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Broker Alert

We've updated and improved the process and interface for how you complete your Blue Shield Product Certification. Our [job aid](#) will help guide you through the process.

Remember, to sell Blue Shield of California Medicare Advantage Prescription Drug (MA-PD) and Prescription Drug Plans (PDP); agents need to complete their America's Health Insurance Plans (AHIP) certification. Insurers require AHIP certification to ensure brokers and agents comply 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 this year before January 1 of the new year to receive renewal commissions on your active book of business. 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.

Step 1: Complete your AHIP certification.

- Only pay \$125 by using our [Blue Shield of California link](#).
- You must complete your AHIP certification and transmit your results to Blue Shield before moving to Step 2.

Step 2: Log into your [Broker Connection](#) account and visit the [MA-PD and PDP certification](#).

- Follow the links to the Blue Shield- "Shield Learns" portal
- Complete the MA-PD/PDP product certification. You'll have four attempts to pass. To pass, you'll need a score of 85% or higher

For questions or more information, register for one of our live [Get 'CERTIFIED' for 2025 for MAPD, DSNP and PDP](#) sessions or email MedicareBroker@blueshieldca.com.

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