



2025 MEDICARE ONBOARDING AND CERTIFICATION

INDEPENDENCE BLUE CROSS

User Guide

Government Markets

PURPOSE OF THIS DOCUMENT

Introduction

This document is designed to assist Independence Blue Cross, Subsidiaries and Affiliates' sales agents to complete the Medicare certification onboarding process.

The user guide provides step-by-step instruction to assist you with the onboarding process.

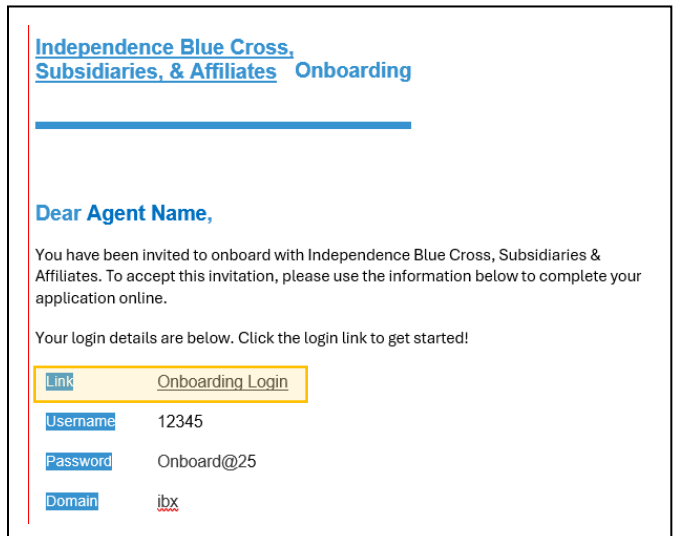
Accessing the 2025 Onboarding System

Prerequisites for Access:

Must receive an Invitation Email inviting you to onboard with Independence Blue Cross, Subsidiaries & Affiliates. (See below)

Step 1: Open email from [Independence Blue Cross, Subsidiaries, & Affiliates](#)

Step 2: Click on the link highlighted here, this is the workflow URL. This will take you to the login screen.



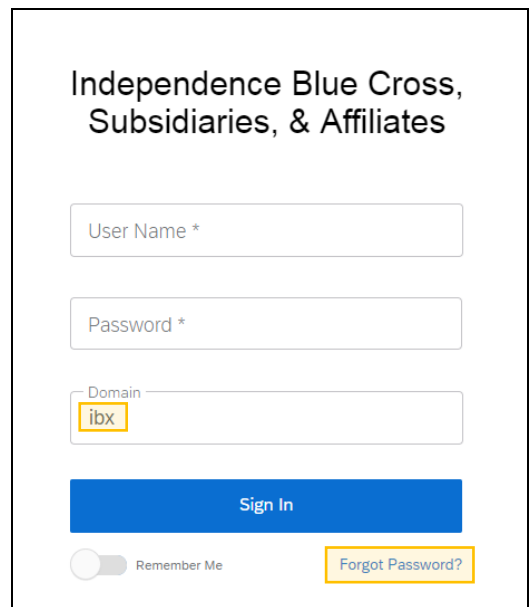
Step 3: Type in your User Name (Your National Producer Number (NPN)) and the default password listed in your email: **Onboard@25**.

Very Important! The Domain field should pre-populate with *ibx*. This domain must say *ibx* if you are certifying for **IBX** products. This domain must also say *ibx* if you are certifying for **AmeriHealth Medicare** products.

NOTE:

- **DO NOT COPY AND PASTE** into these fields. There are security features that prevent that feature from allowing you to login.
- If you disabled the ability to click on links in your email, you can click the following link or copy and paste the link into your browser:

www.ibxmedicare.com/certification

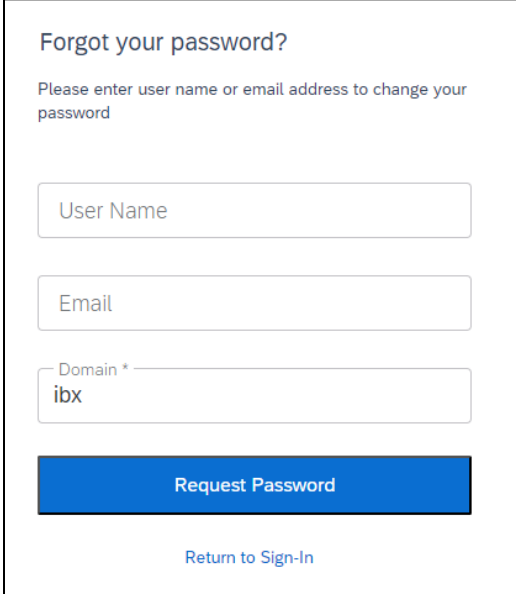


Step 3a: Forgotten Password - If you have forgotten your password, please click the link highlighted on the lower right: **Forgot Password?**

Step 3b: The Forgot your password screen will appear. Enter your User Name (your National Producer Number (NPN)) and the email address where you want to receive the link.

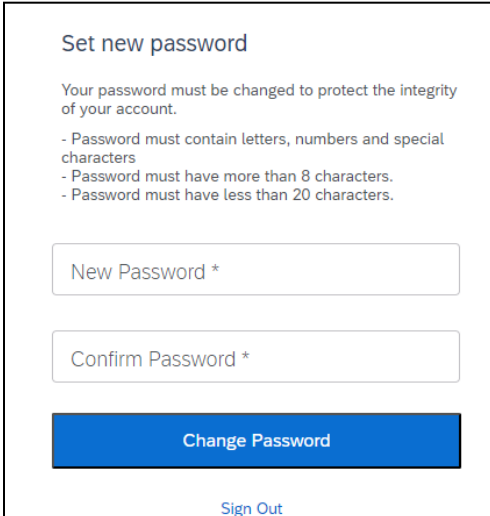
Click the blue **Request Password** button. A password reset email will be sent.

NOTE: Be sure to check your spam or junk folder, email systems often put password reset emails in these folders.



The screenshot shows a web form titled "Forgot your password?". Below the title is a prompt: "Please enter user name or email address to change your password". There are three input fields: "User Name", "Email", and "Domain *". The "Domain *" field contains the text "ibx". Below the input fields is a prominent blue button labeled "Request Password". At the bottom of the form is a link labeled "Return to Sign-In".

Step 4: Upon your initial log-in, you will be prompted to change your password.



The screenshot shows a web form titled "Set new password". Below the title is a message: "Your password must be changed to protect the integrity of your account." followed by three bullet points: "- Password must contain letters, numbers and special characters", "- Password must have more than 8 characters.", and "- Password must have less than 20 characters." There are two input fields: "New Password *" and "Confirm Password *". Below the input fields is a prominent blue button labeled "Change Password". At the bottom of the form is a link labeled "Sign Out".

Step 5: Next you will be taken to an **Application** page where you need to enter and confirm your demographic data and click the blue Save button. (see below)

The screenshot shows the 'Application' page for 'Independence Blue Cross, Subsidiaries, & Affiliates'. The page has a search bar for 'Case ID' in the top right. Below the header, there is a blue instruction bar: 'Please complete all tabs below, click Save and log back in at any time. Once you have completed all tabs please click continue. If you have any questions or concerns regarding your case, please email us at licensingandappointments@ibx.com.' The main content area has two tabs: 'General' and 'AHIP'. A blue box says 'Please complete all required fields.' The form contains several fields: 'First Name *' with 'Agent', 'Do you have a middle name?' with radio buttons for 'Yes' and 'No' (selected), 'Last Name *' with 'Name', 'Suffix' with a dropdown menu showing '--select--', 'Title' with 'Agent', 'Contact Email *' with 'agent_name@gmail.com', 'Business Phone *' with '215-123-4567', and a 'Business Address' section with 'Address Line 1 *' (103 Agent Street), 'Address Line 2', 'City *' (Test), 'State *' (PA), and 'ZIP *' (19144). At the bottom, there are two buttons: 'Save' (highlighted with a yellow box) and 'Continue'.

Step 6: Once you've confirmed your demographic data, click the AHIP tab.

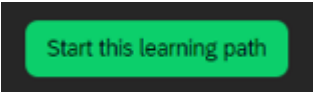
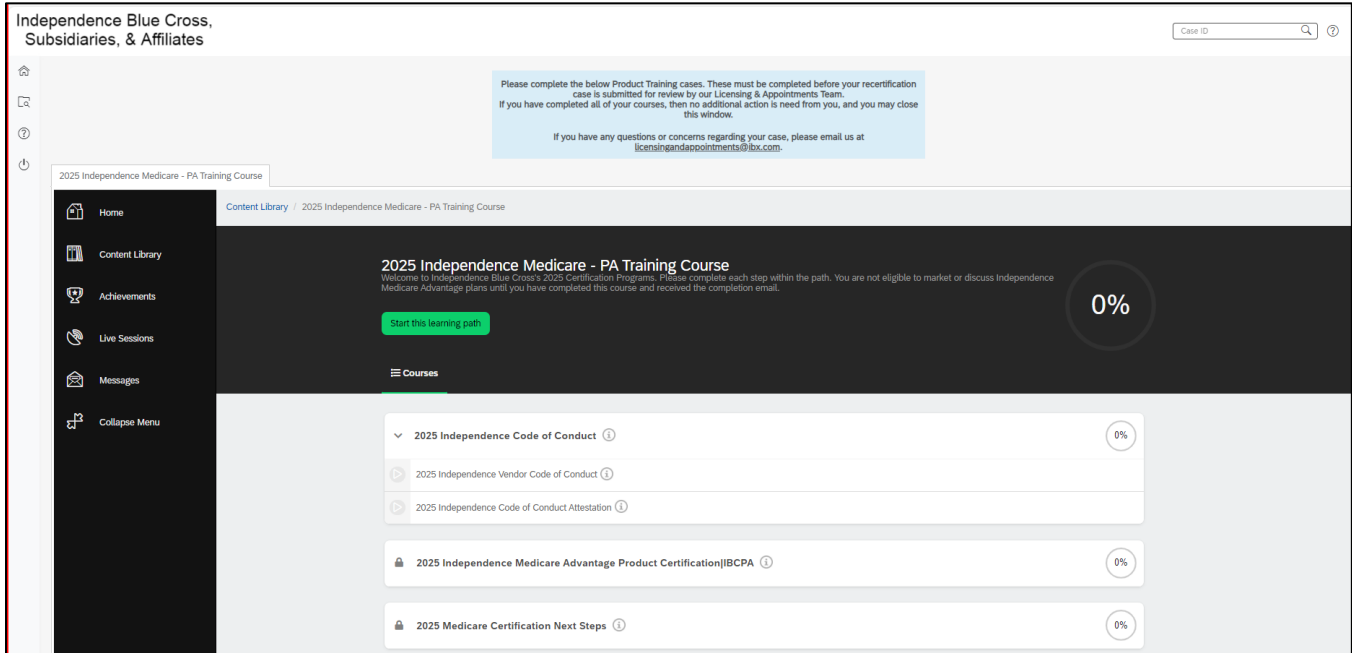
The screenshot shows the 'Application' page with the 'AHIP' tab selected. The 'General' tab is now greyed out. A blue instruction bar is present. Below it, a blue box says 'Please upload your current AHIP certificate.' The 'AHIP Certificate *' field is empty, with a red '[required]' label below it and upload/delete icons. At the bottom, there are 'Save' and 'Continue' buttons.

Step 7: Upload a copy of your 2025 AHIP completion certification and select Continue.

THIS IS A REQUIRED STEP TO BEGIN THE MEDICARE CERTIFICATION PROCESS AND CANNOT BE BYPASSED

The screenshot shows the 'Application' page with the 'AHIP' tab selected. The 'AHIP Certificate *' field now contains the text 'SAMPLE AHIP.docx' and has a red '[required]' label below it. The 'Continue' button is highlighted with a yellow box.

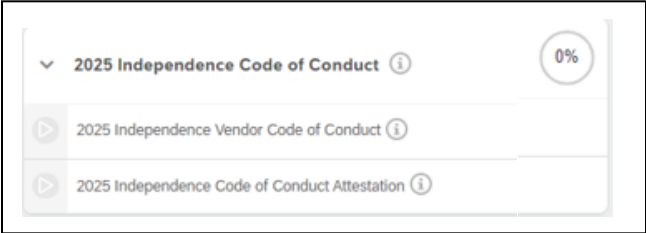
Step 8: After you click "Continue", you will be taken directly to your assigned learning path. This will either be called the **2025 Independence Medicare - PA Training Course** and/or the **2025 AmeriHealth Medicare - NJ Training Course**. Navigation steps for either learn path are the same. (Example screen for 2025 Independence Medicare - PA Training Course shown below)



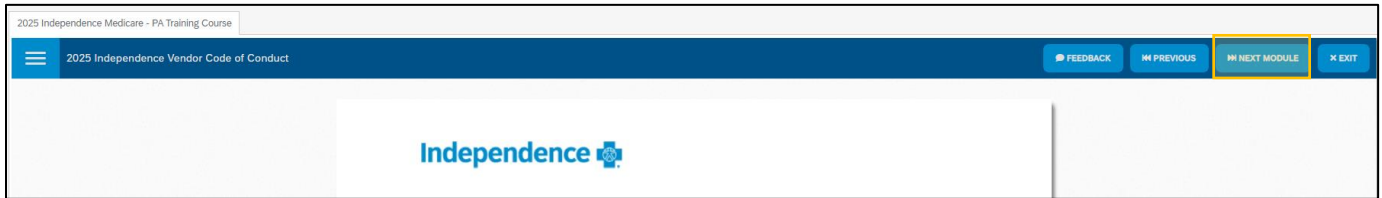
Step 9: Click on the green button "Start this learning path".

Step 10: Click on the **Code of Conduct** Course to expand the two modules.

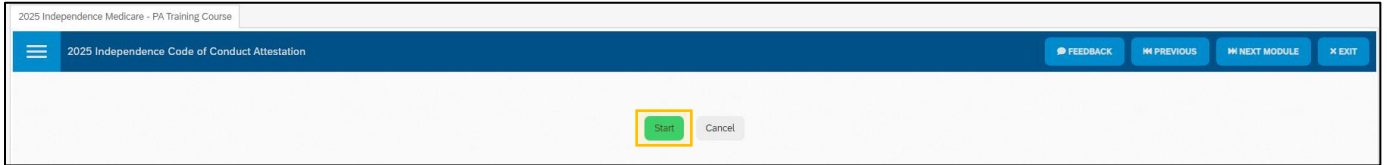
Step 10a: Click on the **Vendor Code of Conduct**.



NOTE: Click through all required pages by using the arrow to the middle right of the screen. Once you have reviewed all required pages, click on **Next Module** at the top right of the screen.

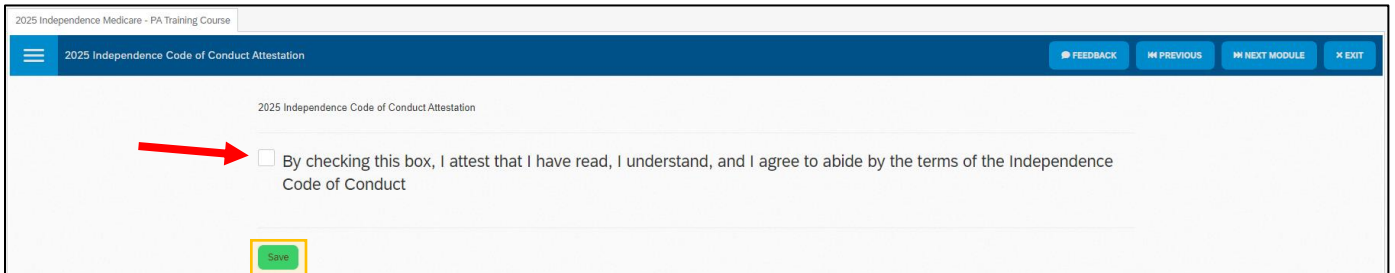


Step 10b: Click on the **Code of Conduct Attestation**. Click the green **Start** button to continue

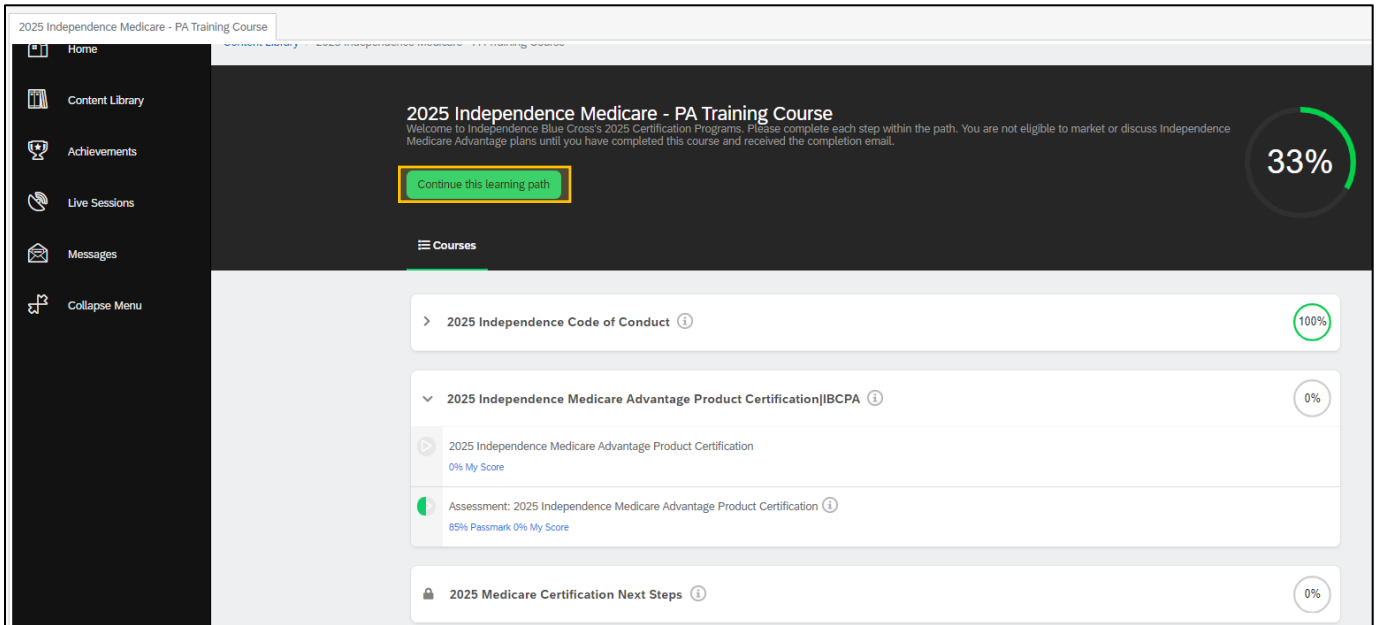


Step 10c:

Check the box to attest you have read the Code of Conduct.
Click the green **Save** button.



Step 11: Click the green button **Continue this learning path**.



Step 12: Click on the **Product Certification** course to expand modules as shown above.

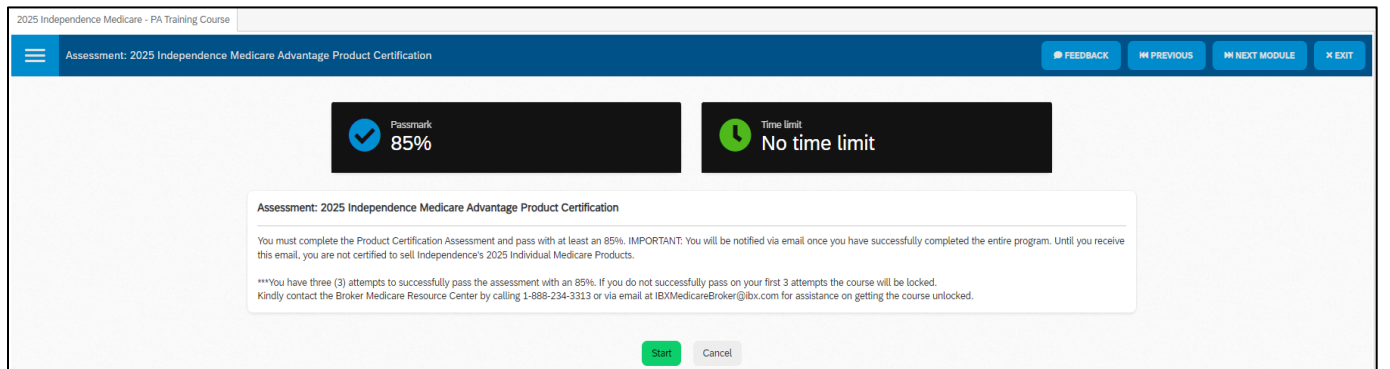
Step 12a: Click on the **Product Certification** module to open.

NOTE: When taking the Product Certification module, click on the word **NEXT** at the bottom corner of the training to proceed to the next slide. Make sure to review each slide before proceeding to the **Assessment** module.

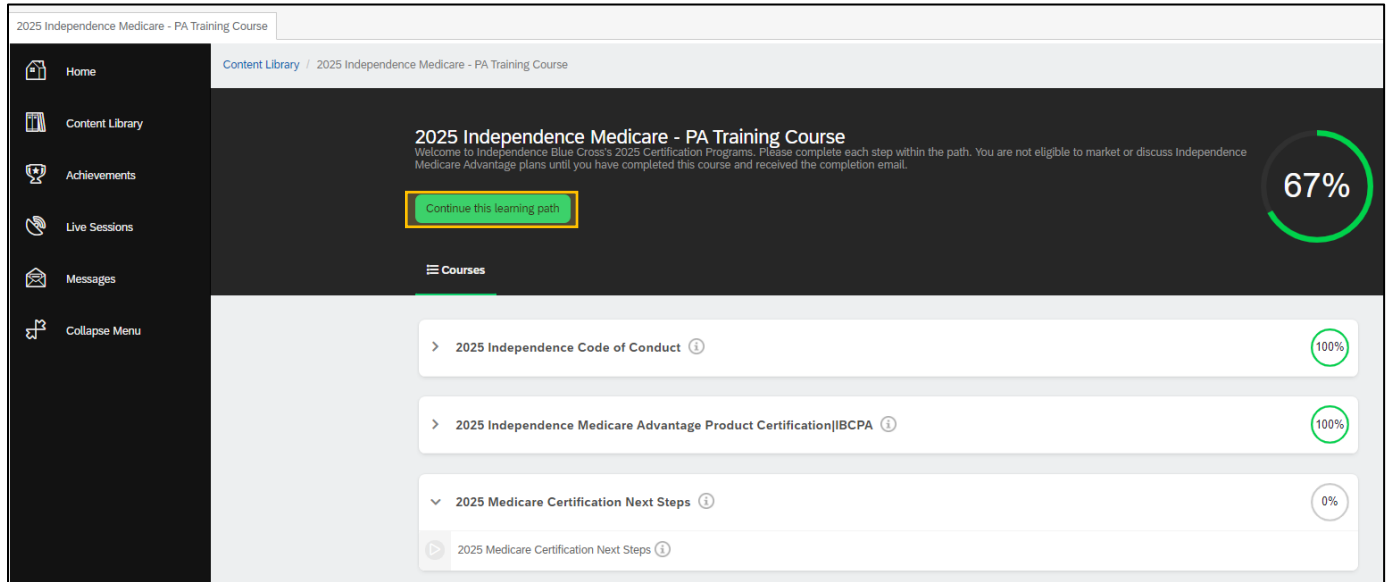


Step 12b: Click on the **Assessment 2025** module to open.

NOTE: You will see the notice below indicating that you must pass with at least an 85%. You have three (3) attempts.



Step 13: Once you have successfully completed the assessment with a score of 85% or better; proceed to the next step by selecting the green button, **Continue this learning path**.



Step 14: Click on the **2025 Medicare Certification Next Steps** module to open. You will see the following information.

2025 Medicare Certification Next Steps

Please allow up to **FIVE (5) BUSINESS DAYS** to receive a follow-up email from licensingandappointments@ibx.com indicating that you are now Ready to Sell.

Thank you for choosing to represent us!

NOTE: Once this step is completed and all your courses, you will see a **100% completion** in the right-hand corner of your learning plan. No additional information is needed from you. You are free to log-out and close your browser. Your recertification application will be reviewed for approval.

Please allow up to five business days to receive a follow-up email from licensingandappointments@ibx.com.