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Medicare Online Certification Site Quick Reference Guide



Y0118_22_295A_C 06222022

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 5 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 2023 product-specific training to be ready to sell.

Link to the Online Certification Site

Blue Shield Medicare Online Certification site:
https://www.medicareproductcertification.com

Support email:
BSCcertsupport@blueshieldca.com

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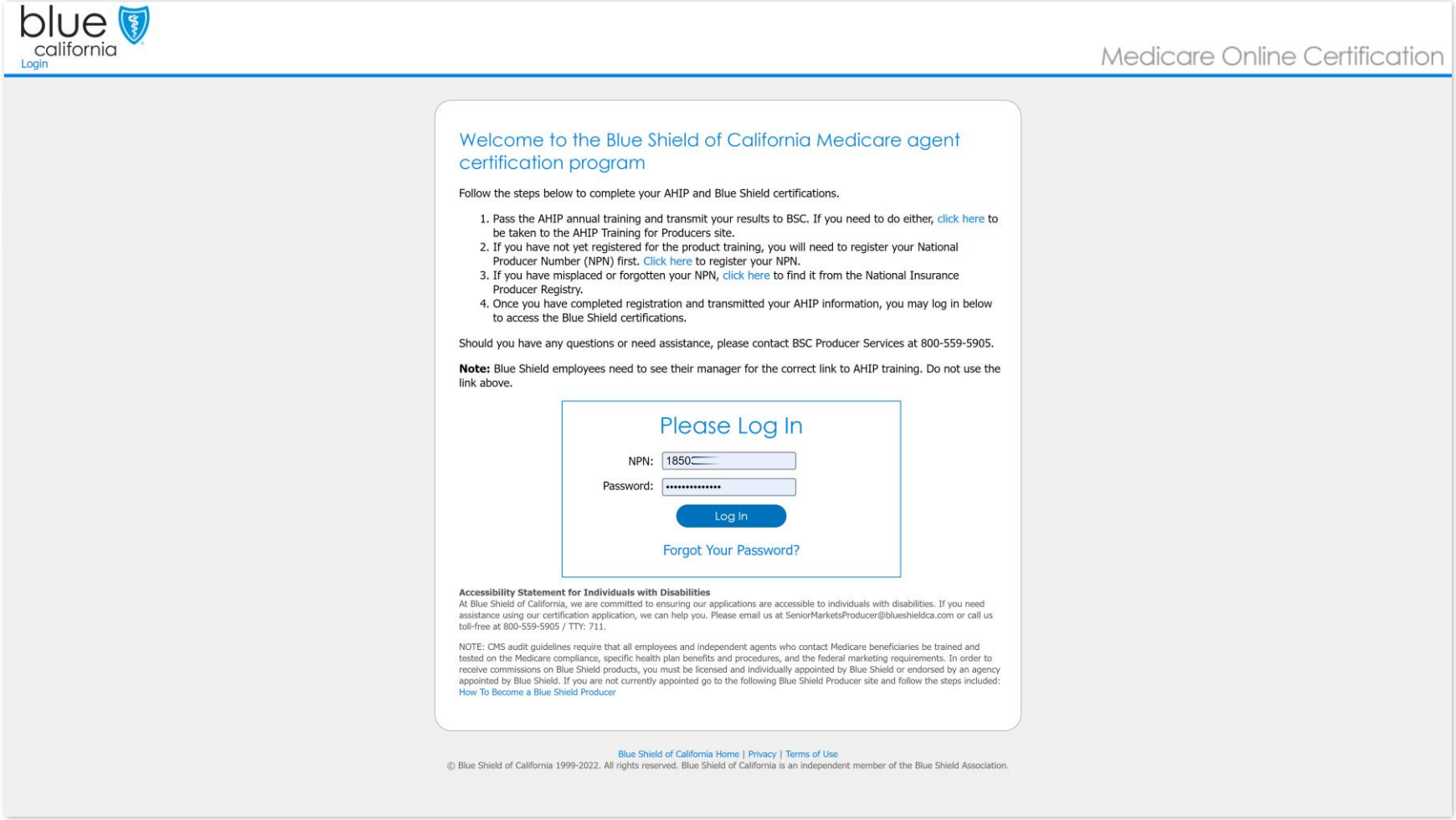
Medicare Online Certification

Registration and Login

View Section

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NPN Registration



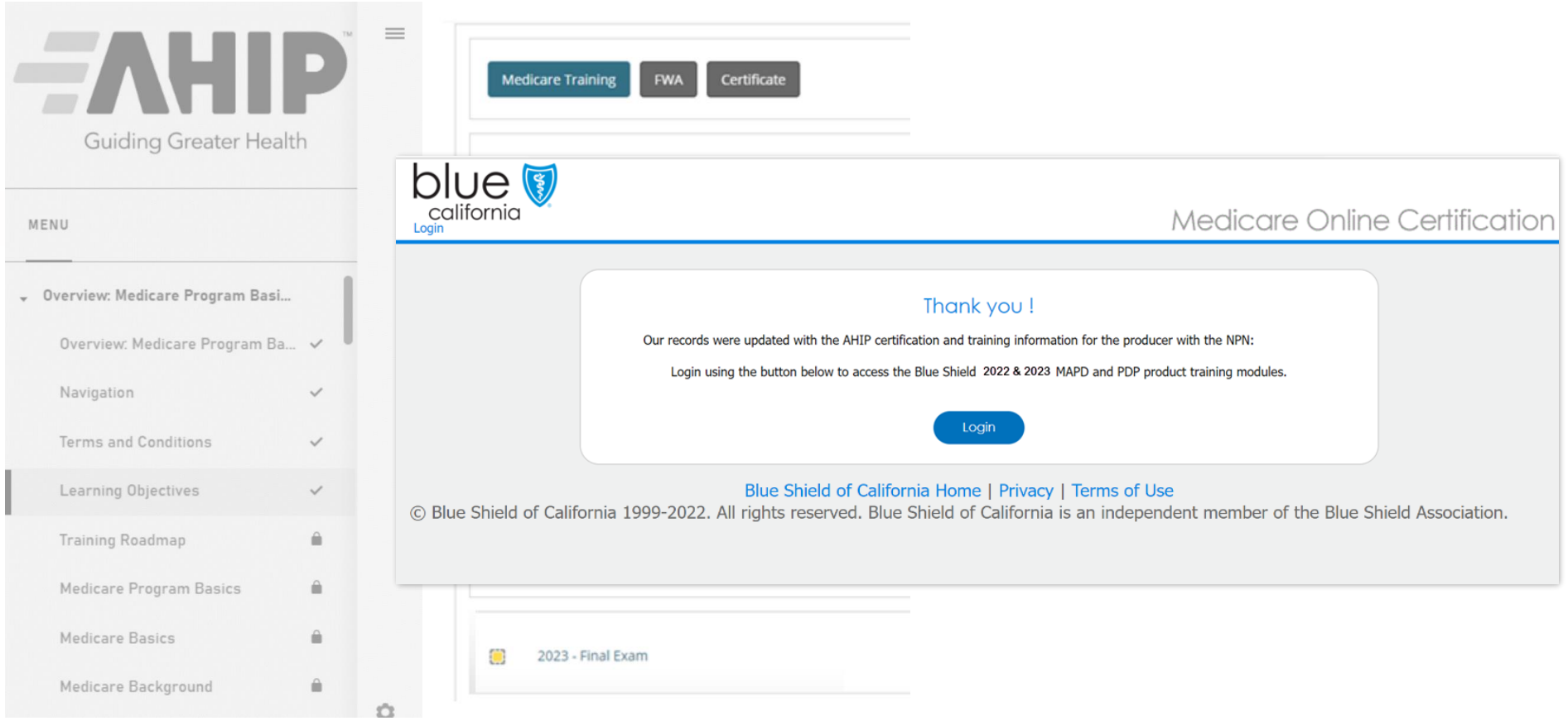
Registration

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.

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Getting Started



Before Logging In

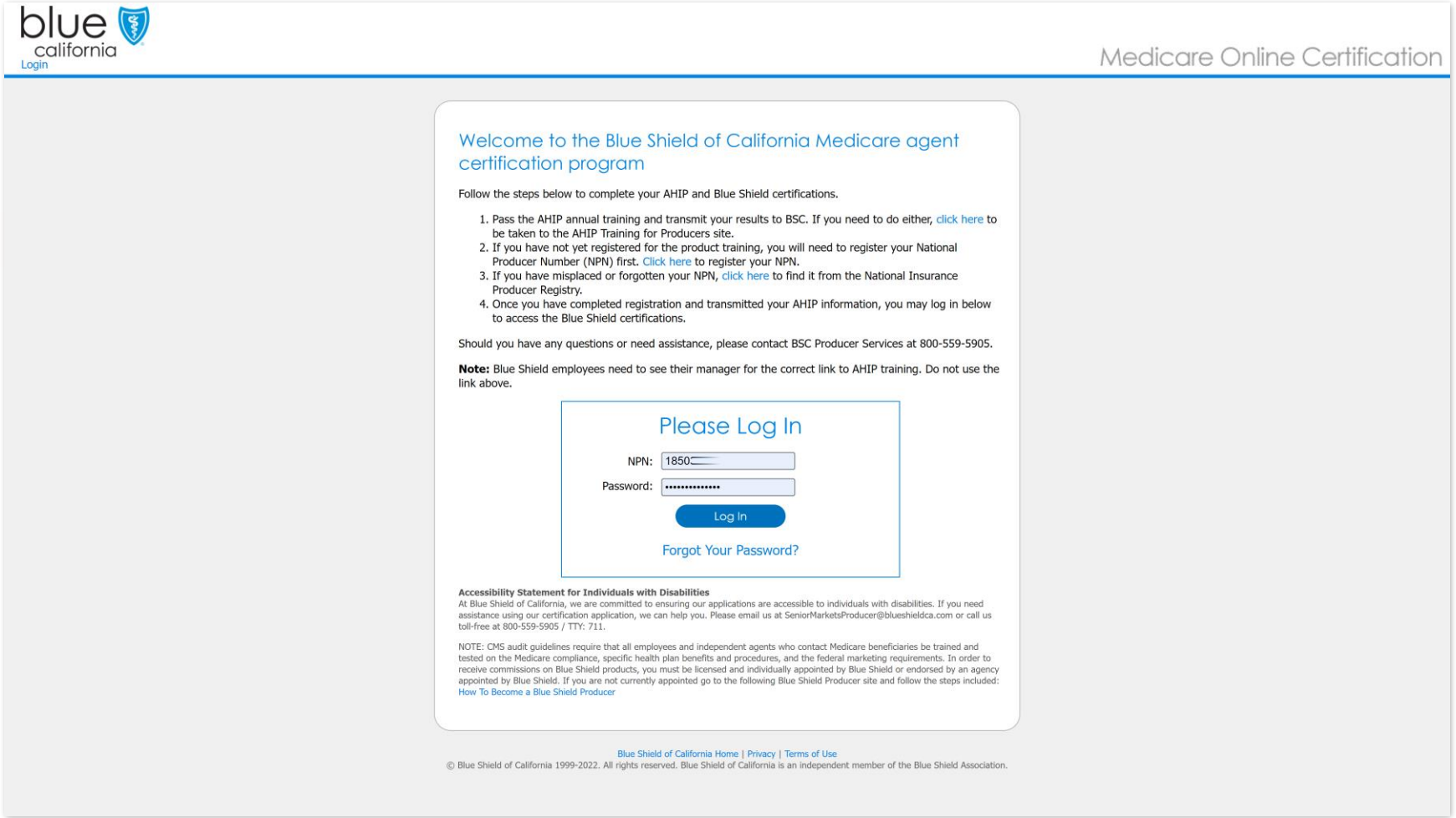
Click here to be taken to the AHIP Training Producers site.

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.

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Log In



Logging In

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

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

Should you have any questions or need assistance, please contact Blue Shield Producer Services.

Producer Services Phone Number:

1-800-559-5905

Support email:

BSCcertsupport@blueshieldca.com



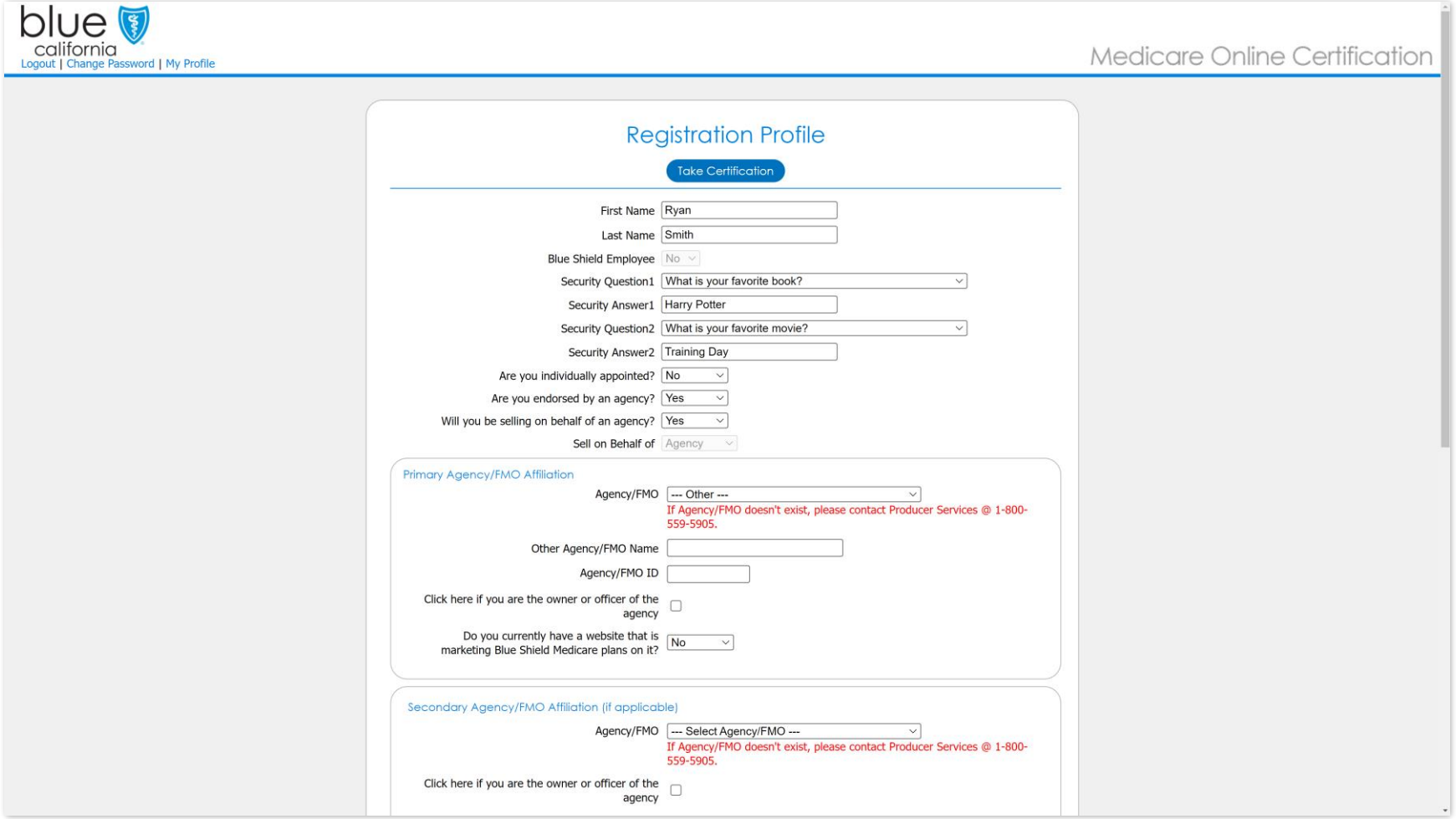
Registration Profile

Medicare Online Certification Site

View Section

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Registration Profile Page



Completing Your Profile

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

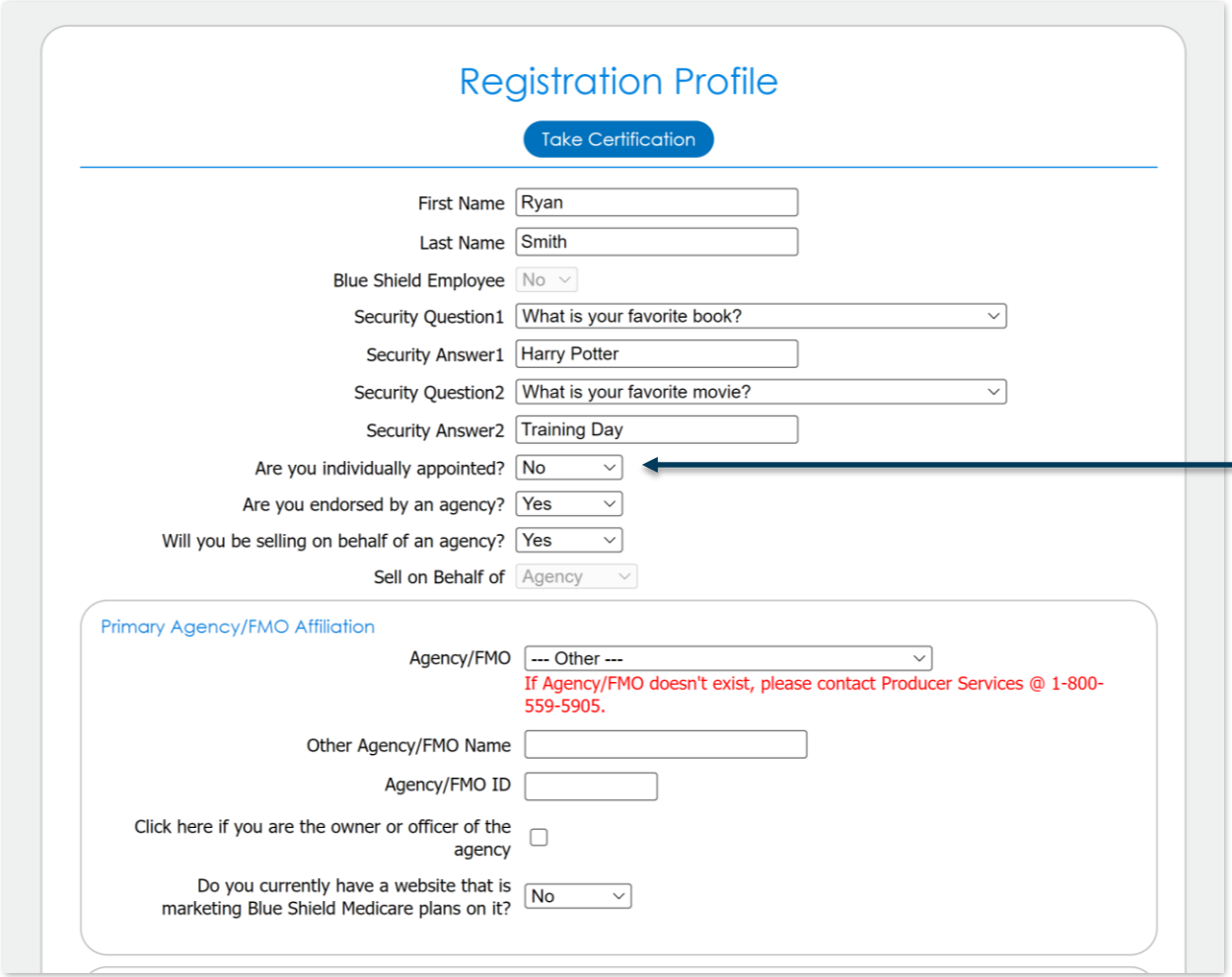
You must complete all fields on the page to proceed to the Certification.

Important: Please confirm your information is correct.

Note: If you have registered your profile previously, you can click the **"Take Certification"** button at the top of the page to go directly to the Certification.

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Registration Profile



Appointment Information

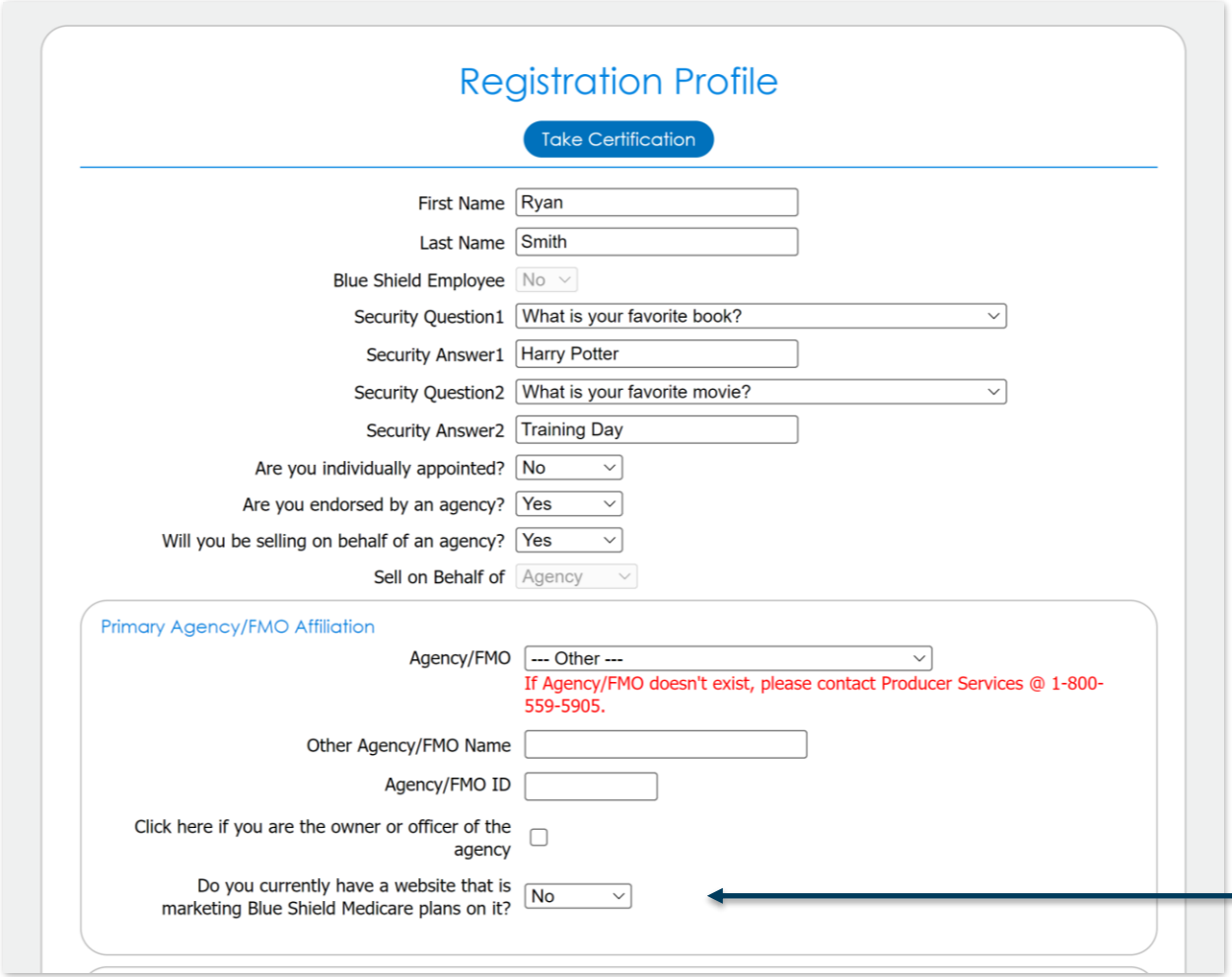
Complete the fields by selecting a value from the drop-down menu in each field.

Are you individually appointed?

- If you are individually appointed with Blue Shield, you must select "**Yes**" in the drop-down for this question. The system will then prompt you to enter your Tax ID.
  - And writing business under and agency, select Sell on Behalf of "**Both**"
- If you are not individually appointed and are selling under an agency, which is appointed with Blue Shield, then you must be endorsed by an agency to be able to sell our products. If you are endorsed by an appointed agency select "**Yes**" from the dropdown for question **"Are you endorsed by an agency?"**
- From the Agency/FMO drop-down, select the agency you are selling on behalf of.
- If you are affiliated with multiple agencies complete both the Primary and Secondary Agency Sections.

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Registration Profile



Appointment Information

Website Information:

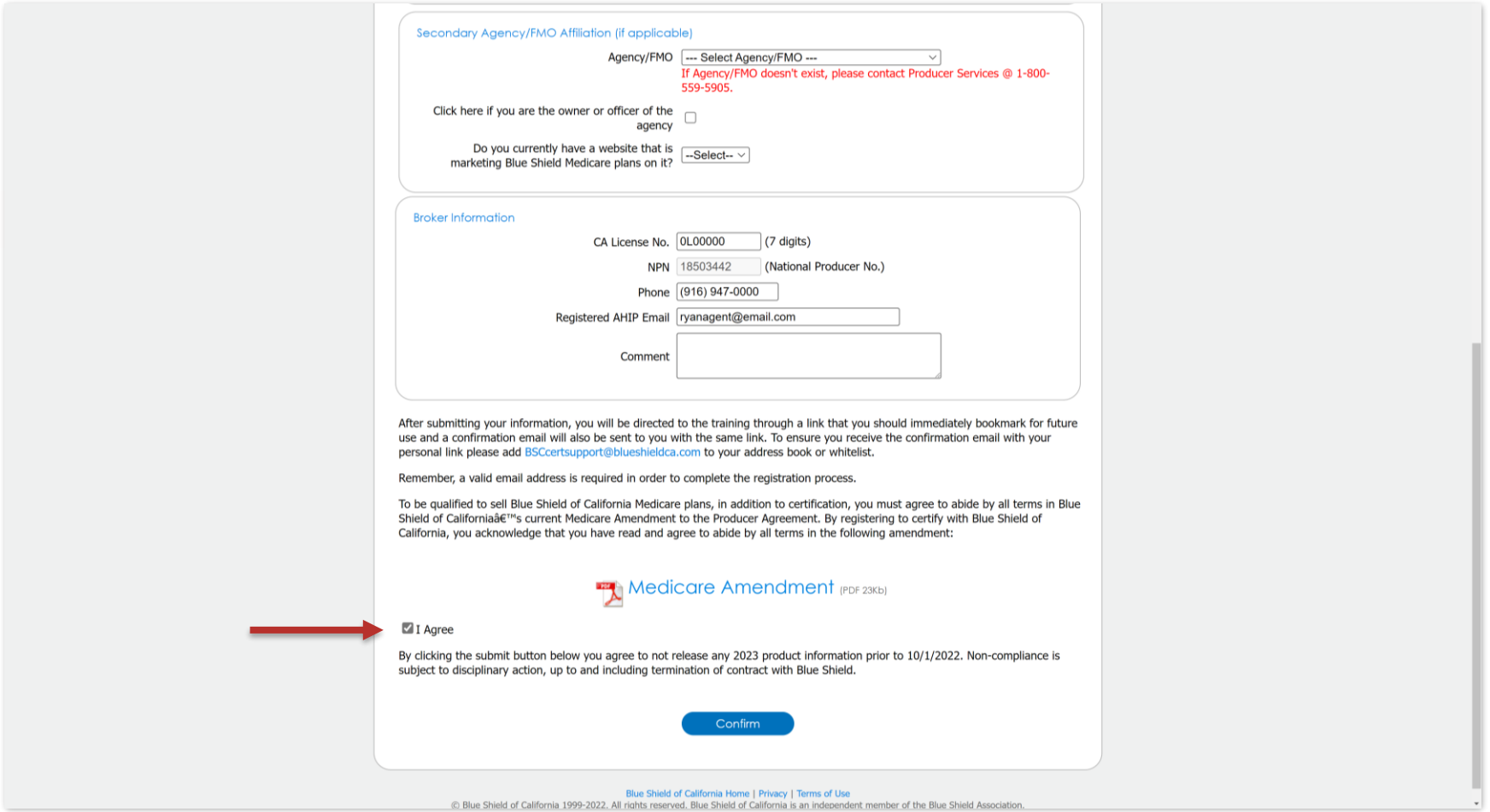
CMS requires plans to monitor their Broker/FMO websites to ensure they are compliant in accordance to the Medicare Communications and Marketing Guidelines (the new Code of Federal Regulations (e-CFR).

All agents and/or agencies that are marketing Medicare plans must enter their website information by selecting "**Yes**" in the dropdown menu under **"Do you currently have a website that is marketing Blue Shield Medicare plans on it?"**.

If "yes" is selected, it will prompt you to enter the website address.

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Registration Profile



Appointment Information

You will be required to agree to the Medicare Amendment before submitting for Profile Registration.

By clicking the Confirm button you agree to not release any 2023 product information prior to 10/1/2022.

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

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

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

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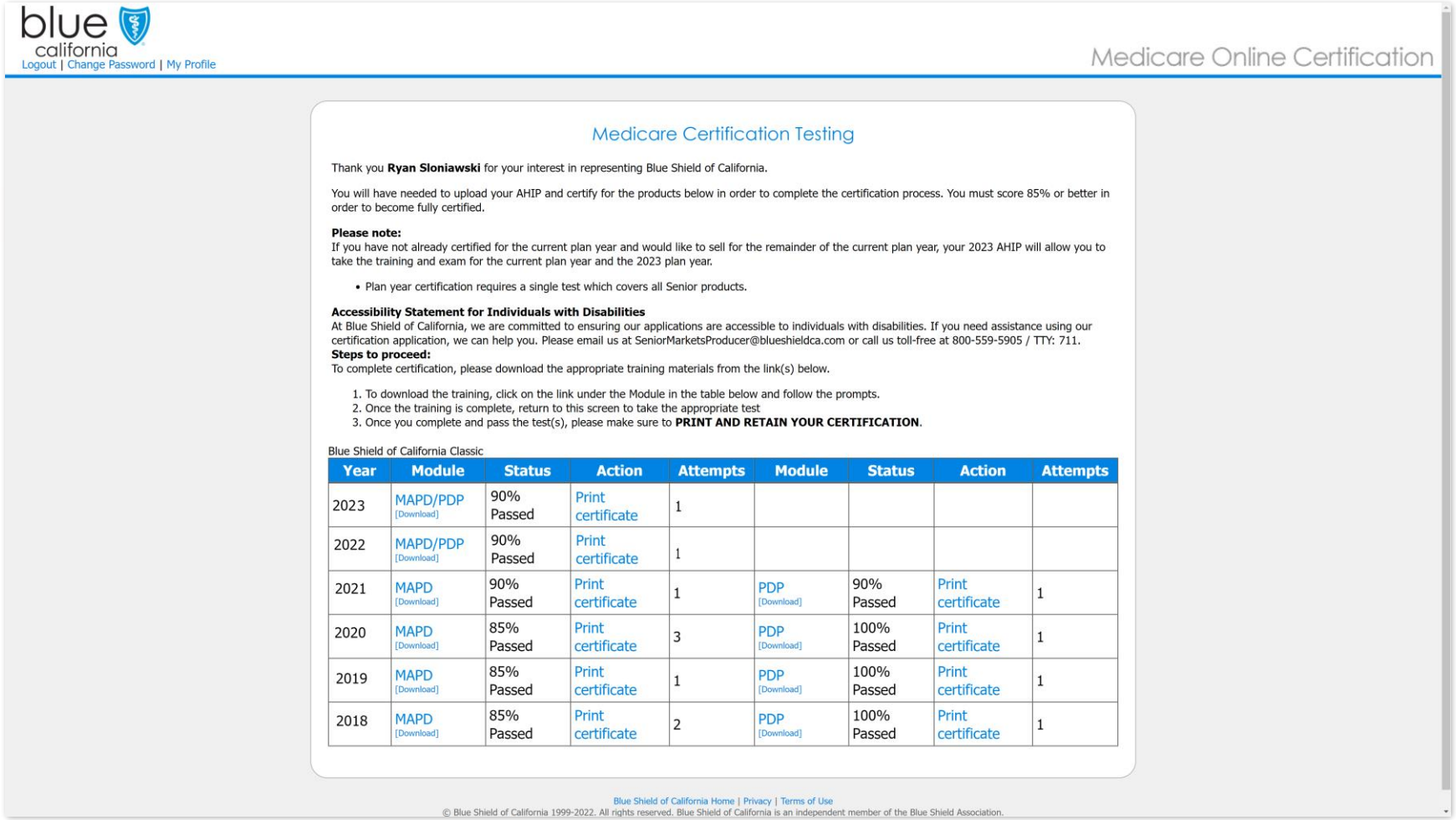
Certification

Annual Medicare Certification Assessment

View Section

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Medicare Certification Testing



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 assessment by clicking on the **Take MAPD/PDP Certification** link**.** Once you have passed the assessment, **PRINT AND RETAIN YOUR CERTIFICATION**.

IMPORTANT:

- You must pass the Certification assessment.

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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: https://www.blueshieldca.com/producer/login.sp

Contact Us

Producer Services Phone Number Blue Shield:

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