

From: [Highmark ACA Individual Market](#)
To: [U65TrainingCertification \(Highmark Inc\)](#)
Subject: [EXTERNAL] 2022 Pennie and Marketplace Training is now Available!
Date: Thursday, September 2, 2021 9:01:33 AM



ACA Individual Market Update



Pennsylvania Training Updates

2022 Pennie Broker Training is now Available *Don't delay...complete your training today!*

The free 2022 Pennie Broker Training is now available through the Train PA system and can be accessed for both new and returning brokers at <https://agency.pennie.com/brokers/> under "**Get Certified.**"

Returning Pennie-Certified Agents should have received an e-mail from Train PA with instructions to complete a condensed, six-module re-certification training. If you did not receive this email, follow [this link](#) to Train PA and create your account. Use Group Code "recertbrok22" to get access to the Broker Recertification training for Plan Year 2022.

*The re-certification training must be completed by **October 31, 2021**. If this re-certification isn't completed by this date, you will need to complete the full new certification course.

New Agents will need to complete a nine-module training certification. Follow [this link](#) to Train PA and create your account. Use Group Code "newbrok22" to get access to the New Broker Certification training for Plan Year 2022.

Training Tips:

- Each module must be completed before you can move onto the next module.
- The exam must be passed with a score of 80% or better to receive the certificate of completion.
- [Click here](#) to watch the YouTube video on claiming your Pennie account through Train PA.

- View Pennie FAQs by [clicking here](#).
- Contact brokers@Pennie.com for additional assistance.

IMPORTANT:

*Certifications expire on **December 31, 2021**. Failure to complete certification by December 31st will result in the loss of certification and of your Pennie book of business, effective **January 1, 2022**.

*Pennie training is required in order to be commission-eligible for on-exchange enrollment; **you do not need to submit your training certificate to Highmark.**

*If you sell in states other than Pennsylvania, you will need to fulfill additional training requirements.

Delaware and West Virginia Training Updates

2022 Registration and Training is now available for Returning Agents
Don't delay...complete your training today!

If you're a returning agent or broker, follow these steps to complete registration and training:

1. [Log in](#) to the CMS Enterprise Portal
2. Update your information on your Marketplace Learning Management System (MLMS) agent/broker profile
3. Complete the Marketplace training requirement
4. Read and accept the applicable Marketplace Agreement(s)
5. Print your 2022 Registration Completion Certificate
6. Confirm your registration by using the [Registration Completion List](#)

Returning agents are eligible to complete a shortened version of the training. The curriculum for the Marketplace training for returning agents will consist of Marketplace resources and updates. As a reminder, the Marketplace training is required in order to be commission-eligible for on-exchange enrollment. **You do not need to submit your training certificate to Highmark.**

The full 2022 training for new agents isn't available yet. CMS will communicate once this training is available.

Need additional help?

Contact the Marketplace Service Desk at 1-855-267-1515
Monday to Friday from 8:00 AM-8:00 PM ET.

Thank you for helping to make the 2021 Special Enrollment Period a success!

Data released by CMS on 8/10/21 shows more than 2.5 million Americans enrolled in health coverage on HealthCare.gov and state Marketplaces during the 2021 Special Enrollment Period.

Click the link below to view the full article:

<https://www.hhs.gov/about/news/2021/08/10/more-2-million-americans-gain-health-coverage-during-special-enrollment-period.html>

COVID-19 Treatments

Through **December 31, 2021**, most Highmark members who need in-network, inpatient hospital care for COVID-19 won't have to pay for deductibles, coinsurance, or copays.

For more information on coverage and costs, [click here](#).

To view additional information on COVID-19, including FAQs, [click here](#).

Resources

PA - Pennie:

Broker Resources: agency.pennie.com/brokers/

Broker Support: 1-844-844-4440

brokers@pennie.com

DE & WV - Marketplace:

[FAQs for Agents and Brokers](#)

Marketplace Broker Call Center: 1-855-788-6275

For assistance, e-mail FFMProducer-AssisterHelpDesk@cms.hhs.gov

HealthSherpa:

Broker Support: 888-684-1373

agent_support@healthsherpa.com

Summary of Benefits and Agreements:

<https://shop.highmark.com/sales/#!/sbcs/hmbcbs>

This e-mail was sent from the Highmark ACA Individual Market team. If you have questions related to application status, enrollment, or billing, please contact the Producer Hotline via phone at 1-866-602-1248 or e-mail at Prodem@Highmark.com. For specific inquiries related to training, e-mail U65TrainingCertification@Highmark.com

This information is issued by Highmark Inc. d/b/a Highmark Blue Shield on behalf of its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in the 21 counties of central Pennsylvania. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in the 29 counties of western Pennsylvania, 13 counties of northeast Pennsylvania, the state of West Virginia plus Washington County, Ohio, and the state of Delaware. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.