



### **Agents must be Regence certified to receive renewal commissions on previously sold MedAdvantage and PDP**

In August, CMS made it clear that in order to receive commission on Medicare Advantage or stand-alone PDP products, an agent had to be in **“good standing,”** which they went on to define as **“appointed to sell in the State (if required), annually trained and tested, and maintain a passing score of 85 percent”** (Section 120.5.4).

As of January 1, 2010, Regence will only pay commission on these products to agents that are in “good standing” and currently certified, as required by CMS. If you have clients on any of the following plans, and would like to continue to receive commission on these plans, you will be required to complete the 2010 certification **no later than December 1, 2009** for:

- Regence MedAdvantage
- Regence MedAdvantage + Rx (Classic or Enhanced)
- Regence Life and Health Medicare Script (PDP)

The certification can be completed through a web-based course that should have been sent to you via an Agent Insight email on 9/22/09. In the case that you did not receive this, or no longer have access to it, please follow this link to the Gorman Healthcare web site:

[www.brainshark.com/gormanhealth/signup.aspx?c=248859&q=38042](http://www.brainshark.com/gormanhealth/signup.aspx?c=248859&q=38042)

- \* Fill out the Registration page: Name (First and Last) and Email Address are required.
- \* Click Submit.
- \* Please write down or print out the next page that has your User name and Password.
- \* Enter your User Name and Password.
- \* Click Log In.
- \* On the next screen click the Medicare Advantage Certification Button.
- \* Click on the first highlighted course title and begin your training.

After completing Registration, you will receive an email from "noreplies" (noreplies@brainshark.com) containing your username and password. Save this email. You will need it for any subsequent logins.

We appreciate your efforts and wish you a prosperous Medicare season ahead!

Best Regards,  
Regence BlueShield of Idaho Sales Operations