

September 2, 2016

# Urgent eBulletin

## 2017 certification is ready!

We are pleased to announce that certification is ready, and we will use different technology than in the past to provide a smoother and easier experience for you. There will not be a certification webinar, as we mentioned on Tuesday, so you will be able to certify online at your convenience.

**To become certified to sell Independence 2017 plans, please follow the steps outlined below:**

1. Ensure you have a 2017 contract with your FMO. Please reach out to your FMO directly if you have questions.
2. Your FMO will send us a list of contracted agents eligible for certification.
3. You will receive an email from [system@litmos.com](mailto:system@litmos.com) with a personalized link to your account. This link cannot be shared with other agents. These emails will begin going out early next week.
4. You will need to obtain your training certificate through AHIP and upload it into our certification system. This will meet the requirements for Medicare Basics, General Compliance, and Fraud, Waste, and Abuse.

To ensure you receive enrollment kits on time, we have added a temporary order form to the certification system. Please only order two weeks' worth of materials at this time.

You will then receive access to the 2017 Broker eStore within 7 business days following completion of certification ([www.brokerestore.com](http://www.brokerestore.com)). You can order more enrollment kits after you have exhausted the initial supply. Please do not place another order with the Broker eStore before receiving your initial materials, as this will cause you to receive double the amount. If you have questions regarding the status of your order, please contact the Independence Broker Medicare Resource Center. Orders will start shipping September 19.

For additional questions, please contact your Brown & Brown broker consultant or the Independence Broker Medicare Resource Center at 1-888-234-3313 or email us at [IBXMedicareBroker@ibx.com](mailto:IBXMedicareBroker@ibx.com).

We look forward to a successful AEP!

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