

[View this email as a web page](#)

## 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](mailto:MedicareBroker@blueshieldca.com).

**Follow us:**



This is a required email from Blue Shield of California, an independent member of the Blue Shield Association. Please note that you may receive required emails as part of doing business with Blue Shield of California, whether or not you have unsubscribed from promotional emails.

Don't miss out on future emails from us - [learn how](#) to add us to your address book.

**Nondiscrimination Notice**

The company complies with applicable state laws and federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, ethnic group identification, medical condition, genetic information, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, mental disability, or physical disability. La compañía cumple con las leyes de derechos civiles federales y estatales aplicables, y no discrimina, ni excluye ni trata de manera diferente a las personas por su raza, color, país de origen, identificación con determinado grupo étnico, condición médica, información genética, ascendencia, religión, sexo, estado civil, género, identidad de género, orientación sexual, edad, ni discapacidad física ni mental. 本公司遵守適用的州法律和聯邦民權法律，並且不會以種族、膚色、原國籍、族群認同、醫療狀況、遺傳資訊、血統、宗教、性別、婚姻狀況、性別認同、性取向、年齡、精神殘疾或身體殘疾而進行歧視、排斥或區別對待他人。

%%Member\_Busname%% | %%Member\_Addr%% | %%Member\_City%%, %%Member\_State%%  
%%Member\_PostalCode%% | %%Member\_Country%%

DAP181362