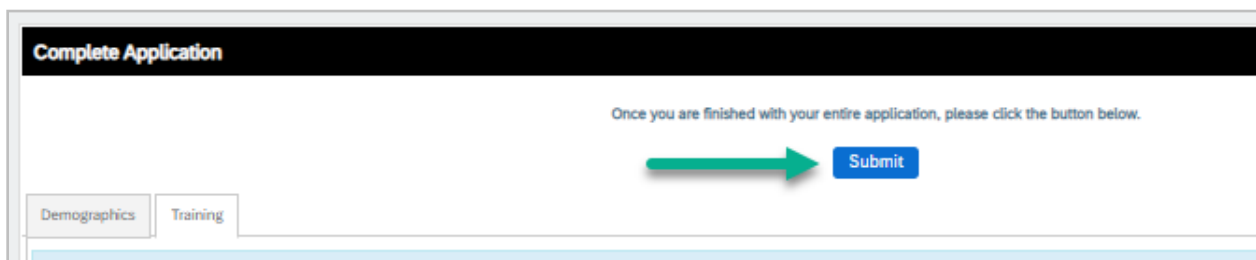
You will know your case has been successfully submitted when your status changes from 'Producer Review' to 'Premera Review." The Premera Medicare Support team will review all your information and you will receive your Ready to Sell email within 48 business hours.