



BlueCross BlueShield

Illinois • Montana • New Mexico • Oklahoma • Texas

Producer Experience Portal – Frequently Asked Questions

Is there a recommended browser for PEP?

For the best experience, use **Google Chrome or Microsoft Edge**. Safari and Firefox are supported, but some features may not perform optimally.

Will Mac users have the same experience as others?

Mac users will have the same core experience when using a supported browser.

Can I access PEP via mobile or tablet?

PEP is accessible via web browser on desktop, mobile, and tablet devices. For the best experience, using a desktop is recommended.

How do I access PEP for the first time?

You can register for PEP via [this link](#), by clicking on the “New User? Register Here” button. Under this button, you’ll also find a link to the registration guide.

What Zip Code should I use when registering for PEP?

Your Zip Code must match the Zip Code associated with your [Blue Access for ProducersSM](#) account.

Will I need to register for PEP in each state I’m licensed in?

No. One registration covers all states associated with your NPN.

Can multiple users share the same email/login?

No. Each user must have their own unique login and email address for access. The portal uses two-step authentication to protect your data and your clients' information. If needed, updates to your email address can be made in [BAPSM](#) before you register.

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Exception: If you are the agency owner or principal, you may use the same email to register under both NPNs. You will still need to create different usernames and passwords for each account.

What should I do if my verification email is missing or delayed?

If your verification email is missing entirely, please check that you have entered the correct email address and check your spam folder.

For Virtual Private Network (VPN) users experiencing a delayed verification email, causing the verification link to expire, please contact your agency's network/security team so that they can update their whitelisting AND firewall IP address range configurations.

Do I still need [BAP](#), or is everything moving to PEP?

You will continue to use both systems.

If a user resets their password in PEP, will they need to re-do Single Sign-On again to BAP and IFM Shop & Enroll?

If the user resets their PEP password, their SSO will remain linked.

Will my existing book of business carry over into PEP?

Yes. Your existing data and relationships will be accessible in PEP.

Can Special Enrollment Period documentation be submitted with off-exchange applications?

In the near future, PEP will support document submissions for SEP. For the interim, please submit documentation via fax or the Retail Producer Portal.

What will General Agencies see in PEP?

GAs will have access to the "My Hierarchy" view, where all downline producers, sub-producers, and delegates are displayed in a searchable list. GAs will also have access to client information and reporting for their entire organization.

If I add a delegate in PEP, will they automatically have access in [BAP](#)?

No. Delegate access is managed separately on the two platforms. To grant delegate access in BAP, you will need to follow the existing [BAP delegate process](#). Delegates can also create a new BAP ID as needed.

Can I view commission statements in PEP?

No. Commission statements are not available for viewing in PEP. You can view commissions in BAP as you do today.

Will using PEP change how I get paid or credited for business?

No. Your commissions and crediting processes will remain the same.

Why can't I see all the items within the report that I just pulled?

For reports returning 1,000 items or more, you can view all the results by downloading the report and reviewing the Excel file.

Will the Renewal Premium report be based on the actual renewal price or the estimated renewal price based on the current year's Advanced Premium Tax Credit?

The Renewal Premium report provides the current premium without the APTC and renewal type such as Active, None or State-Based Exchange if applicable.

Will our book of business report now reflect the member's Health Reimbursement Arrangement status and associated details?

When available, users will be able to view the HRA Type field under the All Applications report page.

How can I help my existing members shop for new plans or change their existing plans during open enrollment?

The Client Details page will allow you to easily start a new quote or off-exchange application for a member.

How will Medicare applications be handled with the transition to PEP?

Medicare applications are accessed through PEP via the Quoting and Enrolling tile, located on the home page under Medicare resources. Application status can be viewed within PEP under the Reporting section.

Where do I go for Group quoting and enrollment?

Group business will continue to be handled through existing tools. PEP currently supports Individual & Family Markets business.

Have a question that's not listed on here? Email us at ProducerExperiencePortal@bcbsil.com.