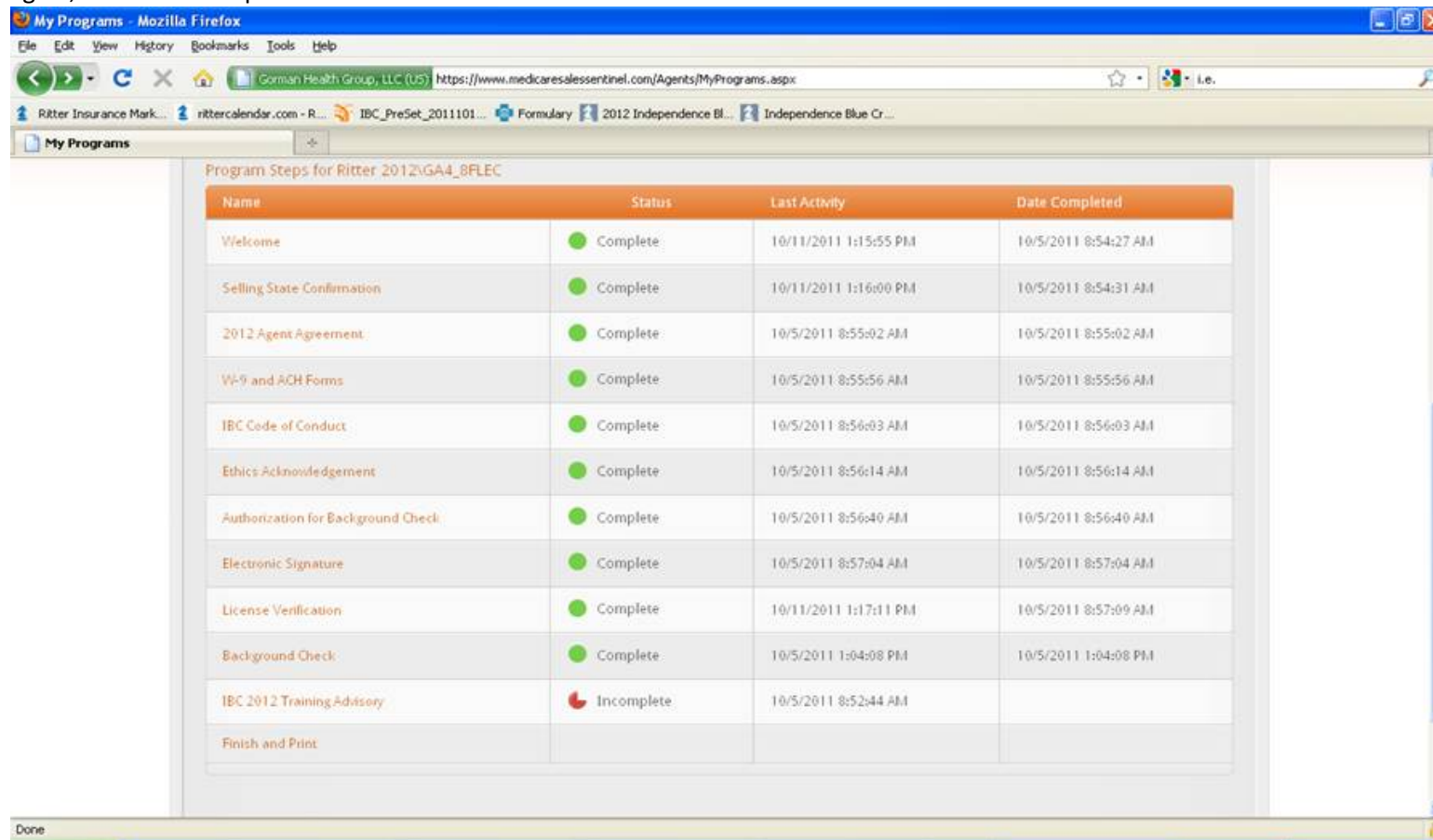


Dear Agent

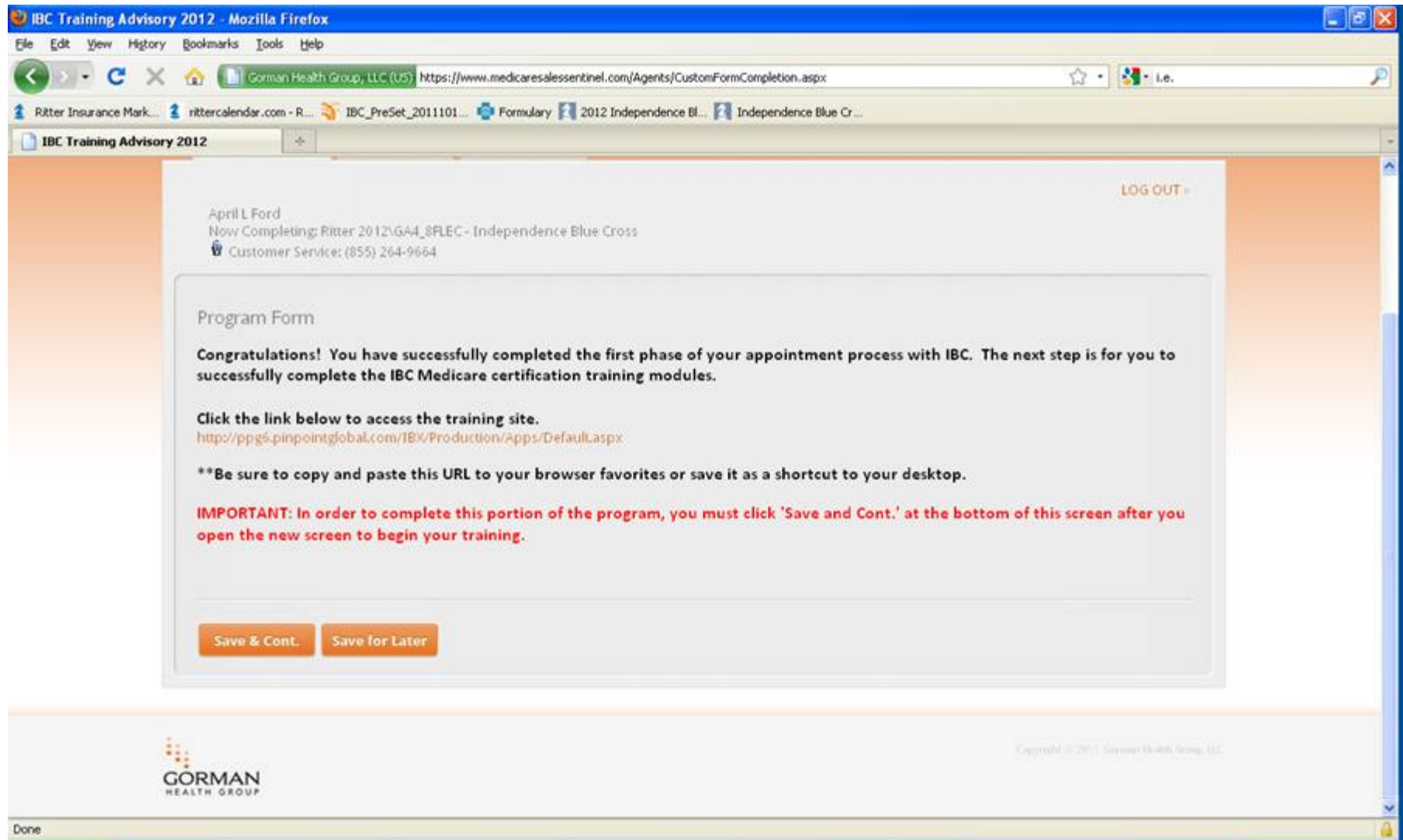
In order to begin the Certification process, you must first log into the Sentinel system in order to get appointed and certified to sell IBC Medicare products. Click [HERE](#) to instantly access the system.

Many agents have been requesting information about the status of their Independence Blue Cross certification process. We have created this guide to hopefully answer many of your questions, and help you complete the certification process as quickly as possible. The first step is to access and complete the Sentinel Program. Initially, the status for every task will be incomplete, but as you progress they will become green lights, as seen in this picture.



Name	Status	Last Activity	Date Completed
Welcome	Complete	10/11/2011 1:15:55 PM	10/5/2011 8:54:27 AM
Selling State Confirmation	Complete	10/11/2011 1:16:00 PM	10/5/2011 8:54:31 AM
2012 Agent Agreement	Complete	10/5/2011 8:55:02 AM	10/5/2011 8:55:02 AM
W-9 and ACH Forms	Complete	10/5/2011 8:55:56 AM	10/5/2011 8:55:56 AM
IBC Code of Conduct	Complete	10/5/2011 8:56:03 AM	10/5/2011 8:56:03 AM
Ethics Acknowledgement	Complete	10/5/2011 8:56:14 AM	10/5/2011 8:56:14 AM
Authorization for Background Check	Complete	10/5/2011 8:56:40 AM	10/5/2011 8:56:40 AM
Electronic Signature	Complete	10/5/2011 8:57:04 AM	10/5/2011 8:57:04 AM
License Verification	Complete	10/11/2011 1:17:11 PM	10/5/2011 8:57:09 AM
Background Check	Complete	10/5/2011 1:04:08 PM	10/5/2011 1:04:08 PM
IBC 2012 Training Advisory	Incomplete	10/5/2011 8:52:44 AM	
Finish and Print			

When you reach the step “IBC 2012 Training Advisory” the following screen will appear.



Many agents have been clicking “Save & Cont” without clicking the link on page. This will take you back to the previous page with every light showing green. It is very misleading, because you are not actually done. **It is mandatory for you to click the Pinpoint link, and complete the certification process there as well.** Also, you must complete Pinpoint in Internet Explorer. Other browsers will not work.

Note Concerning AHIP: When you first log into Pinpoint, a box will appear asking if you have completed outside training, including AHIP. If you have completed AHIP, please check the box and send the AHIP certificate to IBCMedicareBroker@ibx.com. If you missed this box initially, you can still access it by going to your profile and checking the box there. If you have not completed AHIP, you will have to complete the Medicare Basics in the Pinpoint training program. If you have completed AHIP, these modules will not appear.

Once you complete pinpoint, your screen should look like this. The important sections that need to be complete are the IBC Medicare Individual Plans(MA & MA-PD) and the IBC Medicare Individual Plans(MA & MA-PD) Exam. This particular screen was from an agent who did not send in their AHIP. If you sent in your AHIP, the 3rd through 6th options will not appear. Upon completion, you will be finished with the IBC Pinpoint portion of the certification process.

IBX - Windows Internet Explorer

http://ppg.pinpointglobal.com/IBX/Production/Apps/MyTraining.aspx?page=MyCertifications

File Edit View Favorites Tools Help

Windows Live Bing What's New Profile Mail Photos Calendar MSN Share Sign in

Favorites Suggested Sites MSN My MSN MSN Money MSN Entertainment MSNBC Bing™ Traffic Free Hotmail MSN SlideShow Web Slice Gallery

IBX

Page Safety Tools

My Certifications Transcript

Contact Us

ibxmedicarebroker@ibx.com
215-241-3869

Version: 2.1.784.0

completion of the 2011 Medicare Certification Training does not certify you to market and sell 2012 plans. Please ensure you complete the appropriate training.

Annual Requirement Year: 2012

REQ = Required Course REC = Recommended Course

2012 Medicare Sales Training - Medicare Basics and Plan-specific training **75% Complete**

Title	Status	Date Completed
REQ IBC and AmeriHealth Medicare Group Plans	Incomplete	
REQ IBC and AmeriHealth Medicare Group Plans - Exam	Incomplete	
REQ Marketing & Enrollment Guidelines	Complete	9/24/2011
REQ Marketing & Enrollment Guidelines - Exam	Complete	9/24/2011
REQ Medicare Overview	Complete	9/24/2011
REQ Medicare Overview - Exam	Complete	9/24/2011
REQ IBC Medicare Individual Plans (MA & MA-PD)	Complete	9/24/2011
Only licensed Agents with a valid Medicare Advantage contract to sell Independence Blue Cross's Individual Medicare Advantage products should take this portion of the training. For more information about selling IBC Individual Medicare Advantage products, contact your General Agent or Ritter Insurance Marketing at 800-769-1847 (Dial 3 or ask for Marketing).		
REQ IBC Medicare Individual Plans (MA & MA-PD) - Exam	Complete	9/24/2011
Only licensed Agents with a valid Medicare Advantage contract to sell Independence Blue Cross's Individual Medicare Advantage products should take this portion of the training. For more information about selling IBC Individual Medicare Advantage products, contact your General Agent or Ritter Insurance Marketing at 800-769-1847 (Dial 3 or ask for Marketing).		

Internet 100%

Once you complete this, return to Sentinel. If you have not already, complete Sentinel (by clicking Save and Cont. on the final screen), and all of the lights will turn green and you will be complete.

My Programs - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Gorman Health Group, LLC (US) https://www.medicarelessentinel.com/Agents/MyPrograms.aspx

Ritter Insurance Marketing - My Licensing My Programs

Program Steps for Ritter: 2012\GA4_8FLEC

Name	Status	Last Activity	Date Completed
Welcome	Complete	9/16/2011 4:52:22 PM	9/16/2011 4:52:22 PM
Selling State Confirmation	Complete	9/16/2011 4:54:28 PM	9/16/2011 4:54:28 PM
2012 Agent Agreement	Complete	9/16/2011 4:54:56 PM	9/16/2011 4:54:56 PM
W-9 and ACH Forms	Complete	9/16/2011 4:56:36 PM	9/16/2011 4:56:36 PM
IBC Code of Conduct	Complete	9/16/2011 4:57:39 PM	9/16/2011 4:56:45 PM
Ethics Acknowledgement	Complete	9/16/2011 4:57:52 PM	9/16/2011 4:57:52 PM
Authorization for Background Check	Complete	9/16/2011 4:58:21 PM	9/16/2011 4:58:21 PM
Electronic Signature	Complete	9/16/2011 4:58:58 PM	9/16/2011 4:58:58 PM
License Verification	Complete	9/16/2011 4:59:02 PM	9/16/2011 4:59:02 PM
Background Check	Complete	9/16/2011 6:32:11 PM	9/16/2011 6:32:11 PM
IBC 2012 Training Advisory	Complete	10/20/2011 3:21:20 PM	9/22/2011 10:49:31 AM
Finish and Print			

Done

If your Sentinel and Pinpoint screens do not look like the above, you are not done with the IBC certification process. You need to go back in, and finish the areas that have yet to be completed.

If both your Sentinel and Pinpoint screens look like the above, and you have yet to be confirmed:

There are two possible reasons: One is that you have not completed and sent in your AHIP certification. If you are curious as to whether or not your AHIP has been sent in, you can email or call me and I will be able to find out for you, and help you get that information where it needs to go. The other is that everything is complete and IBC is waiting on the state. IBC has to send the information to the state, who processes it and returns it. This process generally takes one to two days, but can vary. If this is the case, all you need to do is wait.

If you have any questions with the process, please let me know, and I will do the best I can to help.