HCSC
Health Care Service Corporation

Overview

- **Prior Users:**
    - Click on **Forgot Password** and you will receive an email at the address located on the account prompting you to log in
    - **Username:** National Producer Number without leading zeros.
    - **Employee ID:** National Producer Number without leading zeros
    - **Password:** Previously created password

- **New Users:**
    - Click on "Create an Account," and enter your National Producer Number without leading zeros in the National Producer Number field.
    - Next complete your profile set up including a password. Once your profile has been created, you will find your listed 2022 certification tasks.
    - It takes approximately **3-5 days *after*** the producer's effective date to be able to register/login to CMP. (Effective date according to Producer Pro)

Contents

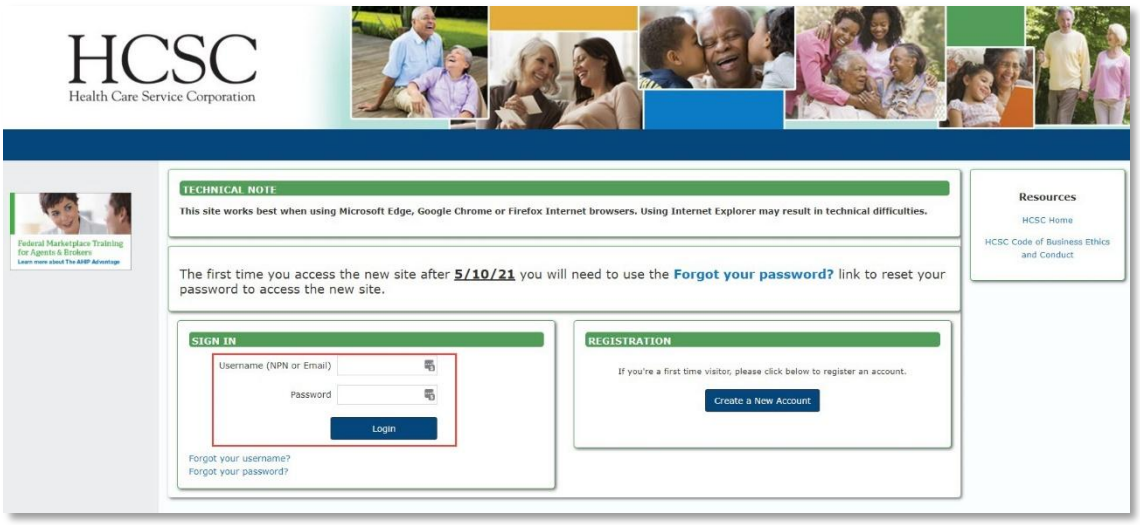
Returning Producer or Agency Login 2
New Producer or Agency Account Creation 4
Password Reset 8

HCSC
Health Care Service Corporation

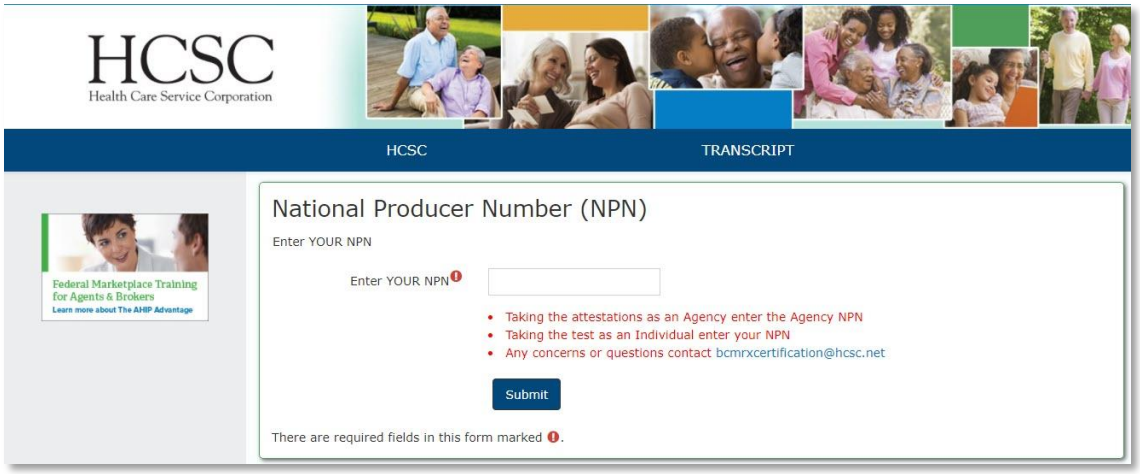
Returning Producer or Agency Login

Navigate to https://hcsc.cmpsystem.com/ to login.

Producers and agencies returning to certify for the current year will need to login using their NPN and password.



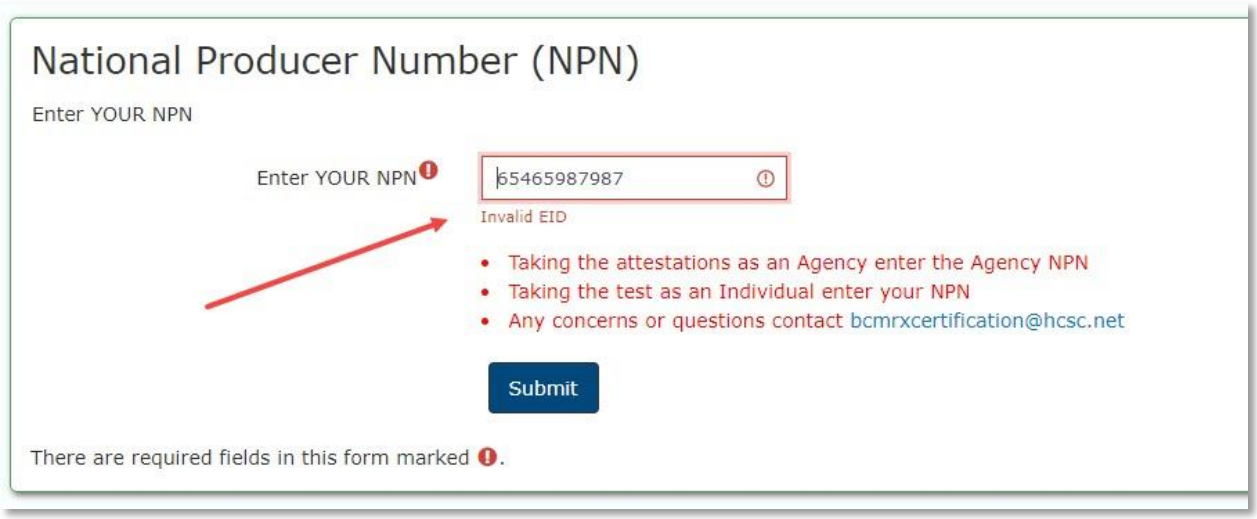
If this is your first time logging in this training period, you will need to verify your NPN.



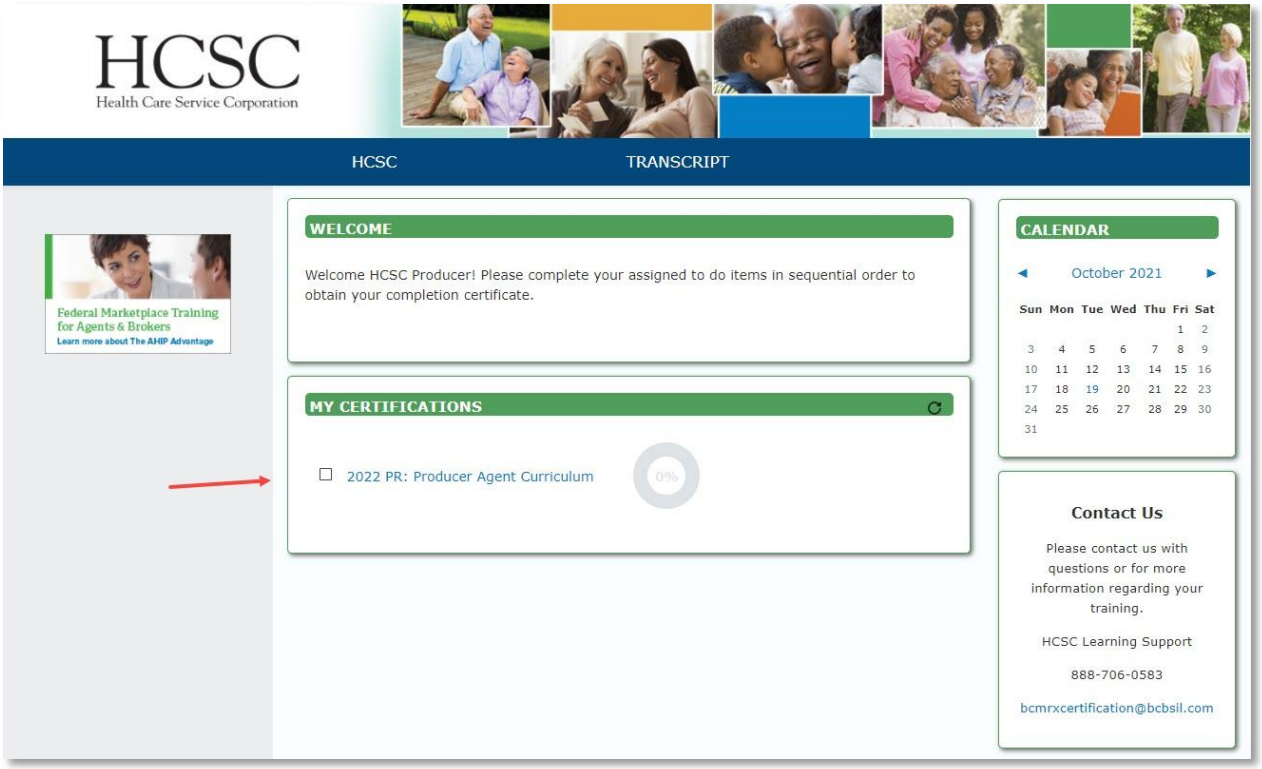
It is important to note the following:

- If you used the agency login, make sure you enter the agency NPN on this page
- If you used your producer login, make sure you enter your NPN on this page

IMPORTANT: If you enter the incorrect NPN, you will not be assigned the correct training. If you complete the wrong training, you will have to take the correct one. Training cannot be transferred from one account to another.



If you see an error that the EID/NPN is invalid, make sure you did not enter leading zeros. If you continue to receive an error, contact bcmrxcertification@hcsc.net for further assistance.



If you entered a valid NPN, you will then be directed to the dashboard. Here, you should see your assigned training. Click on the name of the course to begin. You can also see your course progress on this page.

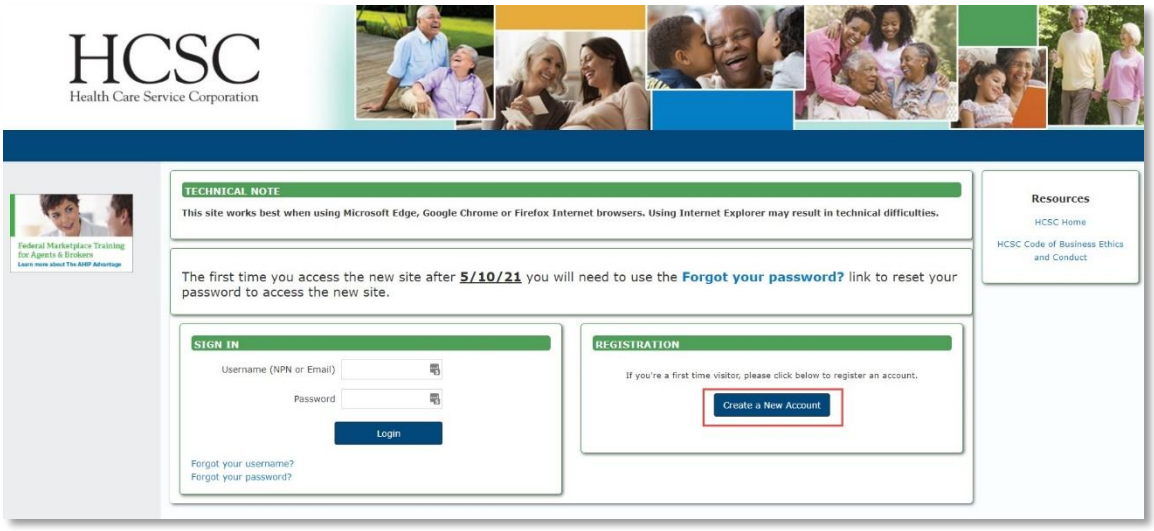
HCSC
Health Care Service Corporation

New Producer or Agency Account Creation

Navigate to https://hcsc.cmpsystem.com/ to login.

New Producers or Agencies will click on the "Create a New Account" button.

IMPORTANT: Once the Agency Principle has completed all certification, *and only then*, an email will be sent to both the Agency Principle & Agency email addresses listed in ProducerPro, asking them to register the agency.



You will then need to enter your NPN.

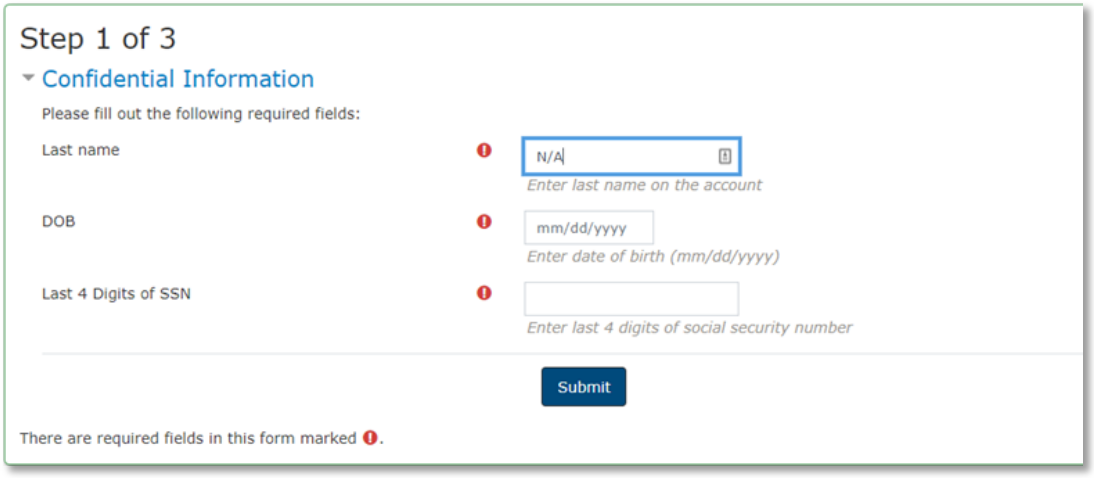
If you do not know your NPN, contact bcmrxcertification@hcsc.net for further assistance.

It is important to note the following:

- If want to create an agency account, make sure you enter the agency NPN on this page
- If want to create a producer account, make sure you enter your NPN on this page

IMPORTANT: If you enter the incorrect NPN, you may not be able to create an account or you may not be assigned the correct training.

If you have entered a valid NPN, you will then be directed to the confidential information entry screen.



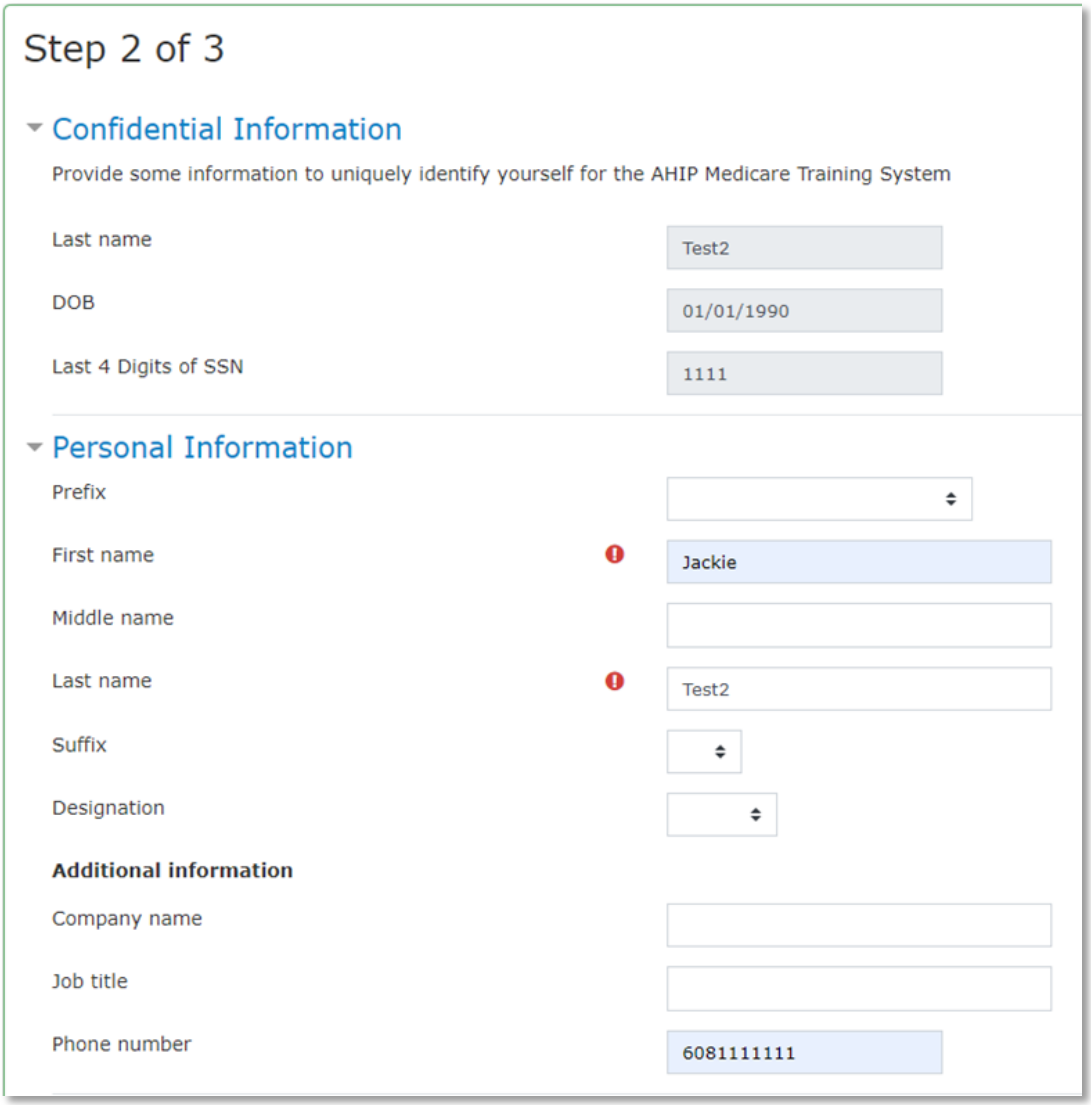
There are 3 fields required on this page:

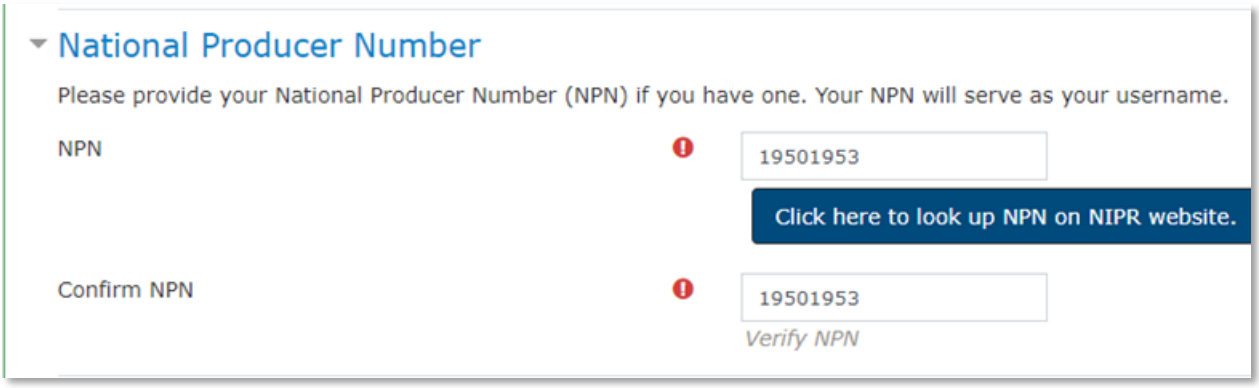
- Last name – this will likely be populated for you
  - Agencies – this will say "N/A"
- DOB – this is your date of birth in mm/dd/yyyy format
  - Agencies – Enter any date in the past
- Last 4 Digits of SSN
  - Agencies – last 4 digits of the Agency Tax ID

After you click submit, you will be directed to step 2. This is where you will fill out the rest of your profile.

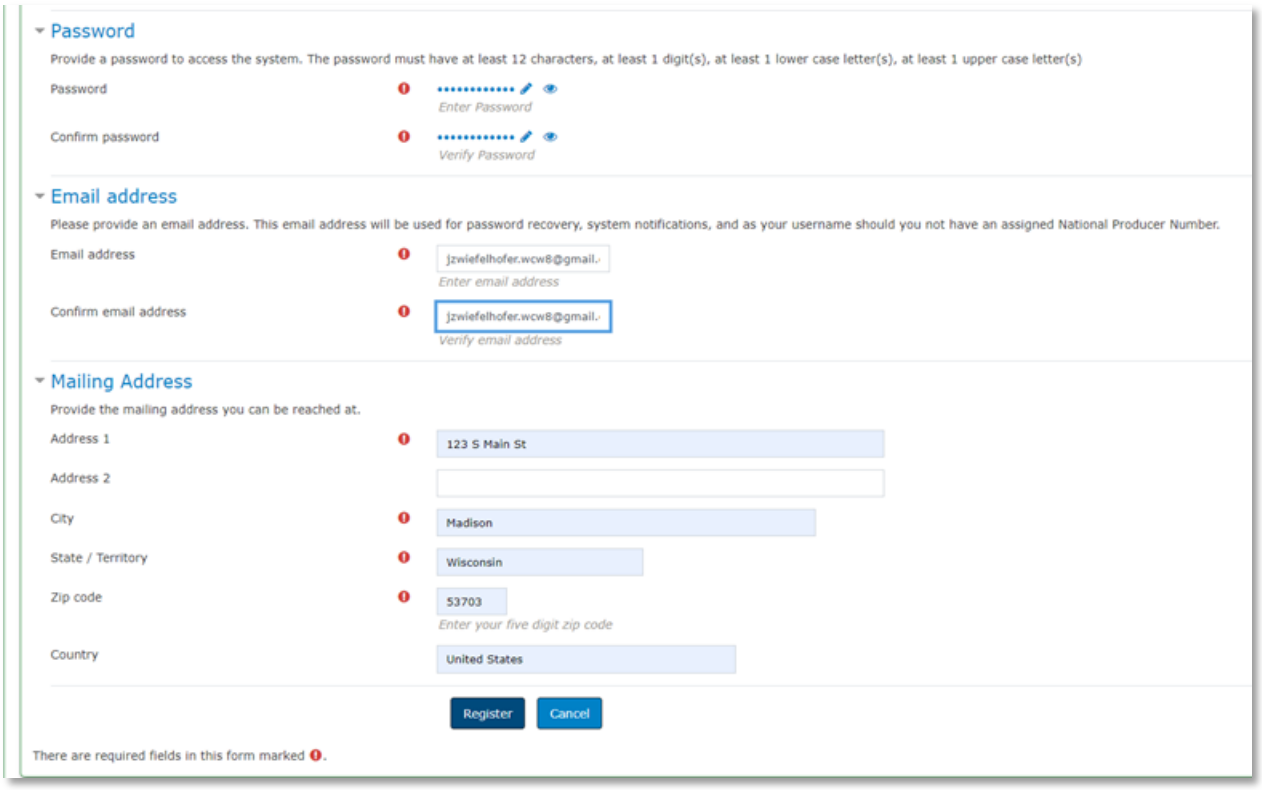
The required fields are:

- First name
- Last name – will already be filled in
- NPN
- Confirm NPN
- Password
- Confirm Password
- Email address
- Confirm email address
- Mailing address



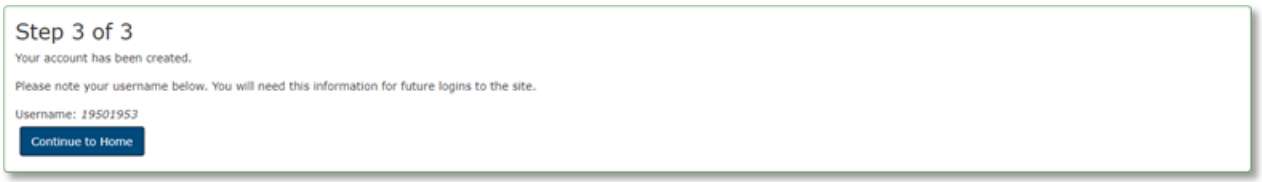


NOTE: Agencies cannot use the NIPR lookup tool. If you need assistance locating your NPN, contact bcmrxcertification@hcsc.net.



IMPORTANT: Email addresses must be unique. This means if you used an email address for another account, you cannot reuse it.

Once you have filled out all information and click "Register" you will be directed to a confirmation screen that displays your username. This is the same as the NPN you entered.

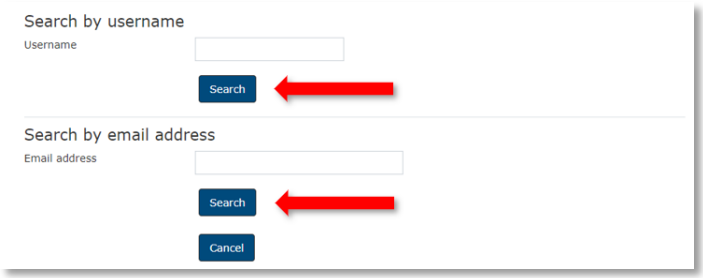


HCSC
Health Care Service Corporation

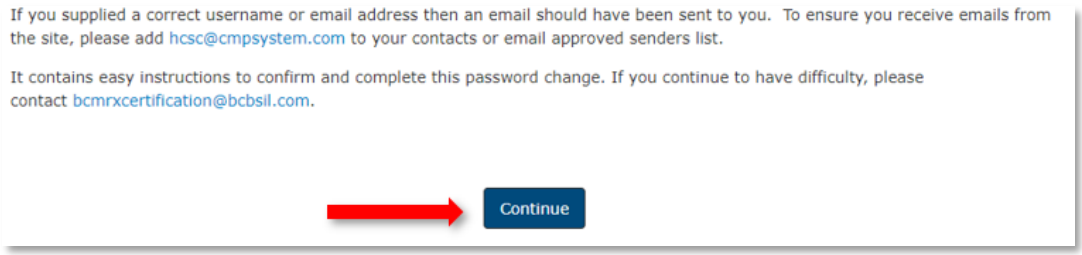
Password Reset

1. Navigate to the HCSC Training site.
2. Click the “Forgot your password?” link.

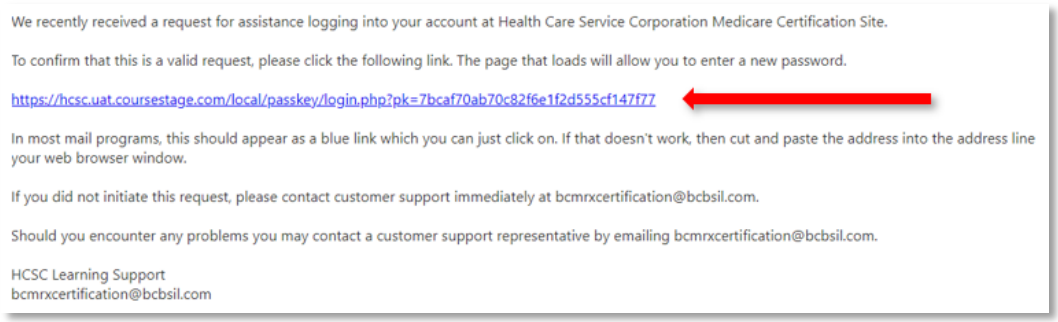
3. Enter your username **or** email address, then click the Search button.



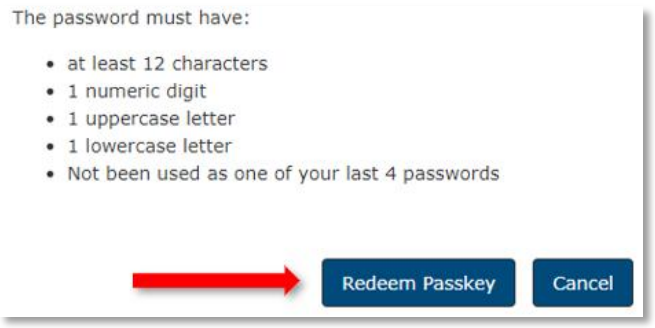
4. You will receive confirmation that an email was sent out. Click the Continue button.



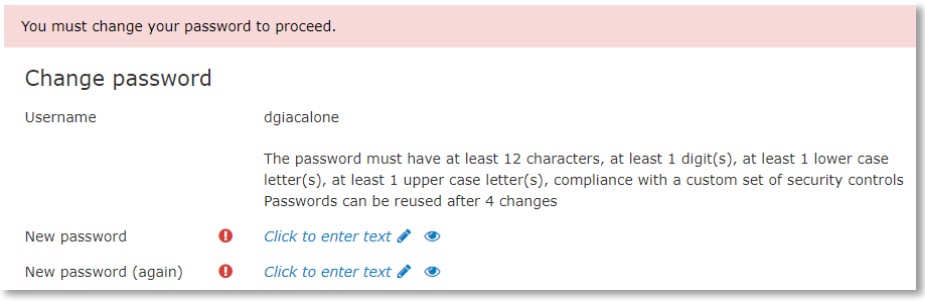
5. Navigate to your email inbox. You should find a “Change password confirmation” email. Click the link in the email. If the link is not hyper-linked or blue, please copy and paste the URL into your browser.



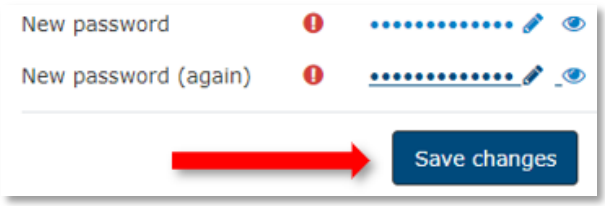
6. You will be directed to a page showing the password requirements. Click the Redeem Passkey button.



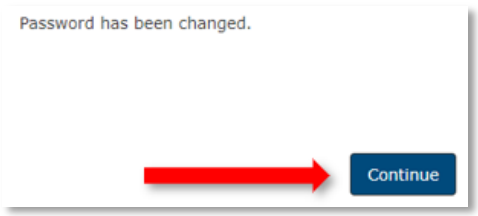
7. You will be directed to a page where you may enter a new password.



8. Enter your new password twice, then click the Save changes button.



9. You will receive a confirmation of the password change and can click the Continue button to be directed to your dashboard.



IMPORTANT: It can take up to 10 minutes to receive a password reset email. Please give plenty of time before submitting another password reset request. Once you submit another request, the first one will become invalid and you will see an error.