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Certification basics: Who needs to be certified and why?

Who needs to be certified for 2012?

All agents representing (marketing, selling and servicing) MedicareBlue PPO and MedicareBlue Rx Medicare products must be certified. Certification is required in addition to:

- a) Valid state health insurance licensure
- b) Valid appointment with a local Blue Cross and Blue Shield plan servicing MedicareBlue PPO and/or MedicareBlue Rx

In addition to agents, Blue Cross and Blue Shield employees involved with Medicare sales and marketing efforts are also required to complete certification each year.

Please remember that non-licensed and/or non-appointed individuals are not allowed to act in a marketing and sales capacity and will not have a user account assigned to them. They may provide customer service support by assisting current members with their current plan, but they are not allowed to solicit new business, discuss product options, determine suitability or recommend a Medicare product to a beneficiary. Please contact your local plan if you have questions regarding this requirement.

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Why do I have to be certified?

The Centers for Medicare & Medicaid Services (CMS) requires all plan sponsors to conduct training and formal testing on the following topics:

- Medicare rules
- Medicare regulations
- Compliance-related information
- Plan products

In addition, plan sponsors must:

- Ensure that agents and other plan representatives comply with CMS regulations
- Conduct sales monitoring and oversight to ensure that compliance is maintained

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If I don't become certified this year, will I still receive renewal compensation from my past sales?

No. CMS states that plan sponsors must not pay agents who are no longer Medicare certified. If you expect to receive renewal compensation this year, please plan to become Medicare certified again.

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2012 Certification Requirements

What is required to become certified in 2012?

Like last year, Blue Cross and Blue Shield's Medicare certification will have two required components. Both of these components are accessed at the MedicareBlue Online Training Center

- The first component is through America's Health Insurance Plans (AHIP)
- The second component is through Blue Cross and Blue Shield

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What courses do I have to take?

Required courses will be assigned to you by your plan administrator. In addition to the AHIP course curriculum, you will be registered in one or both of the following Blue Cross and Blue Shield learning tracks:

Individual Medicare Product Certification Requirements:

- 2012 MedicareBlue Enrollment and Disenrollment
- 2012 MedicareBlue Products
- 2012 Compliance & Fraud, Waste and Abuse

Group Medicare Product Certification Requirements:

Only required for agents representing Group MedicareBlue PPO and/or Group MedicareBlue Rx products

- 2012 Group MedicareBlue Products
- 2012 Compliance & Fraud, Waste and Abuse

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Do I have to take the courses in a particular order?

You can take the Compliance & Fraud, Waste and Abuse module in any order. The other courses must be taken with the AHIP Medicare Training first, and then the other modules in the order they are listed on the screen from top to bottom.

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Are you offering certification via face-to-face training sessions?

The certification training is available online only. Some local plans may offer face-to-face training sessions and you will need to check with your local plan to see if it is available.

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Is there a test at the end of each MedicareBlue module?

Not all modules have exams. An exam follows the individual product training module and the group product training module.

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I was certified last year. Do I have to take all the courses again?

- AHIP: If you certified in 2011 through AHIP, you will be designated as a “re-certification” user and are only *required* to complete Parts 4 and 5, in addition to the Final Exam. It is strongly recommended, however, that re-certification users review all five parts prior to taking the exam since the exam includes questions from all five parts.
- MedicareBlue: You will be required to complete all of the MedicareBlue courses and exams.

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Is there a criterion for passing the certification training?

Successful completion of the AHIP training course is 90%. Successful completion of MedicareBlue PPO and MedicareBlue Rx product specific courses is 85%.

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How many times can I take the exams?

You will have 3 attempts to successfully pass the AHIP Medicare Training with a score of 90% or higher. You will be locked out of the AHIP certification exam after 3 attempts without passing. You will be given the option to re-register and pay the registration fee again in order to access the exam. Blue Cross modules may be repeated as many times as necessary and must be passed with a score of 85% or higher.

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Is there a deadline to complete certification?

To avoid compliance violations and potential disruption of service fee payments, individuals must complete all required courses in a timely manner. Please contact your local plan for more information.

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Is there a cost for the certification training?

For independent agents and brokers, there is a \$100 fee associated with the AHIP training. If you have successfully completed the AHIP course through another carrier this year, you do not need to pay this fee.

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What if I access 2012 AHIP training directly through the AHIP site?

You must access the AHIP training through Blue Cross and Blue Shield in order to receive the discounted rate.

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Do I have to take the 2012 AHIP course again for every carrier I represent?

If you have successfully completed the 2012 AHIP course through another carrier, you do not need to take the AHIP training course again or take any other Medicare basics training for Blue Cross and Blue Shield. You will need to verify your AHIP completion *and* take the MedicareBlue PPO and MedicareBlue Rx product-specific training courses upon logging into the MedicareBlue Online Training Center. You must register on the MedicareBlue Online Training

Center in order to transfer your AHIP certification credits. Once registered on the site, your transcript will automatically be updated in our system.

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Access to the MedicareBlue Online Training Center

What is the link to the MedicareBlue Online Training Center?

Log on to the MedicareBlue Online Training Center for completion of both AHIP general Medicare basics training and product specific training.

<http://ppg6.pinpointglobal.com/BCBSMN/Production/Apps/Medicare2010/>

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I am a new user and need to access to the site. What do I need to do?

Contact your local plan. Your local plan will pre-register you and give you a Registration ID and an Access Code.

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What are the necessary system requirements for the MedicareBlue Online Training Center?

Platform: PC

Operating System: Windows 2000, XP or Vista

Player: Windows Media Player 6.5 – 11

Internet Browser: Microsoft Internet Explorer 6.0 through Internet Explorer 8.0

Note: If accessing the site when using Internet Explorer 9.0, you will need to turn on the Compatibility View for your browser. Compatibility View must be set prior to accessing the training site.

Allow Pop-ups

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What if I forgot my username?

To look up your username, click **Forgot Username?** on the left side of the Welcome page.

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What if I forgot my password?

To reset your password, click **Forgot Password?** on the left side of the Welcome page.

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I just registered and my course is not showing in the training tab. What do I need to do?

Registration is instantaneous. Refresh your screen by hitting F5 or log out and then back in. This should upload your training modules.

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How do I make changes or corrections to information, such as my name or address?

Email your local plan administrator with the updated information.

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Certification Records

Do I need to submit proof of certification completion to Blue Cross and Blue Shield?

You are not required to submit any documentation of your completion to Blue Cross and Blue Shield.* Blue Cross and Blue Shield will automatically get notified of your completion status through MedicareBlue Online Training Center reporting.

*Exception: Blue Cross Blue Shield of North Dakota users do need to submit a copy of their completion documentation to their plan administrator.

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CE Credits

Are continuing education (CE) credits available this year?

AHIP offers Continuing Education (CE) credits at an additional cost upon the successful completion of the AHIP training course (still pending for MN and MT). If you elect CE credits, the fee must be paid upfront on AHIP's site at the time you complete the AHIP course final exam. The CE credit requirements are different for each state. Some states require the final exam to be taken with a monitor present and an *Exam Monitor Affidavit* must be completed. All states require a *Grading Registration Form* to be completed. The forms should be mailed to the address listed on the forms. Individuals electing CE credit should read the *Exam Monitoring Requirements* document for specific state requirements. The forms and monitoring requirements document are available on AHIP's site if you elect the CE credit option. If you have questions regarding your CE credit completion status or about either of the forms, contact AHIP via email at support@ahipinsuranceeducation.org or via phone at 866-234-6909.

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I completed the AHIP Medicare Training Online and thought I paid the dues in order to get continuing credits. How can I confirm this?

If you have questions regarding your CE credit completion status or about either of the forms, contact AHIP via email at support@ahipinsuranceeducation.org or via phone at 866-234-6909.

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How to get help

Who should I contact if I need assistance?

Please contact the email address or phone number listed below related to the particular concern that you have.

System problems:

Most system problems are resolved by ensuring you have the proper [system requirements](#) when accessing the training. If you continue to have course accessibility and/or system problems after ensuring you have the proper system requirements, contact the following:

2012 MedicareBlue Solutions Training & Certification Q&A
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Last Updated September 15, 2011
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- For **MedicareBlue Online Training Center** course accessibility and/or system problems, contact the online Help Desk via email by clicking on the "Request Support" link located in the upper right of your screen.
- For **AHIP** site course accessibility and/or system problems, contact AHIP support via email at support@ahipinsuranceeducation.org or call 1-866-234-6909.

Course content

- Questions about certification requirements, including course content, should be directed to your local plan, or you may submit your question via the MedicareBlue Online Training Center by clicking on 'Request Support' located on the top right corner of your screen.
- Questions about marketing and sales functions and guidelines should be directed to your local plan.
- Questions about Blue Cross and Blue Shield products may be directed to your local plan or the **pre-enrollment** broker help desk line at 1-866-464-3919.
- Questions about your agent appointment, your agent agreement with your local plan or service fee payments must be directed to your local plan.

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