



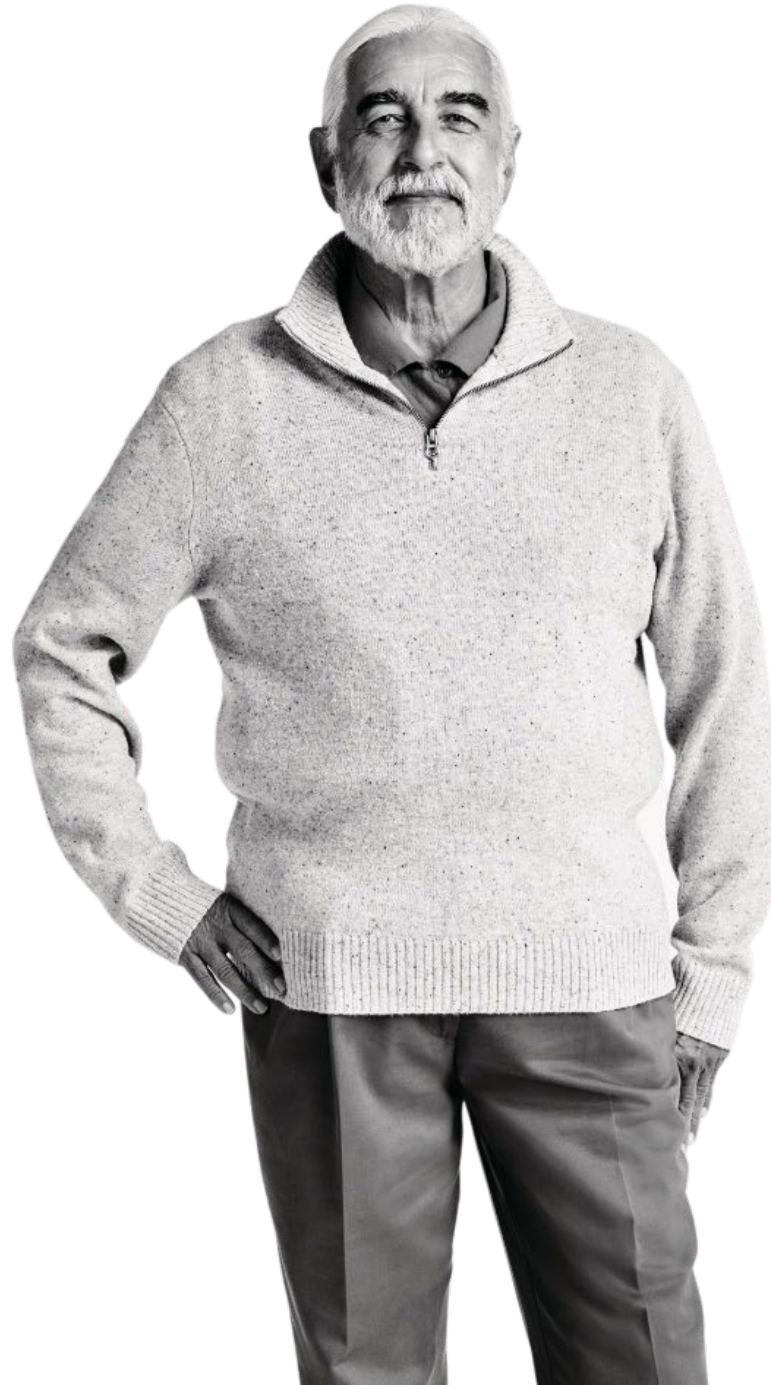
Broker Certification Site

Begin

June 17, 2024

Y0118_24_304A_C 06172024

H2819_24_304A_C 06172024



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 the Centers for Medicare and Medicaid Services (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.
- Agents must pass the Certification assessment. You are allowed 4 attempts to pass the assessment before you are locked out of the system.
- 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 2025 product-specific training to be ready to sell.



What's Changing?

[View](#)

What's Changing for this year

Updated Navigation to:

- Quickly access certification materials and FAQ.
- Easily check your certification status.

blue  of california
Medicare Product Online Certification

FAQ

User Guide

Certification Status

Agency/Profile Update



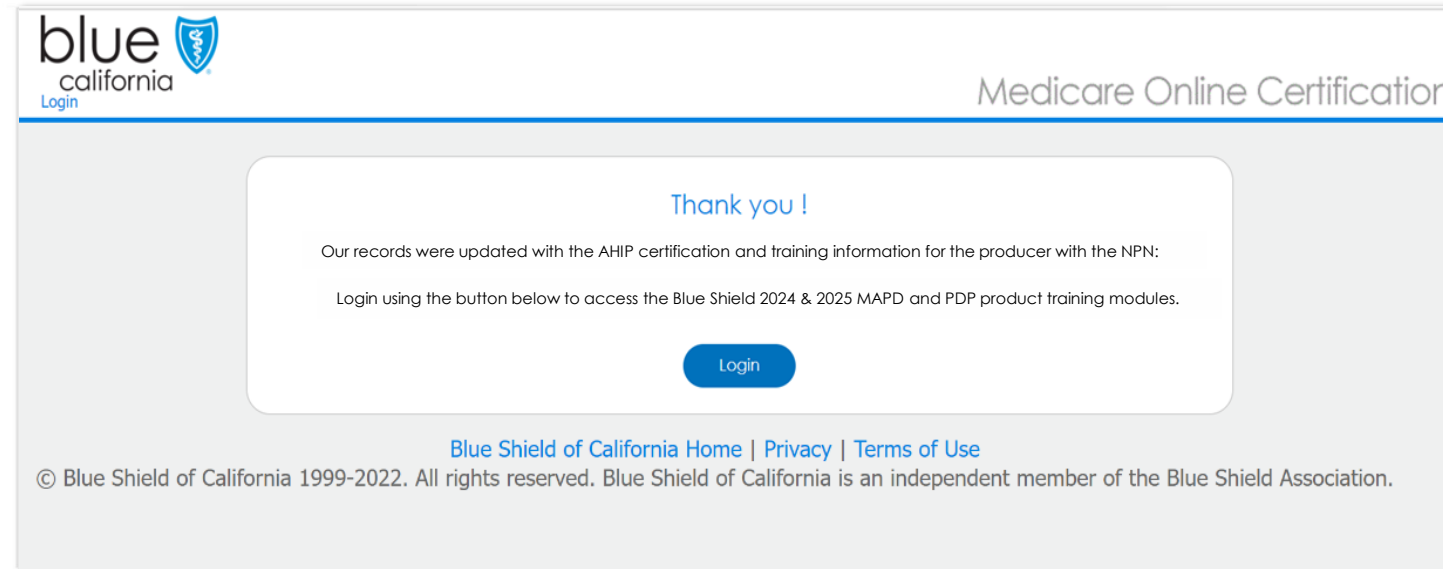
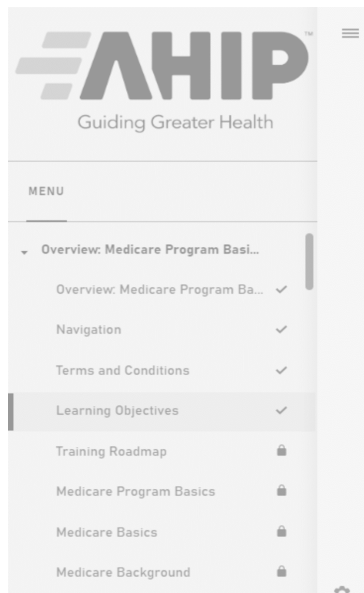


AHIP Completion

[View](#)

AHIP

- [Click here](#) to be taken to the AHIP Training Producers site and 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
 - Please note that the transmission from AHIP may take up to 24 hours for Blue Shield to receive.





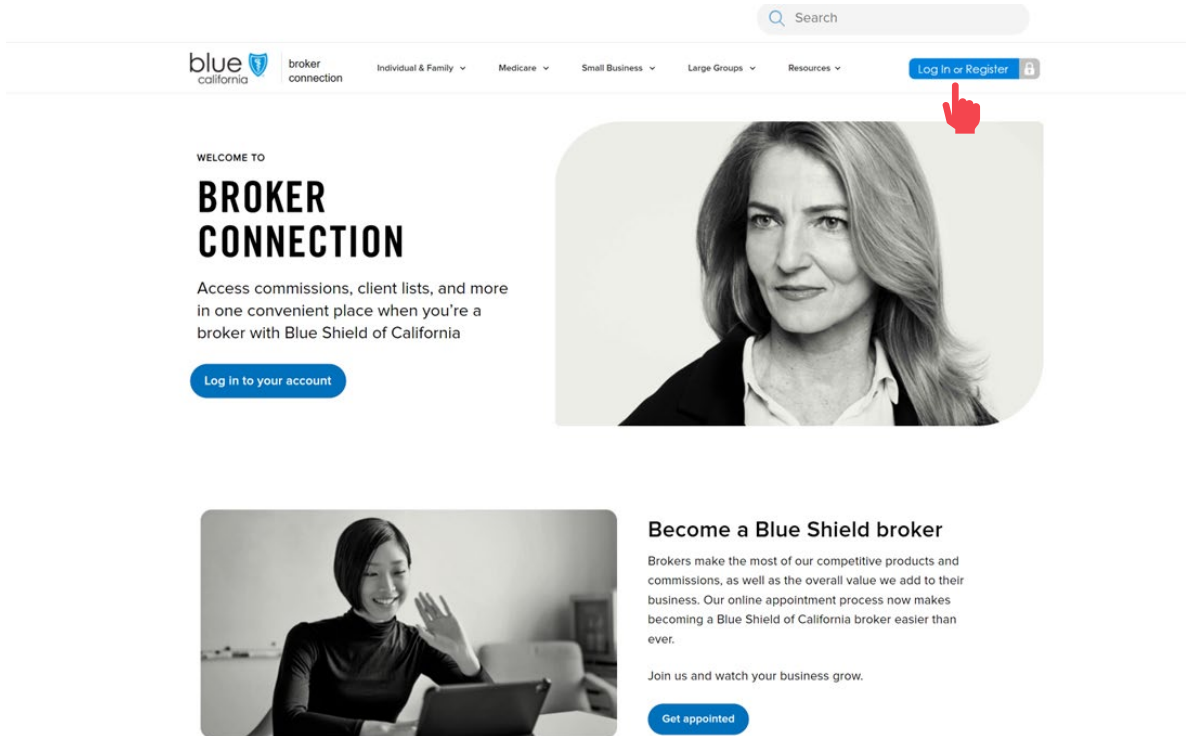
Login to the Certification Site

[View](#)

Login from Broker Connection Site

Step 01:

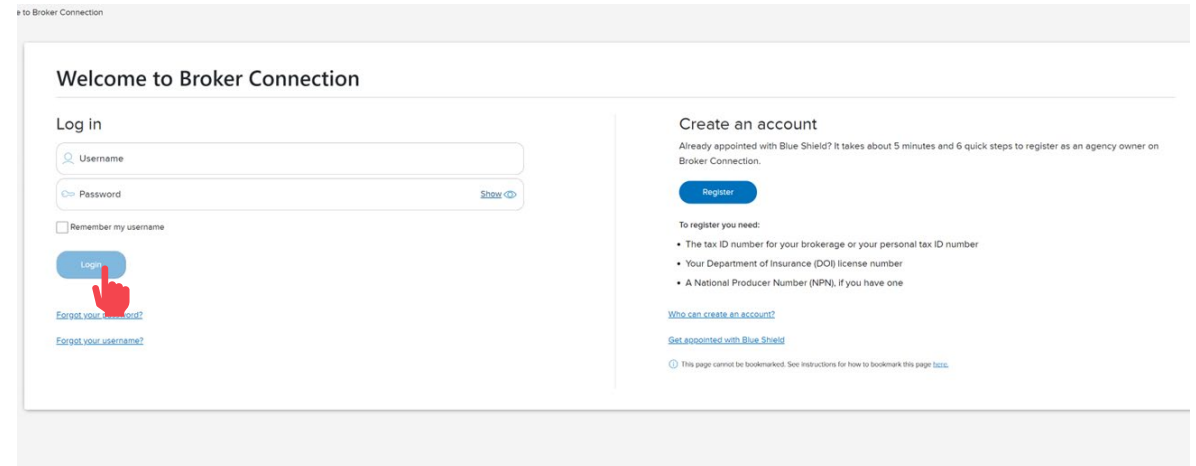
Navigate to the Broker Connection site and click Log In or Register



Step 02:

Enter credentials and click Login

- You must login to access the Certification Site.



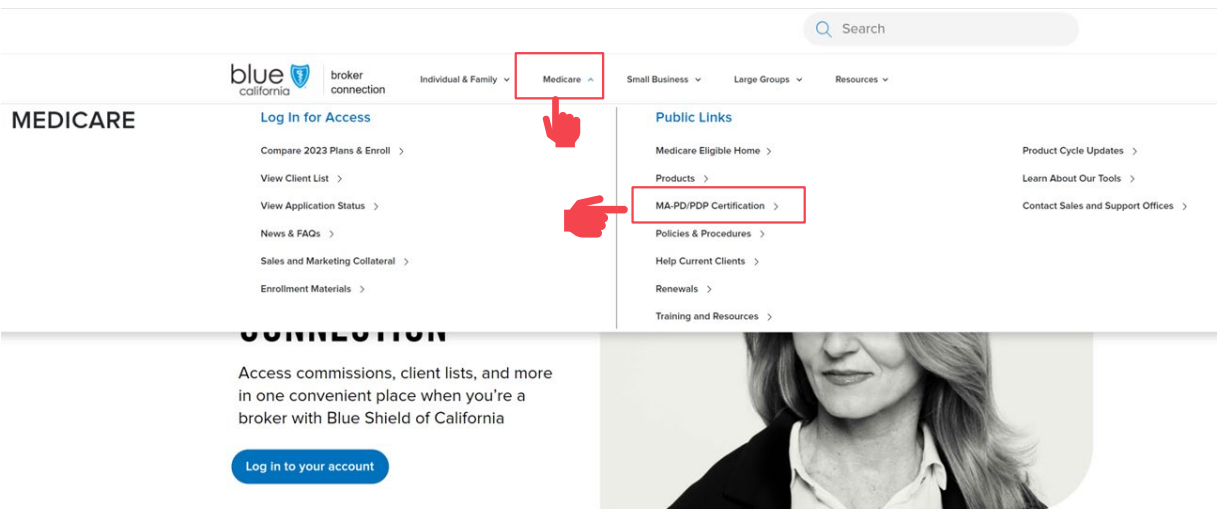
Login to the Certification portal

Step 03:

Click the Medicare dropdown menu and select MA-PD/PDP Certification from the menu.

Step 04:

Click the link to login to the Certification portal.



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.

If you do NOT have a Broker Connection Account

Step 03:

Click the link to login to the Shield Learns portal.

Step 04:

Use your National Producer Number (NPN) as the username and click the Forgot Password to create an account.

Please note this process may take up to 15 minutes for you to receive the reset email to complete the process.

[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

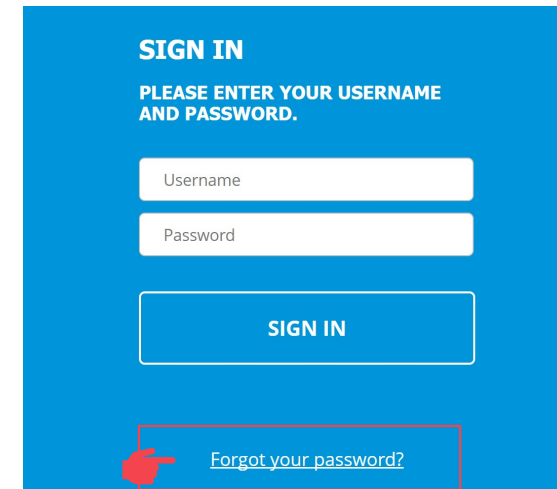
Step 1: Complete AHIP certification

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.





Profile Updates

[View](#)

Updating your Agency Affiliation and/or Contact Information

Please complete the steps in this section if you are a:

- Newly appointed broker with Blue Shield of California.
- Returning broker and require profile updates:
 - Last Name
 - Phone
 - Email
- Returning broker that has changed agencies.



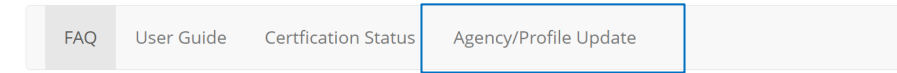
Updating your Agency Affiliation and/or Contact Information

Step: 01

To update your information, click the Agency/Profile Update link on the navigation bar.

blue  of california

Medicare Product Online Certification



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.



...

BSC Medicare Product Online Certification Profile Update Form

This is the profile update request form for the BSC Medicare Product Online Certification site.

If you are a brand new broker, please fill out what agency (or agencies) you are affiliated with, if applicable.

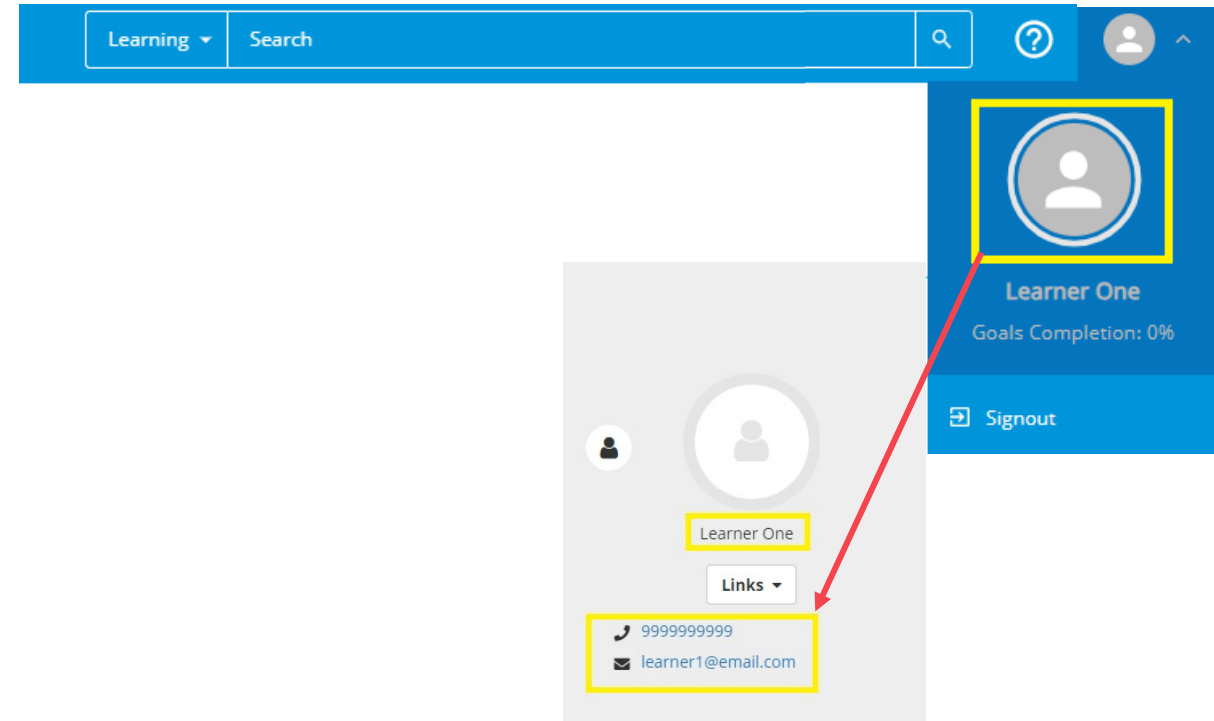
If you are a returning broker and require profile updates, please request by filling out the appropriate box. If you have changed agencies, please identify what agency you are changing from. If you do not need to make any updates for a particular field, you can leave it blank.

[Changes may take 1-2 business days to be reflected in your account.](#)

Check your Contact Information

Step 02:

Before begin the certification process, please verify your contact information by clicking on the Profile Icon at the top right of the screen.





Certification Training

- Training Course
- Certification Exam

[View](#)

Certification Training

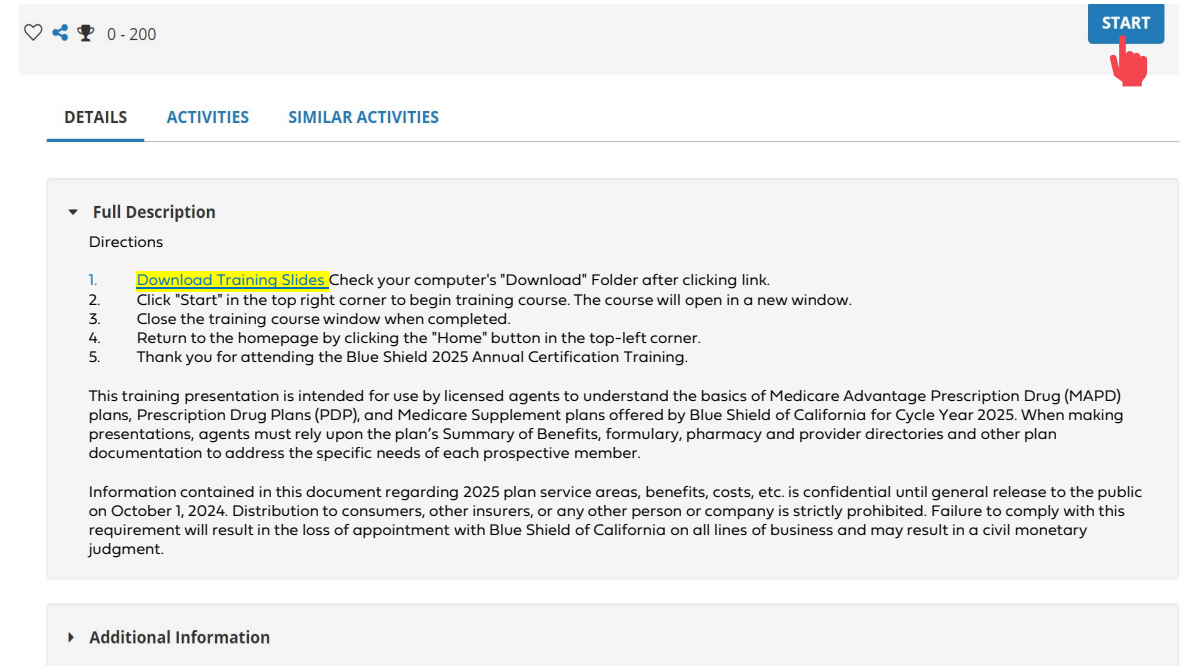
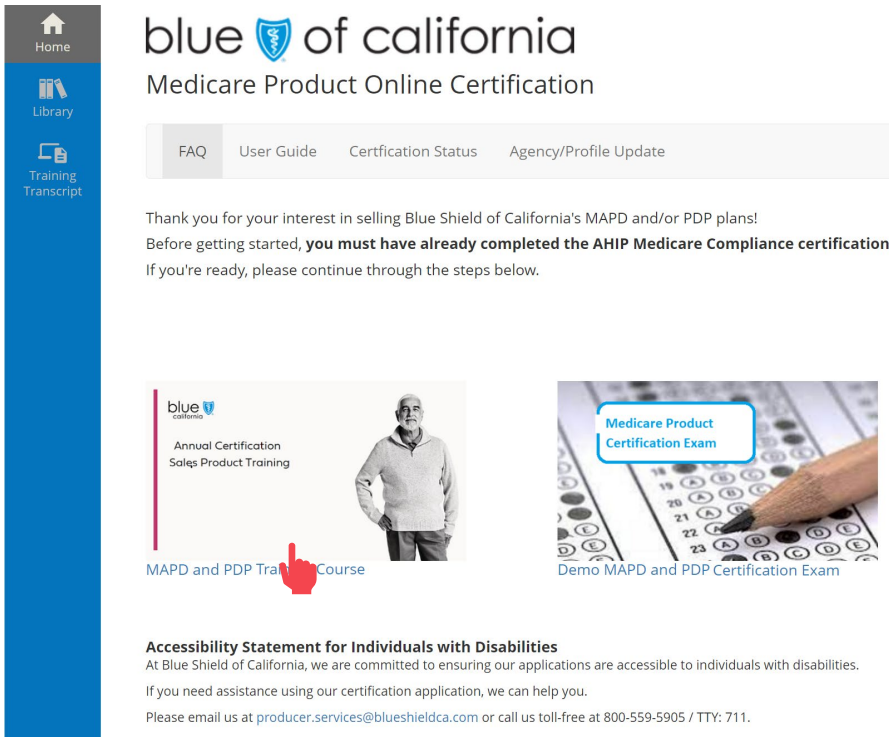
Step 01:

To view the MAPD and PDP Training Course, click the image.

Step 02:

To begin the course, click the Start button.

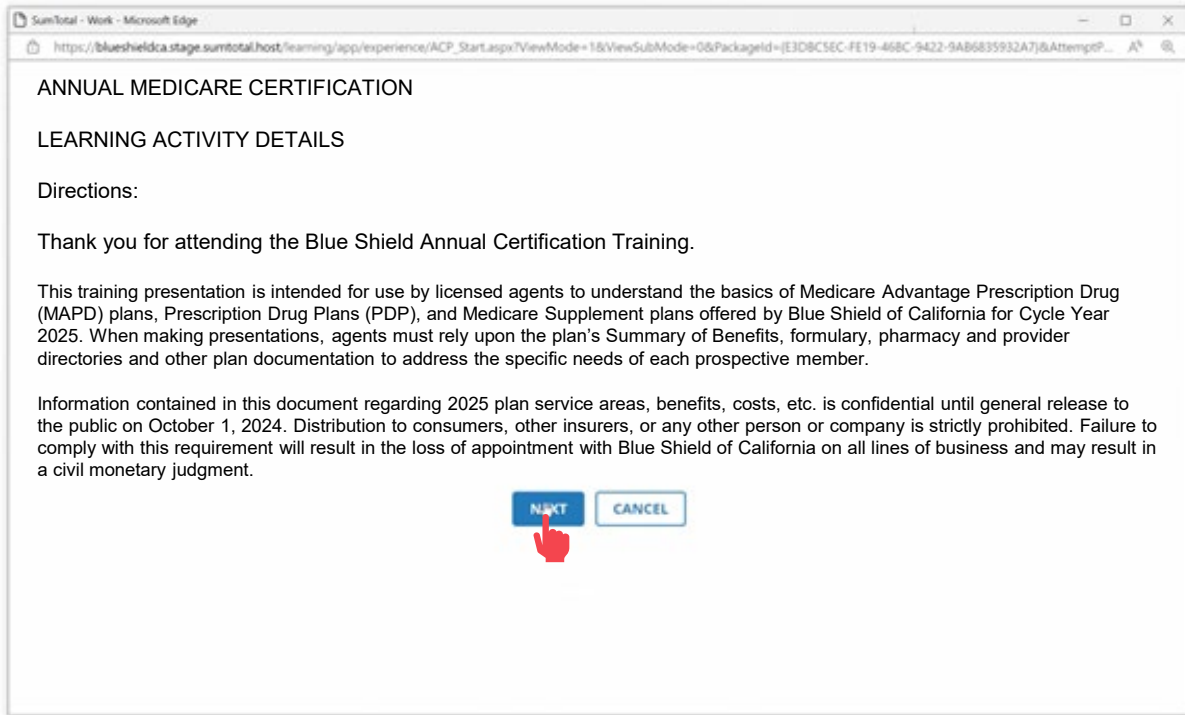
- You can download the training slides by clicking the link.



Certification Training

Step 03:

Click next to continue.



Step 04:

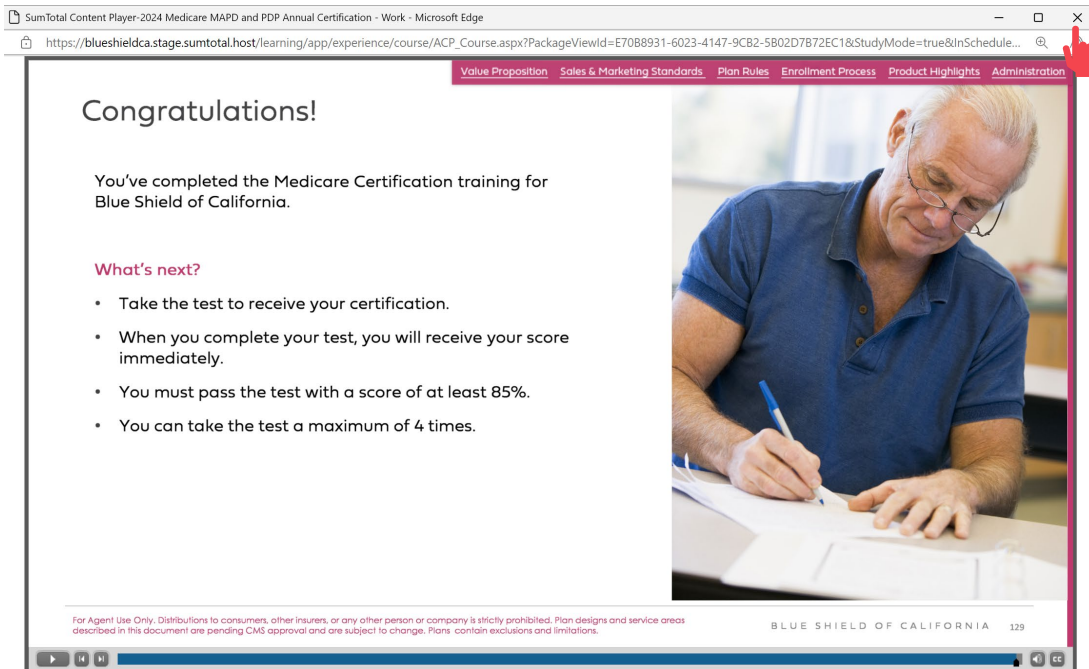
To begin the course, click the Start button.



Certification Training

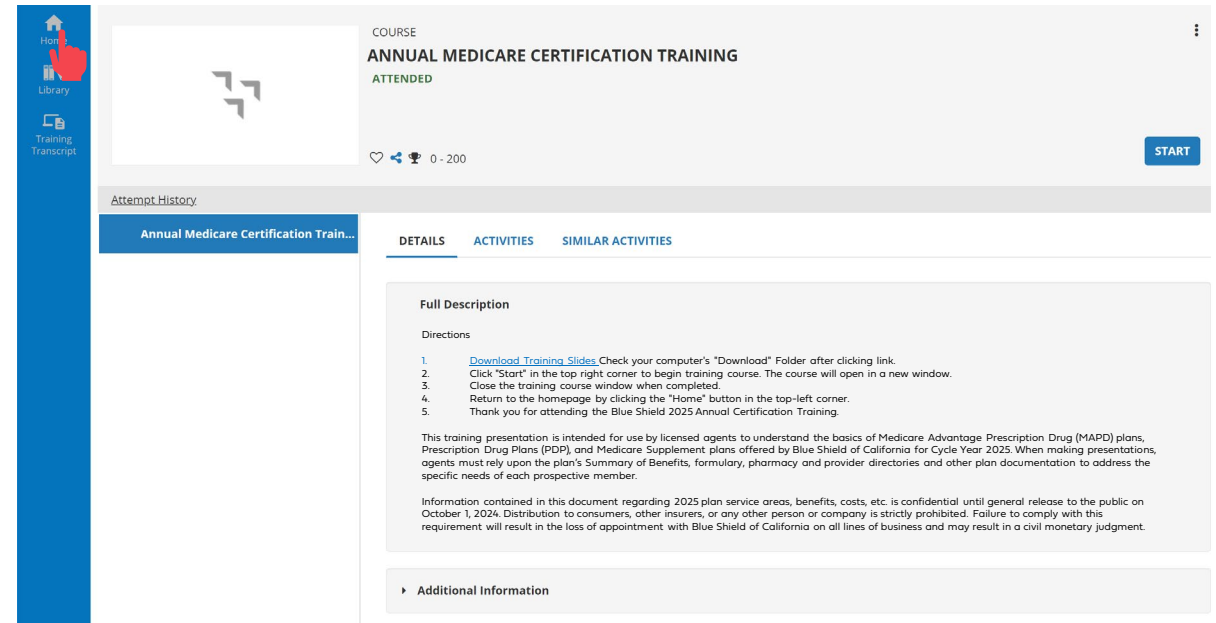
Step 05:

Exit the course when you are done by closing the window.



Step 06:

Return to the Home Screen by click the icon on the side navigation bar.



Certification Exam

Step 07:

To take the MAPD and PDP Product Certification Exam, click the image.

Step 08:

Click the Start button to begin the exam.

blue of california
Medicare Product Online Certification

FAQ User Guide Certification Status Agency/Profile Update

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.

MAPD and PDP Training Course

Medicare Product Certification Exam

Demo MAPD and PDP Certification Exam

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.

QUICK ASSESSMENT

MAPD and PDP Certification

START

DETAILS ACTIVITIES SIMILAR ACTIVITIES

Full Description

Directions

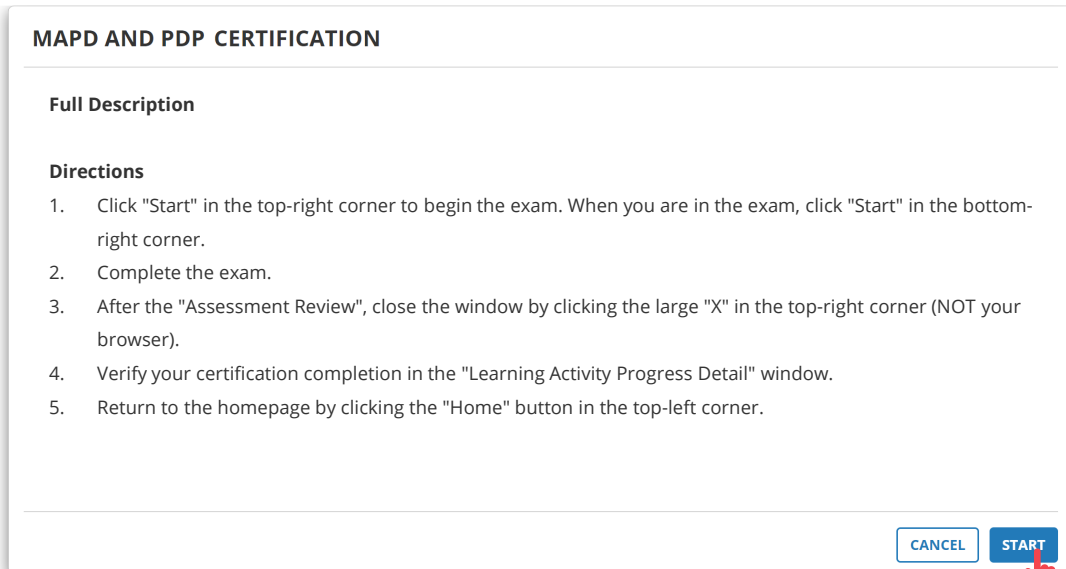
1. Click "Start" in the top-right corner to begin the exam. When you are in the exam, click "Start" in the bottom-right corner.
2. Complete the exam.
3. After the "Assessment Review", close the window by clicking the large "X" in the top-right corner (NOT your browser).
4. Verify your certification completion in the "Learning Activity Progress Detail" window.
5. Return to the homepage by clicking the "Home" button in the top-left corner.

Additional Information

Certification Exam

Step 09:

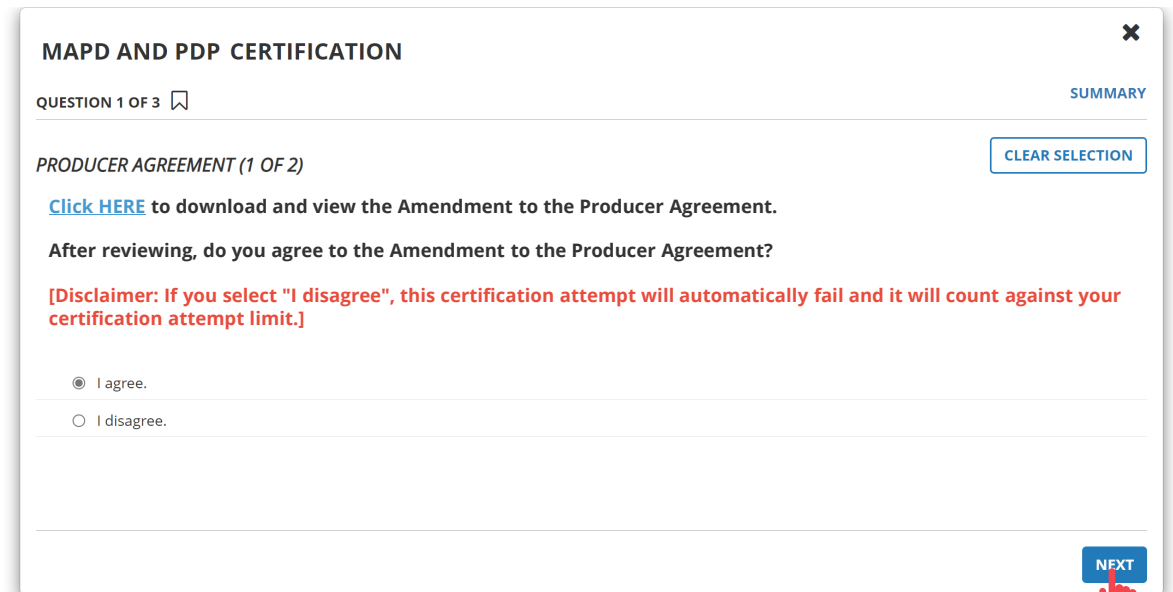
To take the MAPD and PDP Product Certification Exam, click the image.



Step 10:

Click the Start button to start the Amendment to the Producer Agreement (Medicare).

- Agree to the Producer Agreement and click the Next button to continue.



Certification Exam

Step 09:

Agree to not release any product information prior to start of cycle year Annual Enrollment Period (AEP) and click Next to continue.

Step 10:

Continue to answer the question for the certification exam.

- When you are done click the Summary button.

MAPD AND PDP CERTIFICATION ✕

QUESTION 2 OF 3 SUMMARY

PRODUCER AGREEMENT (2 OF 2) CLEAR SELECTION

Do you agree not to release any product information prior to October 1st? Non-compliance is subject to disciplinary action, up to and including termination of contract with Blue Shield.

[Disclaimer: If you select "I disagree", this certification attempt will automatically fail and it will count against your certification attempt limit.]

I agree.

I disagree.

PREVIOUS **NEXT**

MAPD AND PDP CERTIFICATION ✕

QUESTION 3 OF 3 SUMMARY

CLEAR SELECTION

You must pass the certification exam with a score of 85 percent to be certified.

True

False

PREVIOUS **SUMMARY**

Certification Exam

Step 11:

At the completion of the exam, review your answers.

- Use the scroll bar to move down the page.
- Download the producer agreement located on question 1.
- When you are all done reviewing, click the Submit button.

MAPD AND PDP CERTIFICATION
✕

[Click HERE](#) to download and view the Amendment to the Producer Agreement.

After reviewing, do you agree to the Amendment to the Producer Agreement?

[Disclaimer: If you select "I disagree", this certification attempt will automatically fail and it will count against your certification attempt limit.]

I agree.
 I disagree.

PRODUCER AGREEMENT (2 OF 2)

Do you agree not to release any product information prior to October 1st? Non-compliance is subject to disciplinary action, up to and including termination of contract with Blue Shield.

[Disclaimer: If you select "I disagree", this certification attempt will automatically fail and it will count against your certification attempt limit.]

BACK
SUBMIT



Certification Exam

Step 12:

Click Assessment Review button to see which questions were missed.

MAPD AND PDP CERTIFICATION

Congratulations!! You passed with 100%

ASSESSMENT RESULTS

- Correct 100.00% (3)
- Partially correct 0.00% (0)
- Incorrect 0.00% (0)
- Not attempted 0.00% (0)

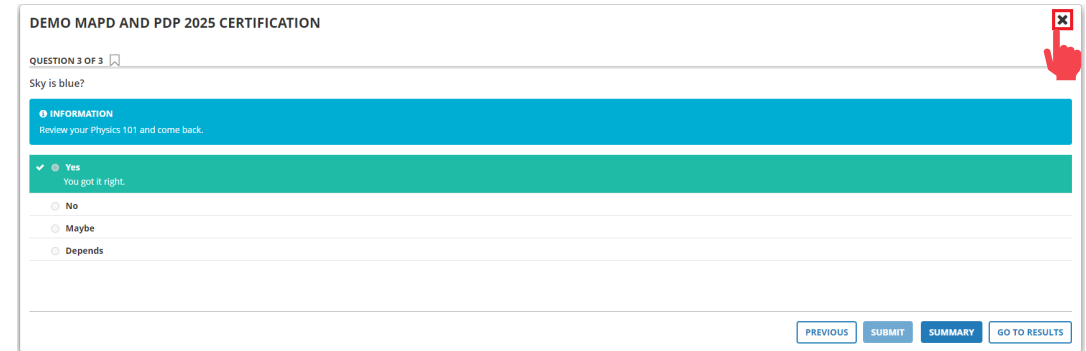
TIME TAKEN
19 Minute(s) 15 Second(s)

ASSESSMENT REVIEW

Certification Exam

Step 13:

Click the "x" at the top right to close the MAPD and PDP assessment review.



Certification Exam

Step 14:

Click Ok to return the MAPD and PDP introduction screen to the exam.

- Above the OK button shows our certification status (example: "Passed").
- **Please note** that you will not receive an email confirming that you have passed and completed the certification.

GENERAL

Content type:
Quick Assessment

Total score:
100%

Completion date:
Monday, June 10, 2024 4:03:02 PM PDT

Status:
Completed

First launch date:
Monday, June 10, 2024 4:02:30 PM PDT

Grade:
A

Elapsed time:
Second(s): 28

Name	Topic Status	Score %
DEMO MAPD and PDP 2025 Certification	 Passed	100%



Certification Exam

Step 14:

When you are done, click the Home icon on the side navigation bar.

The screenshot shows a user interface for a certification exam. On the left is a blue vertical navigation bar with three icons: a home icon labeled 'Home', a library icon labeled 'Library', and a document icon labeled 'Training Transcript'. A red hand cursor is pointing at the 'Home' icon. The main content area is titled 'QUICK ASSESSMENT' and 'MAPD and PDP Certification'. It features a 'START' button in the top right corner. Below the title are tabs for 'DETAILS', 'ACTIVITIES', and 'SIMILAR ACTIVITIES'. Under the 'DETAILS' tab, there is a 'Full Description' section with 'Directions' listed as follows:

1. Click "Start" in the top-right corner to begin the exam. When you are in the exam, click "Start" in the bottom-right corner.
2. Complete the exam.
3. After the "Assessment Review", close the window by clicking the large "X" in the top-right corner (NOT your browser).
4. Verify your certification completion in the "Learning Activity Progress Detail" window.
5. Return to the homepage by clicking the "Home" button in the top-left corner.

Below the directions is an 'Additional Information' section which is currently collapsed.



Access Certification History

[View](#)

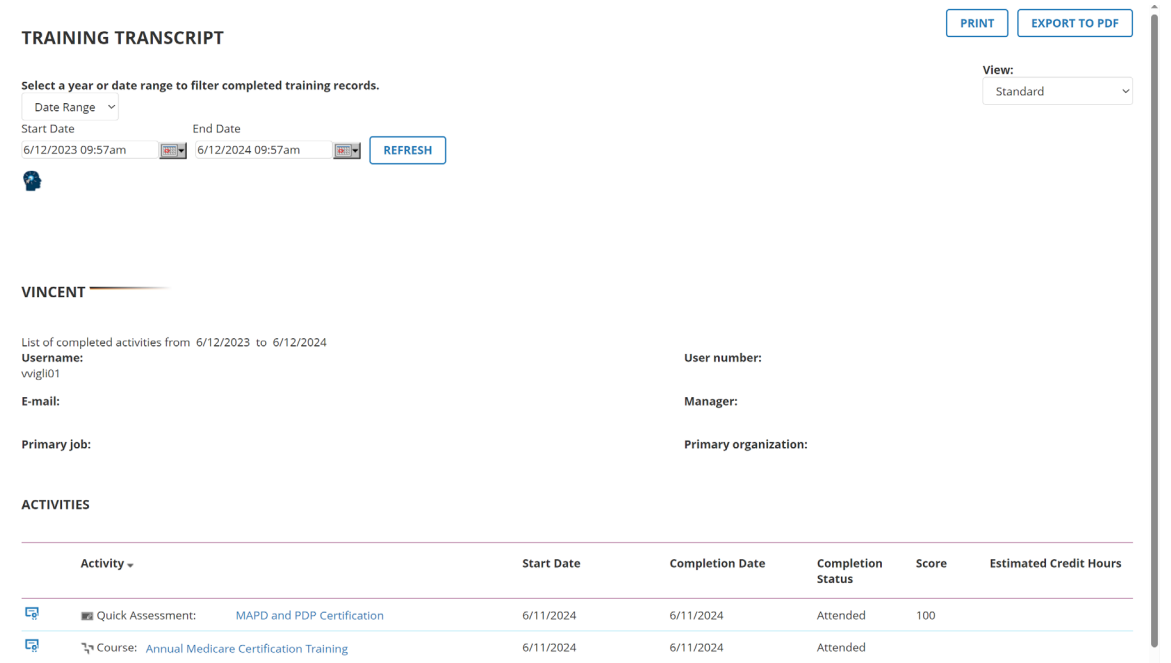
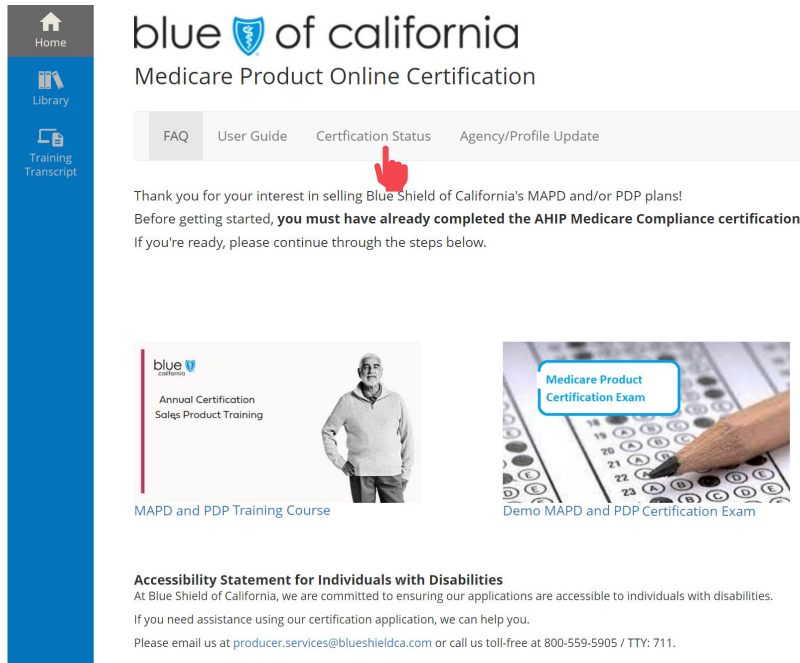
Certification History

Step 01:

Access the History and Certification page by clicking Certification Status link on the navigation bar.

Step 02:

In the Certification History, you will be able to view your previously completed courses and certification exams.



Certification History

Step 03:

By default, the transcript will show one year's worth of activities. You can use the "Date Range" drop down to select previous years or view your entire history.

TRAINING TRANSCRIPT

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

Date Range

Start Date End Date



Step 04:

The "Export to PDF" button will enable you to save a copy of your transcript to your computer.

TRAINING TRANSCRIPT

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

Date Range

Start Date End Date



Certification History

Step 05:

Your score is shown on the right side of the MAPD activity.

ACTIVITIES

Activity	Start Date	Completion Date	Completion Status	Score
Curriculum: Medicare Product Training	4/5/2023	4/5/2023	Attended	
Quick Assessment: MAPD 2023	4/6/2023	4/6/2023	Attended	95
Curriculum: Broker Agreements	4/12/2023	4/12/2023	Attended	100
Course: AHIP 2023	4/5/2023	4/5/2023	Attended	100

Completion Status	Score
Attended	
Attended	95
Attended	
Attended	100

Step 06:

The small, blue image to the left of the MAPD activity is a link to your Certification of Completion.

Click the image to open a new window with your certificate of completion.

ACTIVITIES

Activity	Start Date	Completion Date	Completion Status	Score
Curriculum: Medicare Product Training	4/5/2023	4/5/2023	Attended	
Quick Assessment: MAPD 2023	4/6/2023	4/6/2023	Attended	95
Curriculum: Broker Agreements	4/12/2023	4/12/2023	Attended	100
Course: AHIP 2023	4/5/2023	4/5/2023	Attended	100

ACTIVITIES

Activity
Curriculum: Medicare Product Training
Quick Assessment: MAPD 2023
Curriculum: Broker Agreements
Course: AHIP 2023

Certification History

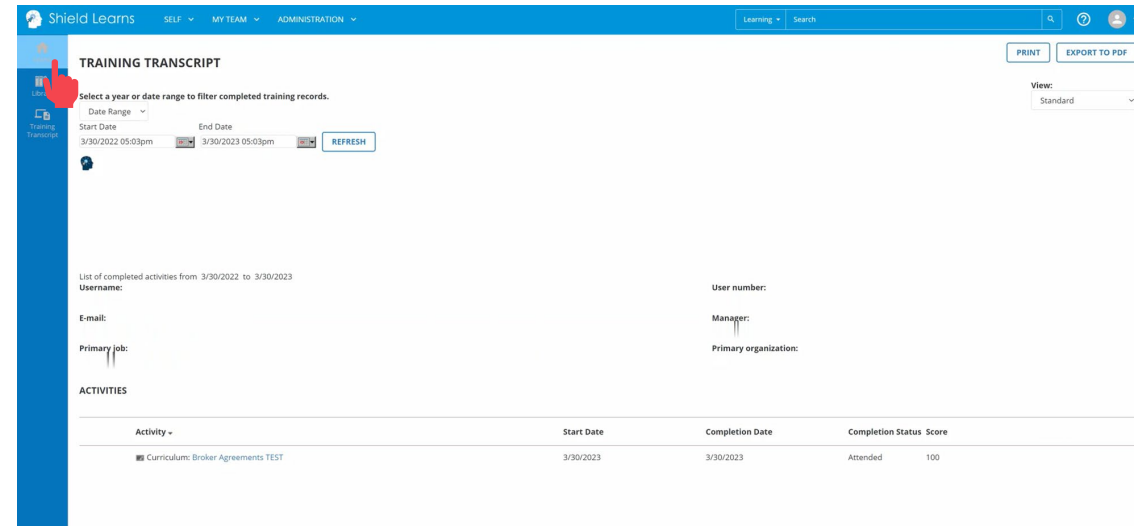
Step 07:

Click the "Export to PDF" button to generate a PDF version of the certificate. You can then save the PDF and/or print the certificate for your records.



Step 08:

Click the Home icon to return to Home Screen.





Resources

[View](#)

What's Changing

AHIP

Login to the Site

Profile Updates

Site Navigation

Certification History

Resources

Resources

User Guide

Click the User Guide link to view a step-by-step guide for the Medicare Product Online Certification portal.



FAQs

View a list of frequently asked questions by clicking the FAQ link.





How to get help

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

Resources

- Blue Shield Certification Information: [Information Page](#)
- 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 \(blueshieldca.com\)](#)