



BlueCross BlueShield

Illinois • Montana • New Mexico • Oklahoma • Texas

Producer Experience Portal

A photograph of two women in a professional setting. One woman, with dark hair in a bun, is seen from the back, wearing a light-colored top. The other woman, with short grey hair, is facing her, wearing a dark blue top and a necklace, and is smiling. The background is a bright, modern office space with large windows. A large blue graphic overlay is on the right side of the page.

Producer Experience Portal: Delegate Registration & Login User Guide

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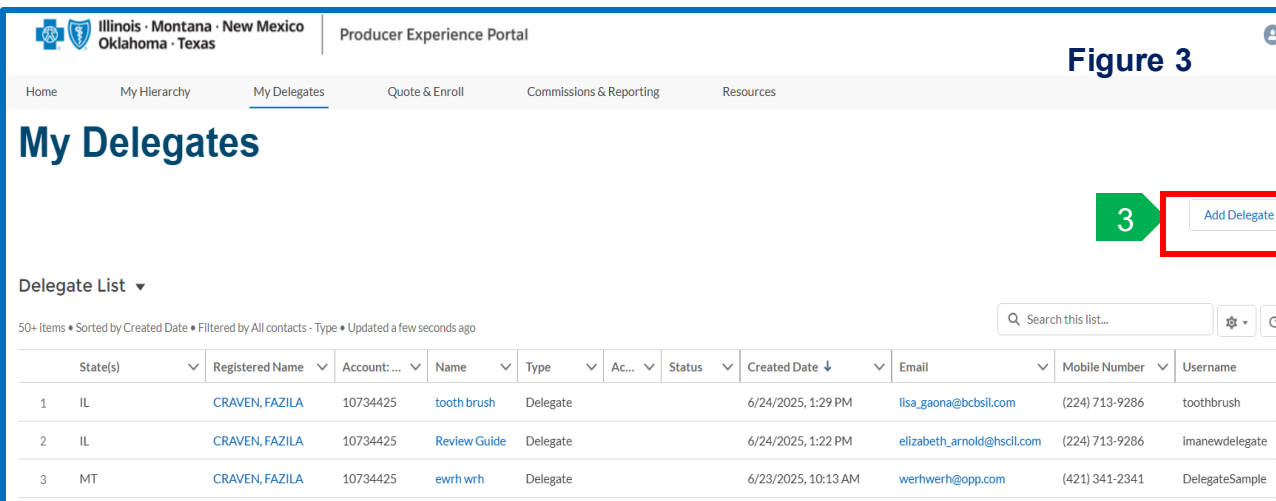
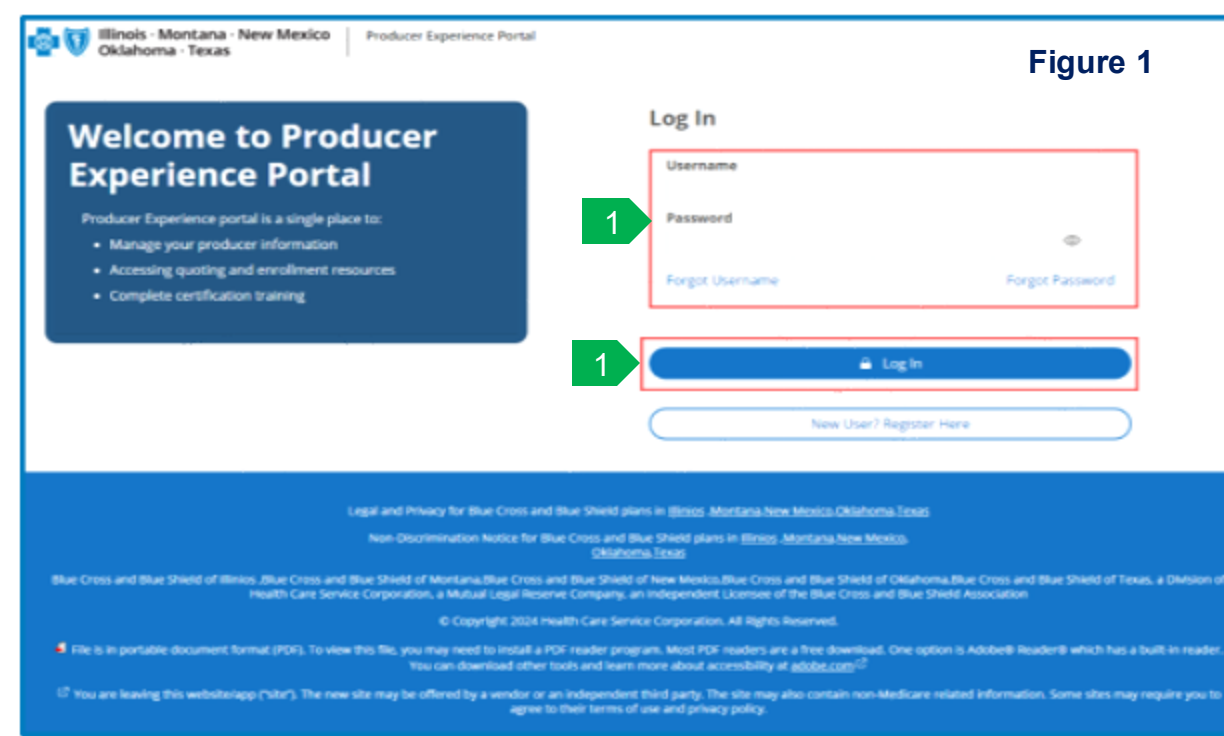
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Delegate Registration Process:

1. Producer will need to log into Producer Experience Portal (PEP) and navigate to Login Page: <https://groupauthenticator.bcbs-inmot.com/#!/producer/login>
2. Once Producer logs in successfully, select “My Delegates” tab on the portal.
3. Select “Add Delegate” button



Delegate Registration Process: Add Delegate

Figure 4

1. Producer would have to enter following required fields:
 - Username (must be minimum 7 alpha-numeric characters only)
 - Email
 - First Name
 - Last Name
 - Mobile Number
 - State(s) (Delegate should be assigned to)
2. Select "Create Delegate" button to create new Delegate
3. Select "Cancel" button to close the window and cancel the delegate creation process.
4. Upon Successful Delegate creation, user will see a message that Delegate was added. Select the "Finish" button to close the window and refresh the page. The new delegate will display in the My Delegates list.

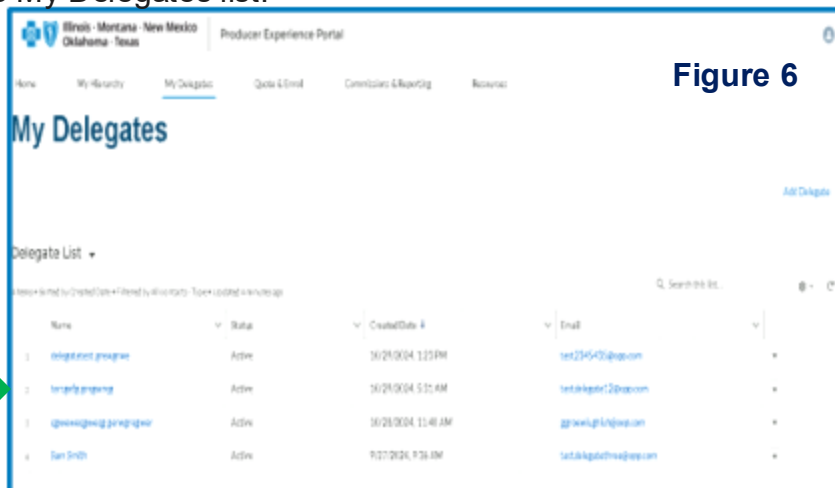
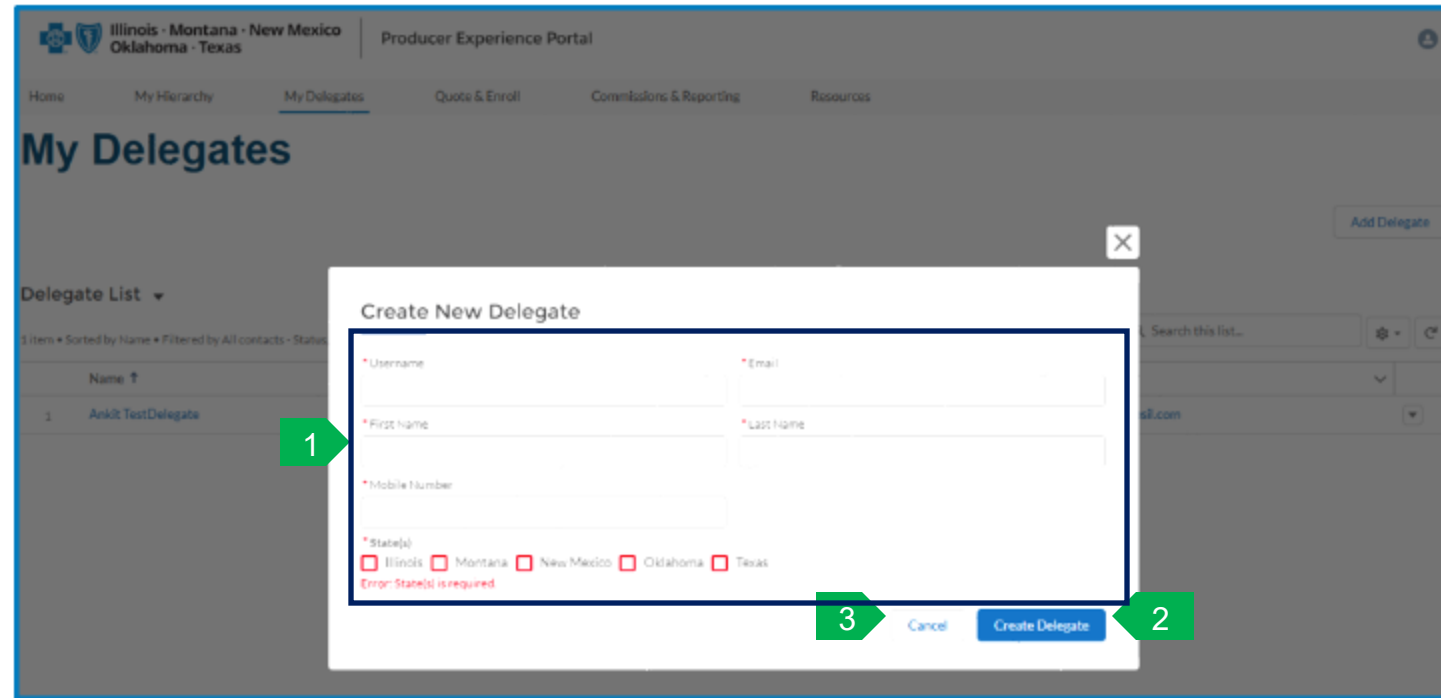


Figure 6

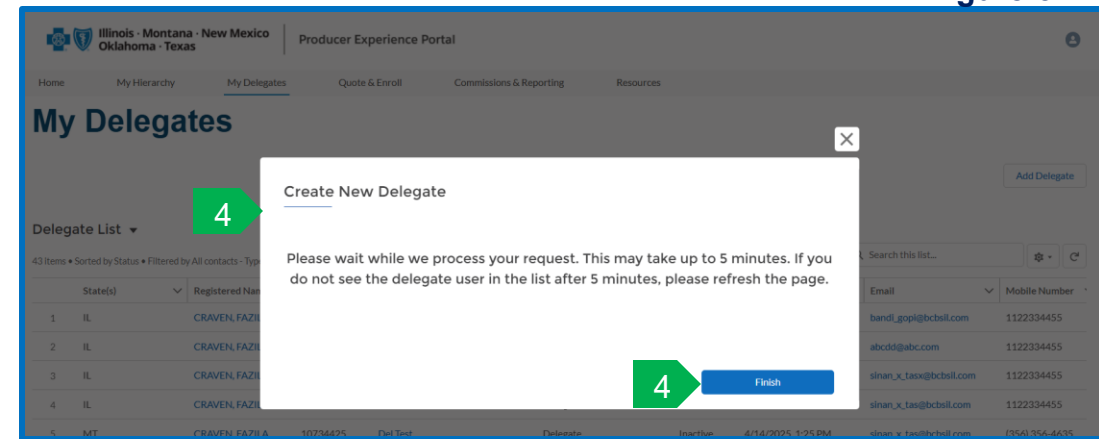


Figure 5

NOTE: If the delegate being added is already registered on PEP as a Producer, they must enter a different username when being added as a Delegate.

Delegate Registration Process: Email Verification

1. Once Producer adds Delegate, Delegate will receive an email with required steps and will contain the following:
 - A. Username
 - B. Confirm Your Email Address link
2. Upon selecting Confirm Your Email Address, Delegate will be directed to the Email Verification Complete! page and will need to select the Create a Password button to create a password.

NOTE: Producer should inform the Delegate that they will receive an email. Email and links will be valid only for 7 days or until user selects the link once. The email will also contain the Internet Help Desk phone number.

NOTE: If the Delegate user has forgotten their password, see slides 17-20 for how to reset password.

2

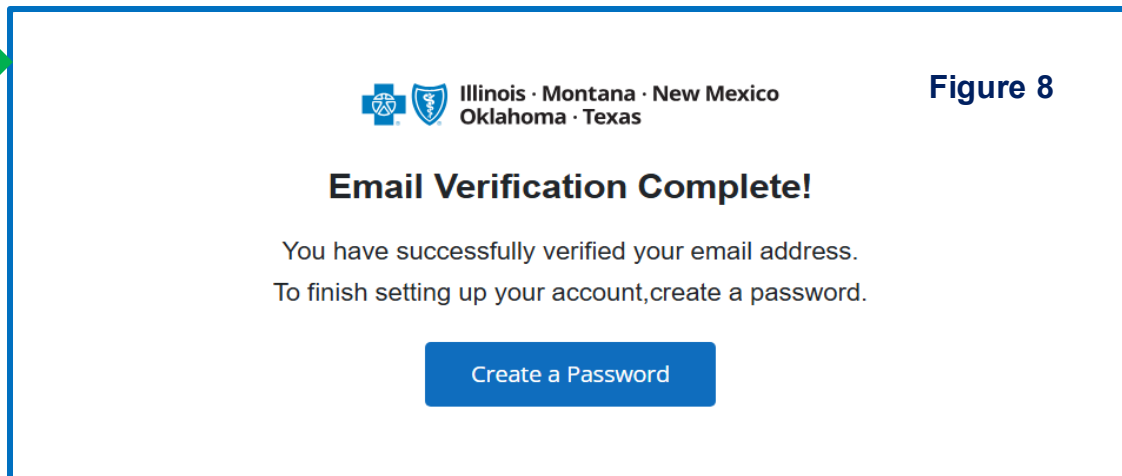


Figure 8

1

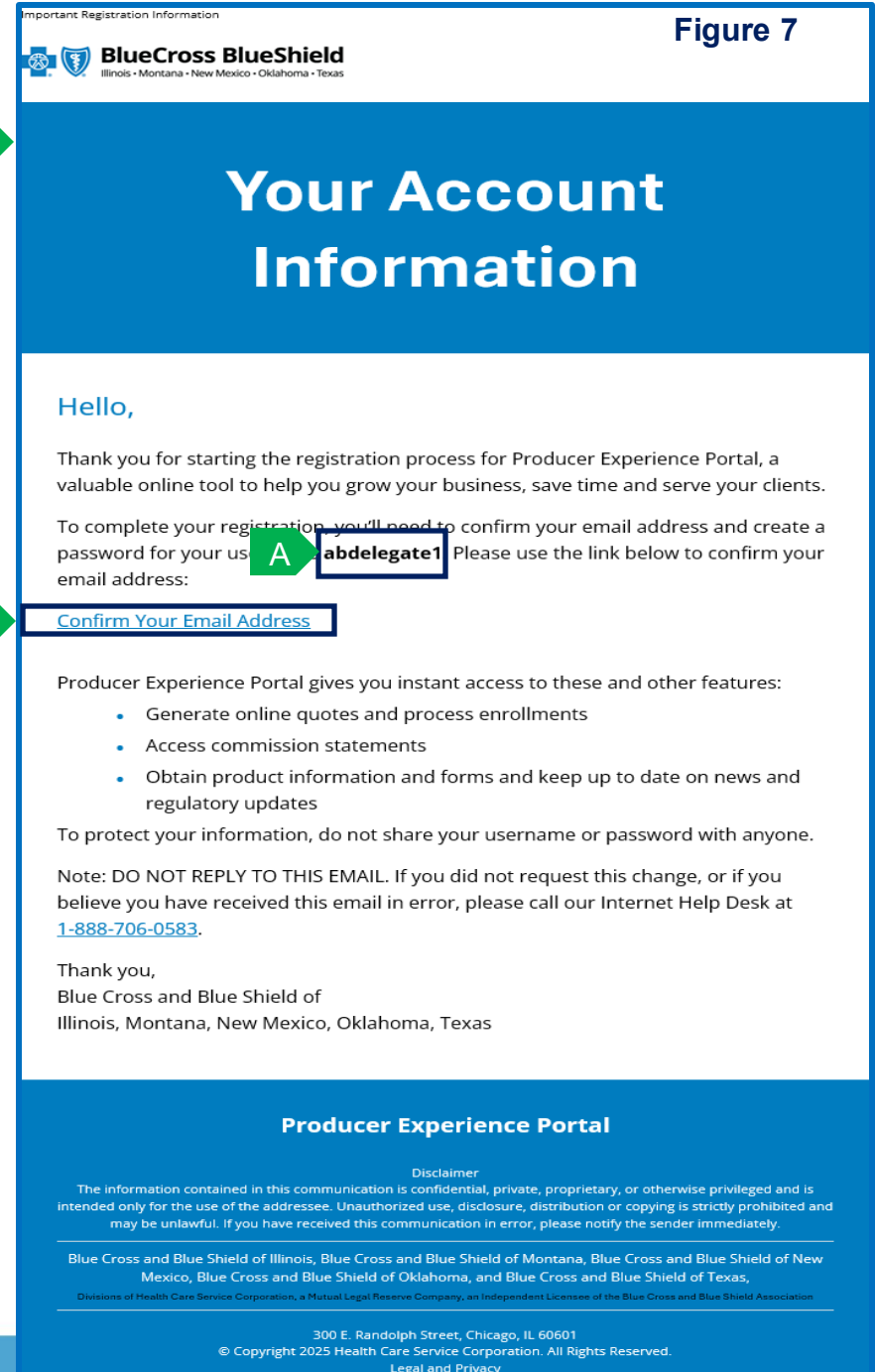
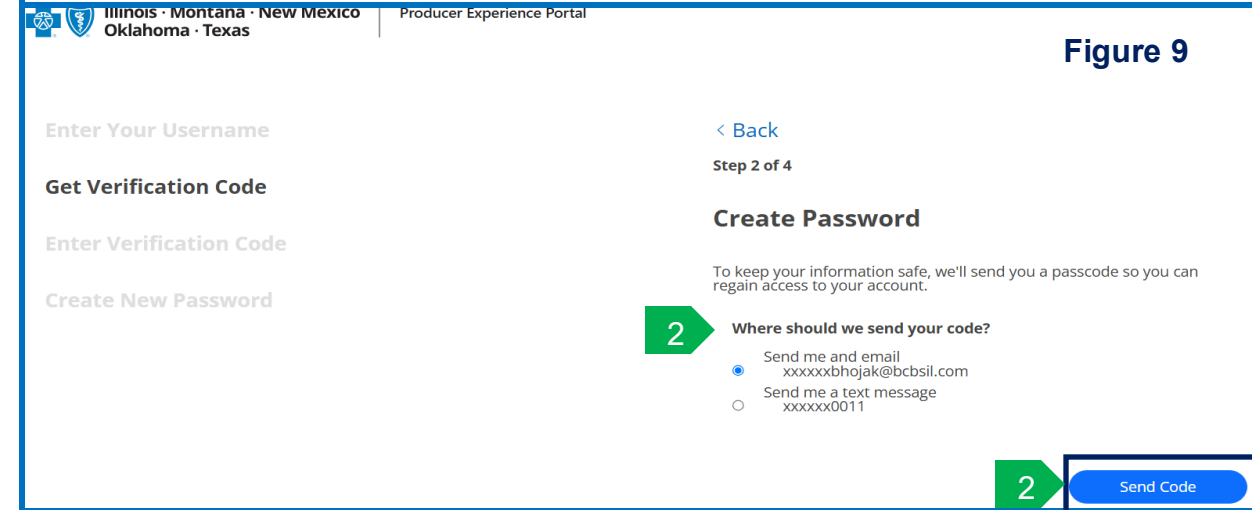
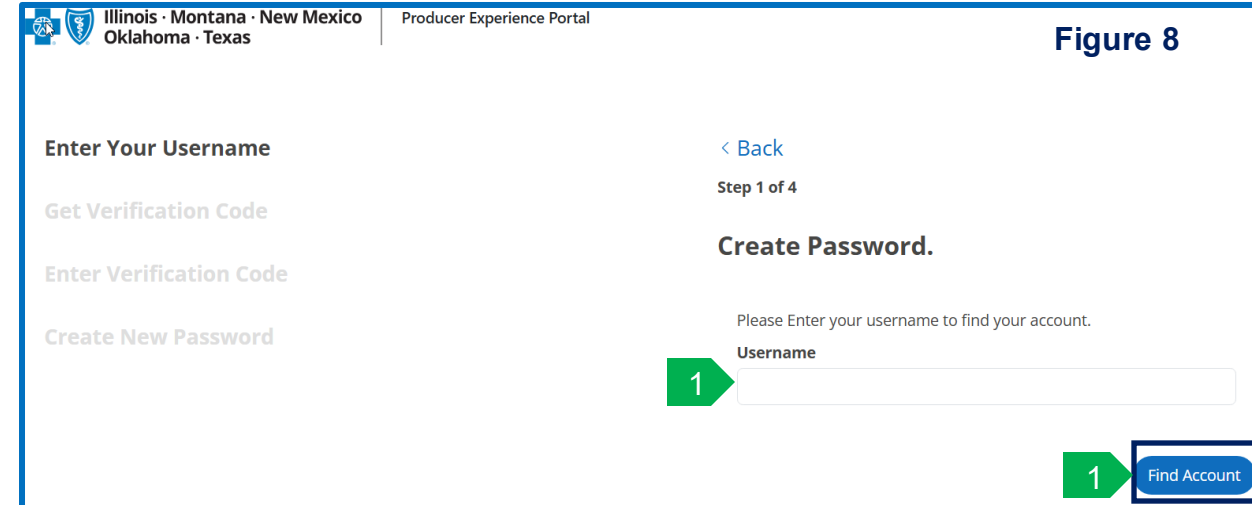
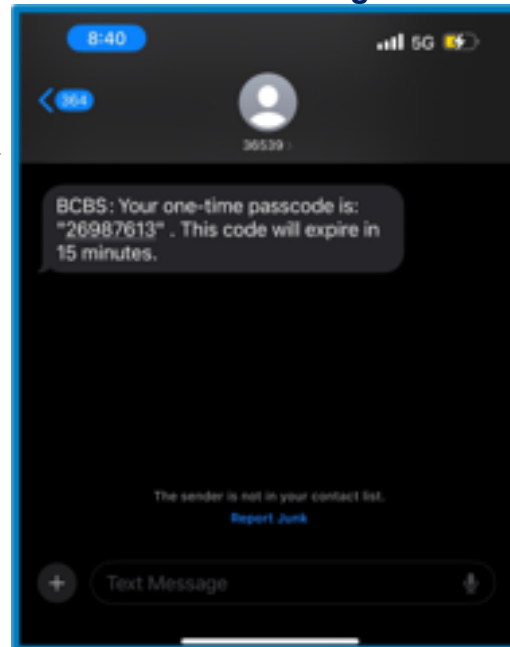
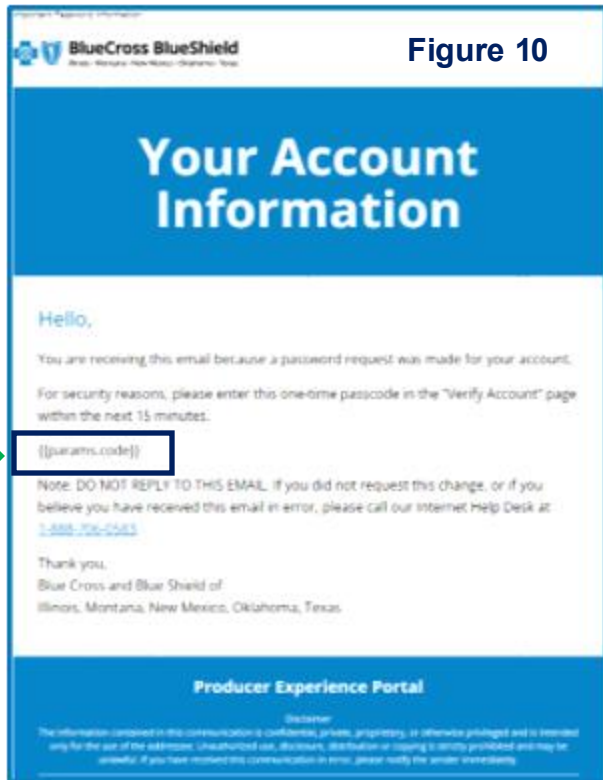


Figure 7

Delegate Registration Process: Create Password

To create password, Delegate user will need to complete the following steps:

1. Enter the username from the email they received and select "Find Account" button.
2. User will select "Send Code" button after selecting the preferred option to receive the code.
3. User will receive 8-character One-Time Passcode (OTP) via email or text.



Delegate Registration Process: Create Password continued

1. Enter your OTP in the text field on Enter Verification Code page.
NOTE: If OTP is incorrect, user will see error message. User can request new OTP by selecting "resend it" link.
2. Select "Continue" button to navigate to Create New Password Step 4 of 4
3. User must enter a new password. New password should NOT be any of the 10 previously used passwords
4. Select "Create Password" button
5. After creating a new password, user will be directed to the Login page and will receive the "Account Information - Update Password" confirmation email.

NOTE: Please read Password Must Have and Can't Have before selecting new password.

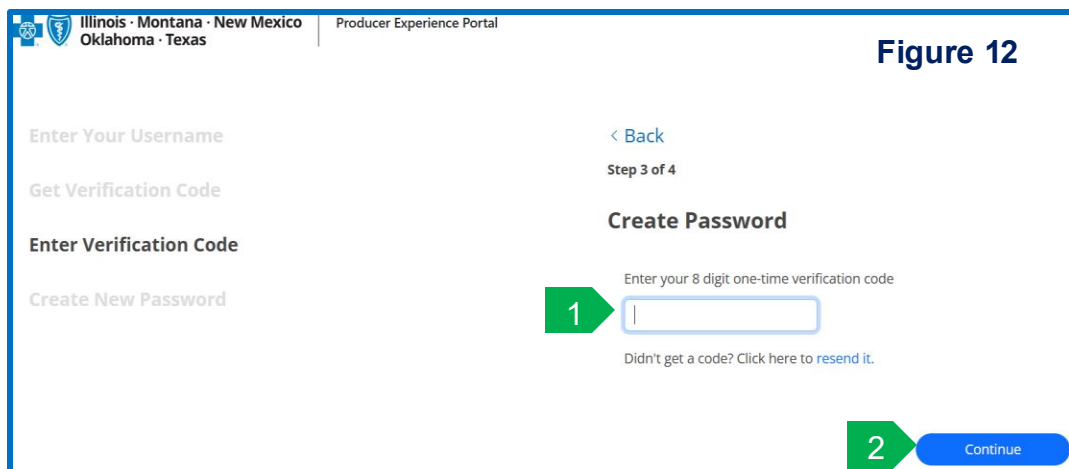


Figure 12

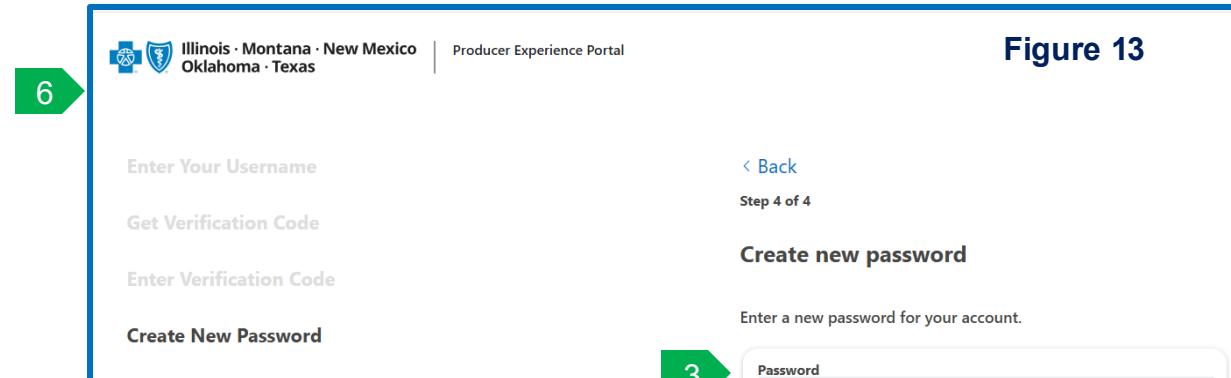


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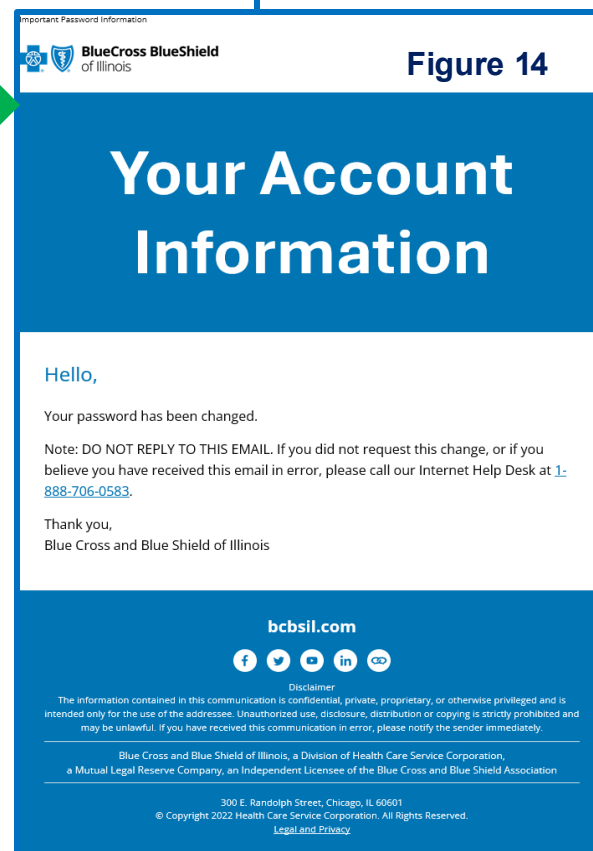


Figure 14

Login

Navigate to Login Page:

<https://groupauthenticator.bcbs-inmot.com/#/producer/login>

1. On the login page, enter Username and Password, then select "Log In" button
2. After initial log in, Delegate will be required to type sample text 3 times (Typing DNA process) to authenticate their account.

NOTE: Upon login, Delegate will be required to verify their account via Typing DNA as well as OTP.

NOTE: If user enters incorrect password (5) times, their account will be locked. Their account will be unlocked automatically after 30 minutes.

NOTE: If user needs to reset the typing DNA, they can contact the Internet Help Desk at 1-888-706-0583 to create ticket.

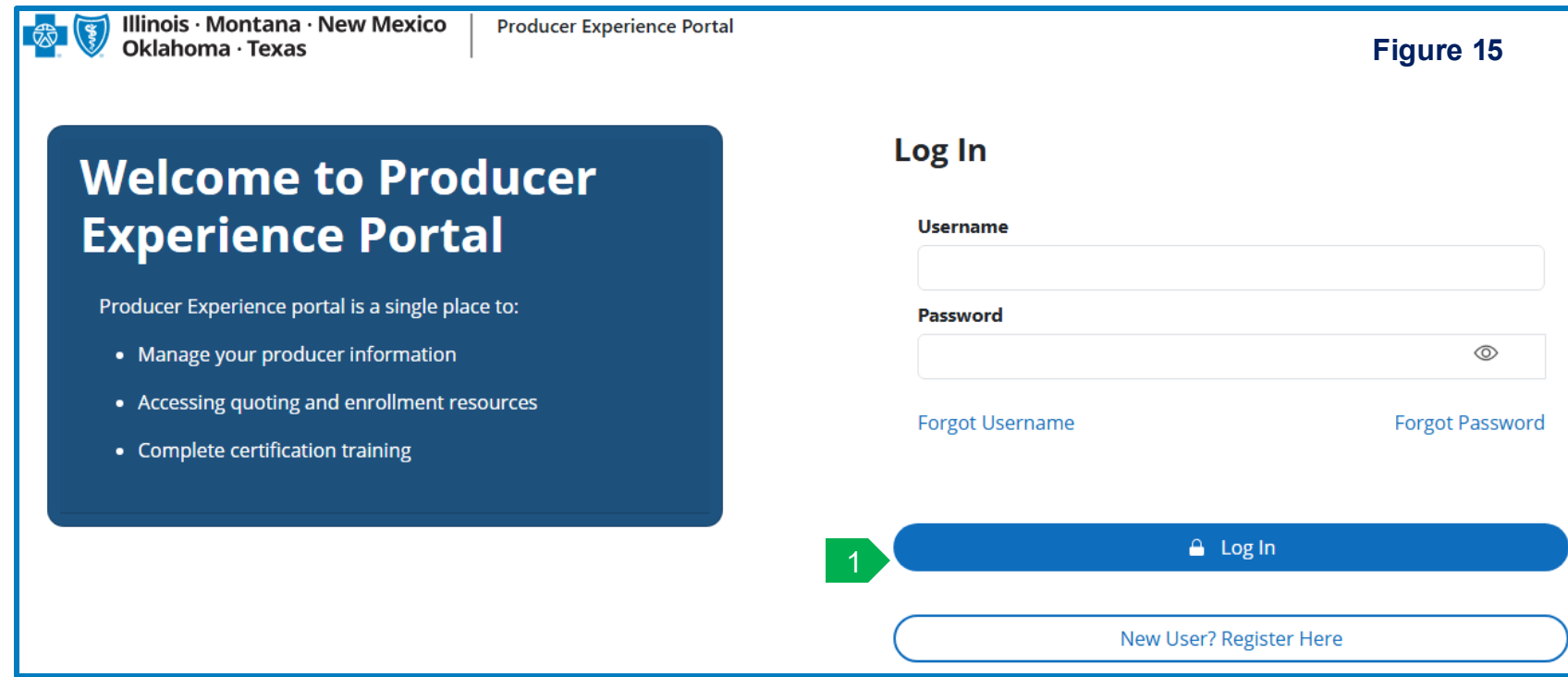


Figure 15

2

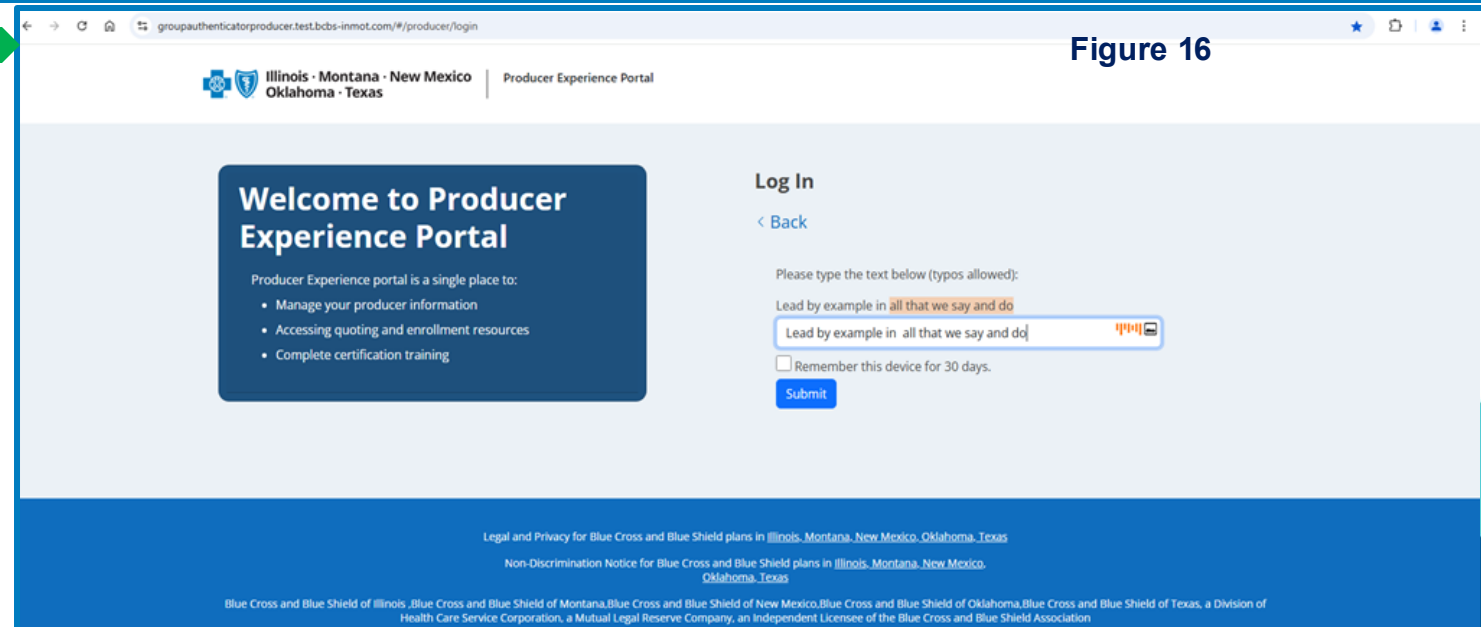


Figure 16

Login: Verify your Account

Three ways to Verify Your Account:

1. Send verification code in an email to the email address on the Delegate Record

[Verify Account by Email >](#)

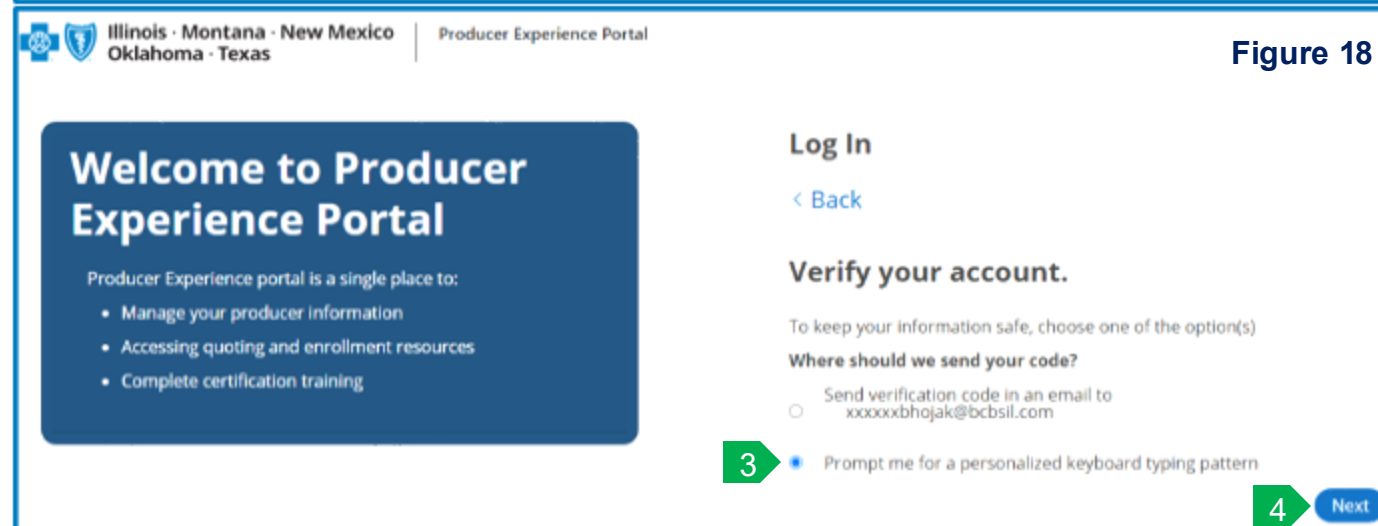
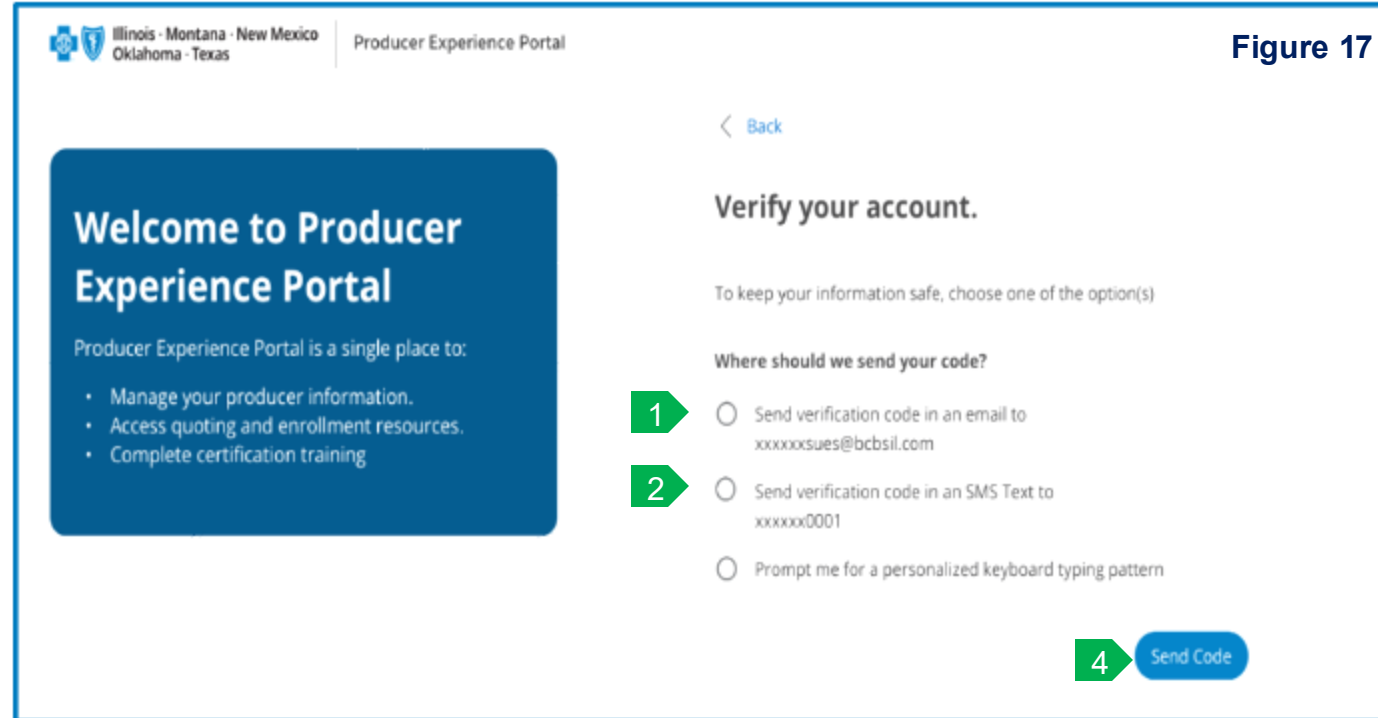
2. Send verification code to the mobile number on the Delegate Record

[Verify Account by SMS Text >](#)

3. Prompt me for personalized keyboard typing pattern

[Verify Account by Keyboard Pattern >](#)

4. Upon selecting verification method, select “Send Code” or “Next” button to receive the code or move to the next step for Option 3.



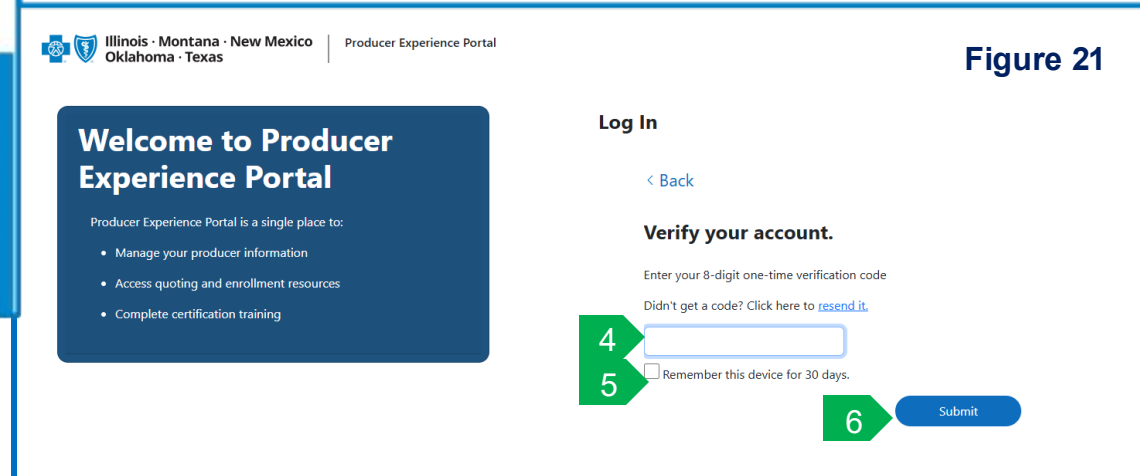
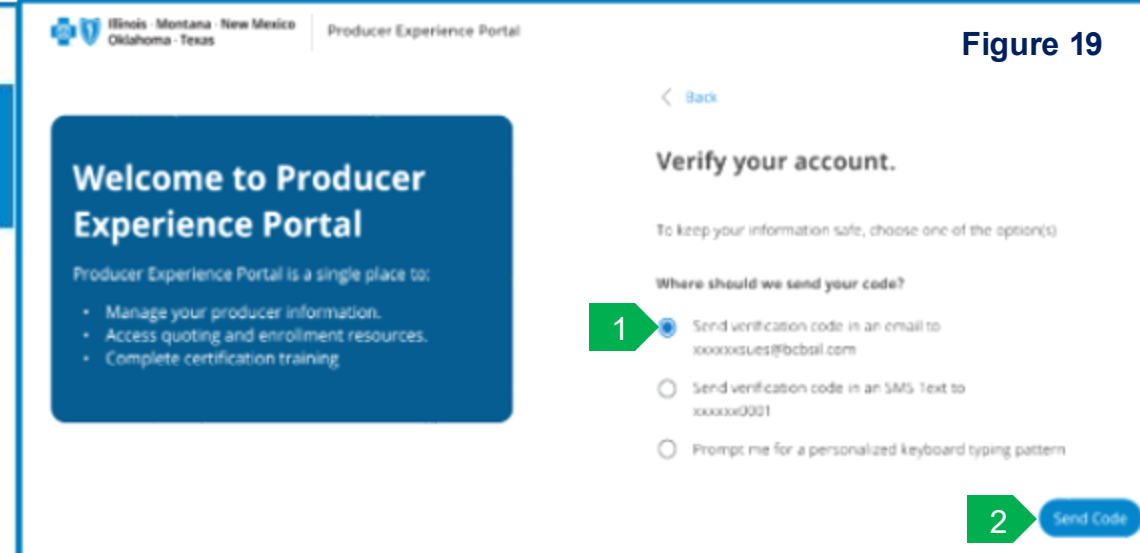
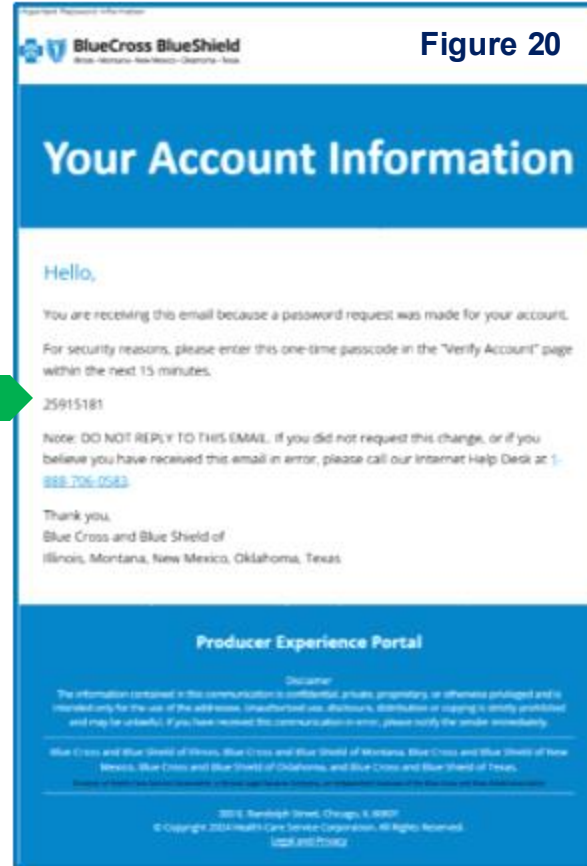
Login: Verify your Account by Email

1. Select the radio button for "Send verification code in an email to xxxname@email.com"
2. Select "Send Code" button
3. Check your email for One-Time Passcode(OTP)

1. Enter your OTP in the text field on Verify your account page

2. Select checkbox for Remember this device for 30 days, if user does not want to verify account on each login.

3. Select "Submit" button to login



Login: Verify your Account by SMS Text

1. Select radio button for “Send verification code in a SMS Text to xxxxxx0001”
2. Select “Send Code” button
3. Check your phone for SMS Text for One-Time Passcode (OTP)
4. Enter your OTP in the text field on Verify your account page
5. Select checkbox for Remember this device for 30 days, if user does not want to verify account on each login.
6. Select “Submit” button to login

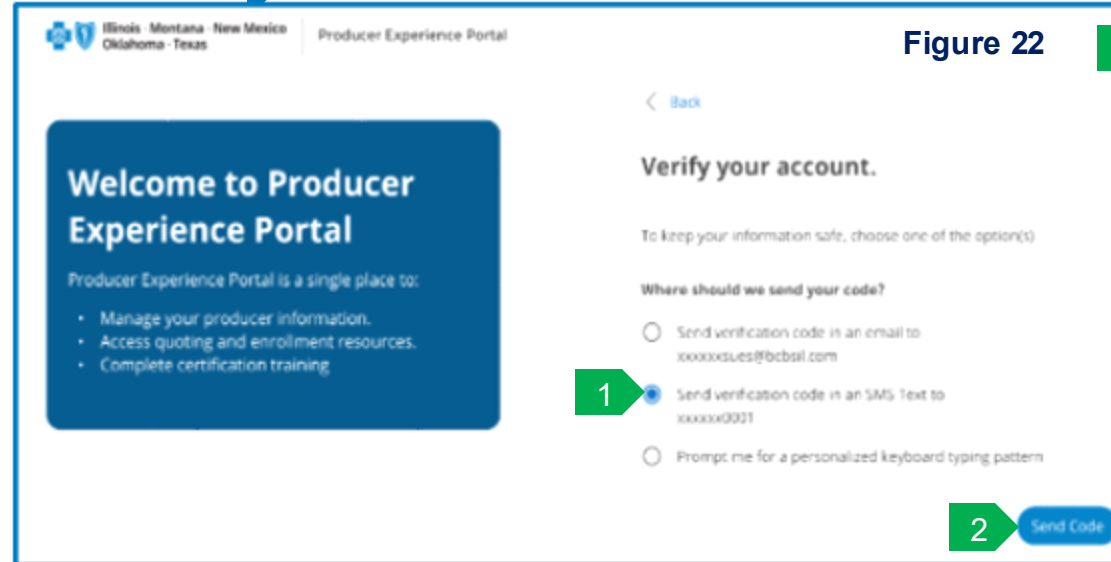


Figure 22

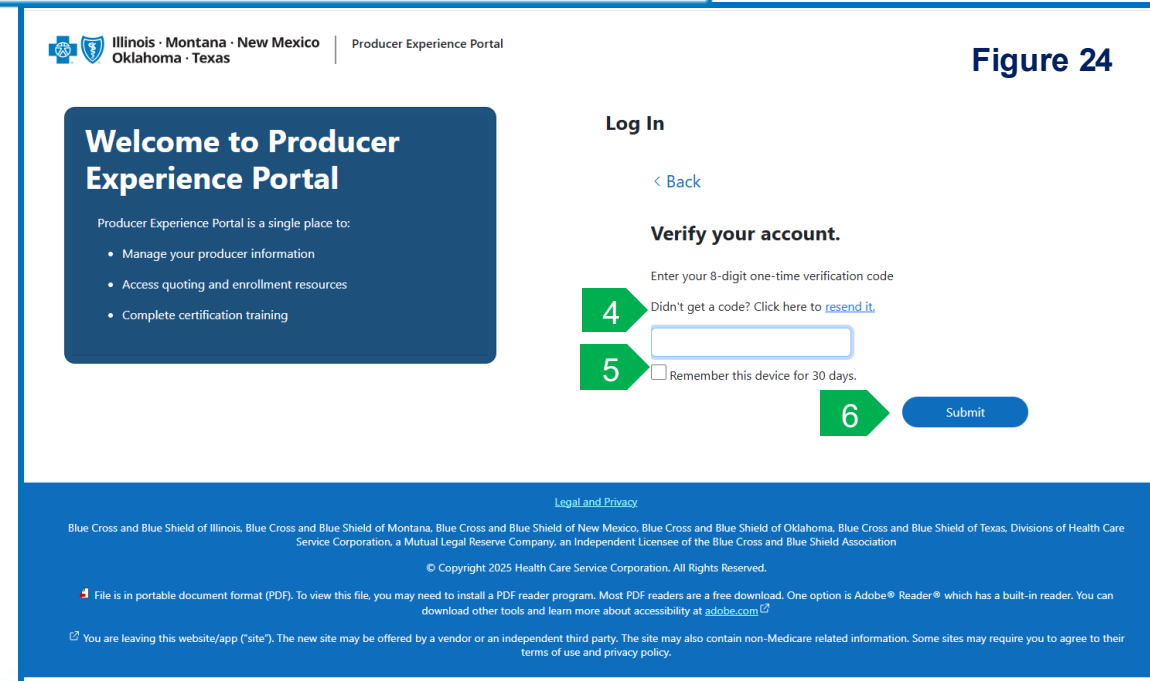
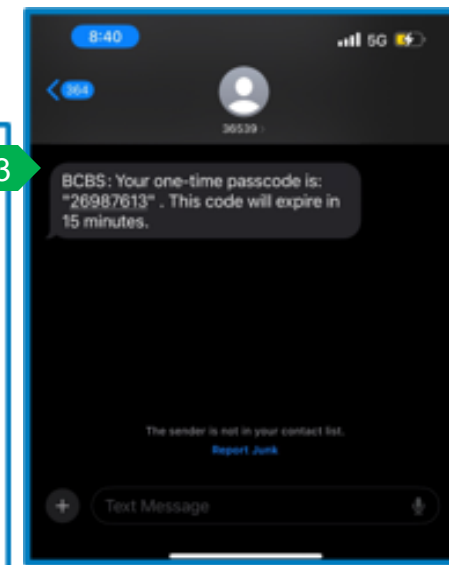
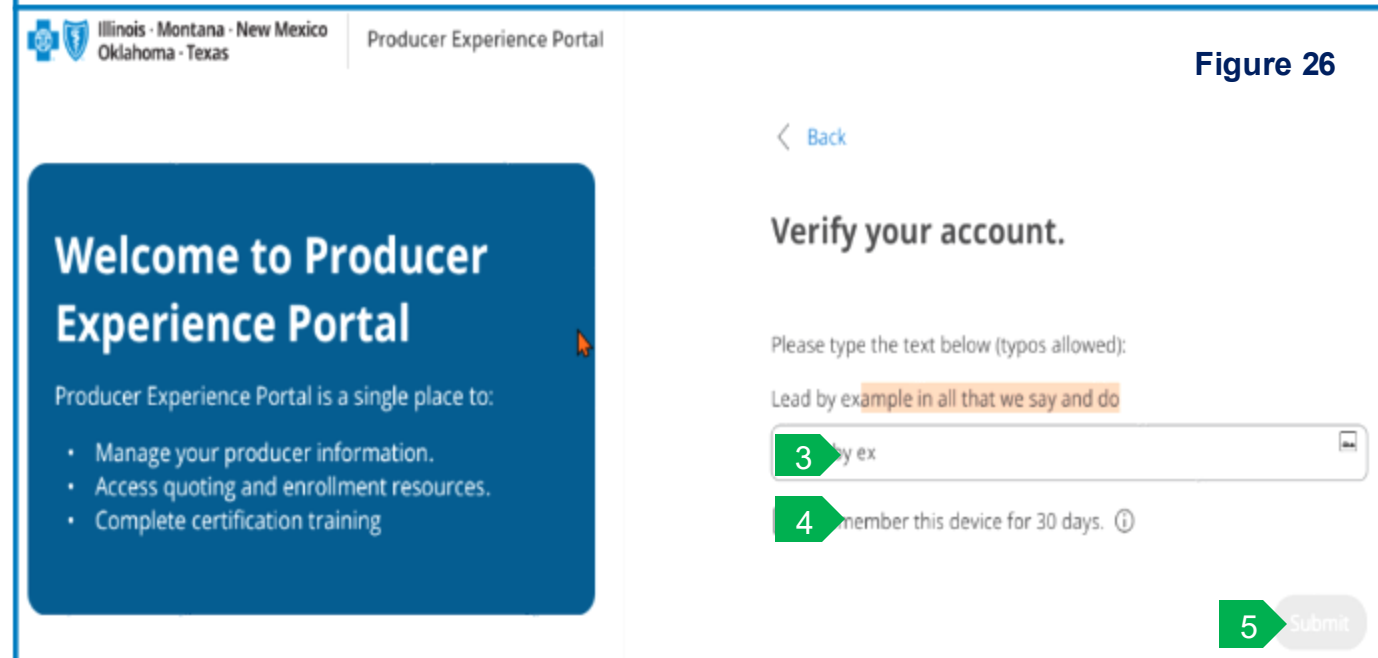
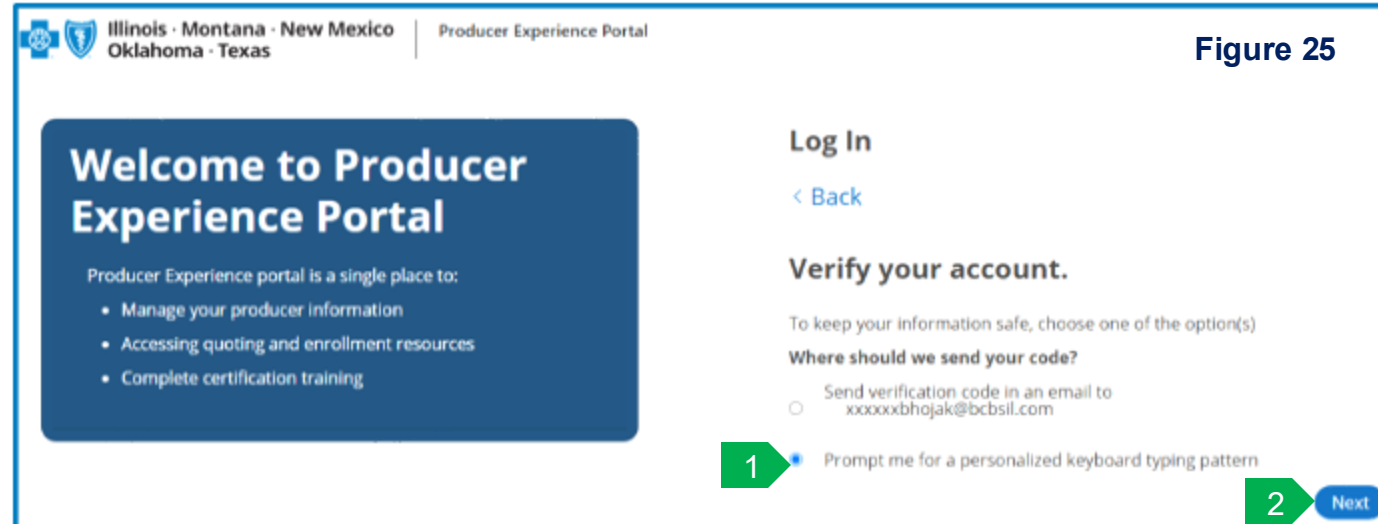


Figure 24

Login: Verify your Account by Keyboard Pattern

1. Select radio button for “Prompt me for personalized keyboard typing pattern”
2. Select “Next” button
3. On the next page you will be required to type highlighted sentence three (3) times as it appears
4. Select checkbox for Remember this device for 30 days, if user does not want to verify account on each login.
 - o User will see messaging regarding this when they hover over tooltip icon
5. Select “Submit” button to login

NOTE: If user needs to reset the typing DNA, they can contact the Internet Help Desk at 1-888-706-0583 to create ticket.



Login: Forgot Username

Once you have successfully registered, if you need assistance with retrieving your username, select <https://groupauthenticator.bcbs-inmot.com/#/producer/login>

1. Select "Forgot Username"
2. Enter the full email address associated with your account
3. Select "Send Email" button

OR

Delegate can contact the Producer who added them to get the Username

NOTE: User can select Forgot Username or Forgot Password hyperlink to process of unlocking their account.

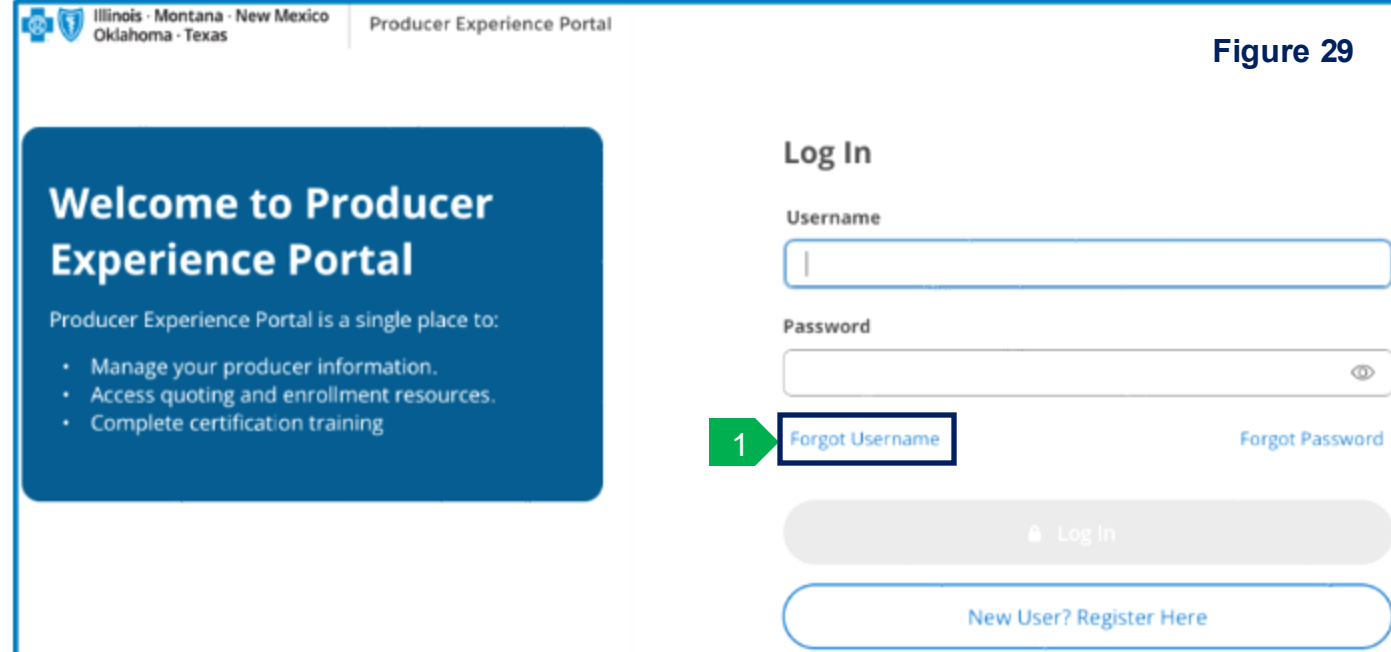


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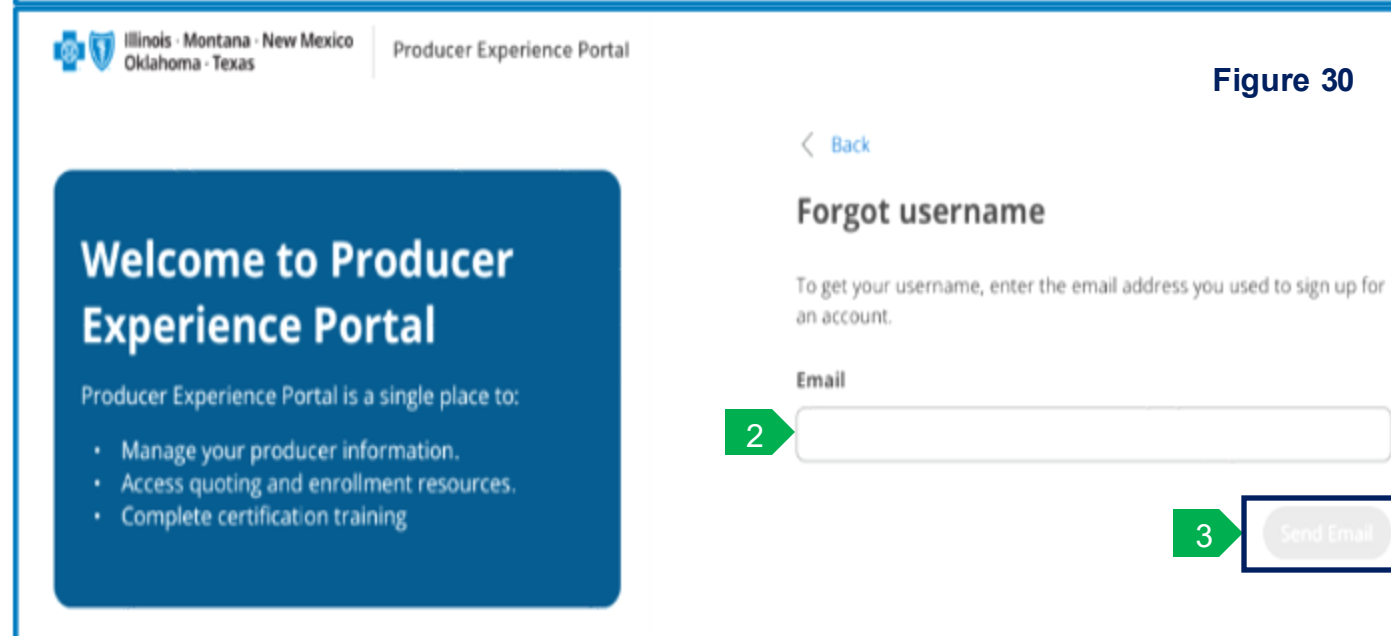


Figure 30

Login: Forgot Username

1. Delegate will see a message confirming that an email was sent to their address.
2. If the account exists for the email address provided, Delegate will receive an email with the username.
3. For additional assistance, Delegate can call the Internet Help Desk at 1-888-706-0583
4. If Delegate does not receive an email, they can select "Resend Email" button

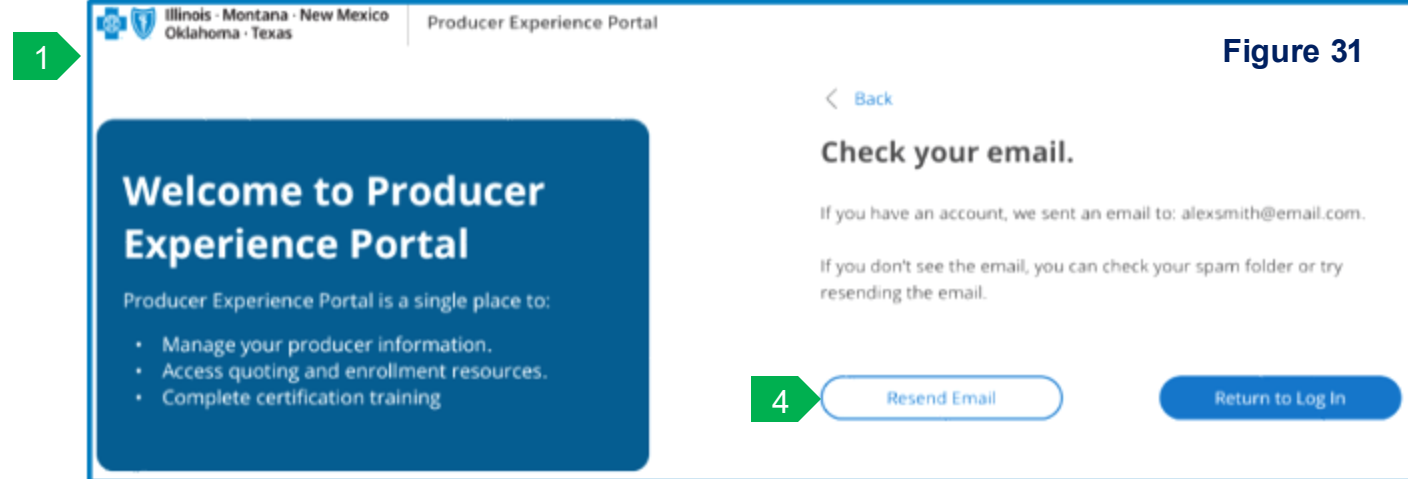


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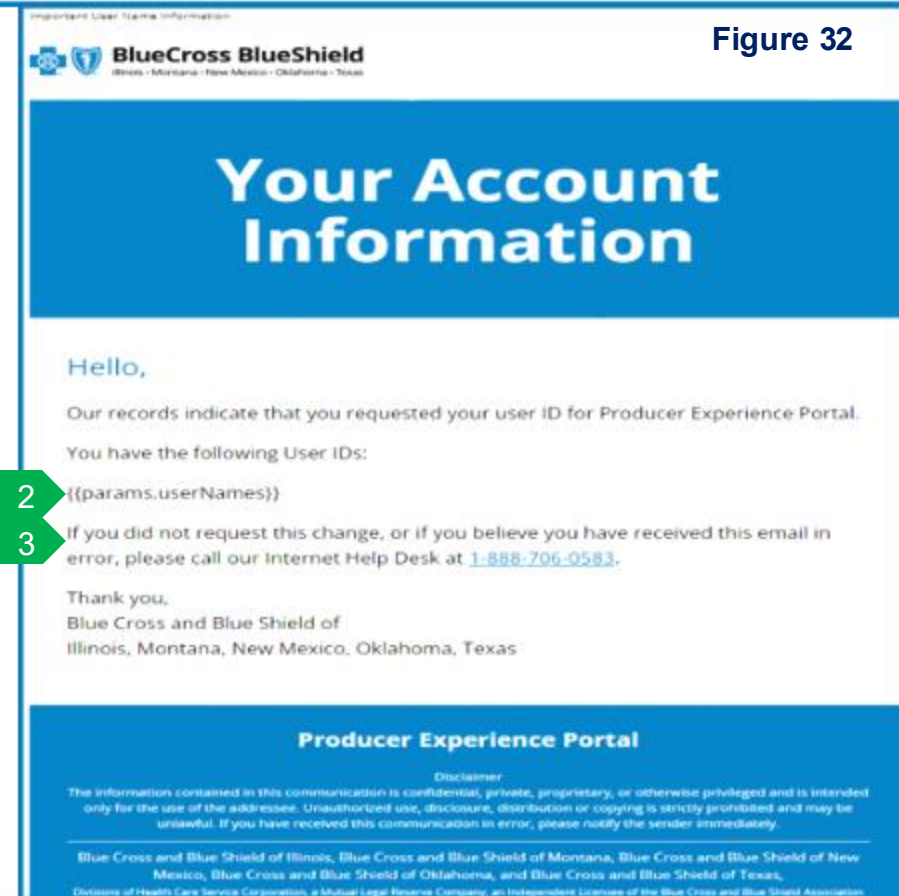


Figure 32

Login: Forgot Password

Once you have successfully registered, if you need assistance with retrieving your password, select <https://groupauthenticator.bcbs-inmot.com/#!/producer/login>

1. Select "Forgot Password"
2. Enter Username
3. Select "Find Account" button

NOTE: User can select Forgot Username or Forgot Password hyperlink to process of unlocking their account.

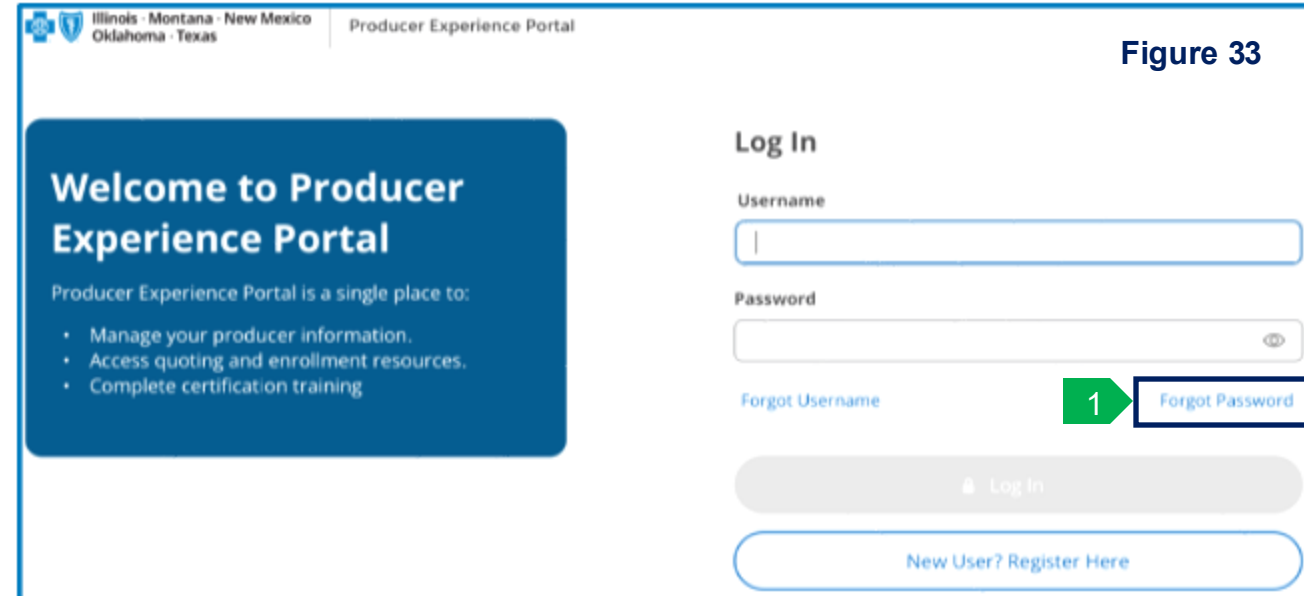


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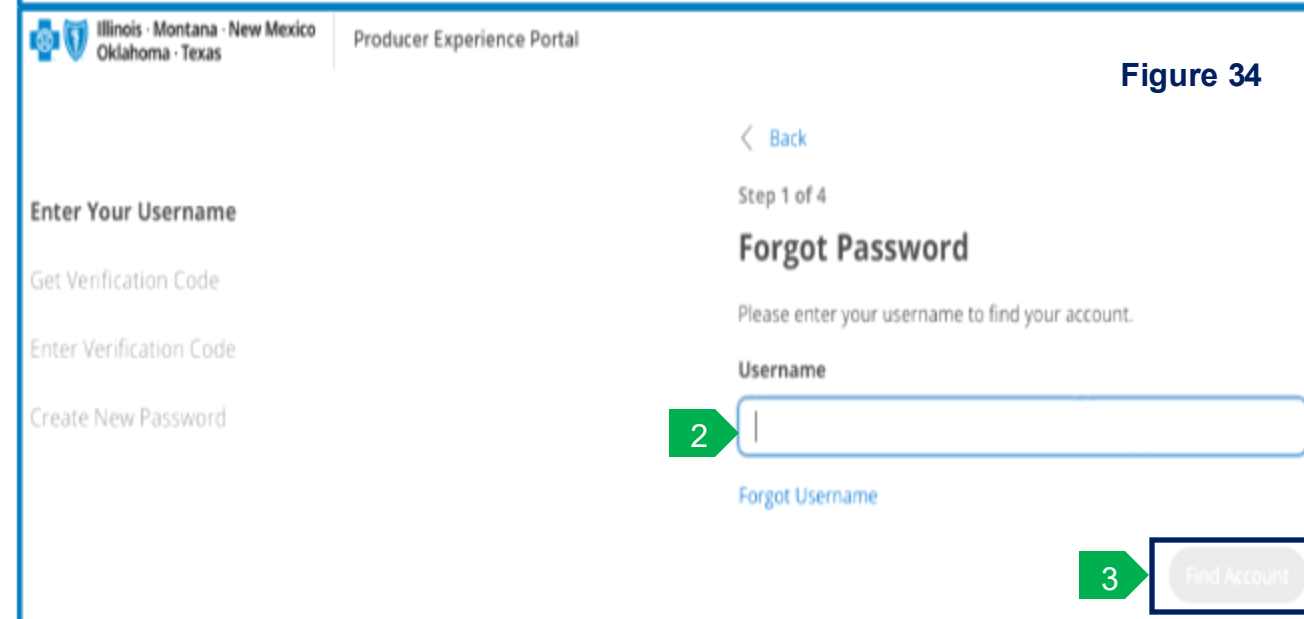


Figure 34

Login: Forgot Password – Get Verification Code

1. If active Account is found, Delegate will have option to select one of the two verification methods below to get One-Time Passcode (OTP):
 - A. Send an email
 - B. Send me a text message
2. Select “Send Code” button
3. Delegate will receive an email with One-Time Passcode (OTP), **OR**
4. Delegate will receive a SMS Text message with One-Time Passcode (OTP)

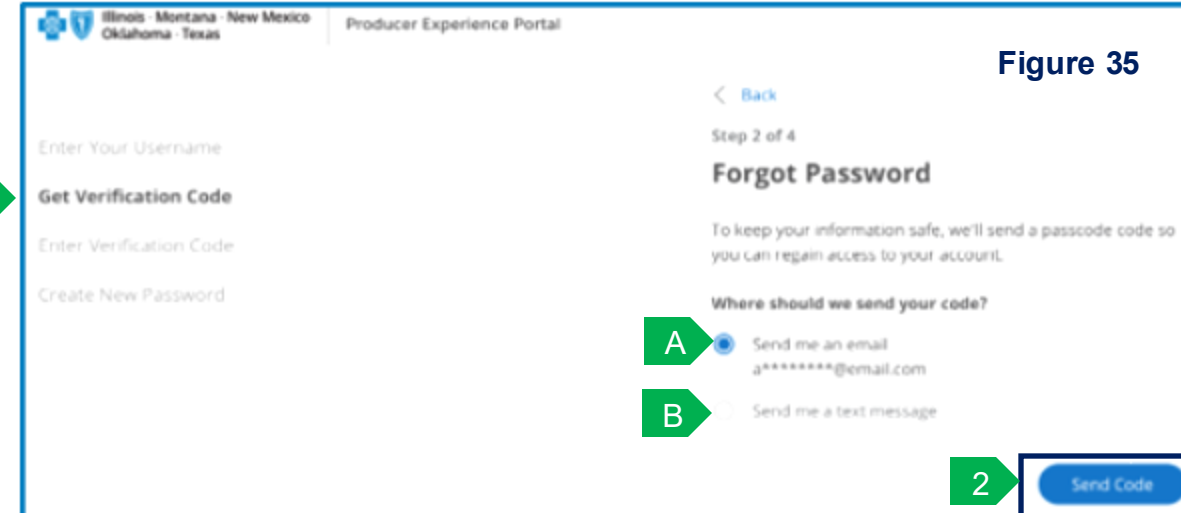


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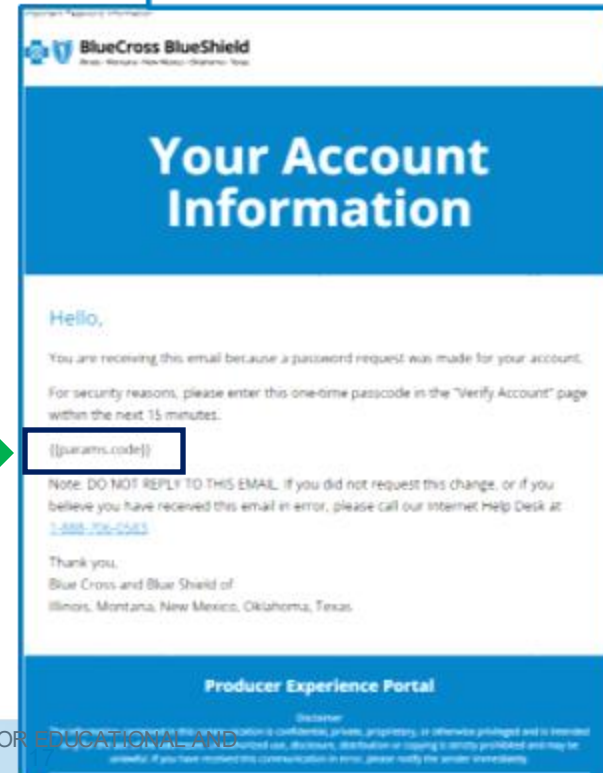


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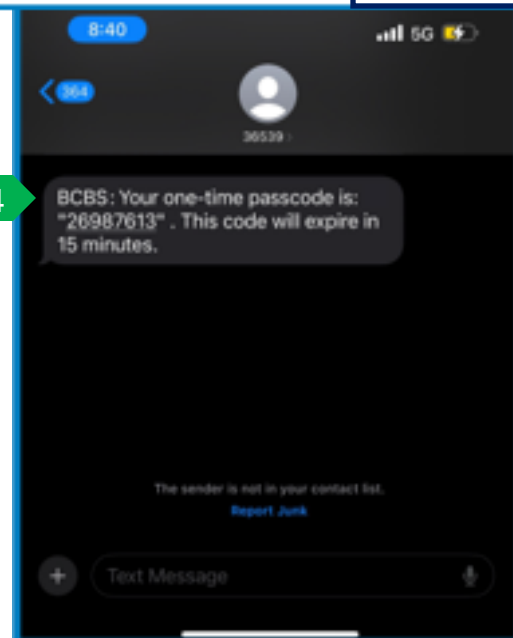
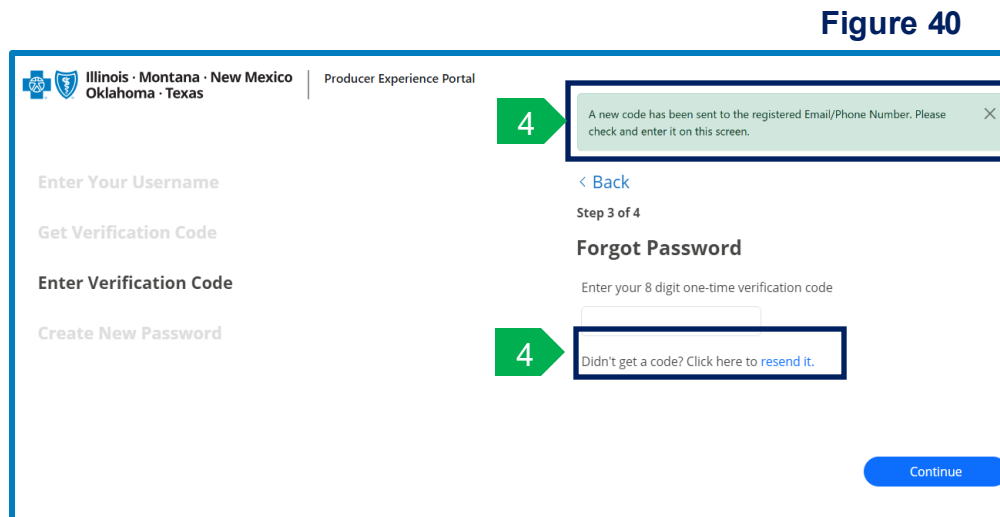
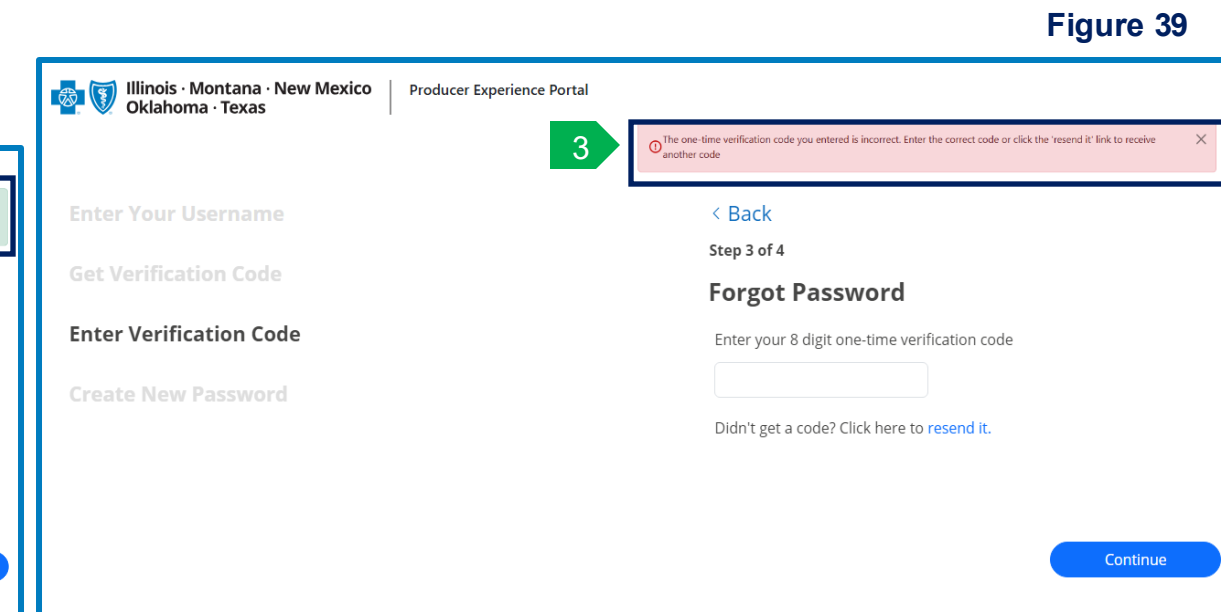
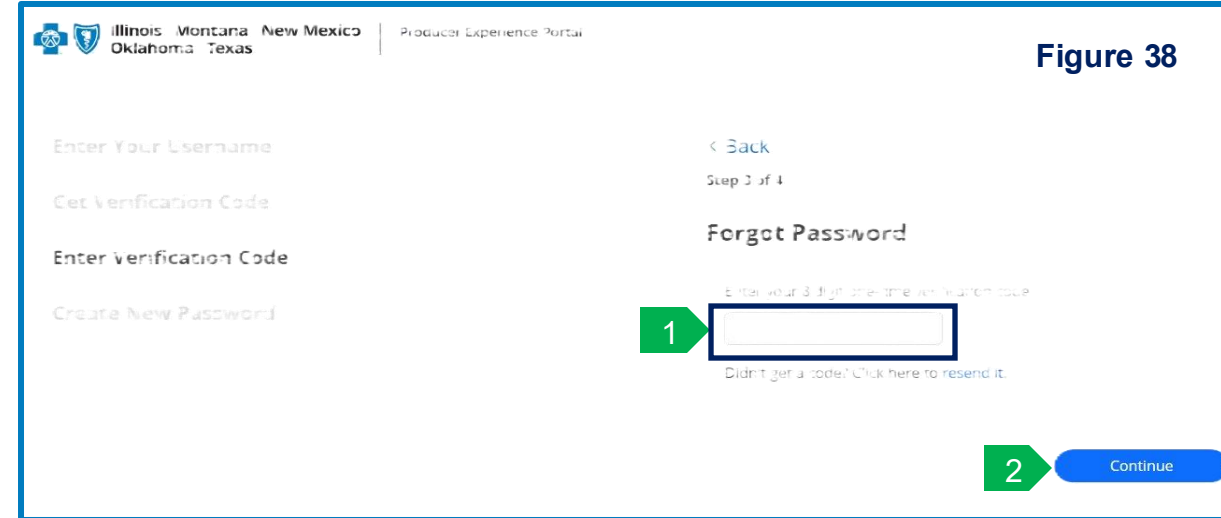


Figure 37

Login: Forgot Password – Enter Verification Code

1. Once Delegate receives Verification Code, User will enter the One Time Passcode (OTP) then select the "Continue" button
2. If OTP is correct, Delegate will land on Create New Password Step 4 of 4 . If OTP is incorrect, Delegate will see error message.
3. Delegate will have an option to have the OTP resent via method selected in prior step



Login: Forgot Password – Create New Password

1. If Delegate enters correct One Time Passcode (OTP), they will be directed to the Create New Password page (Step 4 of 4)
2. Enter a new password then select "Update Password" button. New Password should NOT be any of the 10 previously used passwords
3. After creating a new password, user will be directed to the Login page and will receive the "Account Information - Update Password" confirmation email.

* **NOTE:** Please read Password Must Have and Can't Have before selecting new password.

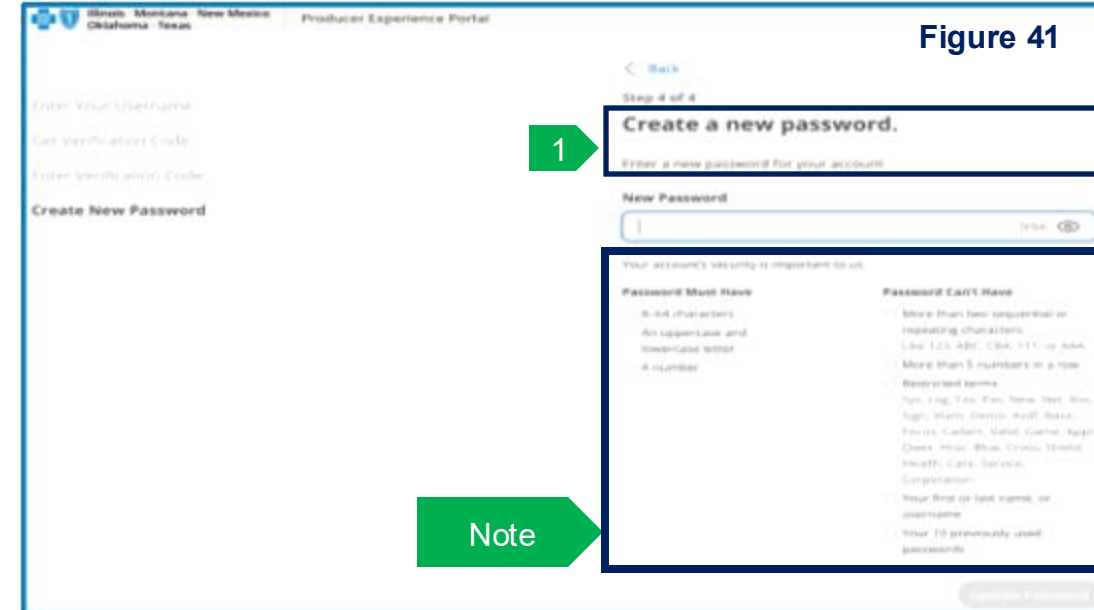


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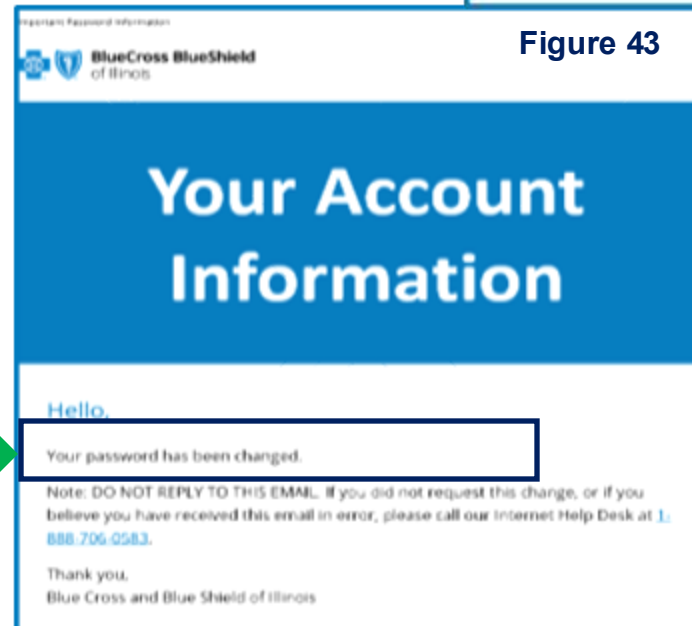


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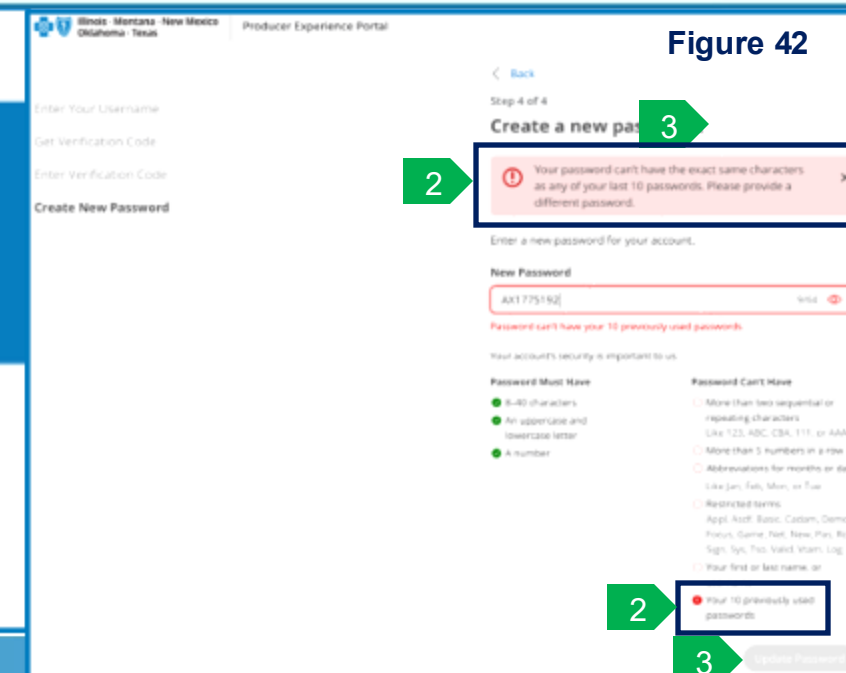


Figure 42

Authenticated Delegate User Landing Page

1. Once user is authenticated, they will land on the Home page where they can:

- View My Information
- Logout
- Navigate to Home
- View My Hierarchy
- Quote & Enroll

Figure 44

1. Authenticated user

The screenshot displays the 'Producer Experience Portal' for BlueCross BlueShield. The header includes the company logo and navigation links: Home, My Hierarchy, Quote & Enroll, Reporting, Resources, and News. The main content area features a large blue banner with the text 'Welcome to Producer Experience Portal' and a sub-header 'Access key workflows and features to support your IFM and Medicare clients.' Below this, there is a 'Need help?' section with contact information: 'Email: ProducerExperiencePortal@bcbsell.com (preferred contact method for Medicare quoting and enrolling questions)' and 'Call us at 1-866-446-4363 (M-Th 9:00 a.m. - 5:00 p.m. CT, F 9:00 a.m. - 4:30 p.m. CT)'. The page is divided into several sections: 'Quick Links' with links to Retail Producer Portal (RPC), Blue Access for Producers (BAP), Medicare Supply Portal, and Individual & Family Sales Toolkit; 'Individual & Family ACA Resources' with buttons for Off-Exchange Quote & Enroll, On-Exchange Enrollment, Certification & Training, Illinois Marketplace, and New Mexico Marketplace; and 'Medicare Resources' with buttons for Quoting & Enrolling, Certification & Training, and Montana PDP. The footer contains legal and privacy information, including copyright notices and a disclaimer about PDF files.

Agent Assisted On Exchange Enrollment

NOTE: Delegate users will not be able to either Single Sign On (SSO) or directly sign in for Agent Assisted On Exchange Enrollment in IFM Shop and Enroll. Hence, they will not be able to do any On-Exchange (ACA) quoting and/or enrollment on that site.

Delegate users may create quotes for on-exchange plans using the Quote feature in the Producer Experience Portal.

Medicare Quoting & Enrollment SSO

NOTE: Delegate users will not be able to Single Sign On (SSO) into Medicare Quoting & Enrollment system. However, this will be future capability.

How to report an Issue

- **If you identify any errors or are experience any PEP specific Quoting or Enrollment issues, please:**
 - Send email to: ProducerExperiencePortal@bcbsil.com
- **Emails must include:**
 - Detailed Description of Issue/Error Message
 - Full Screen Screenshot preferred
 - Steps taken prior to receiving the error
 - Client/Contact Name – (Where applicable)
 - Agent Name/Producer ID
 - Product Type and State
 - ACA Medical / ACA Dental / MAPD / PDP / DSNP / Med Supp
 - Date/Time issue was observed

