

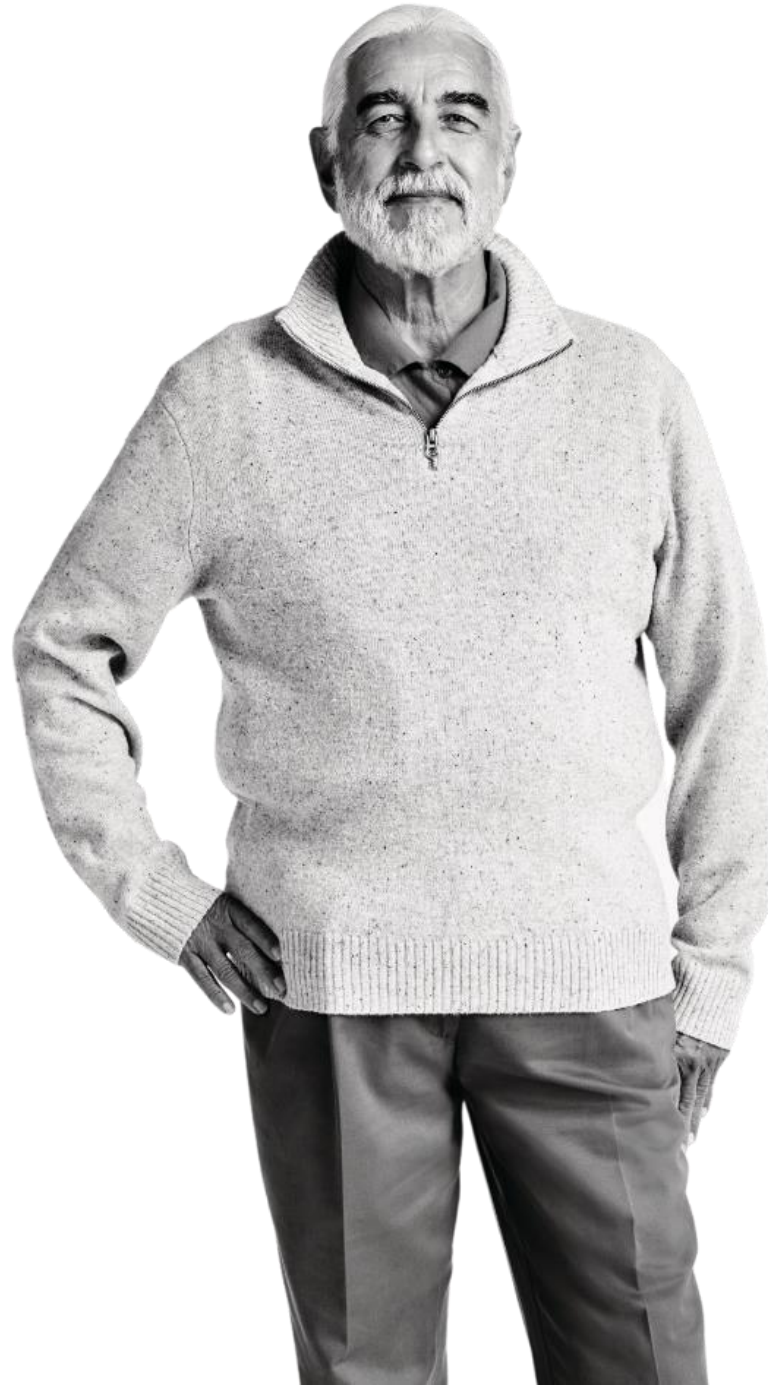


Broker Certification Site

Begin

April 06, 2023

Y0118_23_228A_C 05102023



Overview

- Agents must be certified each year to sell Blue Shield of California MAPD & PDP plans and be individually appointed by Blue Shield or endorsed by an Agency appointed by Blue Shield to receive renewal commissions. MAPD and PDP plan commissions are subject to CMS guidelines, which are subject to change.
- The Blue Shield of California Plan Medicare Online Certification site makes it simple to register and take the certification. You are allowed 4 attempts to pass the assessment before you are locked out of the system.
- Agents must pass the Certification assessment.
- Agents must be appointed or must be affiliated with an appointed agency in addition to completing the Certification.

Don't forget:

- You're required to pass both the AHIP Certification and Blue Shield's 2024 product-specific training to be ready to sell.



What's Changing?

[Begin](#)

What's Changing

- Moving the Certification Site to a new platform
 - Seamless transition from Broker Connection (same navigation)
 - Easy login via single sign-on (SSO) (no extra passwords or IDs to remember)
 - For non-appointed or non-endorsed brokers who are not registered with Broker Connection, there is a traditional ID & password fields.
- New look of the Certification Site
 - Easy to navigate & use
 - Quick to access certification materials (exam, eCourse)





AHIP Completion

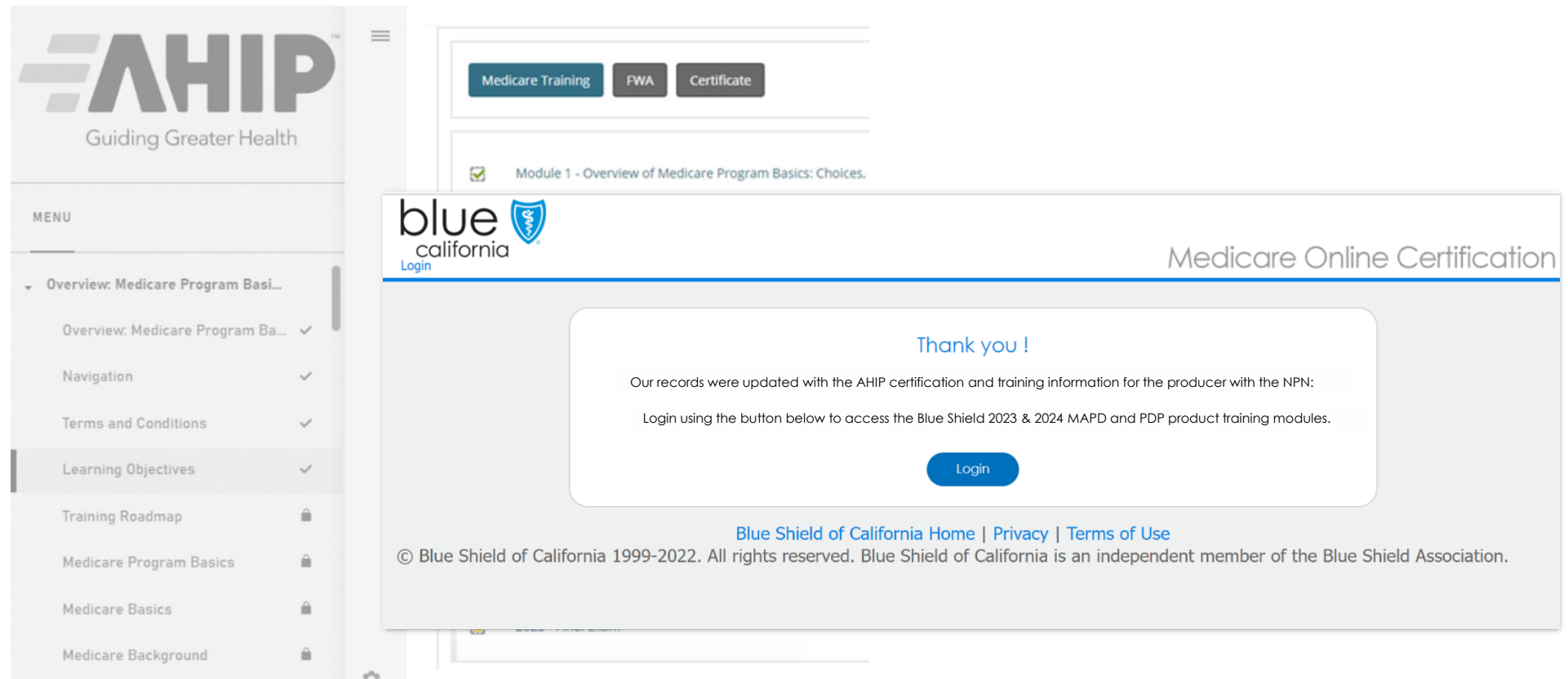
[Begin](#)

AHIP

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

Follow the steps below to complete your AHIP and Blue Shield Certifications:

1. Pass the AHIP Annual Training.
2. Transmit your results to Blue Shield.





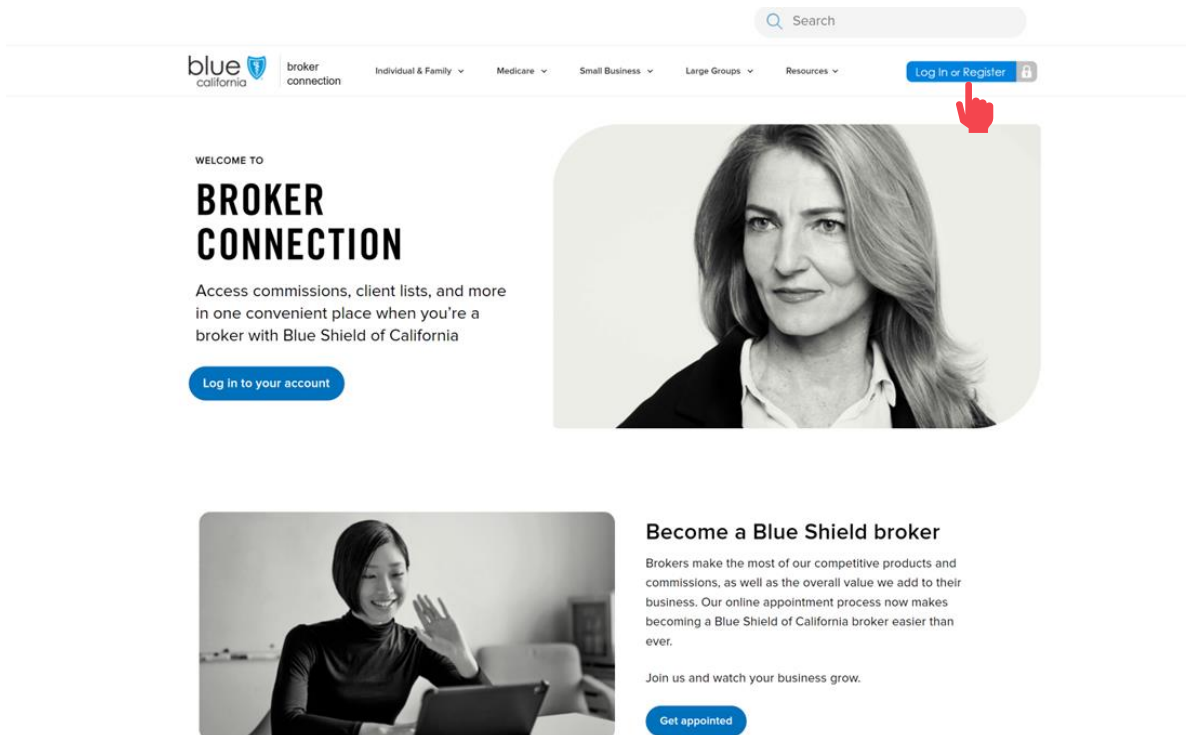
Logging in to the Certification Site

[Begin](#)

Login from Broker Connection Site

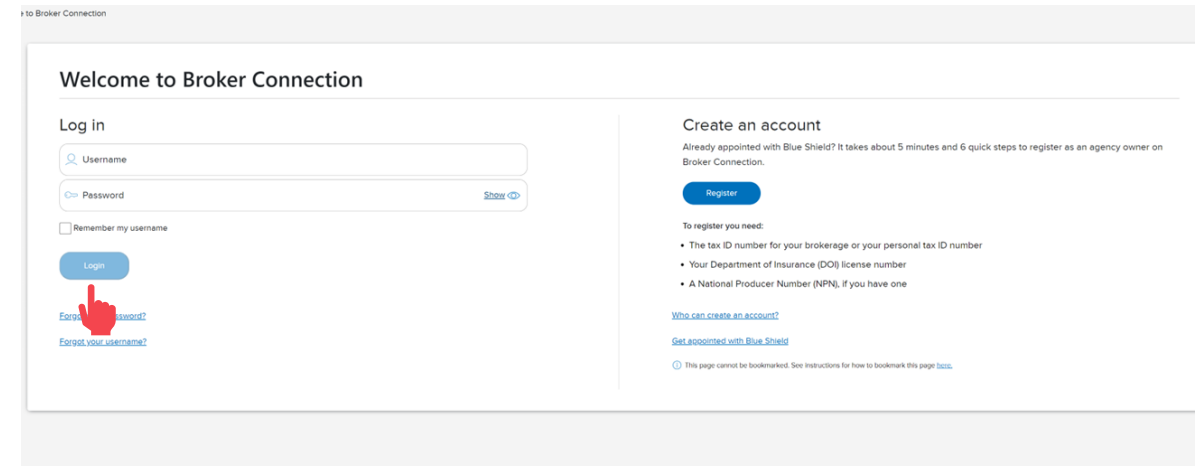
Step 1:

Navigate to the Broker Connection site and click **Log In or Register**



Step 2:

Enter credentials and click **Login**



Login from Broker Connection Site

Step 3:

Click the **Medicare** dropdown menu and click **MA-PD/PDP Certification**

The screenshot shows the Blue Shield of California Broker Connection website. The navigation bar includes links for Individual & Family, Medicare, Small Business, Large Groups, and Resources. The Medicare dropdown menu is open, showing options like Medicare Eligible Home, Products, MA-PD/PDP Certification, Policies & Procedures, Help Current Clients, Renewals, and Training and Resources. The MA-PD/PDP Certification link is highlighted with a red box and a red hand icon pointing to it. Below the navigation bar, there is a section for 'Log in for Access' with links to Compare 2023 Plans & Enroll, View Client List, View Application Status, News & FAQs, Sales and Marketing Collateral, and Enrollment Materials. There is also a 'Log in to your account' button. Below this, there is a section for 'BECOME A BROKER' with a video thumbnail and text about becoming a Blue Shield broker.

Step 4:

Login to the **Blue Shield Broker Portal** to begin the product certification

MA-PD and PDP certification

To sell Medicare Advantage Prescription Drug (MA-PD) and Prescription Drug (PDP) plans, agents need to complete their America's Health Insurance Plans (AHIP) certification. Insurers require AHIP certification to ensure that broker and agents are compliant with the Centers for Medicare & Medicaid Services (CMS) guidelines and regulations.

Per CMS guidelines, all independent agents who contact Medicare beneficiaries about MA-PD or PDP products must be trained and tested on Medicare compliance, specific health plan benefits and procedures, and CMS marketing requirements.

If you were certified last year, you must renew your certification again this year prior to January 1 of the new year in order to receive renewal commission on your active book of business. To sell Blue Shield MA-PD or PDP products, you must be AHIP-certified and Blue Shield product-certified. If you are not certified to sell Blue Shield's MA-PD or PDP plans, we cannot, by law, pay you commissions on that business.

Steps to complete your annual AHIP and Blue Shield Product Certification

Step 1: Complete AHIP certification

1. Log in to the AHIP site through the [Blue Shield of California link](#)
2. Complete all certification modules and quizzes. This will include a section on Fraud, Waste, and Abuse.
3. After completing the quiz, transmit your results directly to Blue Shield by clicking the button at the bottom of the page
4. You will receive an email from Blue Shield or Shield Learns with your account details and instructions on how to log in to the Blue Shield product certification site

To receive a discounted rate of \$125, you must use our AHIP certification link as provided above. You must complete your AHIP certification and transmit your results to Blue Shield before moving on to Step 2.

Step 2: Complete Blue Shield Broker product certification

1. Access the Medicare Product Online Certification site using one of two options:

Blue Shield Broker

Log into the [Blue Shield Broker portal](#) using your Blue Shield Broker account. (If you don't have a Blue Shield Broker account, you can [create one](#)).

Shield Learns

If you are unable to obtain a Blue Shield Broker account, you can [log in to the Shield Learns portal](#). Check your email for a message from Shield Learns for your account information. [Your username is your National Producer Number \(NPN\)](#). If you do not have a password, use the "Forgot your password?" option to create a new one.

2. Complete the MA-PD/PDP product certification. You'll have 4 attempts to pass. To pass, you'll need a score of 85% or higher.



Certification Site Navigation

- ☐ Agreements
- ☐ Training Course
- ☐ Certification Exam
- ☐ Certification History

[Begin](#)

Agreements

Step 5:

Register for Step 1: Agreements

Shield Learns SELF MY TEAM ADMINISTRATION

blue of california
Medicare Product Online Certification

WELCOME!
Thank you for your interest in selling Blue Shield of California's MAPD and/or PDP plans!
Before getting started, **you must have already completed the AHIP Medicare Compliance certification.**
If you're ready, please continue through the steps below.

STEP 1: AGREEMENTS
Please read through the amendment document and complete the questionnaire that follows.
This is a pre-requisite for access to the certification exam.

CURRICULUM
Broker Agreements TEST
REGISTER

Accessibility Statement for Individuals with Disabilities
At Blue Shield of California, we are committed to ensuring our applications are accessible to individuals with disabilities.
If you need assistance using our certification application, we can help you.
Please email us at producer.services@blueshieldca.com or call us toll-free at 800-559-5905 / TTY: 711.

NOTE: You are required to agree to the Medicare Amendment before completing the Medicare Certification.

Step 6:

Add Amendment to the Producer Agreement (Medicare)

Shield Learns SELF MY TEAM ADMINISTRATION Learning Search

ACTIVITY REGISTRATION

REGISTRATION NOTES
Register for this curriculum. Add both activities in the following page. Follow instructions to complete the broker agreements.

ACTIVITIES (2): Recommended: Select 2 activity(s)

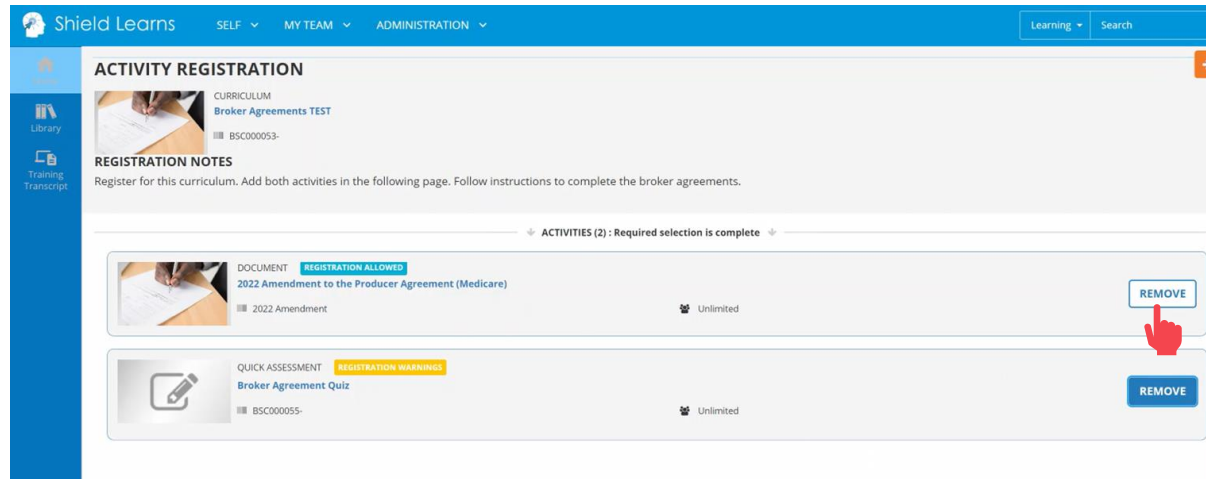
DOCUMENT **REGISTRATION ALLOWED**
2022 Amendment to the Producer Agreement (Medicare)
BSC000053- Unlimited **ADD**

QUICK ASSESSMENT **REGISTRATION WARNING**
Broker Agreement Quiz
BSC000055- Unlimited **ADD**

Agreements

Step 7:

Add Broker Agreement Attestation



Shield Learns

SELF ▾ MY TEAM ▾ ADMINISTRATION ▾

Learning ▾ Search

ACTIVITY REGISTRATION

CURRICULUM
Broker Agreements TEST
BSC000053-

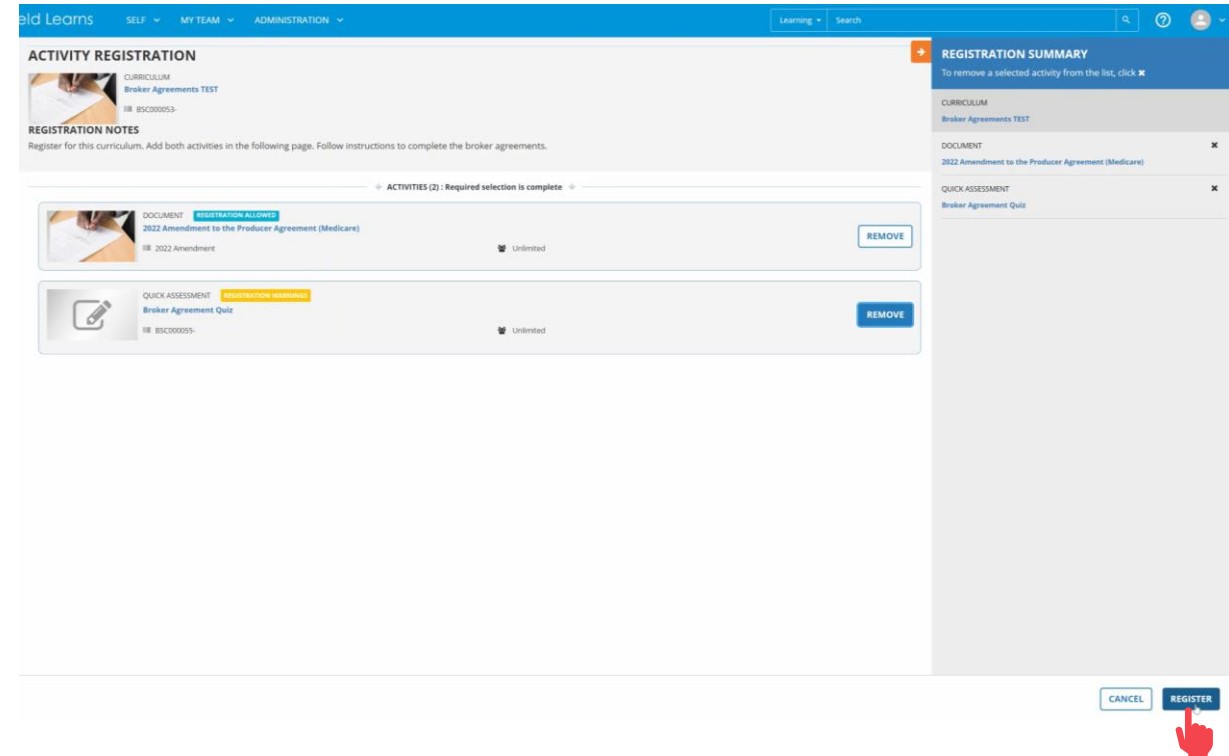
REGISTRATION NOTES
Register for this curriculum. Add both activities in the following page. Follow instructions to complete the broker agreements.

ACTIVITIES (2) : Required selection is complete

DOCUMENT 2022 Amendment to the Producer Agreement (Medicare) BSC000053-	Unlimited	REMOVE
QUICK ASSESSMENT Broker Agreement Quiz BSC000055-	Unlimited	REMOVE

Step 8:

Click the **Register** button



Shield Learns

SELF ▾ MY TEAM ▾ ADMINISTRATION ▾

Learning ▾ Search

ACTIVITY REGISTRATION

CURRICULUM
Broker Agreements TEST
BSC000053-

REGISTRATION NOTES
Register for this curriculum. Add both activities in the following page. Follow instructions to complete the broker agreements.

ACTIVITIES (2) : Required selection is complete

DOCUMENT 2022 Amendment to the Producer Agreement (Medicare) BSC000053-	Unlimited	REMOVE
QUICK ASSESSMENT Broker Agreement Quiz BSC000055-	Unlimited	REMOVE

REGISTRATION SUMMARY

To remove a selected activity from the list, click ✕

CURRICULUM
Broker Agreements TEST

DOCUMENT
2022 Amendment to the Producer Agreement (Medicare) ✕

QUICK ASSESSMENT
Broker Agreement Quiz ✕

CANCEL REGISTER

Agreements

Step 9:

Start the Amendment to the Producer Agreement (Medicare)

Shield Learns

SELF MY TEAM ADMINISTRATION

Learning Search

Congratulations! You have completed the registration process. Please look at the details below for more information about your registration status and activity progress.

BROKER AGREEMENTS TEST

Completion Status 0%

START ACTIVITY

Broker Agreements TEST

1. 2022 Amendment to the Producer A...

2. Broker Agreement Quiz

START

DETAILS ACTIVITIES

DOCUMENT

2022 Amendment to the Producer Agreement (Medicare)

REGISTERED

QUICK ASSESSMENT

Broker Agreement Quiz

REGISTERED

START

DONE

Step 10:

Review the Amendment and close the window when done.

Microsoft Word - FINAL Medicare AMENDMENT 9-1-10.doc - Google Chrome

blueshieldca.sumtotal.host/learning/DataStore/BLUESHIELDCA_PROD/Learning/data/20230405_200559_5352/2022%20...

Microsoft Word - FINAL M... 1 / 7 61%

Activity is in progress. Do not close this page. You will be automatically redirected on completion.

2022 September

AMENDMENT TO THE PRODUCER AGREEMENT (MEDICARE)

This amendment ("Amendment") is effective on September 7, 2022, and amends and is made part of the Producer Agreement ("Agreement") by and between California Physicians' Service Dba Blue Shield of California and its affiliates and subsidiaries including Blue Shield of California Life & Health Insurance Company (collectively, "Blue Shield") and Producer.

Blue Shield and Producer hereby agree to amend the Agreement to comply with legal requirements relating to Medicare Advantage plans and Medicare Prescription Drug Plans.

Except as set forth in this Amendment, all other provisions of the Agreement shall remain unchanged and in effect. The Agreement is amended to include the following provisions:

Specific Regulatory Obligations of Medicare Participation You acknowledge and agree that sales of Blue Shield Medicare Advantage plans and Medicare Prescription Drug Plans ("Blue Shield Medicare Plans") are subject to regulation by the Centers for Medicare & Medicaid Services ("CMS") of the Department of Health and Human Services ("HHS"). As used in this Amendment, the term "Medicare Laws and Regulations" shall mean and include: (i) All relevant provisions of the Social Security Act, including but not limited to, Part C and Part D of Title XVIII; (ii) all rules and regulations promulgated pursuant to the relevant provisions of the Social Security Act, including but not limited to those set forth in 42 C.F.R. Parts 422 and 423; (iii) the CMS Internet Security Policy; and (iv) any and all relevant administrative guidelines (including the Medicare Marketing Guidelines), bulletins, manuals, instructions, requirements, policies, standards, or directives from time to time adopted or issued by CMS or HHS.

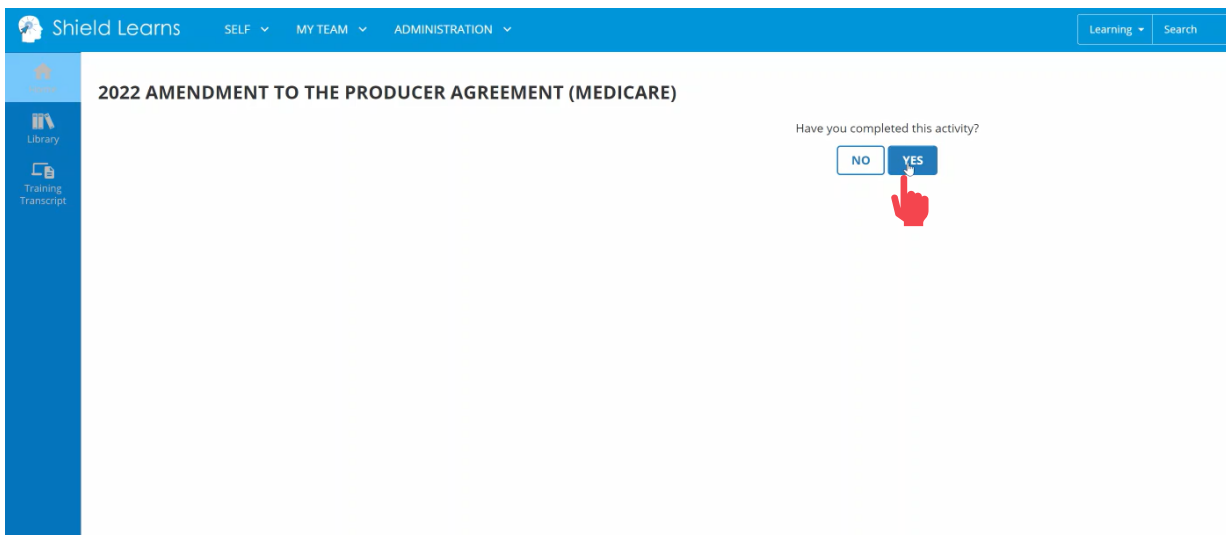
Interpretation and Relationship to the Rest of the Agreement The provisions of this Amendment apply to the solicitation and submission of applications for Blue Shield Medicare Plans. To the extent there is a conflict between the terms of this Amendment or Medicare Laws and Regulations and any other terms of the Agreement, the terms of this Amendment and Medicare Laws and Regulations shall govern as they apply to Blue Shield Medicare Plans. Absent such conflict, the other terms of the Agreement also apply to Blue Shield Medicare Plans. The terms of the Agreement (including this Amendment), as they relate to the provision of services under Blue Shield Medicare Plans, shall be interpreted in a manner consistent with applicable Medicare

Y0118_22_376A_C 09/2022

Agreements

Step 11:

Select **Yes** to indicate that you have finished reviewing the document.



Shield Learns

SELF ▾ MY TEAM ▾ ADMINISTRATION ▾

Learning ▾ Search

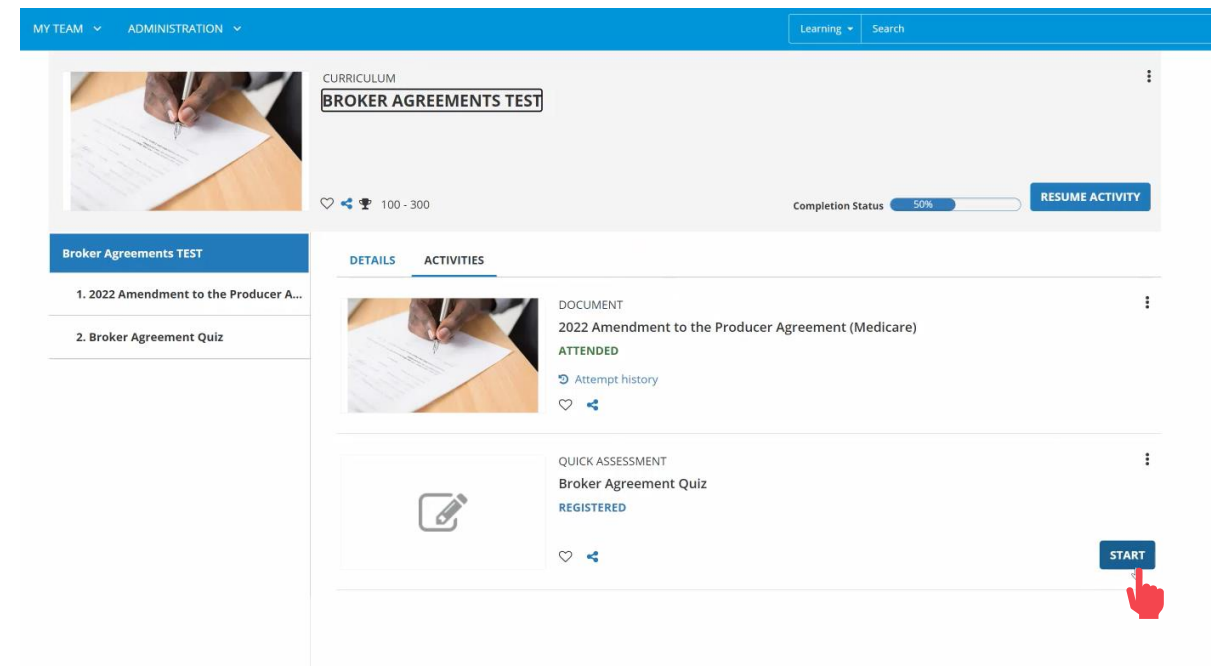
2022 AMENDMENT TO THE PRODUCER AGREEMENT (MEDICARE)

Have you completed this activity?

NO YES

Step 12:

Start the Broker Agreement Attestation.



MY TEAM ▾ ADMINISTRATION ▾

Learning ▾ Search

CURRICULUM

BROKER AGREEMENTS TEST

100 - 300

Completion Status 50%

RESUME ACTIVITY

Broker Agreements TEST

DETAILS ACTIVITIES

1. 2022 Amendment to the Producer A...

2. Broker Agreement Quiz

DOCUMENT

2022 Amendment to the Producer Agreement (Medicare)

ATTENDED

Attempt history

QUICK ASSESSMENT

Broker Agreement Quiz

REGISTERED

START

Agreements

Step 13:

Agree to the Producer Agreement.

BROKER AGREEMENT QUIZQUESTIONS

QUESTION 1 OF 2 ☆

Do you agree to the 2022 Amendment to the Producer Agreement?

☐ I agree.

☒ I disagree.

CLOSE PREVIOUS CLEAR SELECTION SUBMIT ASSESSMENT NEXT

Step 14:

Agree to not release any product information prior to start of cycle year Annual Enrollment Period (AEP) and click **Submit Assessment**

BROKER AGREEMENT QUIZQUESTIONS

QUESTION 2 OF 2 ☆

Do you agree not to release any 2023 product information prior to 10/01/2022? Non-compliance is subject to disciplinary action, up to and including termination of contract with Blue Shield.

☐ I agree.

☒ I disagree.

CLOSE PREVIOUS CLEAR SELECTION SUBMIT ASSESSMENT NEXT

Agreements

Step 15:
Return to **Home** Screen.

The screenshot displays the 'Shield Learns' application interface. At the top, a blue navigation bar contains the 'Shield Learns' logo, user menu options (SELF, MY TEAM, ADMINISTRATION), and a search bar. A left sidebar features icons for 'Library' and 'Training Transcript'. The main content area shows the 'CURRICULUM' section with a 'BROKER AGREEMENTS TEST' card. The card includes a photo of a hand signing a document, the status 'ATTENDED', a completion status of 100%, and a 'REGISTER AGAIN' button. Below this, an 'Attempt History' section lists two items: '1. 2022 Amendment to the Producer A...' and '2. Broker Agreement Quiz'. The 'DETAILS' tab is active, showing a 'DOCUMENT' entry for '2022 Amendment to the Producer Agreement (Medicare)' and a 'QUICK ASSESSMENT' entry for 'Broker Agreement Quiz', both marked as 'ATTENDED' with links to 'Attempt history'.

Shield Learns

SELF ▾ MY TEAM ▾ ADMINISTRATION ▾

Learning ▾ Search

Library

Training Transcript

CURRICULUM

BROKER AGREEMENTS TEST

ATTENDED

Completion Status 100% REGISTER AGAIN

Attempt History

Broker Agreements TEST

1. 2022 Amendment to the Producer A...

2. Broker Agreement Quiz

DETAILS ACTIVITIES

DOCUMENT

2022 Amendment to the Producer Agreement (Medicare)

ATTENDED

Attempt history

QUICK ASSESSMENT

Broker Agreement Quiz


ATTENDED

Attempt history

Training Course

Step 16:

Register for Step 2: Training Curriculum

 Training Transcript


WELCOME!



Thank you for your interest in selling Blue Shield of California's MAPD and/or PDP plans! Before getting started, **you must have already completed the AHIP Medicare Compliance certification.** If you're ready, please continue through the steps below.

STEP 1: AGREEMENTS

Please read through the amendment document and complete the questionnaire that follows.

This is a pre-requisite for access to the certification exam.



CURRICULUM  

Broker Agreements TEST

REGISTER

Accessibility Statement for Individuals with Disabilities


At Blue Shield of California, we are committed to ensuring our applications are accessible to individuals with disabilities.



If you need assistance using our certification application, we can help you. Please email us at producer.services@blueshieldca.com or call us toll-free at 800-559-5905 / TTY: 711.

STEP 2: TRAINING COURSE

This training presentation will help you understand the basics of Medicare Advantage Prescription Drug (MAPD) plans, Prescription Drug Plans (PDP), and Medicare Supplement plans offered by Blue Shield of California for Cycle Year 2023.

This course is optional, but highly encouraged if you are unfamiliar with our Medicare products.



COURSE  


2023 Annual Medicare Certification

REGISTER

Step 17:

Add Activities – either or both the eCourse or Course PDF.

ACTIVITY REGISTRATION




CURRICULUM
Medicare Product Training

Training_Curriculum

REGISTRATION NOTES

There are two methods available for accessing the training course: Interactive e-Course and PDF. The PDF option will allow to view and save a copy of the training course slides. Add the viewing option you prefer and register to start.

ACTIVITIES (2) : Recommended: Select 2 activity(s)




COURSE **REGISTRATION ALLOWED**

2023 Annual Medicare Certification

CY_2023_Annual_Medicare_Certification

Unlimited

ADD



DOCUMENT **REGISTRATION ALLOWED**

2023 Annual Medicare Certification - PDF Course

2023 MAPD Course PDF

Unlimited

ADD

Training Course

Step 18:

Click the **Register** button

Shield Learns

SELF MY TEAM ADMINISTRATION

Learning Search

ACTIVITY REGISTRATION

CURRICULUM
Medicare Product Training
Training Curriculum

REGISTRATION NOTES

There are two methods available for accessing the training course: Interactive e-Course and PDF. The PDF option will allow to view and save a copy of the training course slides. Add the viewing option you prefer and register to start.

ACTIVITIES (2) : Recommended: Select 2 activity(s)

	COURSE REGISTRATION ALLOWED 2023 Annual Medicare Certification CY_2023_Annual_Medicare_Certification	Unlimited	ADD
	DOCUMENT REGISTRATION ALLOWED 2023 Annual Medicare Certification - PDF Course 2023 MAPD Course PDF	Unlimited	ADD

CANCEL **REGISTER**

Step 19:

Start the activitie(s).

Leorns

SELF MY TEAM ADMINISTRATION

Learning Search

2023 ANNUAL MEDICARE CERTIFICATION

Vincent Vigliotti

40 Minute(s)

Thank you for attending the Blue Shield 2023 Annual Certification Training. This training presentation is intended for use by licensed agents to understand the basics of Medicare Advantage Prescription Drug (MAPD) plans, Prescription Drug Plans (PDP), and Medicare Supplement plans offered by Blue Shield of California for Cycle Year 2023. When making presentations, agents must rely upon the plan's Summary of Benefits, formulary, pharmacy and provider directories and other plan documentation to address the specific needs of each prospective member. Information contained in this document regarding 2023 plan service areas, benefits, costs, etc. is confidential until general release to the public on October 1, 2022. Distribution to consumers, other insurers, or any other person or company is strictly prohibited. Failure to comply with this requirement will result in the loss of appointment with Blue Shield of California on all lines of business and may result in a civil monetary judgment.

SHARE

ACTIVITY SUMMARY

START **EXPAND ALL** **COLLAPSE ALL** **CLOSE**

Additional Information

Below are the additional details about this activity such as facility, location and so on.

Code: CY_2023_Annual_Medicare_Certification

Activity status: Active

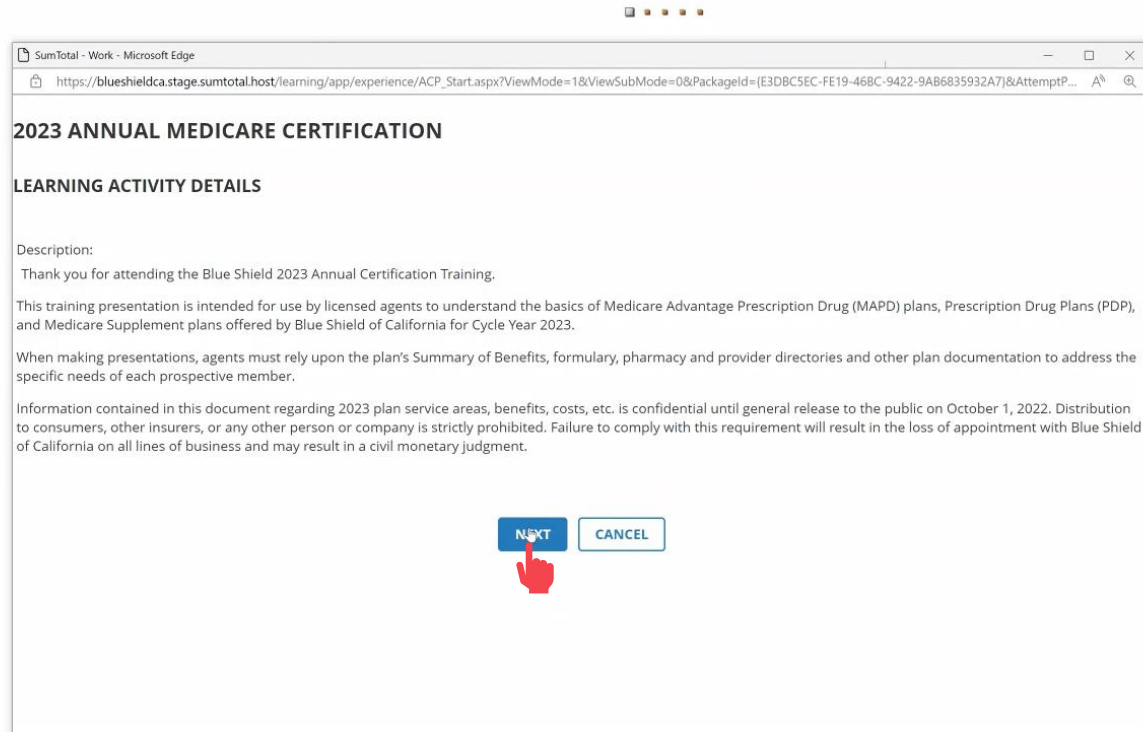
Training organization: BSC Brokers

Schedule and Pricing

Training Course

Step 20:

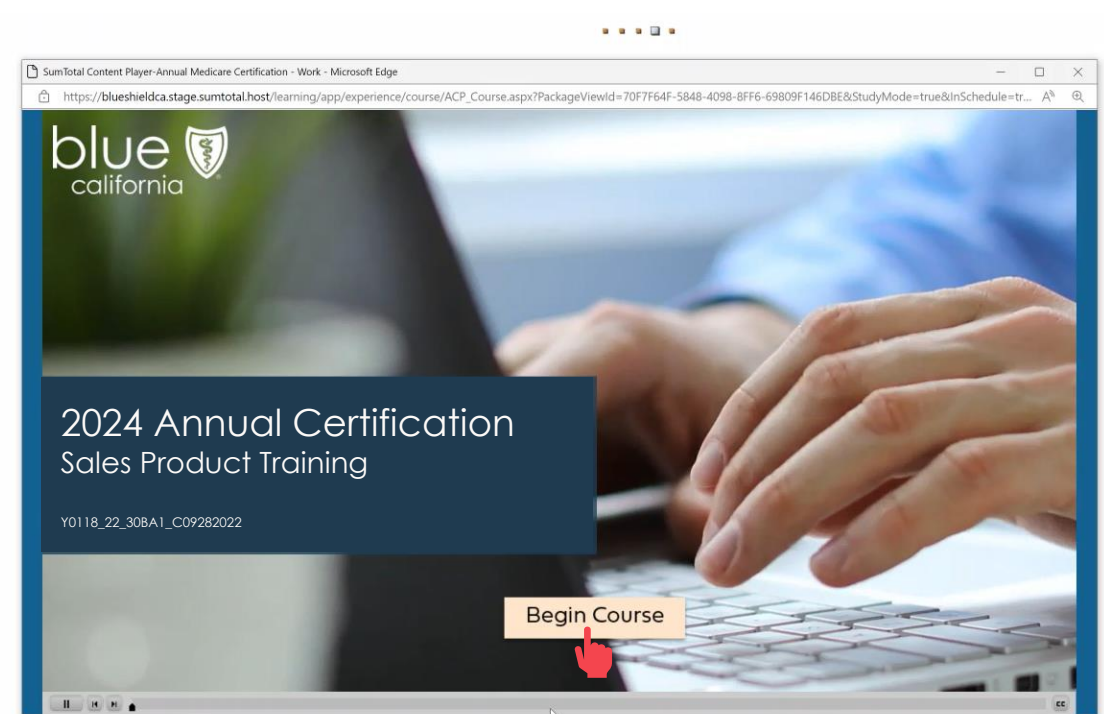
Click the **Next** button when you are done reviewing the course description.



NOTE: If you chose the PDF course option, at this step, the document would open.

Step 21:

Click the **begin course** button

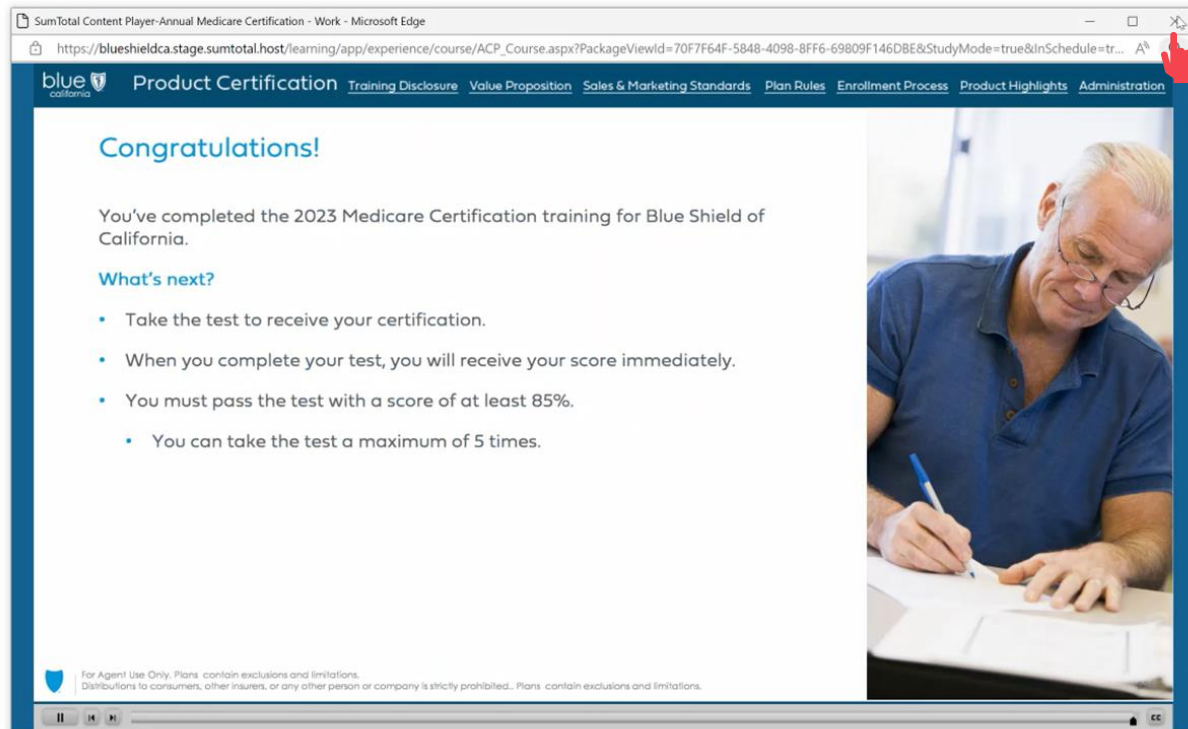


NOTE: If you chose the PDF course option, at this step, review the document and close the window when you are finished.

Training Course

Step 22:

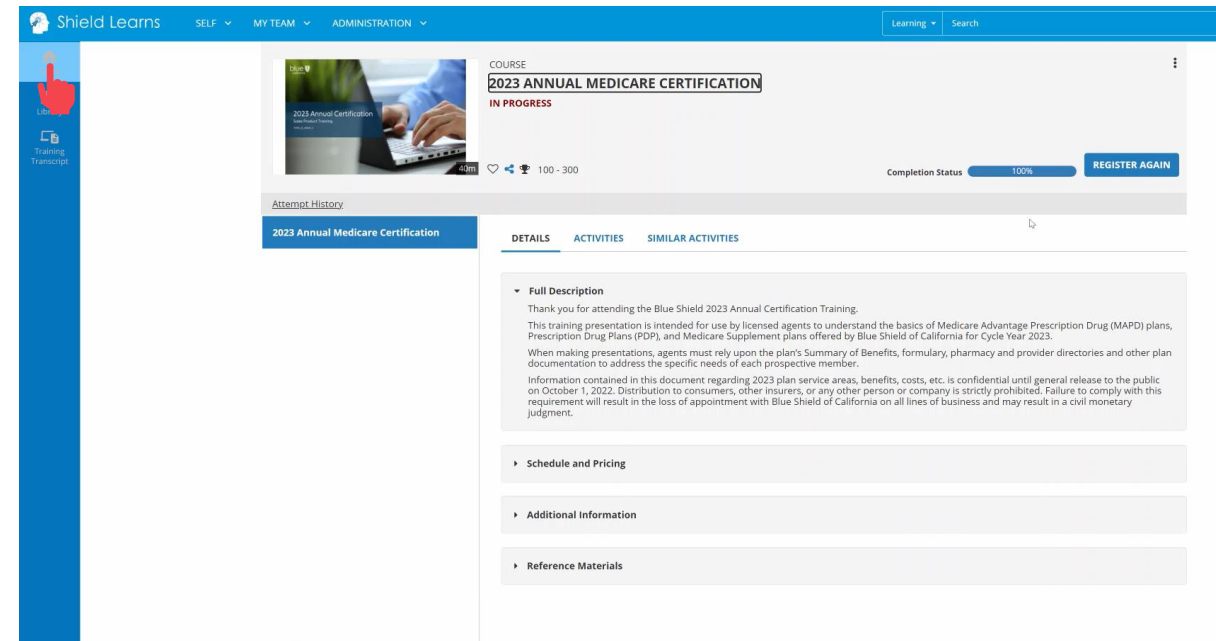
Exit the Course window when you are done.



NOTE: If you chose the PDF course option, at this step, you would select **Yes** to indicate that you have finished reviewing the document.

Step 23:

Return to **Home** Screen.



Certification Exam

Step 24:

Register for Certification Exam.

The screenshot shows a blue sidebar on the left with 'Library' and 'Training Transcript' icons. The main content area has two sections:

STEP 2: TRAINING COURSE
This training presentation will help you understand the basics of Medicare Advantage Prescription Drug (MAPD) plans, Prescription Drug Plans (PDP), and Medicare Supplement plans offered by Blue Shield of California for Cycle Year 2023.
This course is optional, but highly encouraged if you are unfamiliar with our Medicare products.

COURSE
2023 Annual Medicare Certification
REGISTER

STEP 3: CERTIFICATION EXAM
Plan year certification requires a single test which covers all Medicare products.
If you do not see a link to the certification exam, please ensure you have passed and submitted your results for the appropriate AHIP and completed the agreement questionnaire from Step 1.

QUICK ASSESSMENT
Demo MAPD 2023
REGISTER

A red hand icon points to the 'REGISTER' button for the Quick Assessment.

Step 25:

Click the Register button.


The screenshot shows the 'Shield Learns' interface. The top navigation bar includes 'SELF', 'MY TEAM', and 'ADMINISTRATION'. The main content area is titled 'ACTIVITY REGISTRATION' and shows a 'QUICK ASSESSMENT' for 'Demo MAPD 2023' with a 'REGISTER' button. A 'REGISTRATION SUMMARY' sidebar on the right shows the same activity. At the bottom right, there are 'CANCEL' and 'REGISTER' buttons. A red hand icon points to the 'REGISTER' button.

Certification Exam

Step 26:

Start the exam.

📢 Congratulations! You have completed the registration process. Please look at the details below for more information about your registration status and activity progress.



QUICK ASSESSMENT

DEMO MAPD 2023

REGISTERED

0 - 200

Completion Status 0%

START

[Attempt History](#) Attempts Remaining: 4

Demo MAPD 2023

DETAILS ACTIVITIES SIMILAR ACTIVITIES

▼ **Additional Information**

Below are the additional details about this activity such as facility, location and so on.

Activity status: Active

Training organization: BSC Brokers

Owner: Technical Support

► **Prerequisites**

DONE

Step 27:

Click the **Next** button when you are done answering each question.

DEMO MAPD 2023

QUESTIONS

QUESTION 1 OF 20 ☆

What is Blue Shield of California's Mission?

☒ Our mission is to ensure all Californians have access to high-quality health care at an affordable price. We strive to offer a product that we would be proud to put our families and loved ones on.

☐ Our mission is to offer affordable healthcare plans for Medicare and Medi-Cal beneficiaries.

☐ Blue Shield's is a non-profit organization, and its mission is to give back to the communities that we serve.

[CLOSE](#) [PREVIOUS](#) [CLEAR SELECTION](#) [SUBMIT ASSESSMENT](#) **NEXT**

Certification Exam

Step 28:

Click the **Question** button to review or edit an answer before submitting the exam.

DEMO MAPD 2023

QUESTION 20 OF 20 ☆

If an agent/broker's phone number is listed on materials, then the plan sponsor's customer care phone and TTY numbers should also be included, as well as the plan hours of operation.

☒ True
☐ False

[QUESTIONS](#)

[CLOSE](#) [PREVIOUS](#) [CLEAR SELECTION](#) [SUBMIT ASSESSMENT](#) [NEXT](#)

Step 29:

Submit Assessment when you are done.

DEMO MAPD 2023

[ALL](#) [MARKED QUESTIONS](#) [UNANSWERED QUESTIONS](#)

1. What is Blue Shield of California's Mission? [CLEAR SELECTION](#)

2. All Blue Shield Medicare Advantage Prescription Drug (MAPD) plans with the SSBCI Independence and Safe Mobility with AAA benefit include: [CLEAR SELECTION](#)

3. Medicare marketing material must have: [CLEAR SELECTION](#)

4. For 2023, routine dental services are covered in selected plans. [CLEAR SELECTION](#)

5. An example of a grievance is expressing dissatisfaction with: [CLEAR SELECTION](#)

6. The Blue Shield Balance (HMO) plan is available in all southern California counties. [CLEAR SELECTION](#)

[CLOSE](#) [SUBMIT ASSESSMENT](#) [BACK](#)

Certification Exam


Step 30:

Review the results and click the **Close** button.

DEMO MAPD 2023

Sorry! You did not pass the assessment.

ASSESSMENT RESULTS



Correct 60.00% (12)
Partially correct 0.00% (0)
Incorrect 40.00% (8)
Not attempted 0.00% (0)

TIME TAKEN
1 Minute(s) 55 Second(s)

[CLOSE](#) [ASSESSMENT REVIEW](#)


Step 31:


Return to **Home** Screen.

Shield Learns

SELF MY TEAM ADMINISTRATION

Learning Search


Training Transcript


DEMO MAPD 2023
ATTENDED-FAILED
0 - 200

Completion Status 100% [REGISTER AGAIN](#)

[Attempt History](#) Attempts Remaining: 3

DEMO MAPD 2023

DETAILS ACTIVITIES SIMILAR ACTIVITIES


Additional Information
Below are the additional details about this activity such as facility, location and so on.
Activity status: Active
Training organization: BSC Brokers
Owner: Technical Support


Prerequisites

Certification History

Step 32:

Review the results and click the **Close** button.



Library


Training Transcript

STEP 2: TRAINING COURSE

This training presentation will help you understand the basics of Medicare Advantage Prescription Drug (MAPD) plans, Prescription Drug Plans (PDP), and Medicare Supplement plans offered by Blue Shield of California for Cycle Year 2023.

This course is optional, but highly encouraged if you are unfamiliar with our Medicare products.




COURSE
2023 Annual Medicare Certification

START

STEP 3: CERTIFICATION EXAM

Plan year certification requires a single test which covers all Medicare products.

If you do not see a link to the certification exam, please ensure you have passed and submitted your results for the appropriate AHIP and completed the agreement questionnaire from Step 1.





QUICK ASSESSMENT
Demo MAPD 2023

REGISTER

STEP 4: CERTIFICATION HISTORY

After passing the certification exam, use this link to access your certification history (training transcript) where you can save your results for your records.

You may also save and print your certificate by clicking the certificate icon to the left of the exam.



Step 33:

Return to **Home** Screen.

Shield Learns

SELF MY TEAM ADMINISTRATION

Learning Search

PRINT EXPORT TO PDF

View: Standard

TRAINING TRANSCRIPT

Select a year or date range to filter completed training records.

Date Range

Start Date End Date

3/30/2022 05:03pm 3/30/2023 05:03pm REFRESH

List of completed activities from 3/30/2022 to 3/30/2023

Username:

User number:

E-mail:


Manager:

Primary job:

Primary organization:

ACTIVITIES

Activity	Start Date	Completion Date	Completion Status	Score
Curriculum: Broker Agreements TEST	3/30/2023	3/30/2023	Attended	100



Certification History

Step 34:

Optional - **Print or Export as PDF** the results to save to your personal files. Click the icon at the bottom left to view your certificate.

TRAINING TRANSCRIPT

Select a year or date range to filter completed training records.

Date Range

Start Date3/30/2022 06:40pmEnd Date3/30/2023 06:40pm

REFRESH

LEARNER THREE

List of completed activities from 3/30/2022 to 3/30/2023

Username:
learner3

E-mail:
Bhavya.Medikonda@blueshieldca.com

Primary job:

User number:
learner3

Manager:

Primary organization:
BSC Brokers

ACTIVITIES

Activity	Start Date	Completion Date	Completion Status	Score
Quick Assessment: Demo MAPD 2023	3/13/2023	3/13/2023	Attended	95

PRINT

EXPORT TO PDF

Step 35:

Return to **Home** Screen.

Shield Learns

SELFMY TEAMADMINISTRATION

LearningSearch

TRAINING TRANSCRIPT

Select a year or date range to filter completed training records.

Date Range

Start Date3/30/2022 05:03pmEnd Date3/30/2023 05:03pm

REFRESH

List of completed activities from 3/30/2022 to 3/30/2023

Username:

E-mail:

Primary job:

User number:

Manager:

Primary organization:

ACTIVITIES

Activity	Start Date	Completion Date	Completion Status	Score
Curriculum: Broker Agreements TEST	3/30/2023	3/30/2023	Attended	100

PRINT

EXPORT TO PDF

View:Standard



Who to Contact

[Begin](#)



How to get help

- 1 Call Producer Services:
1-800-559-5905
TTY 711
- 2 Email:
Producer.Services@blue
shieldca.com
- 3 Connect with your
Broker Manager

Resources

- Blue Shield Certification Site: <https://www.medicareproductcertification.com>
- Register your NPN: <https://medicareproductcertification.com/registration.aspx>
- National Insurance Producer Registry: <https://pdb.nipr.com/html/PacNpnSearch.html>
- AHIP Training Producers Site: <http://www.ahipmedicaretraining.com/clients/blueshieldca>
- Broker Connection Site: [Broker Certification - Producer Connection \(blueshieldca.com\)](#)