

Group & Individual Marketing News Bulletin



South Carolina

BlueCross BlueShield of South Carolina
is an independent licensee of the
Blue Cross and Blue Shield Association



ARCHIVES

You may access marketing bulletins from 2008 to present in the *Agents* portion of our Web site, www.SouthCarolinaBlues.com.

NEW ADDRESS?

If your contact information changes, including e-mail address or fax number, please e-mail us your updated information to grpandindv@bcssc.com.

ORDER SUPPLIES

To order BlueCross supplies on COIN, visit our Web site at www.SouthCarolinaBlues.com, and select *Agents*. Then, select "Order Supplies" under *Resources*.

QUESTIONS?

Contact your marketing representative at 1-800-288-2227 ext. 42328 if you have questions.

August 11, 2009

Vol. VIII, No. 24

New, Easier-to-Use Agent Training

Learning Management System (LMS) simplified for easier use

BlueCross BlueShield of South Carolina is pleased to announce that we are simplifying our new agent training process and significantly reducing the number of training tests our new agents are required to complete. In most instances, this will reduce the amount of time it takes most agents to complete our training programs. To make these improvements, the Learning Management System will be out of service from August 17 through August 28.

What are the benefits of the new agent LMS? Here is what you can expect:

- A new agent home page with simplified access to training course material. All courses are packaged into training portfolios according to type of agent appointment. To view course material for your appointment type, simply click on the corresponding link at the top of your home page.
- We've significantly reduced the number of required tests for new agent appointments to no more than two tests — the product portfolio test corresponding to your appointment type and a HIPAA test. (If you are appointed to sell our Medicare Advantage/Part D plans, you will also have a separate series of tests to complete annually in accordance with CMS regulations.)
- Course material will be available for reference 24/7 — even after you have completed your training requirements.
- You can print course material for reference.
- Effective with the roll out of our simplified agent training program, you must achieve a minimum score of 85 percent on each test to receive training credit (previously it was 80 percent).

**IMPORTANT NOTICES FOR AGENTS
CURRENTLY TAKING TRAINING:**

- **Any agent in the midst of completing our current series of required training courses should make every effort to complete the training by August 16.** If you do NOT complete your current training (meaning completing all current required tests with a passing score), you will have to start over and fully complete the new training series when the system comes back online.
- When the LMS goes offline on August 17, every agent within the first 30 days of appointment to BlueCross will have a 40-day training completion window extended by two weeks.

We hope you like the new look and feel of our online training programs. If you have questions or need assistance, please e-mail pbt.training@bcbssc.com or contact Cheryl Brinchi at 803-264-4126 or Chad Aguilar at 803-264-2969.
