

2016 FFM Certificate Instructions:

Aetna, Highmark, Humana, Molina, United Health One



New on Producer World

- Add/view/edit your FFM User ID and certification data faster and more easily
 - Log into [Producer World](#).
 - On the left navigation bar, select "Manage Profile & User Access" and select "Personal Firm Profile" from the drop-down.
 - On the "Personal Profile" tab at the bottom, add **your 2016 FFM User ID and the date/year completed**.
 - Update your 2016 FFM User ID and 2016 dates in Producer World by **Monday, October 26**.

Need help? [View](#) the step-by-step instructions.



Submit Through Sales Sentinel

To submit your training certifications to Highmark, go to the [Sales Sentinel site](#)
Steps for submitting your training certifications:

- Go to the [Sales Sentinel site](#) ([read instructions on how to use the site](#))
- Sign in or select "Click Here to Register" to create an account
- Follow these steps:
 - For individual products
 - Provide your federally facilitated marketplace user ID--Provided to you after CMS registration
 - Complete the Highmark integrity training
 - Sign the Highmark attestation
 - Submit your CMS training certification



Submit through Broker Portal

To submit your training certifications to Highmark, go to <https://humana.com/agent>
Log in with your agent credentials.

- Click the link "Submit Your FFM Certificate" at the **bottom** of the page
- Enter your NPN and SAN if there are any issues, contact Agent Support Unit at 1.800.309.3163
- Enter your personal info as requested on the form. Be sure the certificate date matches what is on the cert.
- Attached your Certificate of Completion.
- Click Submit at the bottom of the form.
- Unless rejected for being an invalid certificate, your certificate will be loaded to Humana's certification database within two business days.



Molina FFM Requirements

- Please submit your certificate to our office to forward to Molina, lura@vipagents.net
- Be sure to include your FFM user id, as it is required by this carrier.



No cert required!

- UHOne will be pulling your FFM certificate according to your NPN (National Producer Number) They do NOT need a copy of your certificate for the 2016 FFM plan year.



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Additional Questions?

Contact Lura Bare, Broker Support Manager lura@vipagents.net Phone: 484.772.4723