



**BlueCross BlueShield**

Illinois • Montana • New Mexico • Oklahoma • Texas

# Producer Experience Portal: Annual Readiness User Guide

## Purpose:

The Producer Experience Portal enables you to design and deliver quoting experience to members in Blue plans and manage prospects. This section covers how to find and act on annual training and certification reminders.

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# Access from the Home Page

You can access **Certification & Training** for IFM and Medicare by clicking on the tiles on the PEP Home page.

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**Producer Experience Portal**

Home My Hierarchy My Delegates Quote & Enroll Commissions & Reporting Resources

Pilot Website

## Welcome to Producer Experience Portal

We have a dedicated team to assist with questions and issues from our pilot users.

- Email [Pep\\_Pilot@bcbsil.com](mailto:Pep_Pilot@bcbsil.com) (preferred contact method for Medicare quoting and enrolling questions)
- Call us at 1-866-446-4353 (M-Th 9:00 a.m. - 5:00 p.m. CT, F 9:00 a.m. - 4:30 p.m. CT)

Please use your existing contacts for questions about Blue Access for Producers tools.

**Quick Links**

[RPP](#)

Generate quotes and submit applications. View application and policy status. Access forms and reports.

[BAP](#)

View your commission statements. Obtain an instant preliminary quote whenever customers call. View, download, or print the information you need. View product information.

[Supply Portal](#)

Download digital or order physical sales materials and enrollment kits.

### Individual & Family ACA Resources

**Off-Exchange Quote & Enroll**

Generate quotes and enroll for Off-Exchange. >

**On-Exchange Enrollment**

Access your IFM Shop & Enroll account for MT, OK, and TX.

**Certification & Training**

Complete Marketplace registration and training. >

**Illinois Marketplace**

Go to Get Covered Illinois to Enroll for On-Exchange plans.

**New Mexico Marketplace**

Go to BeWellNM to Enroll for On-Exchange plans.

### Medicare Resources

**Quoting & Enrolling**

Generate quotes and enroll for Med Supp, MAPD, DSNP, PDP.

**Certification & Training**

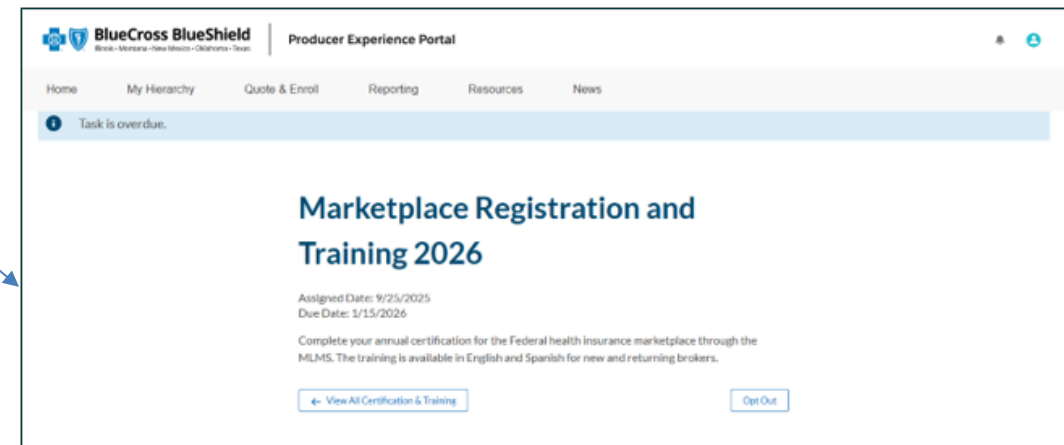
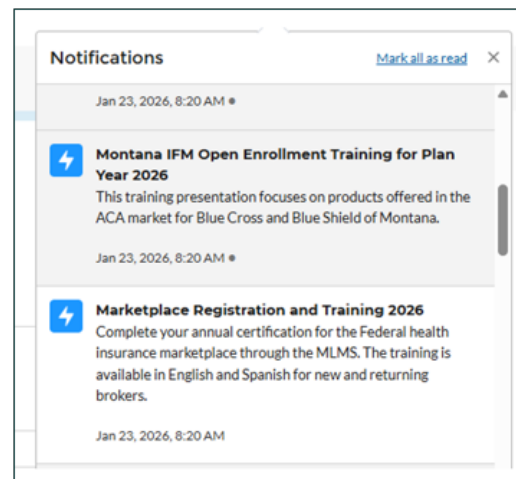
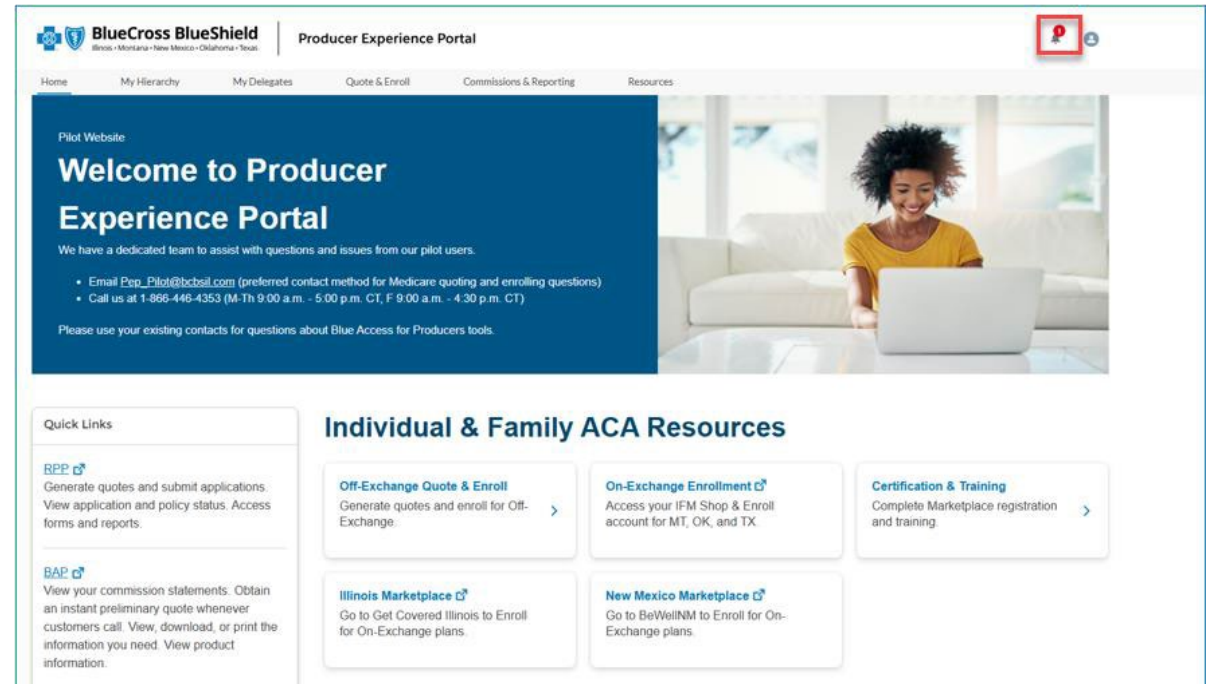
Complete Medicare registration and training. >

**Montana PDP**

Generate MT PDP quotes, submit applications and view book of business.

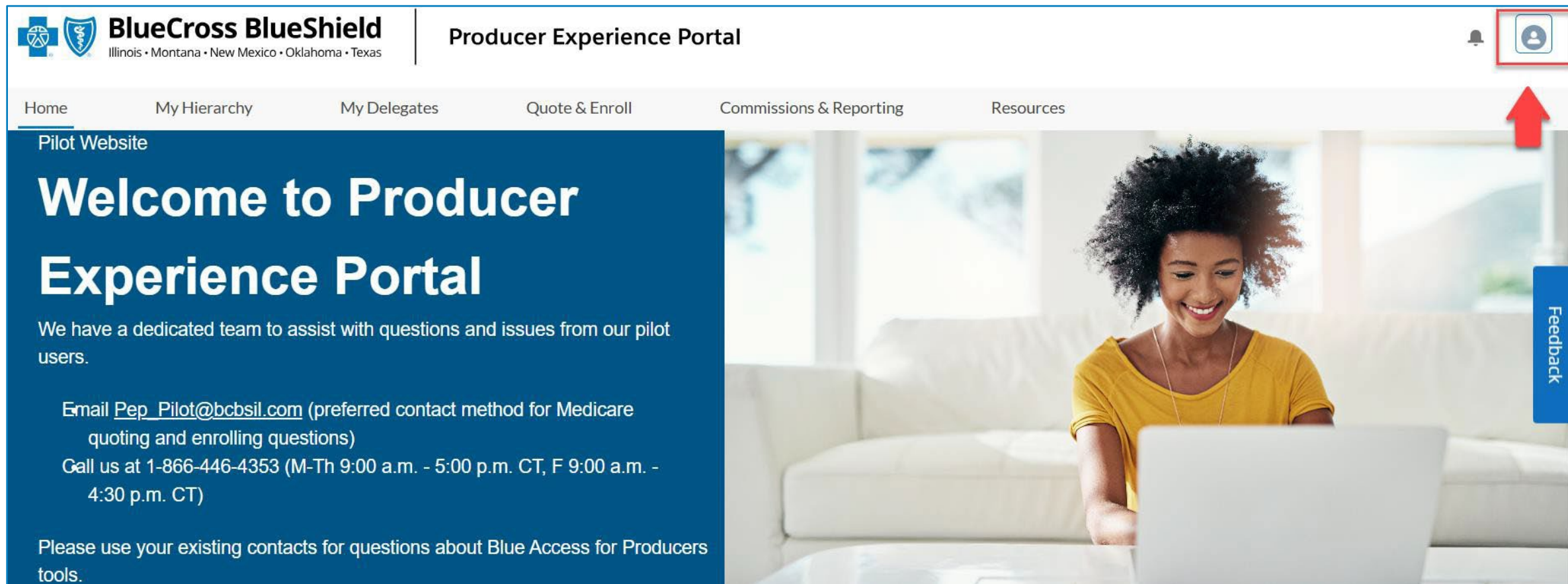
# Access from Notifications

- Notifications can be viewed from the bell icon, in the top right of every page. Click the bell icon to view a list of notifications.
- Click the notification for a task to go directly to the details.



# Access from the Profile Menu

- From any page, click the Profile icon.



The screenshot displays the BlueCross BlueShield Producer Experience Portal. The top left features the BlueCross BlueShield logo and the text "BlueCross BlueShield Illinois • Montana • New Mexico • Oklahoma • Texas". The top right shows the "Producer Experience Portal" title and a profile icon highlighted with a red box and a red arrow pointing to it. Below the header is a navigation bar with links: Home, My Hierarchy, My Delegates, Quote & Enroll, Commissions & Reporting, and Resources. The main content area is split into a blue sidebar on the left and a white main area on the right. The sidebar contains the text "Pilot Website", "Welcome to Producer Experience Portal", and contact information for pilot users. The main area features a large image of a woman smiling while using a laptop, with a "Feedback" button on the right side.

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**Producer Experience Portal**

Home My Hierarchy My Delegates Quote & Enroll Commissions & Reporting Resources

Pilot Website

## Welcome to Producer Experience Portal

We have a dedicated team to assist with questions and issues from our pilot users.

Email [Pep\\_Pilot@bcbsil.com](mailto:Pep_Pilot@bcbsil.com) (preferred contact method for Medicare quoting and enrolling questions)  
Call us at 1-866-446-4353 (M-Th 9:00 a.m. - 5:00 p.m. CT, F 9:00 a.m. - 4:30 p.m. CT)

Please use your existing contacts for questions about Blue Access for Producers tools.

Feedback

# Access from the Profile Menu

- Click "Certification & Training."

The screenshot displays the BlueCross BlueShield Producer Experience Portal. The top left features the BlueCross BlueShield logo and the text "BlueCross BlueShield Illinois • Montana • New Mexico • Oklahoma • Texas". The page title is "Producer Experience Portal". A navigation bar includes links for Home, My Hierarchy, My Delegates, Quote & Enroll, Commissions & Reporting, and Resources. On the right, a profile menu is open, showing options for My Information, Certification & Training (highlighted with a red box), and Logout. A vertical "Feedback" button is located on the right side of the main content area. The main content area has a dark blue background with the text "Pilot Website" and "Welcome to Producer Experience Portal". Below this, it states: "We have a dedicated team to assist with questions and issues from our pilot users." It provides contact information: "Email [Pep\\_Pilot@bcbsil.com](mailto:Pep_Pilot@bcbsil.com) (preferred contact method for Medicare quoting and enrolling questions)" and "Call us at 1-866-446-4353 (M-Th 9:00 a.m. - 5:00 p.m. CT, F 9:00 a.m. - 4:30 p.m. CT)". It concludes with: "Please use your existing contacts for questions about Blue Access for Producers tools." The background image shows a woman with curly hair, wearing a yellow shirt, smiling while sitting on a white sofa and using a laptop.

# View Your List

- **My Annual Certification & Training** will list any tasks for both IFM and Medicare, where applicable.

The screenshot displays a web application interface with a navigation bar at the top containing the following tabs: Home, My Hierarchy, My Delegates, Quote & Enroll, Commissions & Reporting, and Resources. Below the navigation bar, the main heading is "Certification & Training". Underneath this heading is the sub-heading "My Certification & Training". A red rectangular box highlights a menu item titled "My Annual Certification & Training". The text below this item reads: "See all tasks to help prepare for Medicare AEP and ACA Open Enrollment." followed by a right-pointing chevron symbol (>). Below the highlighted item, the heading "Individual & Family Links" is visible.

# View Your List

- The Due Date is assigned to ensure you are ready to sell from the start of the Annual Enrollment Period for Medicare Open Enrollment Period for IFM.
- If action has not been taken before the Due Date, the date will be shown in red and the status displays as Overdue. You can still complete these tasks.

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Producer Experience Portal

Home My Hierarchy Quote & Enroll Reporting Resources News

📘 Certifications may take up to 2 business days for status to be updated in Producer Experience Portal (OK, MT & TX).

## My Annual Certification & Training

Individual & Family Medicare

### Annual Certification & Training

23 items • Sorted by Due Date • Filtered by All tasks - Status, Line Of Business

Name	State(s)	Assigned Date	Due Date	Last Modified Date/TL...	Type	Status
1 Montana IFM Open Enrollment Training for Plan Year 2026	MT	9/25/2025	2/1/2026	2/2/2026, 1:00 AM	Required	Overdue
2 Marketplace Registration and Training 2026	MT	9/25/2025	1/15/2026	1/24/2026, 1:00 AM	Optional	Overdue

# View Your List

- Tasks are noted as Required or Optional.

## Annual Certification & Training

0 items • Sorted by Assigned Date • Filtered by All tasks - Status, Line Of Business

🔍 Search this list...

	Name	State(s)	Assigned Date	Due Date	Last Modified Date/Time	Type	Status
36	<a href="#">HCSC SEP Annual Certification</a>	TX;NM;IL;OK;MT	9/1/2025	9/19/2025 ⓘ	9/20/2025, 1:00 AM	Optional	Overdue
37	<a href="#">IL 2026 Certification for ITRS-12868</a>	IL	9/28/2025	1/15/2026	9/29/2025, 9:15 AM	Required	Completed
38	<a href="#">IL Marketplace Certification 2026</a>	IL	9/29/2025	1/15/2026	9/29/2025, 12:51 PM	Required	Opted Out
39	<a href="#">Illinois IFM Open Enrollment Training for Plan Year 2026</a>	IL	9/25/2025	2/1/2026	9/25/2025, 1:47 PM	Required	Incomplete
40	<a href="#">Illinois Marketplace Certification 2026</a>	IL	9/25/2025	1/15/2026	9/26/2025, 9:09 AM	Optional	Completed

# View Your List

- Click on a task name to see details.
- Different tasks may request different actions for the Producer. These are explained on the screen.

	Name ↑	State(s)	Assigned D...	Due Date	Last Modified Date/...	Type	Status	
4	<a href="#">Annual Certification sample!</a>	NM;IL;OK	8/1/2025	10/31/2025	9/18/2025, 4:06 PM	Required	Incomplete	▼
5	<a href="#">Annual Certification Task - TX IFM</a>	TX	9/16/2025	1/10/2026	9/24/2025, 8:32 AM	Required	Opted Out	▼
6	<a href="#">Annual Training</a>	TX;NM;IL;OK;MT	9/1/2025	9/19/2025 ⓘ	9/20/2025, 1:00 AM	Required	Overdue	▼
7	<a href="#">AssignedDateinFuture</a>	TX;IL	10/16/2025	10/18/2025 ⓘ	10/19/2025, 1:00 AM	Required	Overdue	▼
8	<a href="#">AssignedDateinFuture</a>	TX;IL	10/16/2025	10/18/2025 ⓘ	10/19/2025, 1:00 AM	Required	Overdue	▼

# Training Tasks

- For Training, review the materials then click "Acknowledge" to complete the task. The status will be updated on the My Annual Certifications & Training list.

## Illinois IFM Open Enrollment Training for Plan Year 2026

This [training presentation](#) focuses on products offered in the ACA market for Blue Cross and Blue Shield of Illinois.

By clicking acknowledge you certify that you have completed the training materials.

[← View All Certification & Training](#)

[Acknowledge](#)

# Certification Tasks

- Certification tasks include a link to the corresponding Marketplace site. Open the task to access the link.

Annual Certification & Training			
50+ items • Sorted by Name • Filtered by All tasks - Status, Line Of Business			
	Name ↑	State(s)	Assigned D...
1	<a href="#">100334</a>	TX;NM;IL;OK;MT	8/1/2025
2	<a href="#">12861 MT ONLY TASK</a>	MT	9/1/2025
3	<a href="#">Annual Certification for IL and NM</a>	NM;IL	9/22/2025



# Certification Tasks

- For a state-based exchange certification, complete the training on their site and obtain your certificate of completion. Click "I Have my Certificate of Completion" when done.
- Please note: IL and NM may have different certification deadlines than CMS.

**Marketplace Registration and Training 2026**

Assigned Date: 9/25/2025  
Due Date: 1/15/2026

Complete your annual certification for the Federal health insurance marketplace through the MLMS. The training is available in English and Spanish for new and returning brokers.

[← View All Certification & Training](#)   [Opt Out](#)   [I Have my Certificate of Completion](#)

The screenshot shows a notification card with a blue border. The title is "Marketplace Registration and Training 2026". Below the title, it lists the assigned date as 9/25/2025 and the due date as 1/15/2026. A paragraph of text explains that users need to complete their annual certification for the Federal health insurance marketplace through the MLMS, and that training is available in English and Spanish. At the bottom, there are three buttons: "View All Certification & Training" with a left arrow, "Opt Out", and "I Have my Certificate of Completion". The "I Have my Certificate of Completion" button is highlighted with a red border.

# Federal Marketplace Certification

- For FFM certification, click the task to access a link to the MLMS. The status will update directly from the CMS completion list. Please allow 2-3 business days for this process.

52	<a href="#">Marketplace Registration and Training 2026</a>	TX;OK;MT	9/25/2025	1/15/2026
53	<a href="#">Montana IFM Open Enrollment Training for Plan Year 2026</a>	MT	9/25/2025	2/1/2026
54	<a href="#">MT Annual Training_UAT</a>	MT	9/15/2025	11/1/2025

# Certification Opt Out

- Click "Opt Out" if you will not pursue certification for the upcoming plan year. This will complete the task.
- If you decide later to obtain certification (prior to the exchange's deadline), you can still access training and be ready to sell on-exchange plans. Please note: the task status will remain as Opted Out.

Assigned Date: 9/25/2025

Due Date: 1/15/2026

Complete your annual certification for the Federal health insurance marketplace through the MLMS. The training is available in English and Spanish for new and returning brokers.

[← View All Certification & Training](#)

[Opt Out](#)

# Access a Certification Course

- The links to the various Exchange training sites are also available on the Certification and Training page for easy access.

