

2012 MedicareBlueSM Solutions Certification User Guide

Welcome to 2012 MedicareBlue certification. Use this Certification User Guide to help you log in and start your training.

Computer System Requirements

- Platform: PC
- Operating System: Windows 2000, XP or Vista
- Internet Browser: Microsoft Internet Explorer 6.0 – 8.0
 - Internet Explorer 9.0 can be used, but you must turn on 'Compatibility View' before accessing the training site
- Player: Windows Media Player 6.5 – 11
- Recommended screen size: 1024 x 768 pixels
- Allow pop-ups

Access the **MedicareBlue Online Training Center** at:

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

If you are a returning user to the MedicareBlue Online Training Center, follow instructions in the [Returning User](#) section of this guide.

If you are a new user to the MedicareBlue Online Training Center and have never logged into this site, follow instructions in the [First Time User](#) section.

After you have successfully logged in, refer to the [To Begin Certification](#) section for additional instructions.

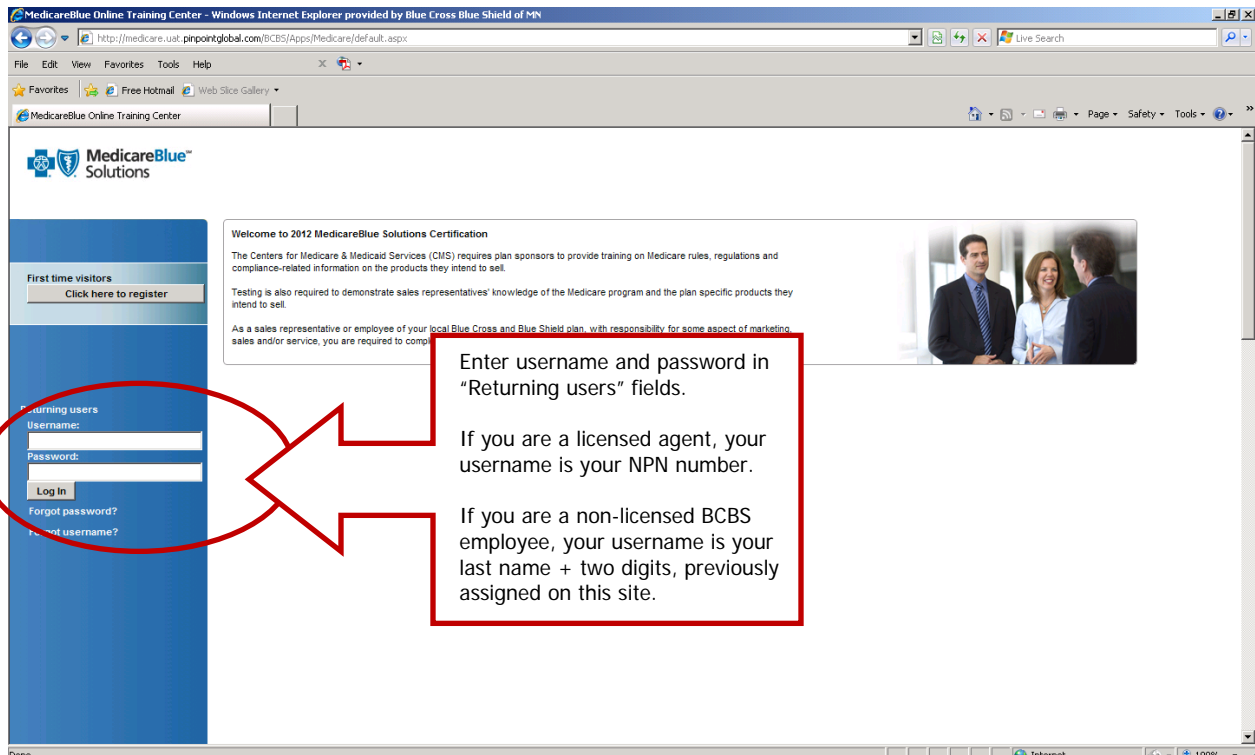
If you have questions or are experiencing difficulties, refer to [How to Get Help](#) in this guide.

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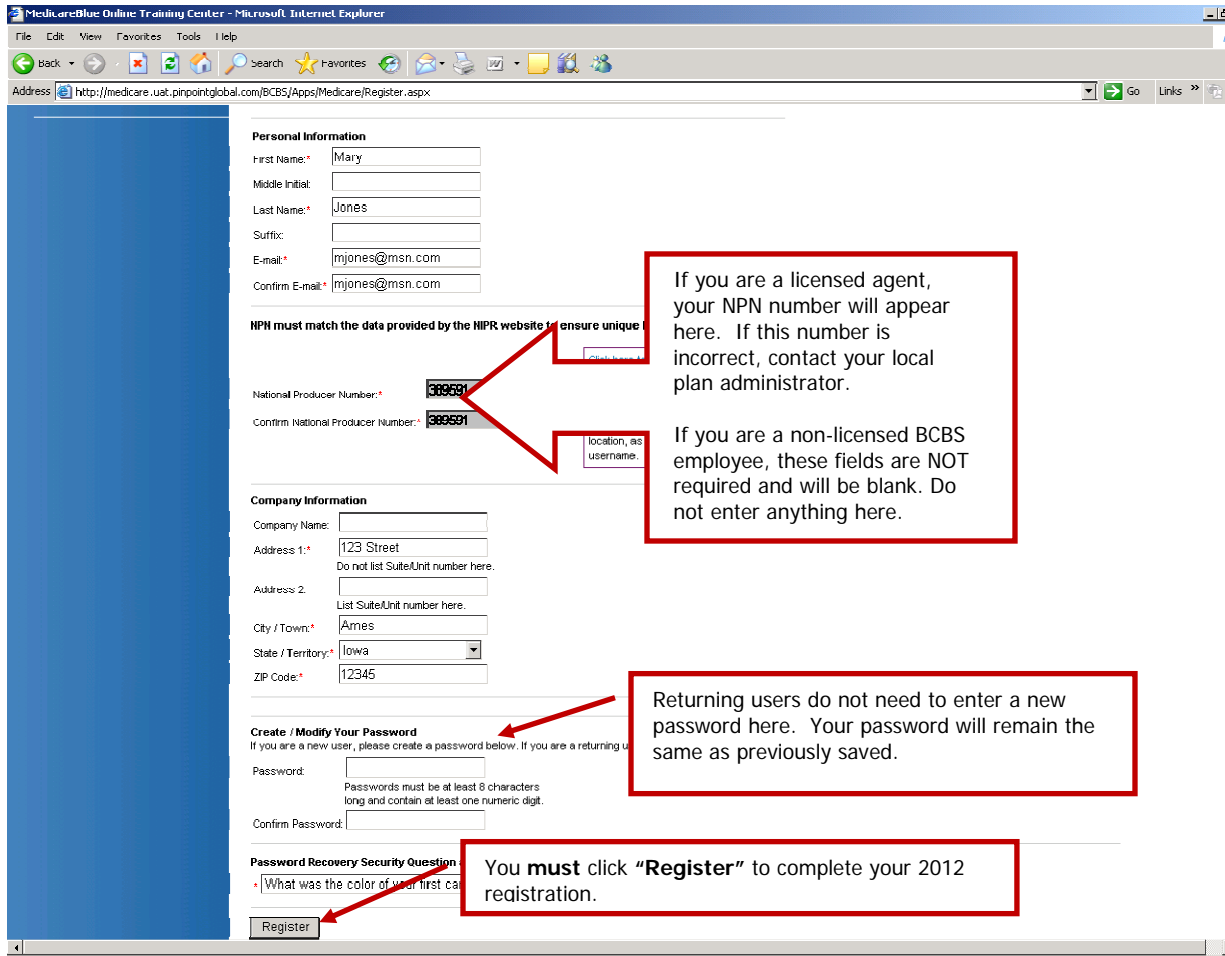
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Returning User Instructions

1. Enter your "Username" and "Password" in the "Returning users" fields and click "Log In."
 - If you are a licensed agent your username is your National Producer Number (NPN).
 - If you are a non-licensed BCBS employee your username is your last name + two digits previously system assigned on this site.
 - If you forgot your password, click on "Forgot password?"
 - If you forgot your username, click on "Forgot username?"
 - If you are still experiencing log in issues, contact your local plan.



2. You will be brought to a registration profile page. Verify or update your information.
3. Click "Register" to complete 2012 registration.



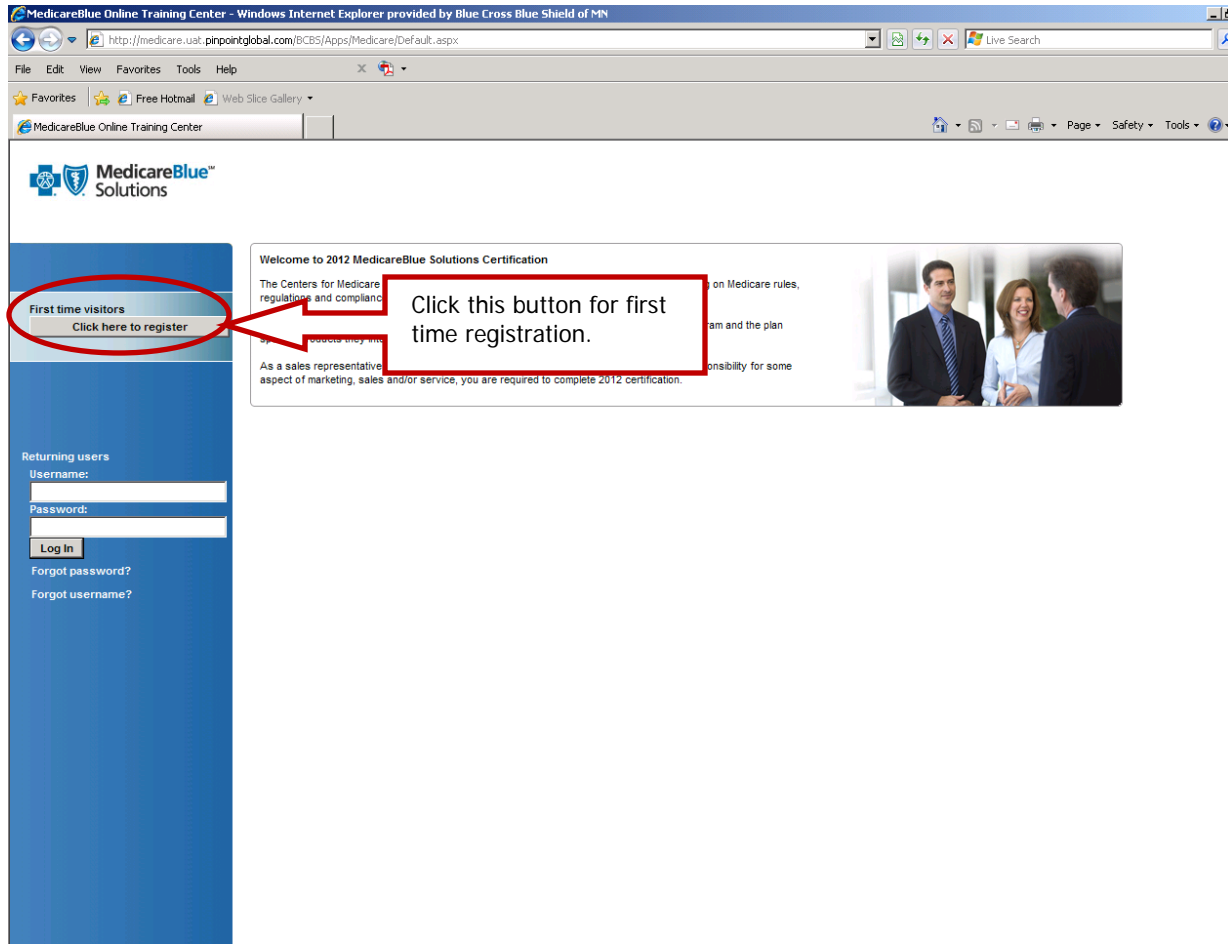
The screenshot shows a web browser window with the URL <http://medicare.ust.pinpointglobal.com/BCBS/Apps/Medicare/Register.aspx>. The page contains several sections:

- Personal Information:** Fields for First Name (Mary), Middle Initial, Last Name (Jones), Suffix, E-mail (mjones@msn.com), and Confirm E-mail (mjones@msn.com).
- NPN Information:** National Producer Number (389591) and Confirm National Producer Number (389591). A red callout box explains: "If you are a licensed agent, your NPN number will appear here. If this number is incorrect, contact your local plan administrator." Another red callout box points to the "Continue" button: "location, as username."
- Company Information:** Fields for Company Name, Address 1 (123 Street), Address 2, City/Town (Ames), State/Territory (Iowa), and ZIP Code (12345).
- Create / Modify Your Password:** Fields for Password and Confirm Password. A red callout box states: "Returning users do not need to enter a new password here. Your password will remain the same as previously saved." Below this, it notes: "Passwords must be at least 8 characters long and contain at least one numeric digit."
- Password Recovery Security Question:** A dropdown menu with the question "What was the color of your first car".
- Register Button:** A red callout box points to the "Register" button: "You must click 'Register' to complete your 2012 registration."

4. Upon clicking "Register" you will get a "Registration" message that will confirm your username. Remember this username for future logins to the site.
 - In most cases your username will be your NPN number.
 - If you are a non-licensed BCBS employee, your username will be your last name + two digits.
5. Click "Continue" to proceed to the Home page to begin certification.

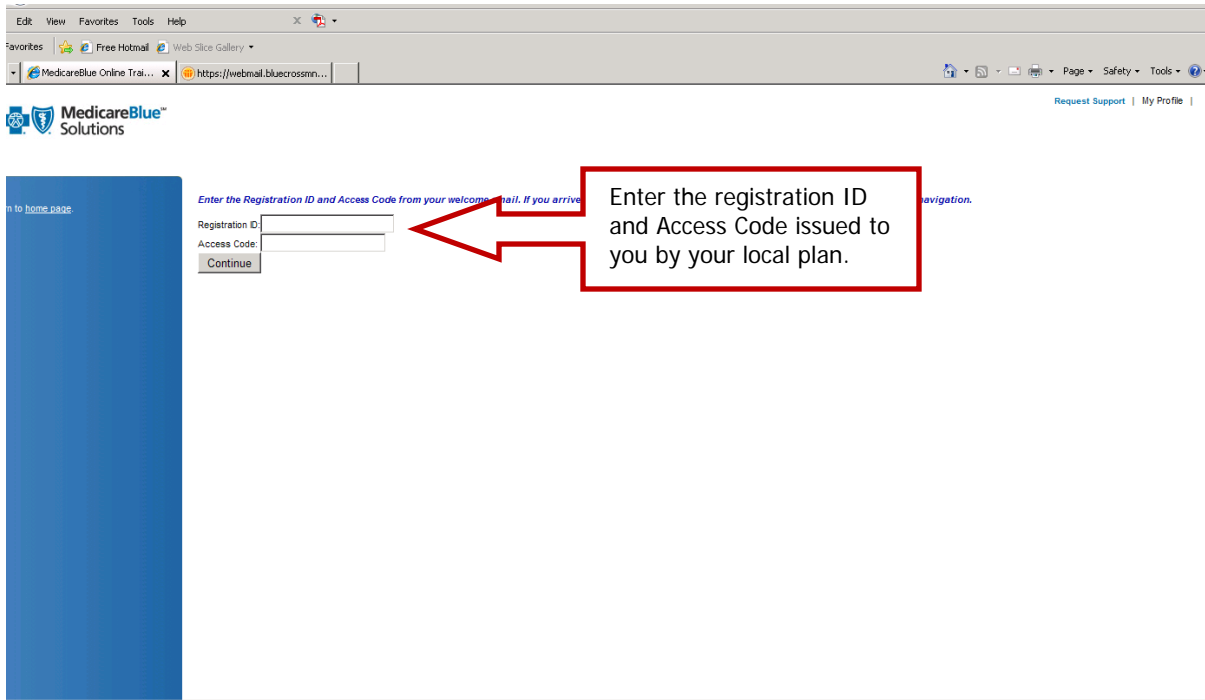
First Time User Instructions

1. If you are a new user and are logging in for the first time, click on the **“Click here to register”** button.



The screenshot shows a web browser window titled "MedicareBlue Online Training Center - Windows Internet Explorer provided by Blue Cross Blue Shield of MN". The address bar shows the URL: <http://medicare.uat.pinpointglobal.com/BCBS/Apps/Medicare/Default.aspx>. The page features the MedicareBlue Solutions logo at the top left. Below the logo, there is a navigation bar with a button labeled "First time visitors" and a sub-button labeled "Click here to register". This button is circled in red. A red callout box with a white background and a red border points to the button, containing the text: "Click this button for first time registration." Below the navigation bar, there is a section for "Returning users" with input fields for "Username:" and "Password:", a "Log in" button, and links for "Forgot password?" and "Forgot username?". To the right of the navigation bar, there is a banner for "Welcome to 2012 MedicareBlue Solutions Certification" with a photograph of three people in business attire.

2. Enter your pre-assigned "Registration ID" and "Access Code," then click the "Continue" button.
 - Pre-assigned Registration ID's and Access Codes are issued by your local plan.
 - Contact your local plan if you have not received your Registration ID and Access Code.



The screenshot shows a web browser window with the MedicareBlue Solutions logo in the top left. The main content area has a blue sidebar on the left and a white form area on the right. The form contains the following text and fields:

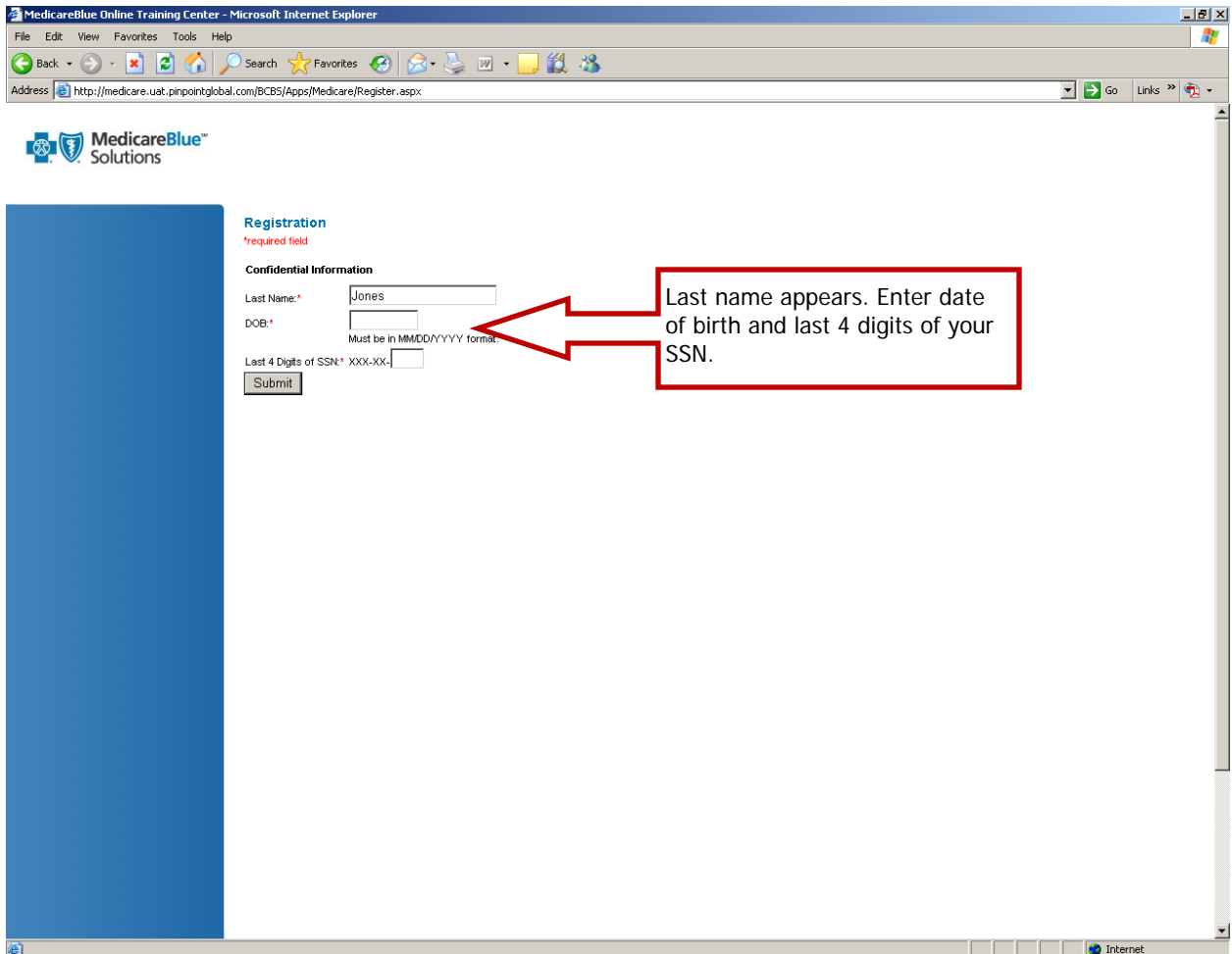
Enter the registration ID and Access Code from your welcome email. If you arrive here, click on the "Forgot your ID and Access Code" link for navigation.

Registration ID:

Access Code:

A red box highlights the text: "Enter the registration ID and Access Code issued to you by your local plan." with a red arrow pointing to the input fields.

3. Your last name will appear. Enter your date of birth (DOB) and last 4 digits of your Social Security number (SSN) and click the "Submit" button.



MedicareBlue Online Training Center - Microsoft Internet Explorer

Address: http://medicare.uat.pinpointglobal.com/BCBS/Apps/Medicare/Register.aspx

MedicareBlueSM Solutions

Registration
*required field

Confidential Information

Last Name: *

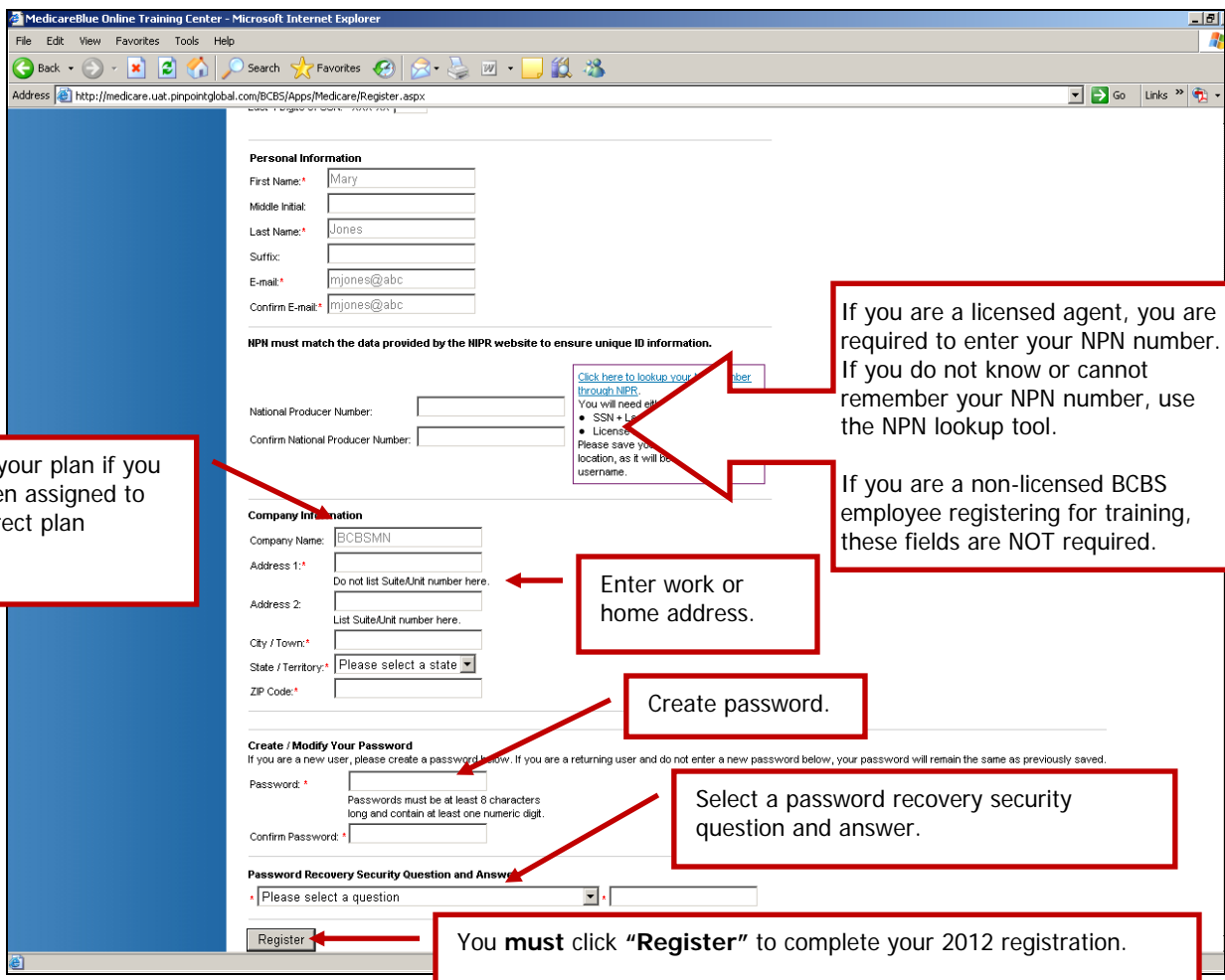
DOB: *
Must be in MMDD/YYYY format.

Last 4 Digits of SSN: * XXX-XX-

Last name appears. Enter date of birth and last 4 digits of your SSN.

4. Verify and enter information on the registration page. You must:
 - Enter your National Producer Number (NPN). Every licensed producer has a NPN number. It is a unique number associated with your license. If you do not know your NPN number, use the lookup tool to obtain that information.
 - Internal non-licensed BCBS employees registering for training do not have NPN numbers and must leave this field blank.
 - Enter your work or home address. Note the company name cannot be changed.
 - Create a password. You will use this password for future logins.
 - Select a password recovery question and answer.

5. Click "Register" to complete 2012 registration.



Personal Information

First Name:
 Middle Initial:
 Last Name:
 Suffix:
 E-mail:
 Confirm E-mail:

NPN must match the data provided by the NIPR website to ensure unique ID information.

National Producer Number:
 Confirm National Producer Number:

Click here to lookup your NPN number.
 through NIPR. You will need either:
 • SSN + License
 • License + State location, as it will be used as your username.

Company Information

Company Name:
 Address 1:
Do not list Suite/Unit number here.
 Address 2:
List Suite/Unit number here.
 City / Town:
 State / Territory:
 ZIP Code:

Create / Modify Your Password

If you are a new user, please create a password below. If you are a returning user and do not enter a new password below, your password will remain the same as previously saved.

Password:
Passwords must be at least 8 characters long and contain at least one numeric digit.
 Confirm Password:

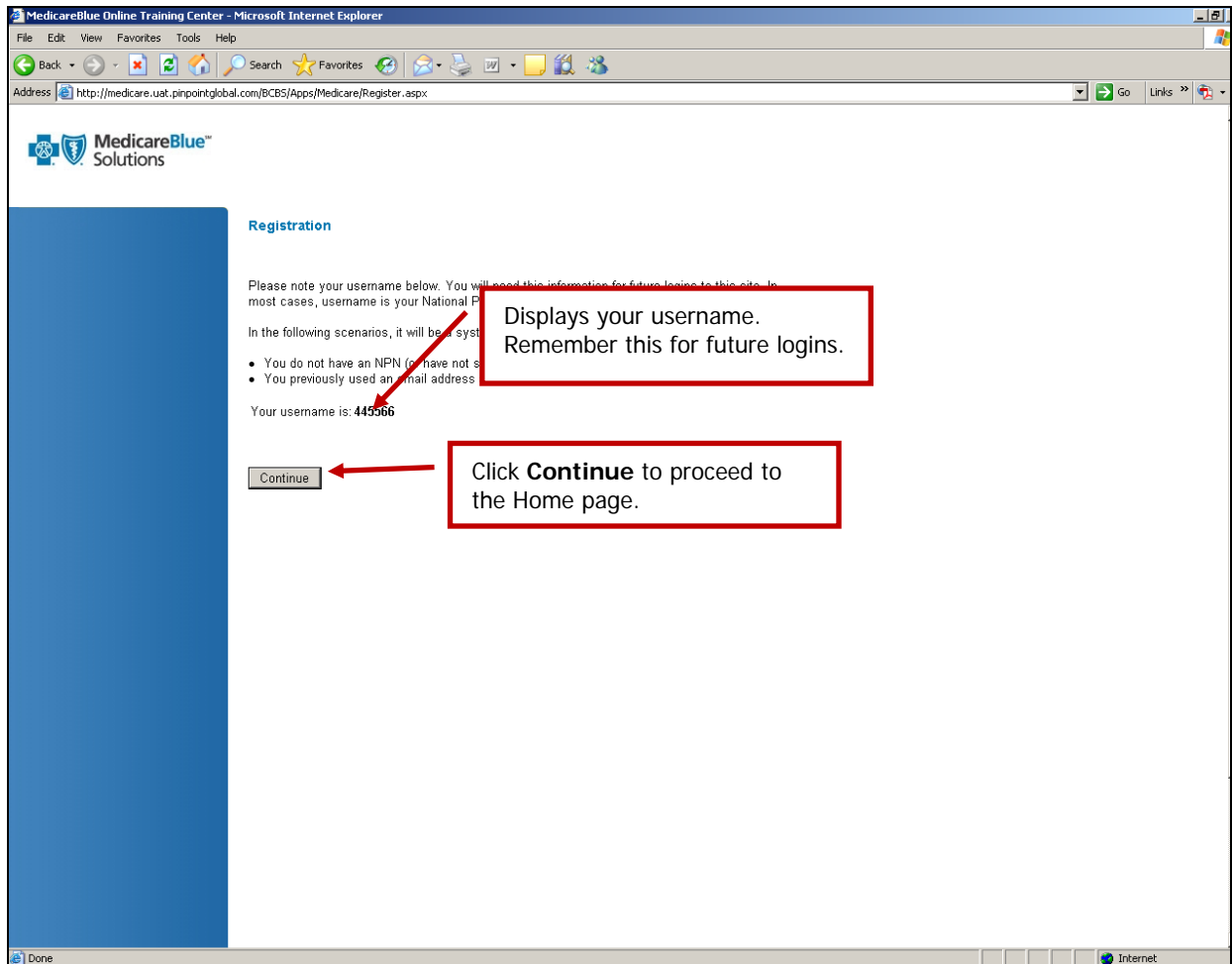
Password Recovery Security Question and Answer

Please select a question

Callout Boxes:

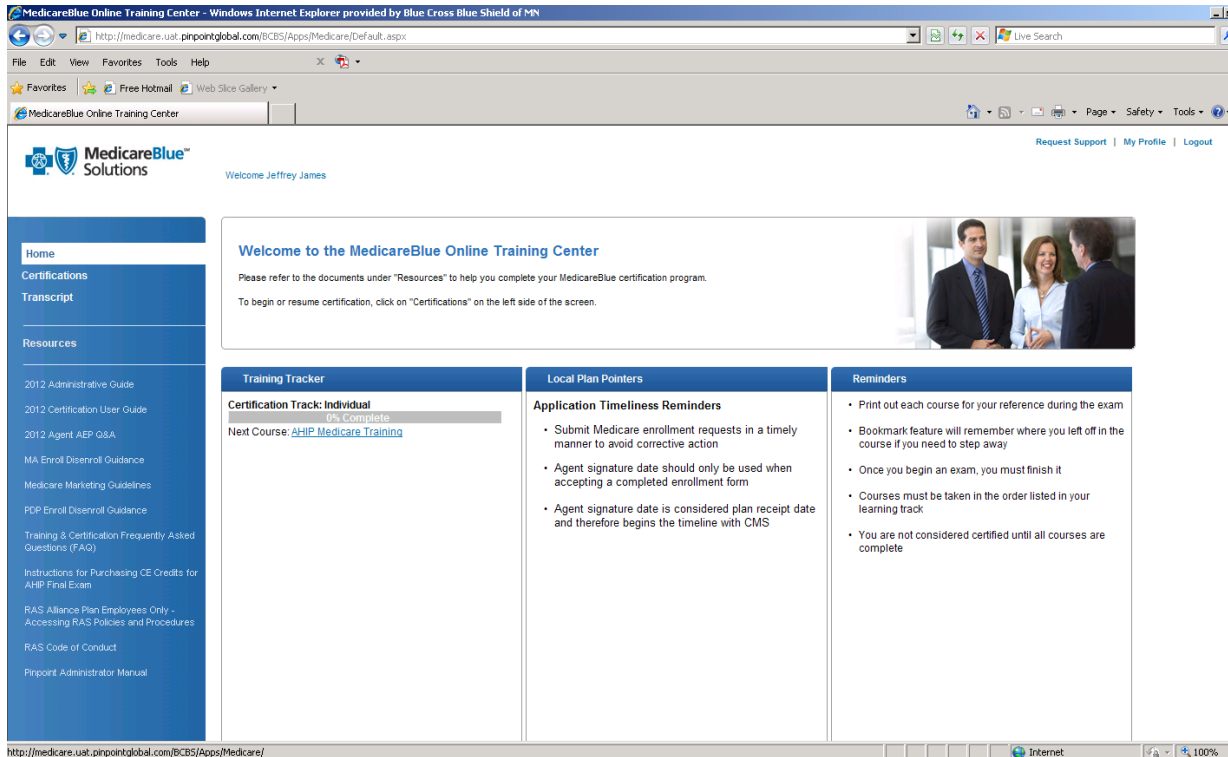
- Contact your plan if you have been assigned to an incorrect plan sponsor.
- If you are a licensed agent, you are required to enter your NPN number. If you do not know or cannot remember your NPN number, use the NPN lookup tool.
- If you are a non-licensed BCBS employee registering for training, these fields are NOT required.
- Enter work or home address.
- Create password.
- Select a password recovery security question and answer.
- You must click "Register" to complete your 2012 registration.

6. You will get a “Registration” message. Remember your username for future logins to the site. Your username will be your National Producer Number (NPN) unless you do not have one. If you do not have an NPN, you will be assigned a system-generated username.
7. Click “Continue” to proceed to the Home page.



To Begin Certification

1. Once you have successfully logged in, you will be brought to the Home page.



MedicareBlue Online Training Center - Windows Internet Explorer provided by Blue Cross Blue Shield of MN

http://medicare.ust.pinpointglobal.com/BCBS/Apps/Medicare/Default.aspx

File Edit View Favorites Tools Help

MedicareBlue Online Training Center

Request Support | My Profile | Logout

MedicareBlueSM Solutions

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Training & Certification Frequently Asked Questions (FAQ)

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RAS Alliance Plan Employees Only - Accessing RAS Policies and Procedures

RAS Code of Conduct

Pinpoint Administrator Manual

Welcome to the MedicareBlue Online Training Center

Please refer to the documents under "Resources" to help you complete your MedicareBlue certification program.

To begin or resume certification, click on "Certifications" on the left side of the screen.

Training Tracker

Certification Track: Individual

0% Complete

Next Course: [AHP Medicare Training](#)

Local Plan Pointers

Application Timeliness Reminders

- Submit Medicare enrollment requests in a timely manner to avoid corrective action
- Agent signature date should only be used when accepting a completed enrollment form
- Agent signature date is considered plan receipt date and therefore begins the timeline with CMS

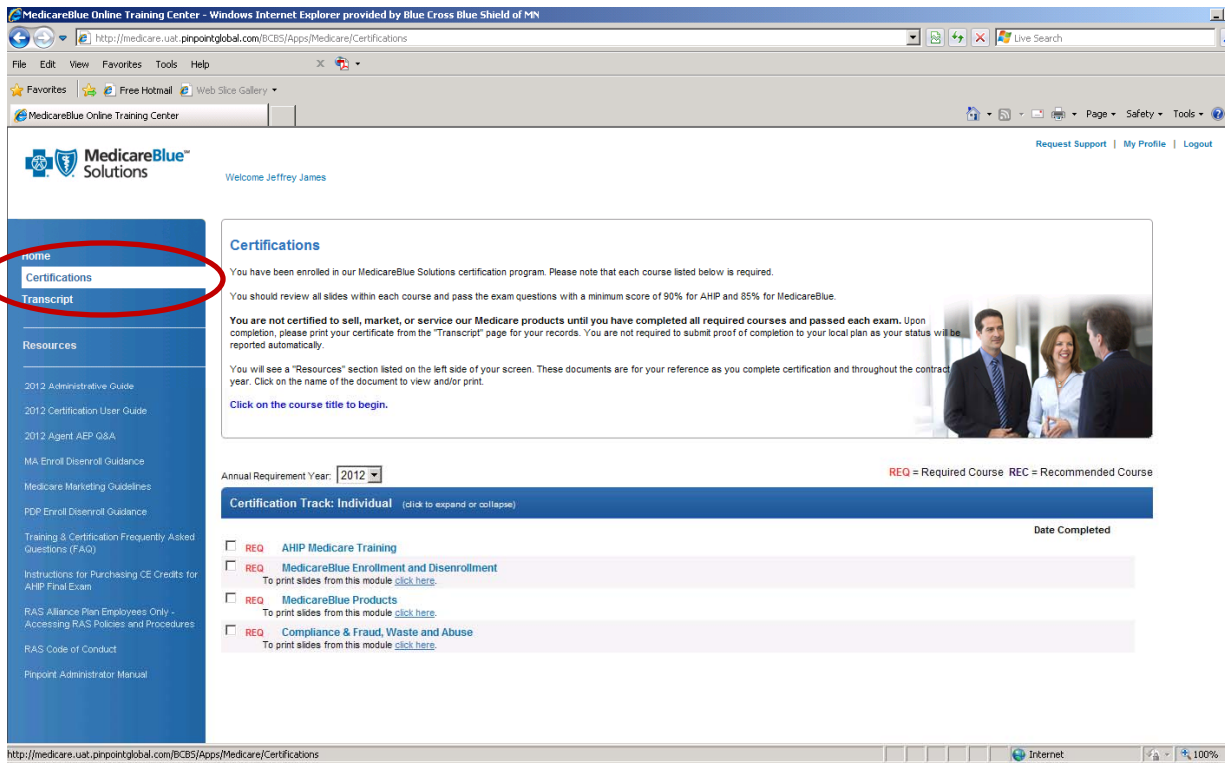
Reminders

- Print out each course for your reference during the exam
- Bookmark feature will remember where you left off in the course if you need to step away
- Once you begin an exam, you must finish it
- Courses must be taken in the order listed in your learning track
- You are not considered certified until all courses are complete

http://medicare.ust.pinpointglobal.com/BCBS/Apps/Medicare/

Internet 100%

2. Click "Certifications" on the left side of the page to bring you to the learning courses in which you are enrolled.
 - If you believe any of the modules in which you are enrolled are incorrect, contact your local plan.
 - You may take the Compliance & Fraud, Waste and Abuse module in any order.
 - All other modules must be taken in order starting with the "AHIP Medicare Training" course.
 - You may print the course slides by selecting "click here" under the module title.

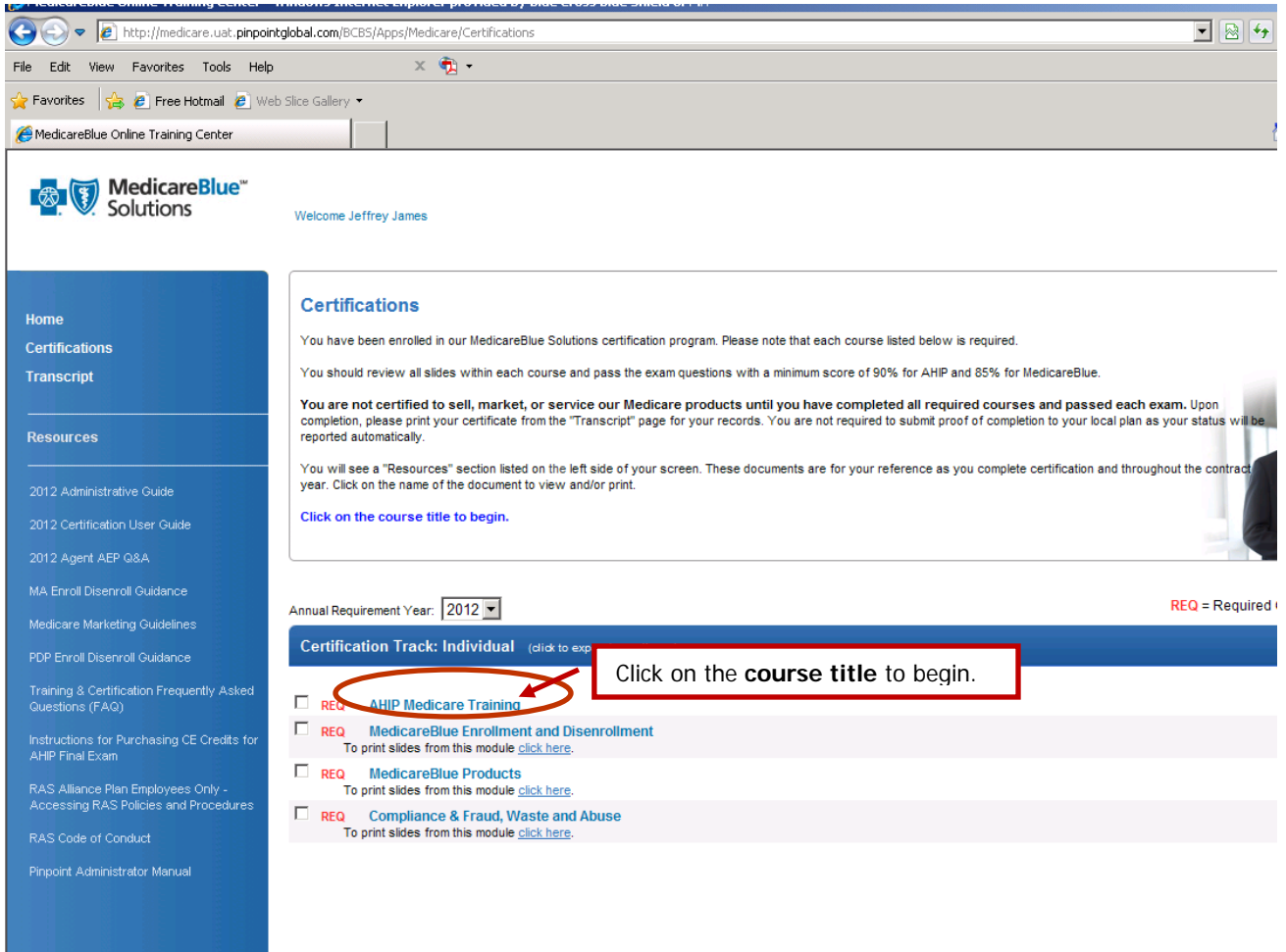


The screenshot shows the MedicareBlue Online Training Center interface. The left navigation menu has 'Certifications' highlighted with a red circle. The main content area is titled 'Certifications' and includes instructions for users. Below the instructions, there is a section for 'Annual Requirement Year' set to 2012. A legend indicates 'REQ = Required Course' and 'REC = Recommended Course'. The 'Certification Track' is set to 'Individual'. A table lists the required courses:

Course Name	Date Completed
<input type="checkbox"/> REQ AHIP Medicare Training	
<input type="checkbox"/> REQ MedicareBlue Enrollment and Disenrollment To print slides from this module click here.	
<input type="checkbox"/> REQ MedicareBlue Products To print slides from this module click here.	
<input type="checkbox"/> REQ Compliance & Fraud, Waste and Abuse To print slides from this module click here.	

NOTE: If you have completed the AHIP Medicare Training course through another source, the AHIP Medicare Training box should already be checked for you and you can proceed to your next course. As long as you completed the AHIP course using your NPN, your records will be automatically retrieved.


3. Click on the **"AHIP Medicare Training"** course title.



http://medicare.uat.pinpointglobal.com/BCBS/Apps/Medicare/Certifications

File Edit View Favorites Tools Help

MedicareBlue Online Training Center

 MedicareBlueSM
Solutions

Welcome Jeffrey James

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2012 Administrative Guide
2012 Certification User Guide
2012 Agent AEP Q&A
MA Enroll Disenroll Guidance
Medicare Marketing Guidelines
PDP Enroll Disenroll Guidance
Training & Certification Frequently Asked Questions (FAQ)
Instructions for Purchasing CE Credits for AHIP Final Exam
RAS Alliance Plan Employees Only - Accessing RAS Policies and Procedures
RAS Code of Conduct
Pinpoint Administrator Manual

Certifications

You have been enrolled in our MedicareBlue Solutions certification program. Please note that each course listed below is required.

You should review all slides within each course and pass the exam questions with a minimum score of 90% for AHIP and 85% for MedicareBlue.

You are not certified to sell, market, or service our Medicare products until you have completed all required courses and passed each exam. Upon completion, please print your certificate from the "Transcript" page for your records. You are not required to submit proof of completion to your local plan as your status will be reported automatically.

You will see a "Resources" section listed on the left side of your screen. These documents are for your reference as you complete certification and throughout the contract year. Click on the name of the document to view and/or print.

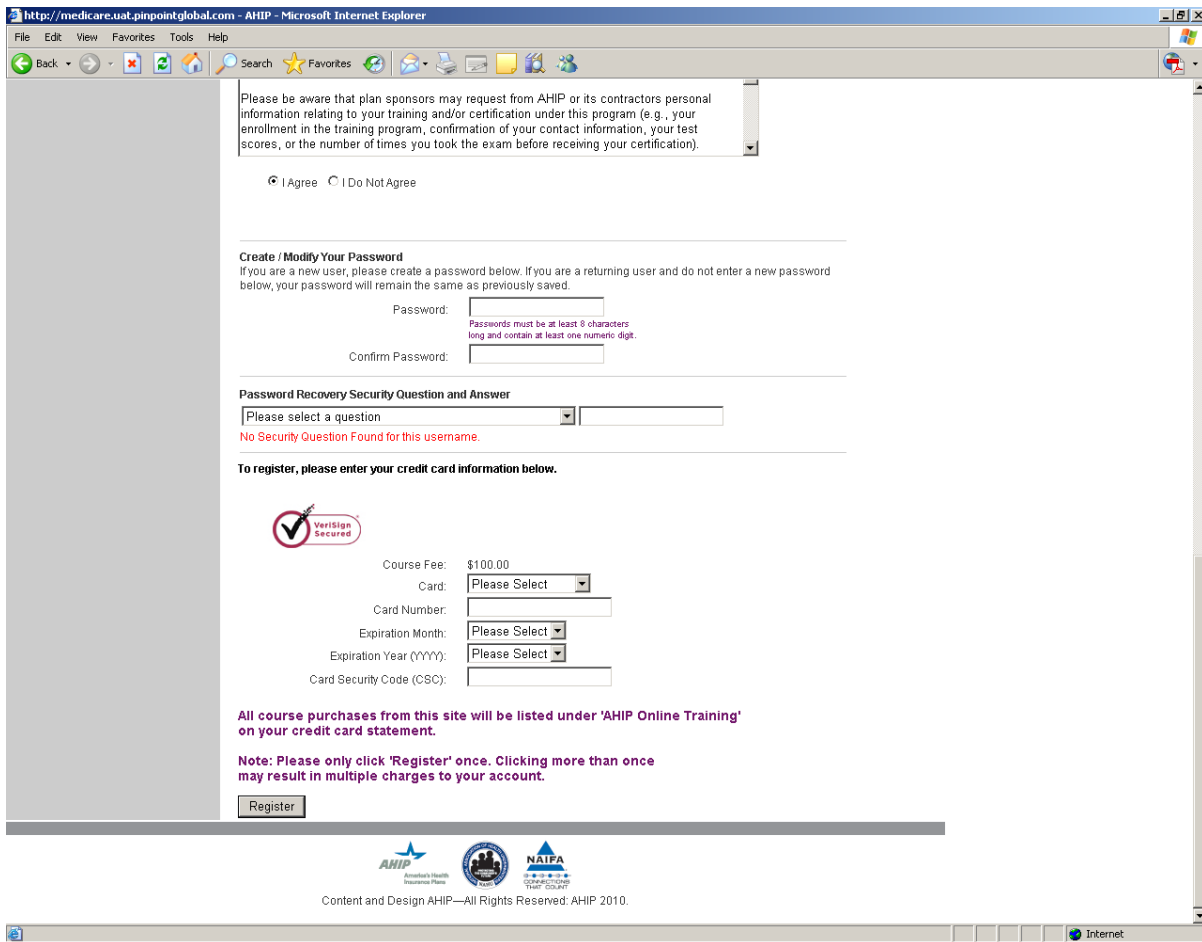
[Click on the course title to begin.](#)

Annual Requirement Year: REQ = Required

Certification Track: Individual (click to expand)

- REQ** **AHIP Medicare Training**
- REQ** **MedicareBlue Enrollment and Disenrollment**
To print slides from this module [click here.](#)
- REQ** **MedicareBlue Products**
To print slides from this module [click here.](#)
- REQ** **Compliance & Fraud, Waste and Abuse**
To print slides from this module [click here.](#)

4. You will automatically be directed to AHIP's site where you be prompted to register and for a \$100 payment for the course fee. Note: If you are a BCBS employee, you will not be asked for payment, but you will still need to register.
 - After payment you may proceed to take the AHIP training course and exam. The \$100 fee allows you three attempts at passing the AHIP exam with a 90% or better score.
 - The AHIP Medicare training program qualifies for Continuing Education (CE) credits in most states. If you wish to apply for CE credits, be sure to select "Purchase Final with CE Credits" and follow instructions listed on the AHIP site.



http://medicare.uat.pinpointglobal.com - AHIP - Microsoft Internet Explorer

Please be aware that plan sponsors may request from AHIP or its contractors personal information relating to your training and/or certification under this program (e.g., your enrollment in the training program, confirmation of your contact information, your test scores, or the number of times you took the exam before receiving your certification).

I Agree I Do Not Agree


Create / Modify Your Password
If you are a new user, please create a password below. If you are a returning user and do not enter a new password below, your password will remain the same as previously saved.

Password: Passwords must be at least 6 characters long and contain at least one numeric digit.

Confirm Password:

Password Recovery Security Question and Answer
Please select a question
No Security Question Found for this username.




To register, please enter your credit card information below.



Course Fee: \$100.00
Card:
Card Number:
Expiration Month:
Expiration Year (YYYY):
Card Security Code (CSC):

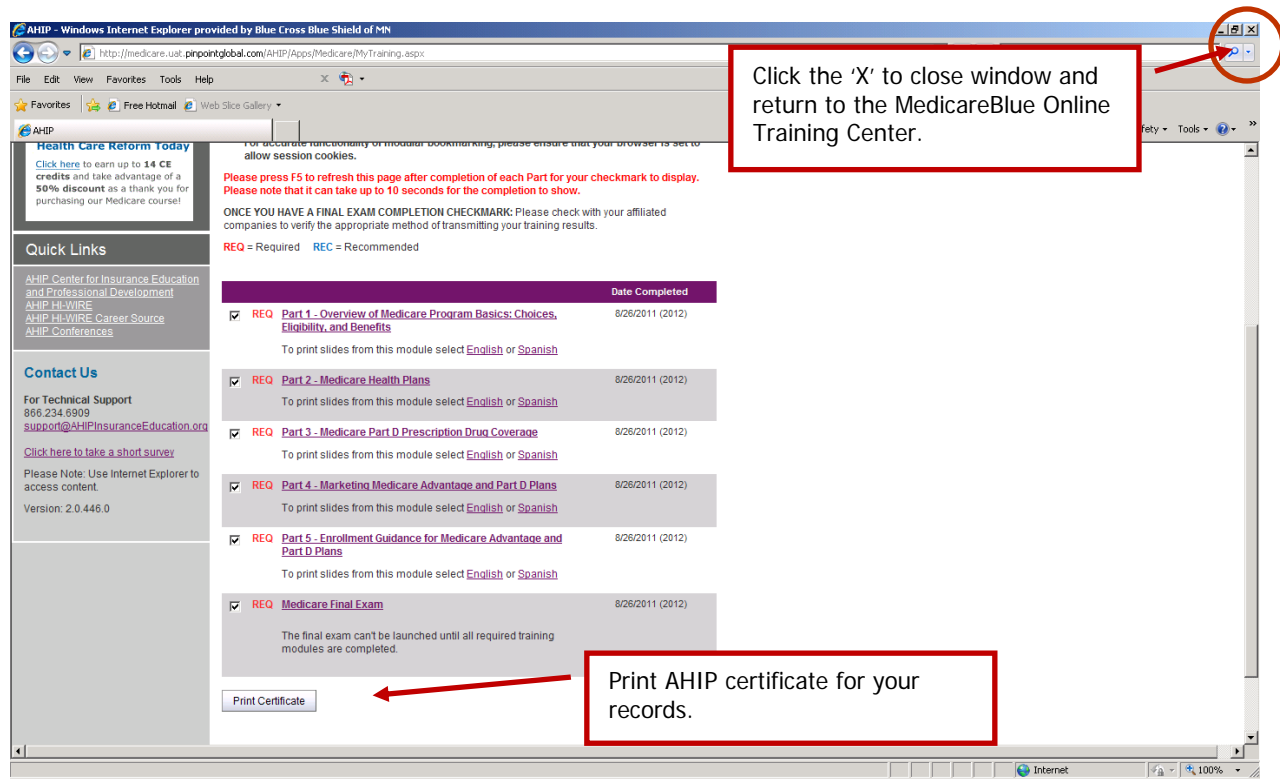
All course purchases from this site will be listed under 'AHIP Online Training' on your credit card statement.

Note: Please only click 'Register' once. Clicking more than once may result in multiple charges to your account.

Content and Design AHIP—All Rights Reserved: AHIP 2010.

Upon successful AHIP completion, scroll to the bottom of the AHIP page and click "Print Certificate." Keep this certificate for your records. You do not need to submit a copy to your local plan. Your AHIP completion will be automatically reported for you. **You are not considered certified at this point!** You must proceed to take all MedicareBlue product courses for which you are assigned and successfully complete all courses listed before you are considered fully certified with your local plan.



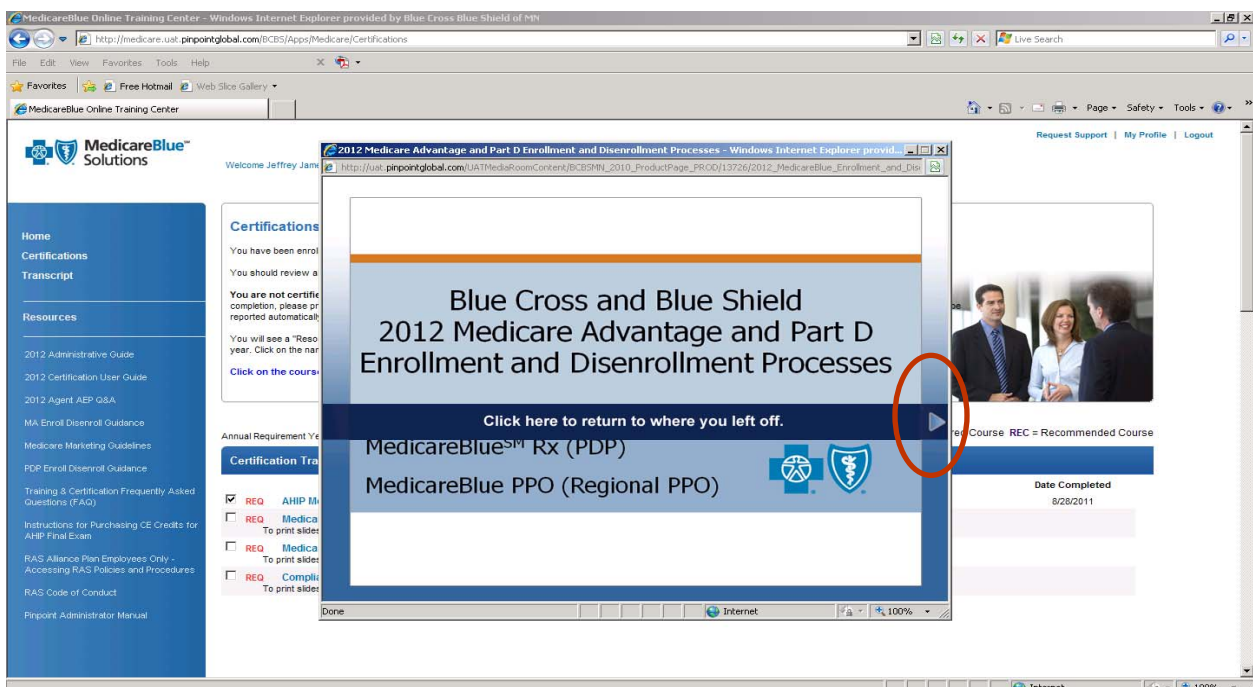
Click the 'X' to close window and return to the MedicareBlue Online Training Center.

Print AHIP certificate for your records.

	Date Completed
<input checked="" type="checkbox"/> REQ Part 1 - Overview of Medicare Program Basics: Choices, Eligibility, and Benefits To print slides from this module select English or Spanish	8/26/2011 (2012)
<input checked="" type="checkbox"/> REQ Part 2 - Medicare Health Plans To print slides from this module select English or Spanish	8/26/2011 (2012)
<input checked="" type="checkbox"/> REQ Part 3 - Medicare Part D Prescription Drug Coverage To print slides from this module select English or Spanish	8/26/2011 (2012)
<input checked="" type="checkbox"/> REQ Part 4 - Marketing Medicare Advantage and Part D Plans To print slides from this module select English or Spanish	8/26/2011 (2012)
<input checked="" type="checkbox"/> REQ Part 5 - Enrollment Guidance for Medicare Advantage and Part D Plans To print slides from this module select English or Spanish	8/26/2011 (2012)
<input checked="" type="checkbox"/> REQ Medicare Final Exam The final exam can't be launched until all required training modules are completed.	8/26/2011 (2012)

Close out of the AHIP site. You will be directed back to the MedicareBlue Online Training Center "Certifications" page displaying your list of required courses. The "AHIP Medicare Training" module will have a check mark and a completed date.

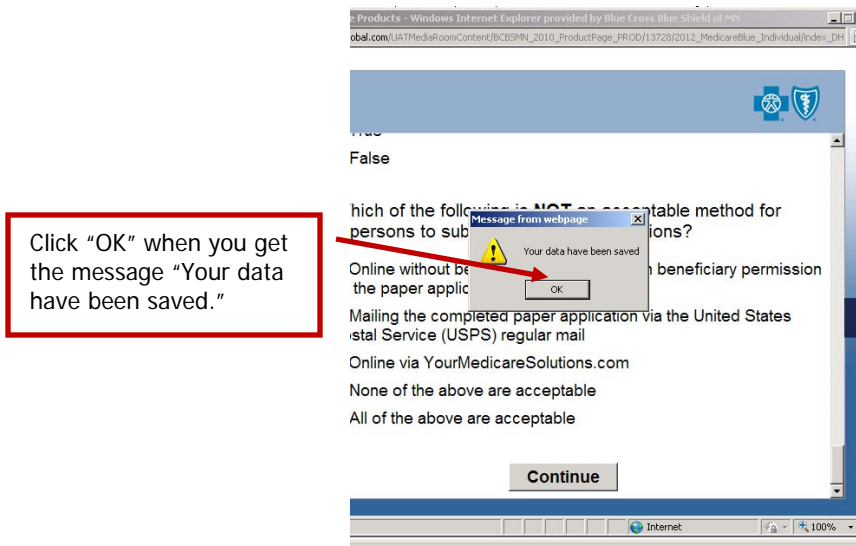
5. You may now proceed with the remainder of your training.
 - Click on the **course title** of your next course and the module will display.
 - Use the arrow keys to begin and move through the slides.
 - **Bookmark Feature:** you may close the course and later resume where you left off. Simply click the "X" in the upper right corner to close the module window. When you log back in, re-launch the module. Click on the blue bookmark where it says "Click here to return to where you left off." If you prefer to start over at the beginning of the module, click the arrow on the bookmark bar and you will start at the beginning. In order to allow this feature to work properly, please ensure that your browser is set to allow cookies.



6. There will be exam(s) at the end of the product presentation(s) that will include questions on enrollment and disenrollment. Click the radio button in front of the correct answer for each question and then click the "Submit" button once all questions have been answered.
- The Medicare Enrollment and Disenrollment and the Compliance & Fraud, Waste and Abuse modules will have an attestation at the end of the course instead of an exam. You must attest that you have read and understand the content in the presentations, and then click on the "I agree" box and "Submit" buttons in order for the courses to register as complete.
 - You may find it helpful to print the courses to reference during your exams.
 - You must score 85% or higher to pass MedicareBlue exams.
 - If you do not score 85% or higher, you will need to retake the exam. You will receive the message "You must receive at least 85%. Please close this module, re-launch it, and click the arrow on the blue bookmark to begin the course again."

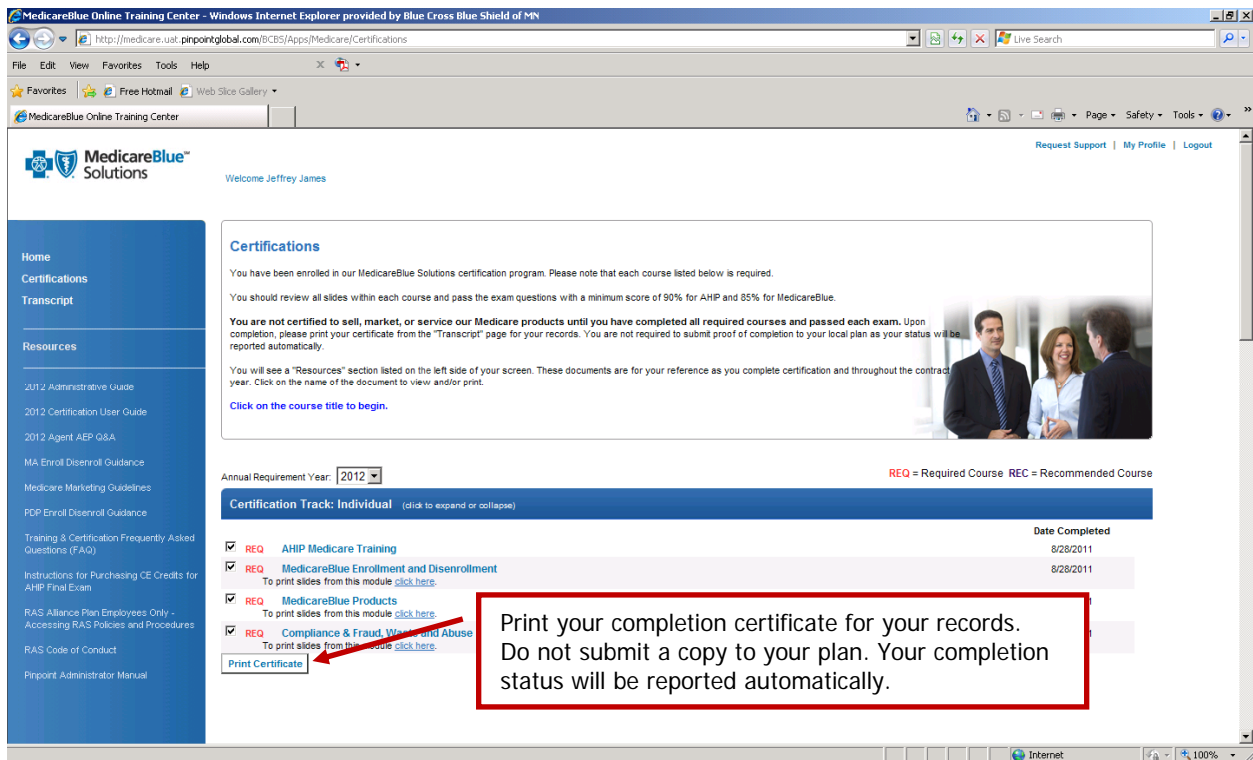
If you have successfully passed the exam, you will get a pop-up message "Congratulations! You have successfully completed this segment of your product training with ___%." Click "OK."

You will then get a message that indicates "Your data have been saved." Click "OK," then "Continue." You have reached the end of the course and may close the window. You will then see a checkmark and date completed next to the module you just successfully completed.



NOTE: If you received a message indicating your score was not high enough to pass, you will not see a checkmark next to that course and you will need to re-take the course.

7. After successfully completing all modules, the “Print Certificate” button will appear. Click on the “Print Certificate” button and print your completion certificate for your records.
 - You do not need to submit a copy to your plan.
 - Your completion status will be reported automatically.
 - You can also print a copy of your transcript or certificate by going to the “Transcript” tab.



The screenshot shows the MedicareBlue Online Training Center interface. The main content area is titled "Certifications" and includes instructions for users. A table lists completed courses with a "Print Certificate" button highlighted by a red arrow. A red-bordered text box contains the following instructions:

Print your completion certificate for your records.
Do not submit a copy to your plan. Your completion status will be reported automatically.

Course Name	Date Completed
<input checked="" type="checkbox"/> REQ AHP Medicare Training <input checked="" type="checkbox"/> REQ MedicareBlue Enrollment and Disenrollment To print slides from this module click here .	8/28/2011
<input checked="" type="checkbox"/> REQ MedicareBlue Products To print slides from this module click here .	8/28/2011
<input checked="" type="checkbox"/> REQ Compliance & Fraud, Waste, and Abuse To print slides from this module click here .	

8. After you have printed a certificate or a copy of your transcript, you can log out of the system by clicking the “Logout” button located on the top right hand corner of your screen.
 - You can log back in at any time and review the course materials again by following “Returning User” log in instructions.

How to Get Help

If you need assistance, contact the email address or phone number listed below related to the particular concern that you have.

MedicareBlue Online Training Center course accessibility and/or system problems

Contact the Help Desk via e-mail by clicking on the "[Request Support](#)" link located on the upper right side of your screen.

AHIP site course accessibility and/or system problems

Contact AHIP support via e-mail at support@ahipinsuranceeducation.org or call 1-866-234-6909.

CE credit purchase, CE completion or CE questions in general

Contact AHIP support via e-mail 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 may be submitted via the MedicareBlue Online Training Center by clicking on the "Request Support" link located on the top right hand corner of your screen.
- Questions about marketing and sales functions, guidelines, or MedicareBlue products should be directed to your local plan.