

Blue Shield Medicare Online Certification Site

Quick Reference Guide

View Quick
Reference Guide

blue
california 

Section

[Overview](#)[Registration and Log In](#)[Registration Profile](#)[Certification Materials](#)[Resources](#)

Overview

You must be certified each year to sell Blue Shield and/or Blue Shield Promise MAPD plans and be individually appointed by Blue Shield or endorsed by an agency appointed by Blue Shield to receive renewal commissions. MAPD plan commissions are subject to CMS guidelines, which are subject to change.

The Blue Shield Medicare Online Certification site makes it simple to register and take the certification(s). You are allowed 5 attempts to pass each quiz before you will be locked out of the system.

- You must pass each test to sell the appropriate product. Passing the test **does not** automatically mean you can sell all products.
- You **must** have the appropriate contract/affiliation in addition to certification.

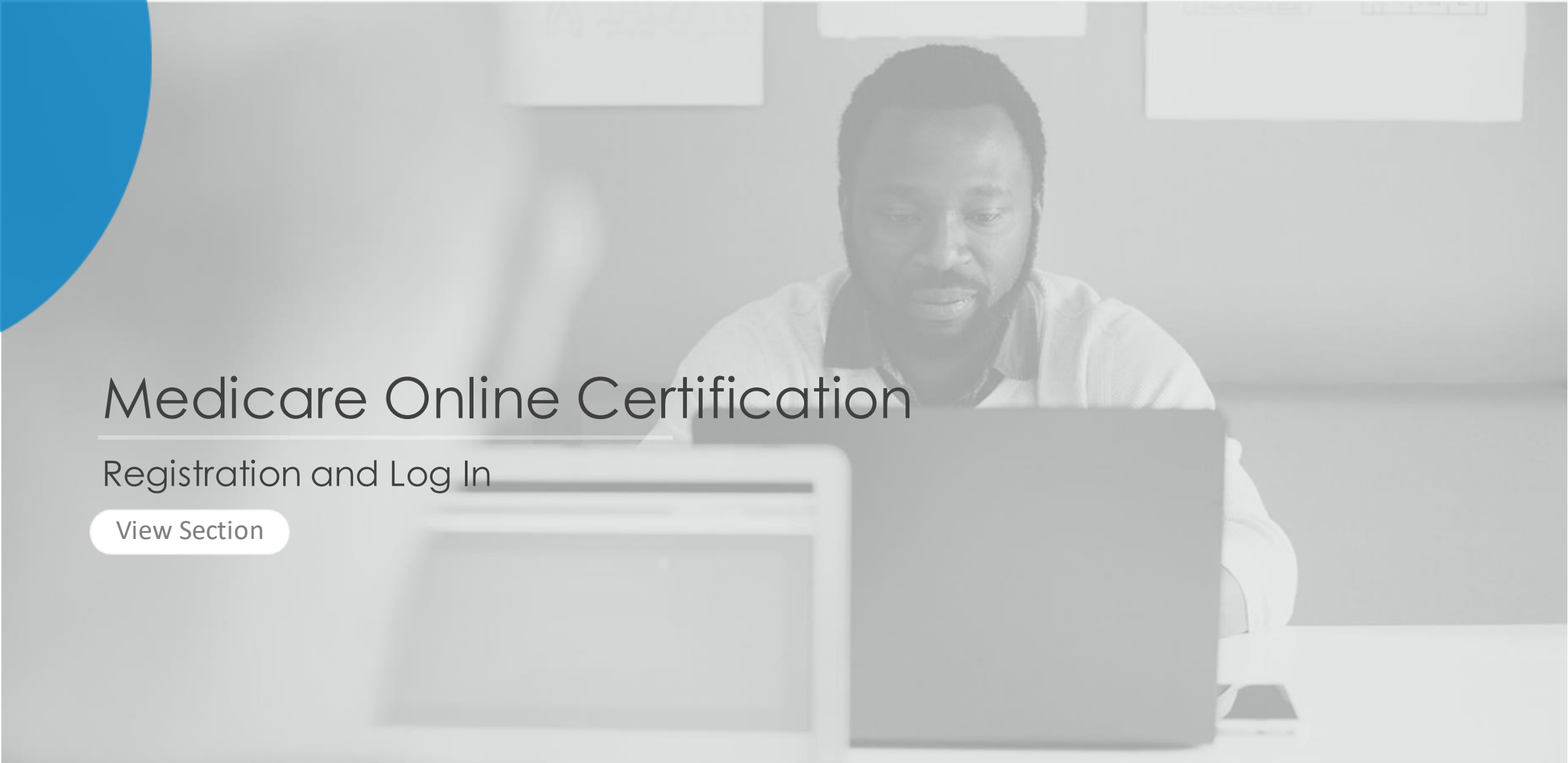
Don't forget:

You're required to pass both the AHIP certification and Blue Shield's 2020 product-specific training to be ready to sell.

[Link to the Online Certification Site](#)

Blue Shield and Blue Shield Promise Certification site:
<https://www.medicareproductcertification.com>

Support email:
BSCcertsupport@blueshieldca.com



Medicare Online Certification

Registration and Log In

[View Section](#)

Section

Overview

Registration and Log In

Registration Profile

Certification Materials

Resources

NPN Registration



Medicare Online Certification

NPN Registration

If you don't know your NPN (National Producer Number used for AHIP training), you can get it from National Producer Registry or by [clicking here](#). If you have any questions or need any assistance please contact Producer Services at 800-559-5905.

To create your account please enter your NPN, create a personal password (must be 5 characters long), and then enter and confirm your email address. This email address will be the means of communication from Blue Shield of California so make sure this is an email address you check regularly.

NPN:	<input type="text"/>	Password must have at least: <ul style="list-style-type: none">• 8 characters in length• 1 upper Case Letter• 1 lower Case Letter• 1 number
Confirm NPN	<input type="text"/>	
Password:	<input type="text"/>	
Confirm Password:	<input type="text"/>	
E-mail:	<input type="text"/>	
Confirm E-mail:	<input type="text"/>	

Register NPN

Registration

[Click here](#) to register your NPN.

If you have misplaced or forgotten your NPN, [click here](#) to find it from the National Insurance Producer Registry.

Section

Overview

Registration and Log In

Registration Profile

Certification Materials

Resources

Getting Started



Medicare Online Certification

Welcome to the Blue Shield of California and Promise Health Plan's agent certification program!

Should you have any questions or need assistance, please contact BSC Producer Services at 800-559-5905 or Promise Producer Services at (866) 922-4368.

Note: Blue Shield and Promise Health Plan employees need to see their manager for the correct link to AHIP training. Do not use the link above.

Please Log In

NPN:

Password:

[Log In](#)

[Forgot Your Password?](#)

NOTE: CMS audit guidelines require that all employees and independent agents who contact Medicare beneficiaries be trained and tested on the Medicare compliance, specific health plan benefits and procedures, and the federal marketing requirements. In order to receive commissions on Blue Shield products, you must be licensed and individually appointed by Blue Shield or endorsed by an agency appointed by Blue Shield. If you are not currently appointed go to the following Blue Shield Producer site and follow the steps included: [How To Become a Blue Shield Producer](#)

Before Logging In

[Click here](#) to be taken to the AHIP Training for Producers site.

Follow the steps below to complete your AHIP, Blue Shield and/or Blue Shield Promise certifications:

1. Pass the AHIP annual training.
2. Transmit your results to Blue Shield.

Section

Overview

Registration and Log In

Registration Profile

Certification Materials

Resources

Log In



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Logging In

Once you have completed registration and transmitted your AHIP information, you may log in to access the Blue Shield and/or Blue Shield Promise certifications.

If you have misplaced or forgotten your NPN, [click here](#) to find it from the National Insurance Producer Registry.



Registration Profile

Medicare Online Certification Site

[View Section](#)

Section

Overview

Registration and Log In

Registration Profile

Certification Materials

Resources

Registration Profile Page

Completing Your Profile

After logging in, you will come to a Registration Profile page.

You must complete all fields on the page to proceed to the certification.

If you have completed the profile from a prior visit, you can click the **Take Certification** button, at the top of the page, to go directly to the certification.

Legal Entity Field:

Select who you are appointed with:

- Blue Shield of California
- Blue Shield Promise Health Plan
- If you are appointed with both, select the **"All"** option

Section

Overview

Registration and Log In

Registration Profile

Certification Materials

Resources

Registration Profile

BSC Promise Health Plan

FMO Affiliation
If FMO doesn't exist, please contact producer services.

FMO ID
If FMO ID is incorrect, please contact Producer Services @ 1-800-559-5905.

Do you currently have a website that is marketing Blue Shield PHP MAPD plans on it?

CA License No. (7 digits)

NPN (National Producer No.)

Phone

Registered Email

Comment

[Medicare Amendment](#) (PDF 23Kb)

I Agree

By clicking the submit button below you agree to not release any 2020 product information prior to 10/1/2019. Non-compliance is subject to disciplinary action, up to and including termination of contract with Blue Shield.

Appointment Information

Depending on your selection that you made for the Legal Entity field, you may be required to agree to the Medicare Amendment before submitting.

By clicking the submit button below you agree to not release any 2020 product information prior to 10/1/2020.

Non-compliance is subject to disciplinary action, up to and including termination of contract with Blue Shield and/or Blue Shield Promise.

After submitting your information, you will be directed to the training through a link that you should immediately bookmark for future use and a confirmation email will also be sent to you with the same link.

To ensure you receive the confirmation email with your personal link please add BSccertsupport@blueshieldca.com to your address book or whitelist.



Certification

Annual Medicare Certification Testing

[View Section](#)

Section

Overview

Registration and Log In

Registration Profile

Certification Materials

Resources

Medicare Certification Testing



Medicare Online Certification

Medicare Certification Testing

Thank you for your interest in representing Blue Shield of California or Promise Health Plan.

You will have needed to upload your AHIP and certify for the products below in order to complete the certification process. You must score 85% or better in order to become fully certified.

IMPORTANT: You must pass each test to sell the appropriate product. Passing the test **does not** automatically mean you can sell all products. You **must** have the appropriate contract/affiliation in addition to certification.

Blue Shield of California Classic

Year	Module	Status	Action	Attempts	Module	Status	Action	Attempts
2019	MAPD [Download]	Test Not Taken	Take MAPD Certification	0	PDP [Download]	Test Not Taken	Take PDP Certification	0

BSC Promise Health Plan

Year	Module	Status	Action	Attempts	Certification Status	Assignment of Commission	Compliance Questionnaire
2019	PHP MAPD [Download]	Test Not Taken	Take PHP MAPD Certification	0	Pending Assignment of Commission	Enter Assignment Information	Enter Compliance Questionnaire

Completing the Certification

Select the appropriate Module by clicking on the link(s) in the table.

You may also download a PDF version of the module by clicking on the **Download** link and follow the prompts.

- Once you have completed the training, you will return to this screen to take the corresponding Test by clicking on the **Take MAPD Certification** link.
- Once you have passed the test, **PRINT AND RETAIN YOUR CERTIFICATION.**
- You will need to repeat these steps, as appropriate for each product.

IMPORTANT:

You must pass each test to sell the appropriate product. Passing the test **does not** automatically mean you can sell all products.

You **must** have the appropriate contract/affiliation in addition to certification.

Please note:

If you sell both product lines (Blue Shield of California and Blue Shield Promise Health Plan) you will need to complete both sets of certifications.

If you only sell one product line you will only need to take the training and certification testing associated with that line of business.

Section

Overview

Registration
and Log In

Registration
Profile

Certification
Materials

Resources

Resources

- Blue Shield and Blue Shield Promise Certification site: <https://www.medicareproductcertification.com>
- Register your NPN: <https://dev.medicareproductcertification.com/registration.aspx>
- National Insurance Producer Registry: <https://pdb.nipr.com/html/PacNpnSearch.html>
- AHIP Training for Producers site: <http://www.ahipmedicaretraining.com/clients/blueshieldca>
- Broker Connection Site: <https://www.blueshieldca.com/producer/login.sp>

Contact US

Producer Services Phone Number:

1-800-559-5905

Support email:

BSccertsupport@blueshieldca.com