Producer Portal – FAQ

General Portal Questions

Q: What is the Producer Portal used for?

A: The Producer Portal is home for Individual, Medicare, and Small Group needs, as well as generating commission statements, processing enrollment and billing on behalf of your clients and accessing producer resource materials.

Q: How do I get access to the producer portal?

A: Producers should submit a completed Highmark Portal Access Request Form, or for Delaware producers, a DE Portal Access Request Form to the Channel Compensation team at highmarkchannelcompensation@highmark.com. Producer login IDs will vary based on when and why the agent ID is created.

Q: I am completing the Producer Portal Access Request form, what is the difference between the various entitlement types and when should each be selected?

A: Entitlements are selected based on what information the user should have access to, note NY producers get entitlements for everything except Agency Reports. While producers in PA, DE, WV are not automatically given Agency Reports or General Agency Administrator entitlements.

- **General Agency Administrator** – selecting this will allow the user access to all small group cases in Plan Advisor within the agency.
- **Agency Reports** – selecting this will give the user access to agency commission statements – keep in mind, if you are not a direct writer with Highmark, only contacts at the general agency can grant access to these reports.
- **Client Administration** – selecting this will give the user the ability to access the enrollment and billing functionality (client specific access is granted through your dedicated Highmark client management team and is not automatically given when client administration access is granted).
- **Renewals** – selecting this will give the user access to small group renewals in Plan Advisor – however you will only see clients listed if the general agency grants access as a case manager)
- **Small Group Quotes** – selecting this will give the user access to quote small group clients via Plan Advisor

Q: I have access to the producer portal; how do I get access to my clients?

A: Producers should submit a completed Multi-Client Request Form to their dedicated Highmark client management team.

Q: Who do I contact if I have Producer Portal issue or need my password reset?

A: Producer can reach web support @ 1-877-298-3918, option 3.

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Q: Where can I access a full list of the employees enrolled under a client's Highmark policy?

A: Currently, there is no ability to access a full list of employees from the Producer Portal. Your dedicated Highmark client management team can obtain a full list; however, the list can typically only be sent directly to the client.

Q: Will my login allow me to access both commercial groups and Medicare members?

A: It depends on how you were originally set-up. All accesses may be under the same login, or you may have a separate login for commercial group and federal markets (Individual ACA and Medicare).

Q: Does my login give me access to all my groups?

A: Multi-client access allows you a single sign on from the producer portal to the employer portal. If you have the appropriate entitlements, then producers need to reach out to their dedicated Highmark client management to add clients. For NY producers, all clients you previously had access for should automatically be added under the Highmark Producer Portal.

Q: How can I find the client ID for each of my clients?

A: Good News! Client ID is now viewable in the Producer Portal under the Employer login

Q: I received an error message when I clicked on "log in as employer", why?

A: If you receive an error message…first confirm you have the Client Administration entitlement. If you do, contact your dedicated Highmark client management team to request access to the client.

Q: How do I request access to additional clients?

A: Producers should submit a completed Multi-Client Request Form to their dedicated Highmark client management team.

Q: What is the difference between the Small Group dashboard and the Producer Support dashboard?

A: Small Group dashboard is specific to small group and is used to quote new business and access renewals in Plan Advisor (specific small group entitlements are required). Producers can access commission statements, login in as employer to view enrollment and billing and find producer resources under both the Small Group and Producer Support dashboards.

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eBill Questions

Q: When a producer reviews the electronic payment terms of use agreement, should they select accept or decline? And does that impact the client at all?

A: If you have access to process premium payments on behalf of your client, you need to accept the terms and conditions. It will not impact anything on the client's end.

Q: When are monthly invoices due?

A: Most invoices are due the 1st of the coverage month, however, can be different based on the client. Invoices are typically generated either a specific # of days prior to the due date or on a specific day of the month, depending on the state and the client request. For example, August invoices would be due 8/1 and generate in July.

Q: Is there a grace period for monthly invoices?

A: Clients should pay their invoice on or before the due date, there is a 30-day grace period. To ensure the payment is reflected on the next invoice clients should pay 3 days prior to the next invoice being generated.

Q: How long does it take for payment status to update once an invoice has been paid?

A: It takes 2-3 business days for payment status to update once paid.

Q: Why are there different bill accounts?

A: Bill accounts can be different for various reasons - including different products, different billing locations, the client requesting separate invoices for COBRA or vision and/or dental lines of business.

Q: Is there a Brainshark for employer groups who are interested in eBill?

A: Yes, here is a an eBill demo for clients.

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New York Specific Questions

Q: When should enrollments be processed in the Highmark producer portal vs BlueConnect?

A: BlueConnect is for non-migrated groups only. Once groups have been migrated to the Highmark system enrollments should be processed on the Highmark producer portal.

Q: When will all NY clients be migrated to the Highmark system?

A: Clients are being migrated upon renewal. All clients should be migrated by 01/01/2023.

Q: Who should a producer contact if with the migration they lost access to a specific client?

A: The producer should contact their dedicated Highmark client management team. Additional legal documents may be required.