



6/20/2025
A25- 122203
External Only

2026 Florida Blue Medicare AEP Sales Product Training

Sales Audience: ☒ Medicare EMOs, FMOs

Summary

Agents planning to sell Florida Blue Medicare products for the 2026 plan year must complete AHIP and the *2026 Medicare AEP Sales Product Certification* training before marketing or selling to Medicare beneficiaries. This year, product training will launch on Friday, June 20th in both English and Spanish. Upon completion of the required training, new and returning sales agents will be able to sell 2026 plans and 2025 plans for the remainder of the current year.

Details

To sell Florida Blue Medicare products for 2026 Agents planning to sell Florida Blue Medicare products for the 2026 plan year must complete AHIP and the *2026 Medicare AEP Sales Product Certification* training before marketing or selling to Medicare beneficiaries. This year, product training will launch on Friday, June 20th in both English and Spanish. Upon completion of the required training, new and returning sales agents will be able to sell 2026 plans and 2025 plans for the remainder of the current year.

- Agents must first complete the 2026 AHIP Medicare Certification training online. AHIP training will be available June 23rd.
- Review the **Registering for 2026 AHIP & FBM Sales Product Training for Brokers** job aid in the Medicare Agent Toolkit or in Florida Blue Learning for instructions to guide you through the process of accessing the AHIP Medicare training and transferring your completed AHIP scores to Florida Blue.
- The following business day after transmitting your scores from AHIP to Florida Blue, you will be able to access and complete Florida Blue's *2026 Medicare AEP Sales Product Certification* training. Please review the **Registering for 2026 AHIP & FBM Sales Product Training for Brokers** job aid in the Medicare Agent Toolkit or Florida Blue Learning for detailed instructions on how to access and complete the *2026 Medicare AEP Sales Product Certification* in Florida Blue Learning.

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Tips Before You Start Training

- Please use **Google Chrome** for all Florida Blue training. Turn off all pop-up blockers.
- Refer to the **Registering for 2026 AHIP & FBM Sales Product Training for Brokers** job aid for tips on how to access product training.
- Training materials include videos, activities, and downloadable resources that summarize the main points covered in the course – Note that downloadable documents are provided at the end of the training.
- You can start and stop the training as needed, just follow the instructions provided in the **Registering for 2026 AHIP & FBM Sales Product Training for Brokers** job aid to exit and re-enter the training to ensure your progress is saved.

Next Steps

- If you have questions about training or CMS certification, view our **FAQs** below.
- Be sure to register and complete the AHIP Medicare Certification and Florida Blue's AEP Sales Product Training as soon as they are available, so you're ready to sell Florida Blue Medicare products when AEP begins, October 15.
- Attend Fall Launch events leading up to AEP for product updates.
- Check future SNAs for CMS and Product updates prior to the AEP 2026 selling season.
- Note these important dates:

Date	Event
June 20, 2025	Florida Blue Medicare AEP Sales Product Training certification launches in Florida Blue Learning (available in both English and Spanish)
June 23, 2025	2026 AHIP Medicare Certification Training is available online
October 1, 2025	AEP marketing begins
October 15, 2025	AEP selling begins

2026 AHIP & Florida Blue Medicare Product Training

Frequently Asked Questions (External)

Training timeline questions

- 1. When should I complete the certification to sell during AEP?**
AEP marketing begins October 1st and AEP selling begins October 15th. You must complete your certification before you can sell 2026 Medicare products.
- 2. How long does the Florida Blue Product certification take to complete?**
It will take approximately 2 – 3 hours to complete Florida Blue Medicare AEP Sales Product certification if you choose to complete all units (including optional units).
- 3. How long do I have to complete my CMS certification?**
 - **Currently appointed agents:** Complete your training before AEP begins on October 15th.
 - **Newly appointed agents:** Once you have been appointed, you will have a 30-day window to complete your certification, starting from the appointed date.

General questions

- 4. Do I have to complete all units within the Product Certification curriculum?**
You are required to complete all mandatory units, but you have the choice to skip any units that are specifically labeled as 'OPTIONAL'.
- 5. What if I only sell EGWP (Group Medicare), do I still have to be certified?**
Yes, you must complete all required units to be certified to sell Florida Blue Medicare Products.
- 6. What will the 2026 Florida Blue Medicare Product Training cost me?**
There is no cost to you.

Technical questions

- 7. What should I do if I am having technical issues?**
If you are having technical issues with Florida Blue Learning, first make sure to clear your cache and turn off your pop-up blocker. Make sure to use Google Chrome. Call Florida Blue's Agent Service Center at 800-267-3156 with any other questions you have.
- 8. What browser should I use to access Florida Blue Learning?**
Please use Google Chrome for all Florida Blue training.
- 9. Do I have to complete the entire Product Training at one time?**
No, you may start and exit the training at any time, just be sure to follow the instructions provided in the **Registering for 2026 AHIP & FBM Sales Product Training for Brokers** job aid for detailed instructions on how to exit the course in order to save your progress and return where you left off.
Please note that you will not be designated as "ready to sell" until you complete the training in full.
- 10. What if I want to review the materials after I have completed the curriculum?**
You can review each lesson and its supporting materials as many times as you want. When you click the "Start" button for the training you would like to review, you will be prompted to select either a "Restart" or "Review" button. Restart will override your previous completion data, so we recommend you select Review.
Furthermore, at the end of the training you will be provided with downloadable resources and transcripts that summarize the key points of the training. You're encouraged to save these documents to your computer for future reference.