



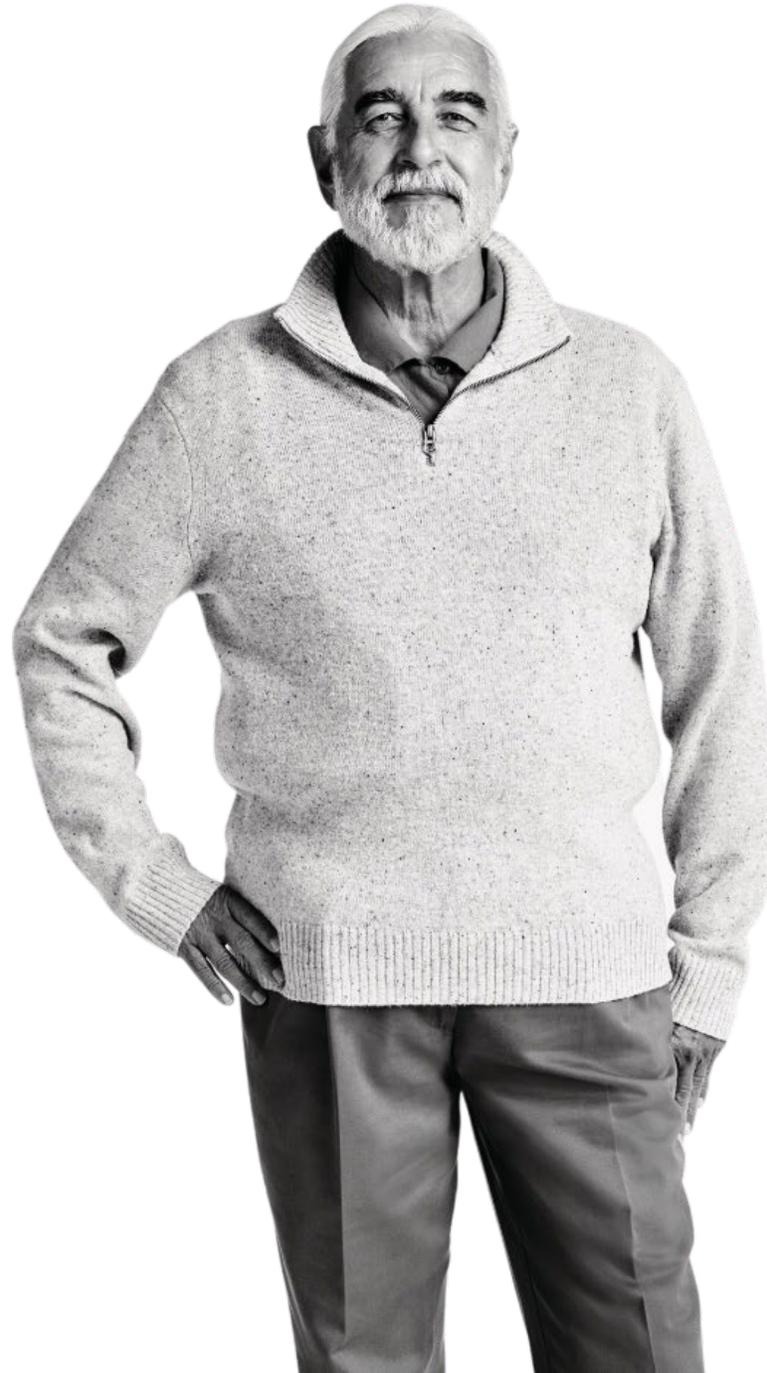
Broker Certification Site

Begin

October 01, 2023

Y0118_23_672A_C 09222023

H2819_23_672A_C 09222023





What's Changing?

[View](#)

Overview

- Agents must be certified each year to sell Blue Shield of California MAPD & PDP plans and be individually appointed by Blue Shield or endorsed by an Agency appointed by Blue Shield to receive renewal commissions. MAPD and PDP plan commissions are subject to the Centers for Medicare and Medicaid Services (CMS) guidelines, which are subject to change.
- The Blue Shield of California Plan Medicare Online Certification site makes it simple to register and take the certification. You are allowed 4 attempts to pass the assessment before you are locked out of the system.
- Agents must pass the Certification assessment.
- Agents **must** be appointed or must be affiliated with an appointed agency in addition to completing the Certification.

Don't forget:

- You're required to pass both the AHIP Certification and Blue Shield's 2024 product-specific training to be ready to sell.

What's Changing

- Moving the Certification Site to a new platform
 - Seamless transition from Broker Connection (same navigation)
 - Easy login via single sign-on (SSO) (no extra passwords or IDs to remember)
 - For non-appointed or non-endorsed brokers who are not registered with Broker Connection, there is a traditional ID & password fields.
- New look of the Certification Site
 - Easy to navigate & use
 - Quick to access certification materials (exam, eCourse)





AHIP Completion

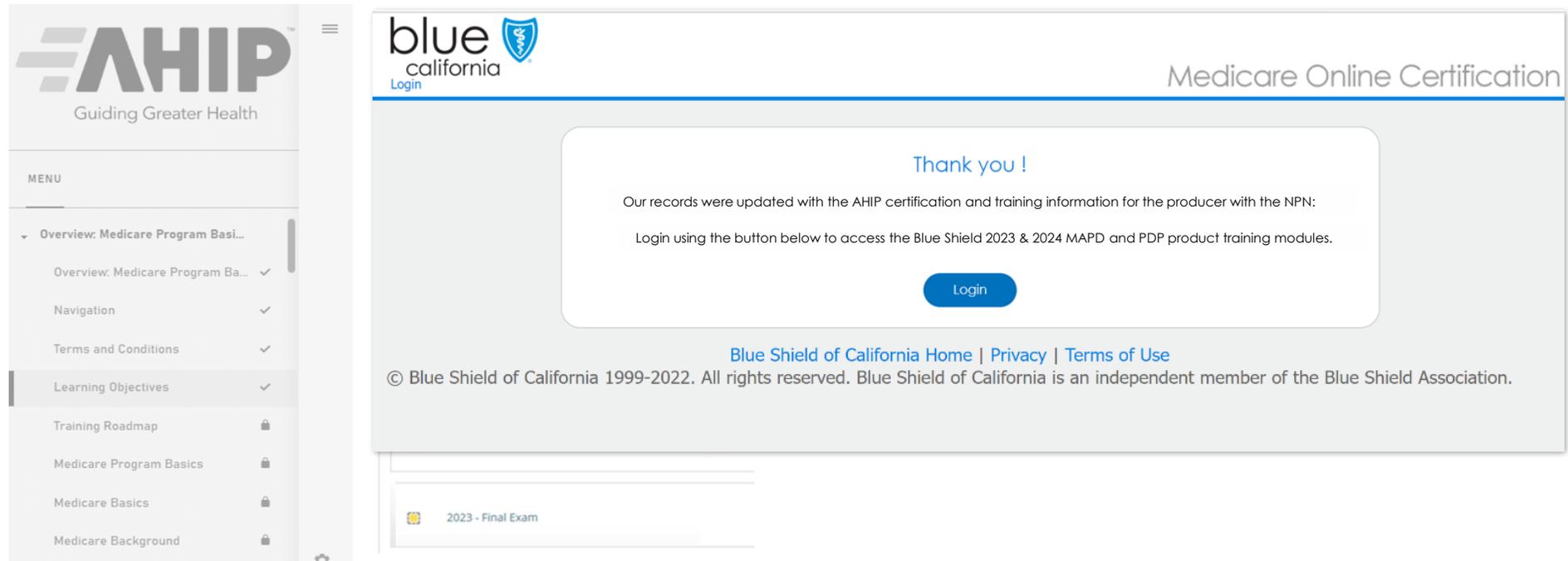
[View](#)

AHIP

[Click here](#) to be taken to the AHIP Training Producers site.

Follow the steps below to complete your AHIP and Blue Shield Certifications:

1. Pass the AHIP Annual Training.
2. Transmit your results to Blue Shield
 - Please note that the transmission from AHIP may take up to 24 hours for Blue Shield to receive.





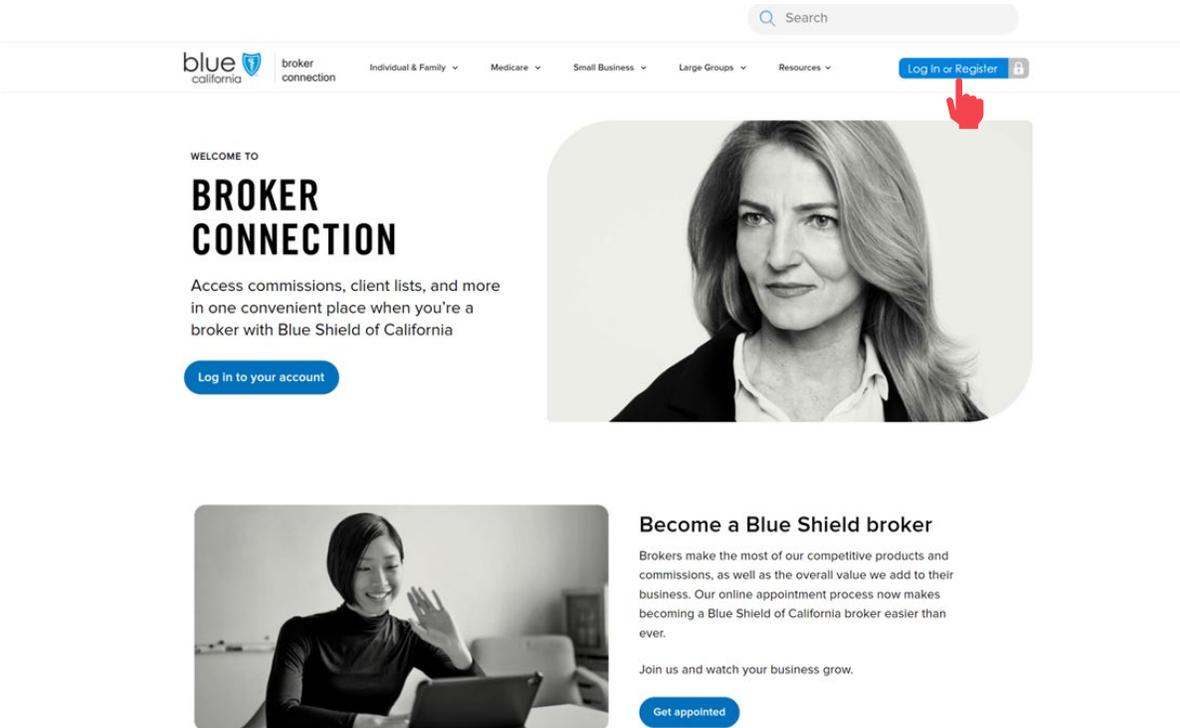
Login to the Certification Site

[View](#)

Login from Broker Connection Site

Step 01:

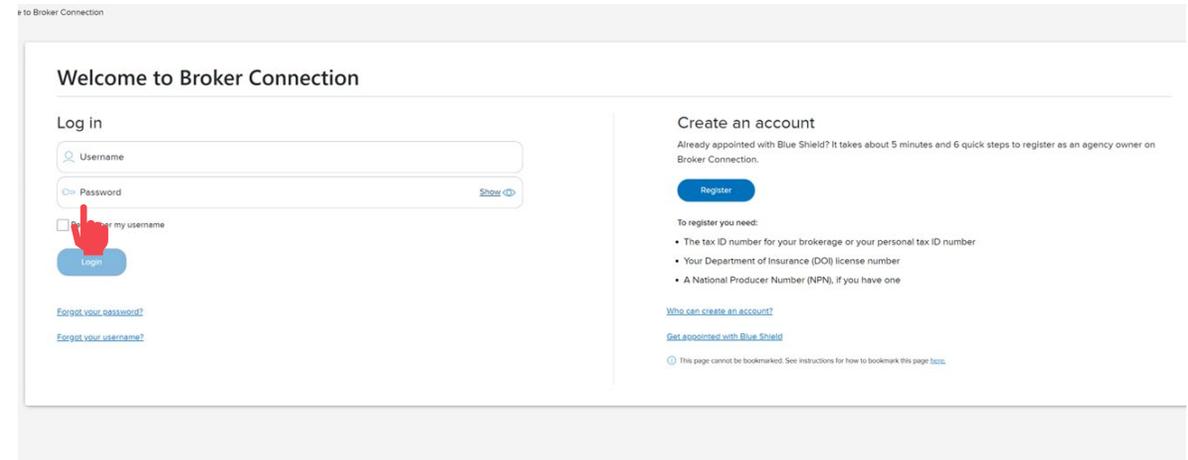
Navigate to the Broker Connection site and click **Log In or Register**



Step 02:

Enter credentials and click **Login**

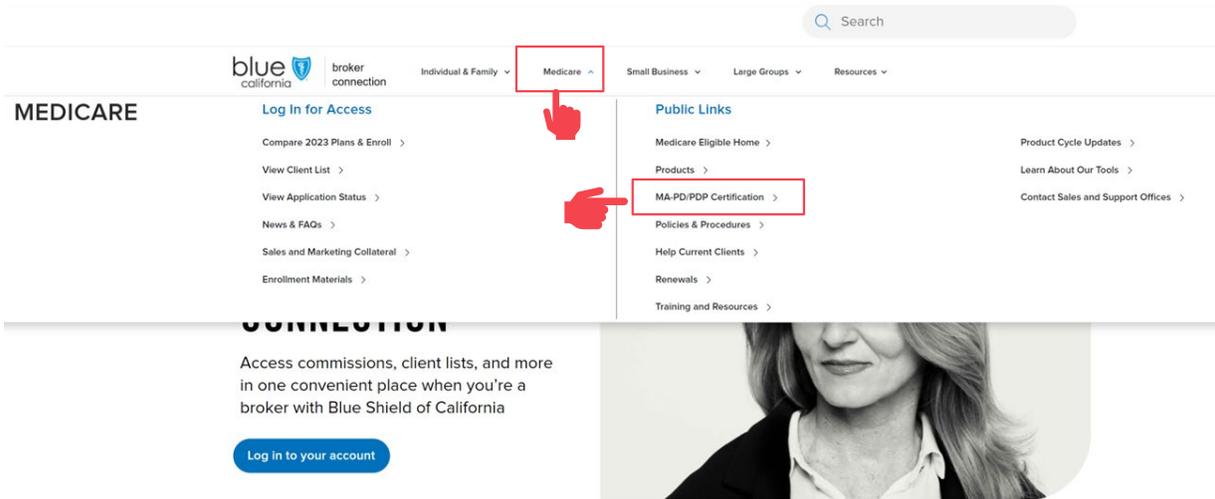
Note: You must login to access the Certification Site.



Login from Broker Connection Site

Step 03:

Click the Medicare dropdown menu and select MA-PD/PDP Certification from the menu.



Step 04:

Login to the Blue Shield Broker Portal to begin the product certification by clicking the link in Step 2.

MA-PD and PDP certification

To sell Medicare Advantage Prescription Drug (MA-PD) and Prescription Drug (PDP) plans, agents need to complete their America's Health Insurance Plans (AHIP) certification. Insurers require AHIP certification to ensure that broker and agents are compliant 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 again this year prior to January 1 of the new year in order to receive renewal commission on your active book of business. To sell Blue Shield MA-PD or PDP products, you must be AHIP-certified and Blue Shield product-certified. 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.

Steps to complete your annual AHIP and Blue Shield Product Certification

Step 1: Complete AHIP certification

1. Log in to the AHIP site through the [Blue Shield of California link](#)
2. Complete all certification modules and quizzes. This will include a section on Fraud, Waste, and Abuse.
3. After completing the quiz, transmit your results directly to Blue Shield by clicking the button at the bottom of the page
4. You will receive an email from Blue Shield or Shield Learns with your account details and instructions on how to log in to the Blue Shield product certification site

To receive a discounted rate of \$125, you must use our AHIP certification link as provided above. You must complete your AHIP certification and transmit your results to Blue Shield before moving on to Step 2.

Step 2: Complete Blue Shield Broker product certification

1. Access the Medicare Product Online Certification site using one of two options:

Blue Shield Broker

Log into the [Blue Shield Broker](#) portal using your Blue Shield Broker account. (If you don't have a Blue Shield Broker account, you can [create one](#)).

Shield Learns

If you are unable to obtain a Blue Shield Broker account, you can [log in to the Shield Learns portal](#). Check your email for a message from Shield Learns for your account information. Your username is your National Producer Number (NPN). If you do not have a password, use the "Forgot your password?" option to create a new one.

2. Complete the MA-PD/PDP product certification. You'll have 4 attempts to pass. To pass, you'll need a score of 85% or higher.

If you do NOT have a Broker Connection Account

Step 05:

Click the link to login to the [Shield Leans portal](#).

Shield Leans

If you are unable to obtain a Blue Shield Broker account, you can [log in to the Shield Leans portal](#). Check your email for a message from Shield Leans for your account information. Your username is your National Producer Number (NPN). If you do not have a password, use the "Forgot your password?" option to create a new one.

2. Complete the MA-PD/PDP product certification. You'll have 4 attempts to pass. To pass, you'll need a score of 85% or higher.

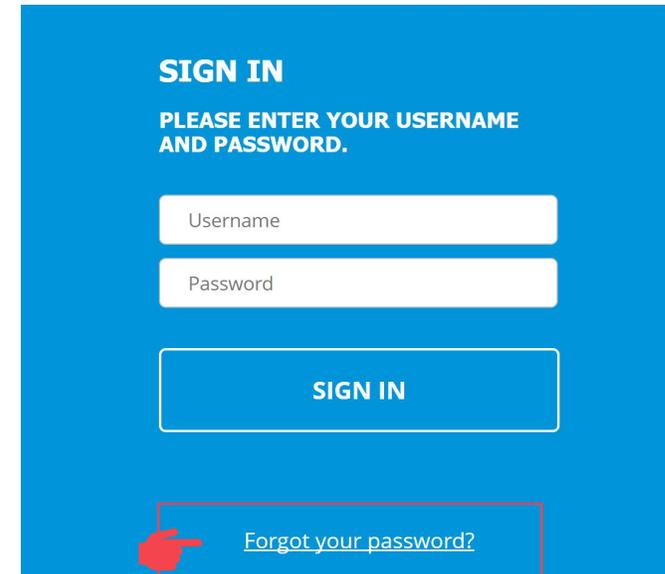
Questions about Blue Shield's plans

Contact your Broker Sales Manager with questions about our plans.

Step 06:

Use your National Producer Number (NPN) as the username and click the **Forgot Password** to create an account.

Please note this process may take up to 15 minutes for you to receive the reset email to complete the process.



Shield Leans



Profile Updates

[View](#)

Updating your Agency Affiliation and/or Contact Information

Please complete the steps in this section if you are a:

- Newly appointed broker with Blue Shield of California.
- Returning broker and require profile updates
 - Last Name
 - Phone
 - Email
- Returning broker that has changed agencies.

Update Form

This is the profile update request form for the BSC Medicare Product Online Certification site.

If you are a brand new broker, please fill out what agency (or agencies) you are affiliated with, if applicable.

If you are a returning broker and require profile updates, please request by filling out the appropriate box. If you have changed agencies, please identify what agency you are changing from. If you do not need to make any updates for a particular field, you can leave it blank.

[Changes may take 1-2 business days to be reflected in your account.](#)

* Required

1. Do you want to update your Agency Affiliation and/or Contact Information? If "No", you may exit this page. *

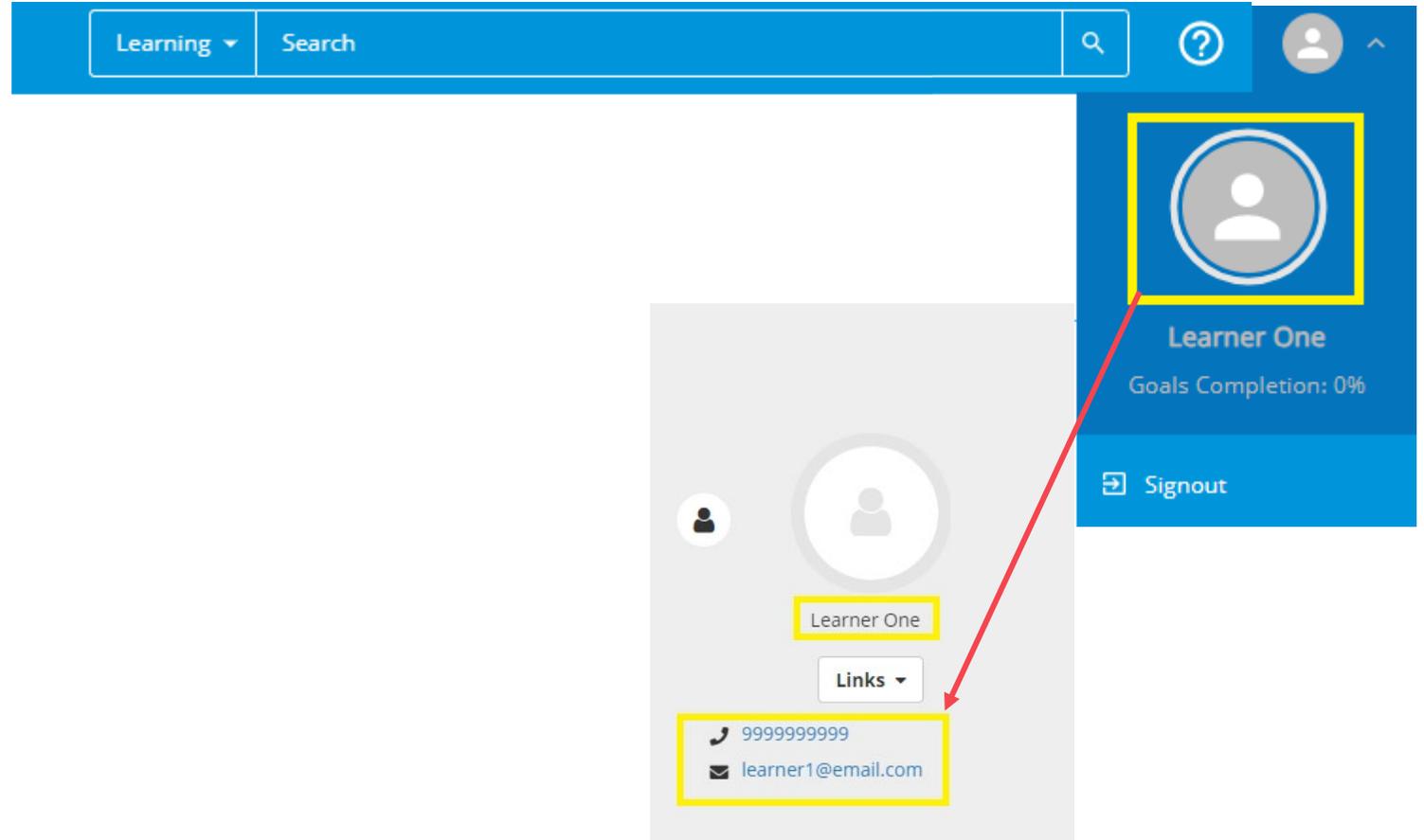
Yes

No

Never give out your password. [Report abuse](#)

Check your Contact Information

- Step 01:
- Before begin the certification process, please verify your contact information by **clicking on the Profile Icon** at the top right of the screen.



Login from Broker Connection Site

Step 02:

Also verify your agency affiliation and profile.

AGENCY AFFILIATION AND PROFILE UPDATE

Use the following form to:

- **Update your agency affiliation** (must be contracted with BSC)
- **Update your contact information.**

<https://forms.office.com/r/jZiVjrT7Gz>

How to verify your information:

To view your contact details 

- Click the portrait button in the top right
- Click the portrait button again that appears

To view your primary Agency (Organization):

- Check **History and Certification**

Step 03:

Click the image to access the history and certification screen which contains your affiliation.



AGENCY AFFILIATION AND PROFILE UPDATE

Use the following form to:

- **Update your agency affiliation** (must be contracted with BSC)
- **Update your contact information.**

<https://forms.office.com/r/jZiVjrT7Gz>

How to verify your information:

To view your contact details

- Click the portrait button in the top right
- Click the portrait button again that appears

To view your primary Agency (Organization):

- Check **History and Certification**

Login from Broker Connection Site

Step 04:

Your primary organization is shown on the right side of the Training Transcript section of the screen.

TRAINING TRANSCRIPT

Select a year or date range to filter completed training records.

Date Range

Start Date: 9/18/2022 03:26pm | End Date: 9/18/2023 03:26pm |

List of completed activities from 9/18/2022 to 9/18/2023

Username:
171

E-mail:

Primary job:

ACTIVITIES

User number:
171

Manager:

Primary organization:
Insurance Services LLC



Step 05:

Click the Home icon to exit this screen.

Shield Learns | SELF | MY TEAM | ADMINISTRATION | Learning | Search

TRAINING TRANSCRIPT | PRINT | EXPORT TO PDF

Select a year or date range to filter completed training records.

Date Range: 3/30/2022 05:03pm to 3/30/2023 05:03pm | REFRESH

List of completed activities from 3/30/2022 to 3/30/2023

Username: | **User number:**
E-mail: | **Manager:**
Primary job: | **Primary organization:**

ACTIVITIES

Activity	Start Date	Completion Date	Completion Status	Score
Curriculum: Broker Agreements TEST	3/30/2023	3/30/2023	Attended	100

Login from Broker Connection Site

Step 06:

To update your agency affiliation and profile information, **click the form link.**

AGENCY AFFILIATION AND PROFILE UPDATE

Use the following form to:

- **Update your agency affiliation** (must be contracted with BSC)
- **Update your contact information.**

<https://forms.office.com/r/jZiVjrT7Gz>

How to verify your information:

To view your contact details

- Click the portrait button in the top right
- Click the portrait button again that appears

To view your primary Agency (Organization):

- Check **History and Certification**

Step 07:

Complete the form.

Update Form

This is the profile update request form for the BSC Medicare Product Online Certification site.

If you are a brand new broker, please fill out what agency (or agencies) you are affiliated with, if applicable.

If you are a returning broker and require profile updates, please request by filling out the appropriate box. If you have changed agencies, please identify what agency you are changing from. If you do not need to make any updates for a particular field, you can leave it blank.

Changes may take 1-2 business days to be reflected in your account.

* Required

1. Do you want to update your Agency Affiliation and/or Contact Information? If "No", you may exit this page. *

Yes

No

Never give out your password. [Report abuse](#)



Certification Site Navigation

- Agreements
- Training Course
- Certification Exam
- Certification History

[View](#)

Agreements

Step 01:

Register for Step 1: Agreements.

Step 02:

Add Amendment to the Producer Agreement (Medicare).

Shield Learns SELF MY TEAM ADMINISTRATION

blue of california
Medicare Product Online Certification

WELCOME!
Thank you for your interest in selling Blue Shield of California's MAPD and/or PDP plans! Before getting started, **you must have already completed the AHIP Medicare Compliance certification.** If you're ready, please continue through the steps below.

STEP 1: AGREEMENTS
Please read through the amendment document and complete the questionnaire that follows.
This is a pre-requisite for access to the certification exam.

Accessibility Statement for Individuals with Disabilities
At Blue Shield of California, we are committed to ensuring our applications are accessible to individuals with disabilities.
If you need assistance using our certification application, we can help you.
Please email us at producer.services@blueshieldca.com or call us toll-free at 800-559-5905 / TTY: 711.

CURRICULUM
Broker Agreements TEST
REGISTER

NOTE: You are required to agree to the Medicare Amendment before completing the Medicare Certification.

Shield Learns SELF MY TEAM ADMINISTRATION Learning Search

ACTIVITY REGISTRATION

CURRICULUM
Broker Agreements TEST
BSC000053-

REGISTRATION NOTES
Register for this curriculum. Add both activities in the following page. Follow instructions to complete the broker agreements.

ACTIVITIES (2) : Recommended: Select 2 activity(s)

DOCUMENT 2022 Amendment to the Producer Agreement (Medicare) BSC000053-	REGISTRATION ALLOWED Unlimited	ADD
QUICK ASSESSMENT Broker Agreement Quiz BSC000055-	REGISTRATION WARNINGS Unlimited	ADD

Agreements

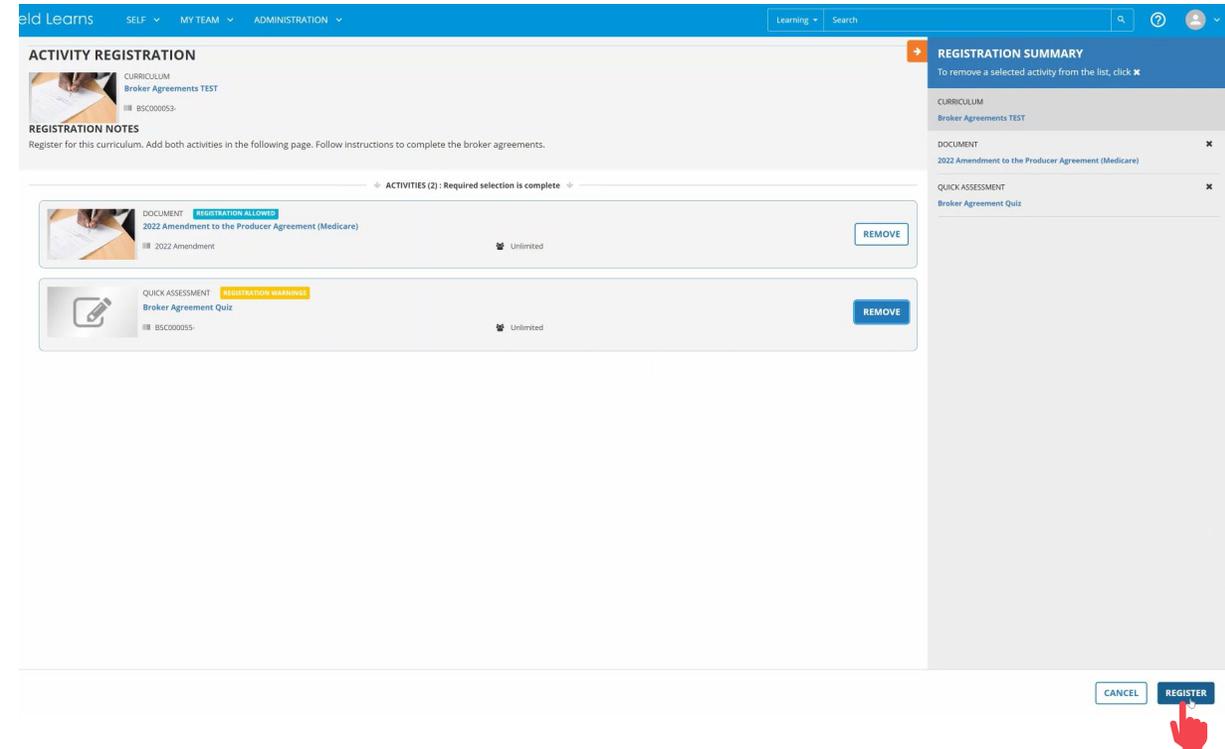
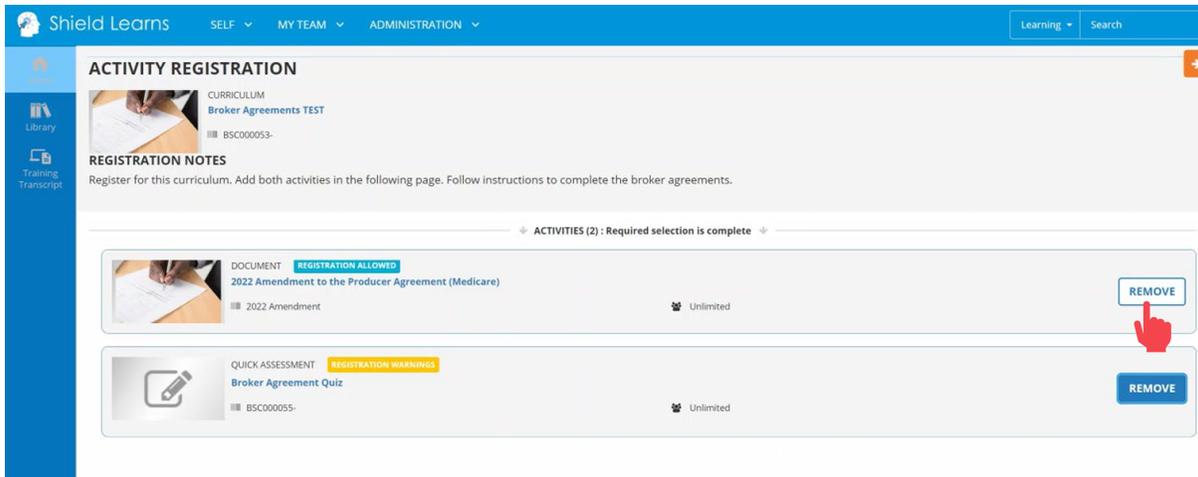
Step 03:

Add Broker Agreement Attestation.

Note: 2022 Amendment is for Certification year 2024 require

Step 04:

Click the Register button.



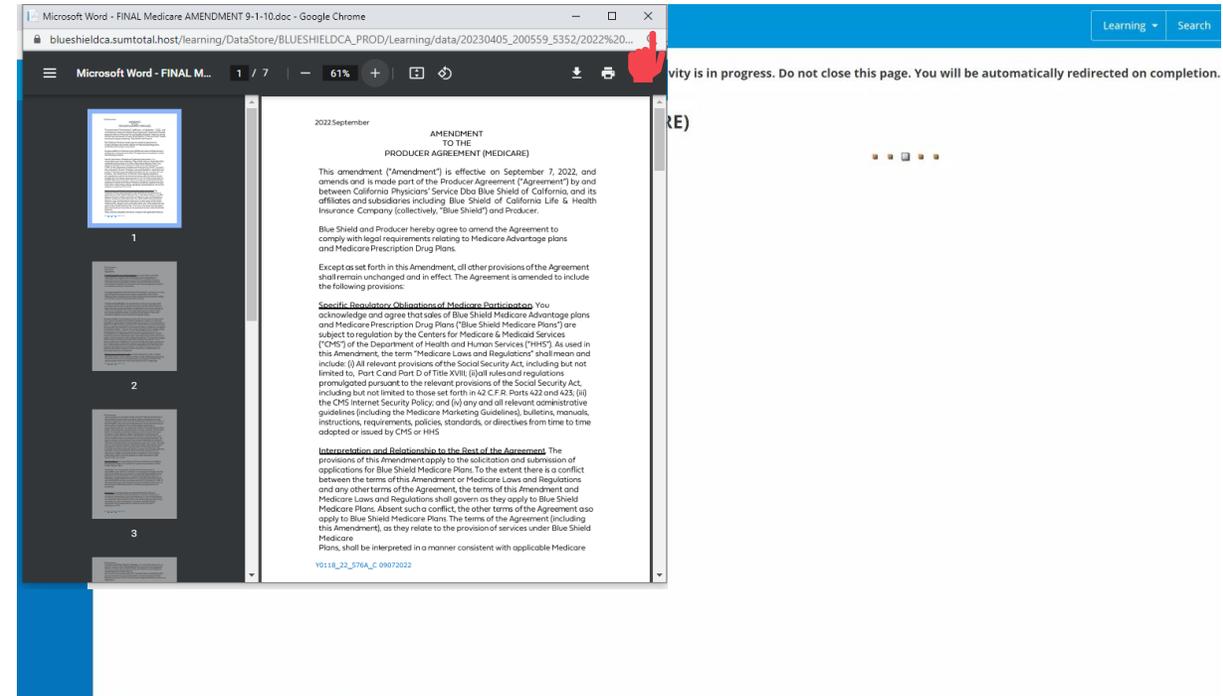
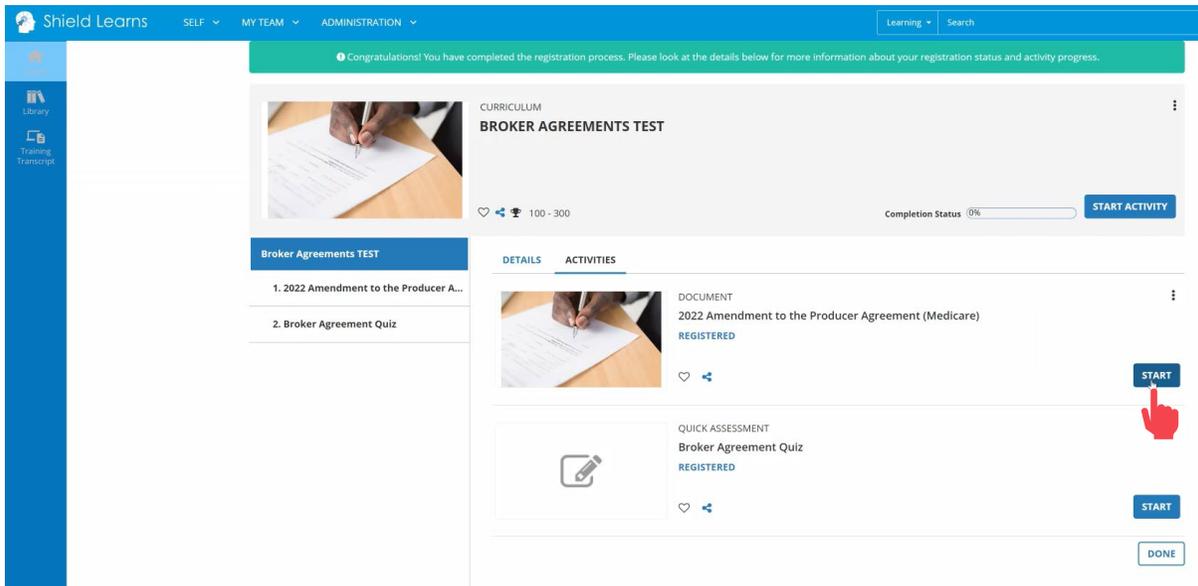
Agreements

Step 05:

Start the Amendment to the Producer Agreement (Medicare).

Step 06:

Review the Amendment and close the window when done.



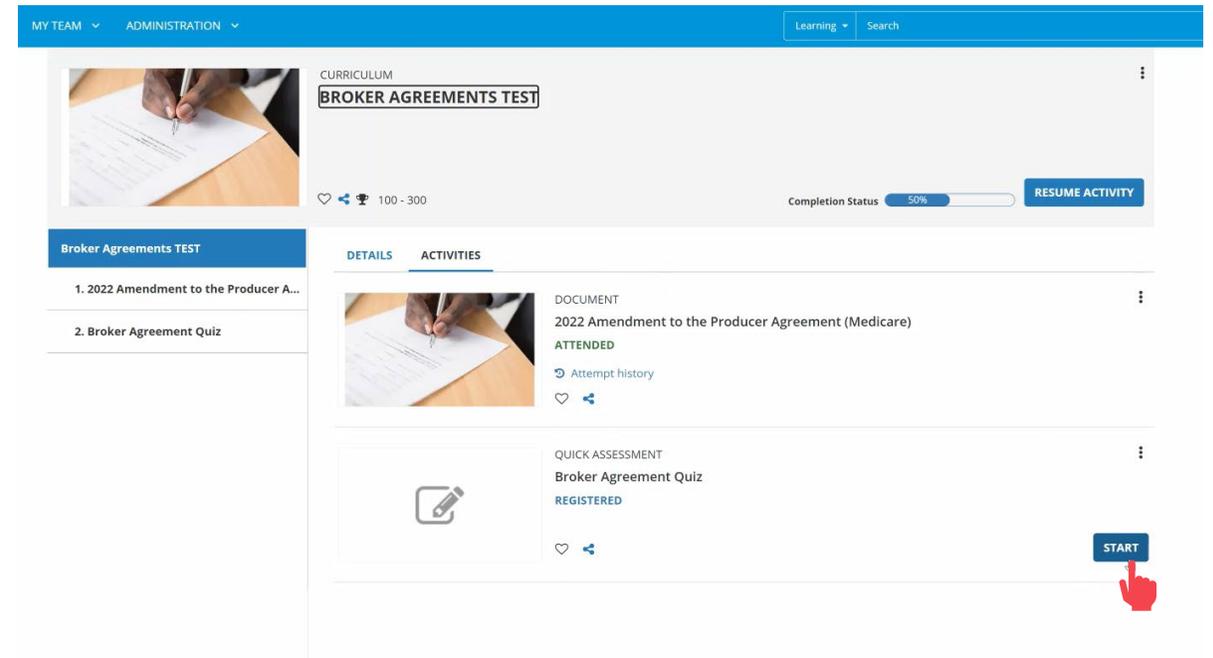
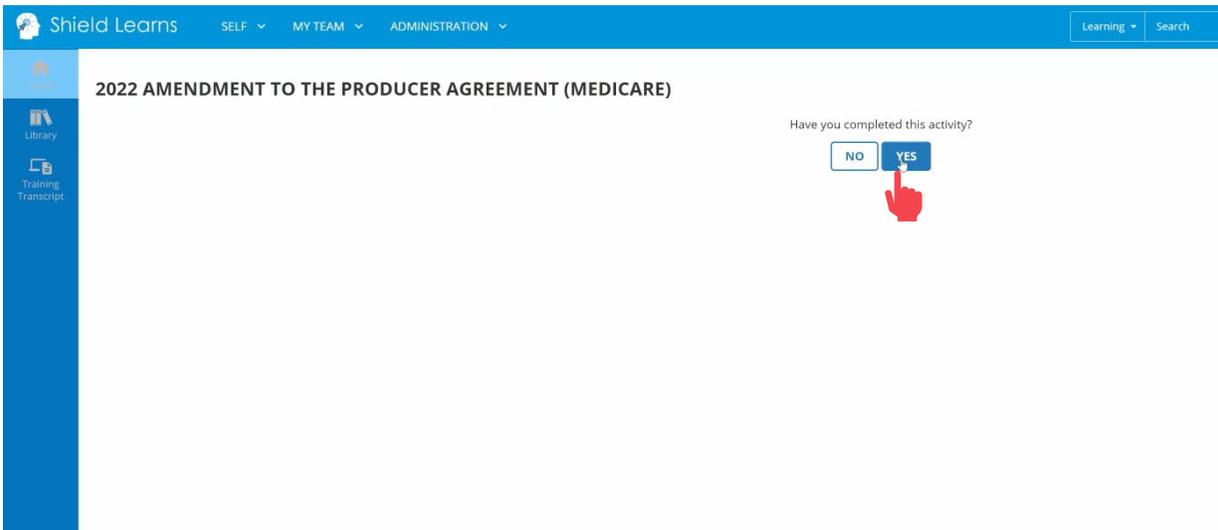
Agreements

Step 07:

Select Yes to indicate that you have finished reviewing the document.

Step 08:

Start the Broker Agreement Attestation.



Agreements

Step 09:

Agree to the Producer Agreement.

Step 10:

Agree to not release any product information prior to start of cycle year Annual Enrollment Period (AEP) and click Submit Assessment.

BROKER AGREEMENT QUIZ QUESTIONS

QUESTION 1 OF 2 ☆

Do you agree to the 2022 Amendment to the Producer Agreement?

I agree.

I disagree.

CLOSE PREVIOUS CLEAR SELECTION SUBMIT ASSESSMENT NEXT

BROKER AGREEMENT QUIZ QUESTIONS

QUESTION 2 OF 2 ☆

Do you agree not to release any 2023 product information prior to 10/01/2022? Non-compliance is subject to disciplinary action, up to and including termination of contract with Blue Shield.

I agree.

I disagree.

CLOSE PREVIOUS CLEAR SELECTION SUBMIT ASSESSMENT NEXT

Agreements

Step 11:
Return to Home Screen.

The screenshot displays the 'Shield Learns' user interface. At the top, there is a navigation bar with 'SELF', 'MY TEAM', and 'ADMINISTRATION' dropdown menus, and a search bar. A left sidebar contains 'Library' and 'Training Transcript' icons. The main content area features a curriculum item titled 'BROKER AGREEMENTS TEST' with a '100%' completion status and a 'REGISTER AGAIN' button. Below this, an 'Attempt History' section lists two activities: '2022 Amendment to the Producer A...' and 'Broker Agreement Quiz'. The 'DETAILS' tab is active, showing a document icon for the first activity and a quick assessment icon for the second, both marked as 'ATTENDED'.

Training Course

Step 12:

Register for Step 2: Training Curriculum.

Step 13:

Add Activities – either or both the eCourse or Course PDF.

WELCOME!

Thank you for your interest in selling Blue Shield of California's MAPD and/or PDP plans! Before getting started, **you must have already completed the AHIP Medicare Compliance certification.** If you're ready, please continue through the steps below.

STEP 1: AGREEMENTS

Please read through the amendment document and complete the questionnaire that follows.

This is a pre-requisite for access to the certification exam.



CURRICULUM ⌵ ⌵

Broker Agreements TEST

REGISTER

Accessibility Statement for Individuals with Disabilities

At Blue Shield of California, we are committed to ensuring our applications are accessible to individuals with disabilities.

If you need assistance using our certification application, we can help you. Please email us at producer.services@blueshieldca.com or call us toll-free at 800-559-5905 / TTY: 711.

STEP 2: TRAINING COURSE

This training presentation will help you understand the basics of Medicare Advantage Prescription Drug (MAPD) plans, Prescription Drug Plans (PDP), and Medicare Supplement plans offered by Blue Shield of California for Cycle Year 2023.

This course is optional, but highly encouraged if you are unfamiliar with our Medicare products.



COURSE ⌵ ⌵

2023 Annual Medicare Certification

REGISTER

ACTIVITY REGISTRATION



CURRICULUM
Medicare Product Training

Training_Curriculum

REGISTRATION NOTES

There are two methods available for accessing the training course: interactive e-Course and PDF. The PDF option will allow to view and save a copy of the training course slides. Add the viewing option you prefer and register to start.

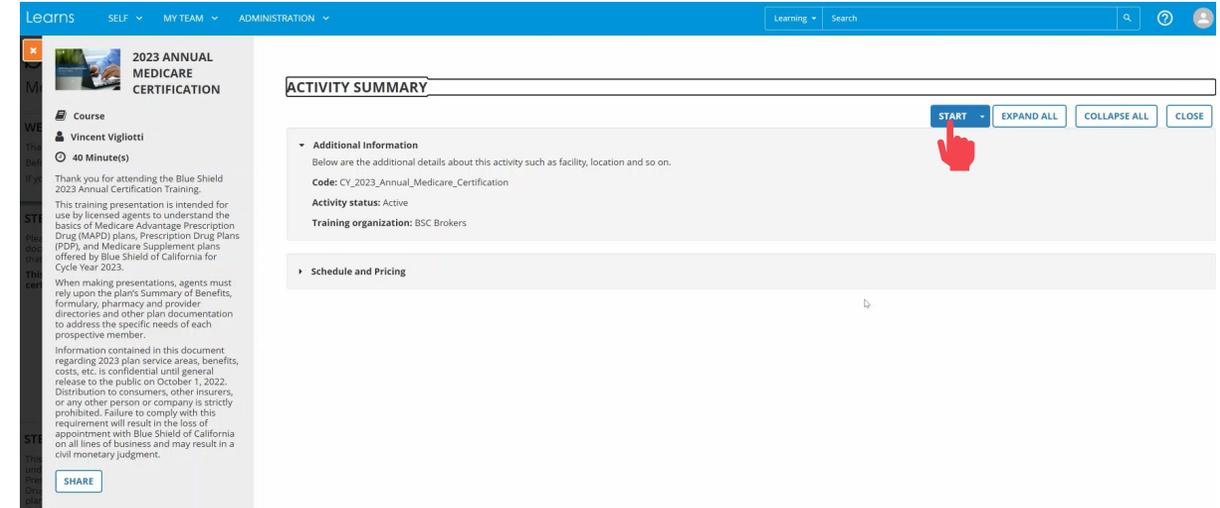
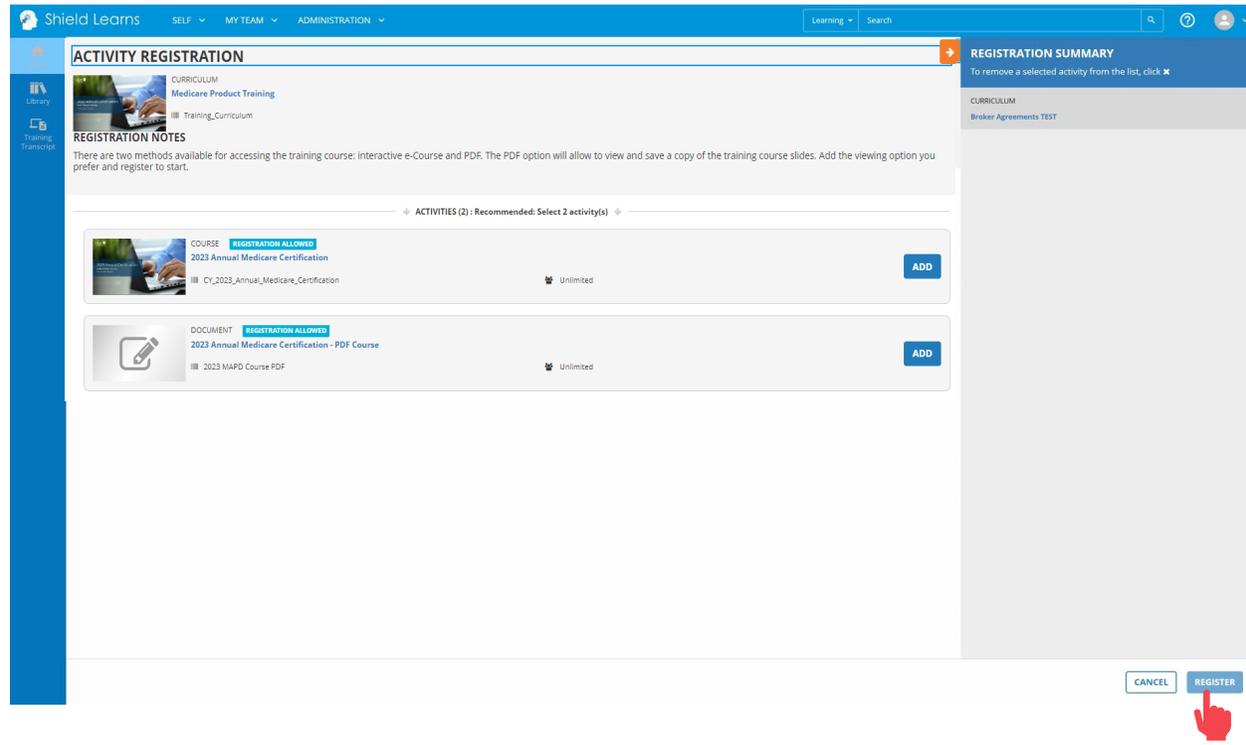
ACTIVITIES (2) : Recommended: Select 2 activity(s)

	<p>COURSE REGISTRATION ALLOWED</p> <p>2023 Annual Medicare Certification</p> <p>CY_2023_Annual_Medicare_Certification</p> <p style="text-align: right;">Unlimited</p>	<p style="background-color: #0070c0; color: white; padding: 5px; border: 1px solid #0070c0;">ADD</p>
	<p>DOCUMENT REGISTRATION ALLOWED</p> <p>2023 Annual Medicare Certification - PDF Course</p> <p>2023 MAPD Course PDF</p> <p style="text-align: right;">Unlimited</p>	<p style="background-color: #0070c0; color: white; padding: 5px; border: 1px solid #0070c0;">ADD</p>

Training Course

Step 14:
Click the Register button.

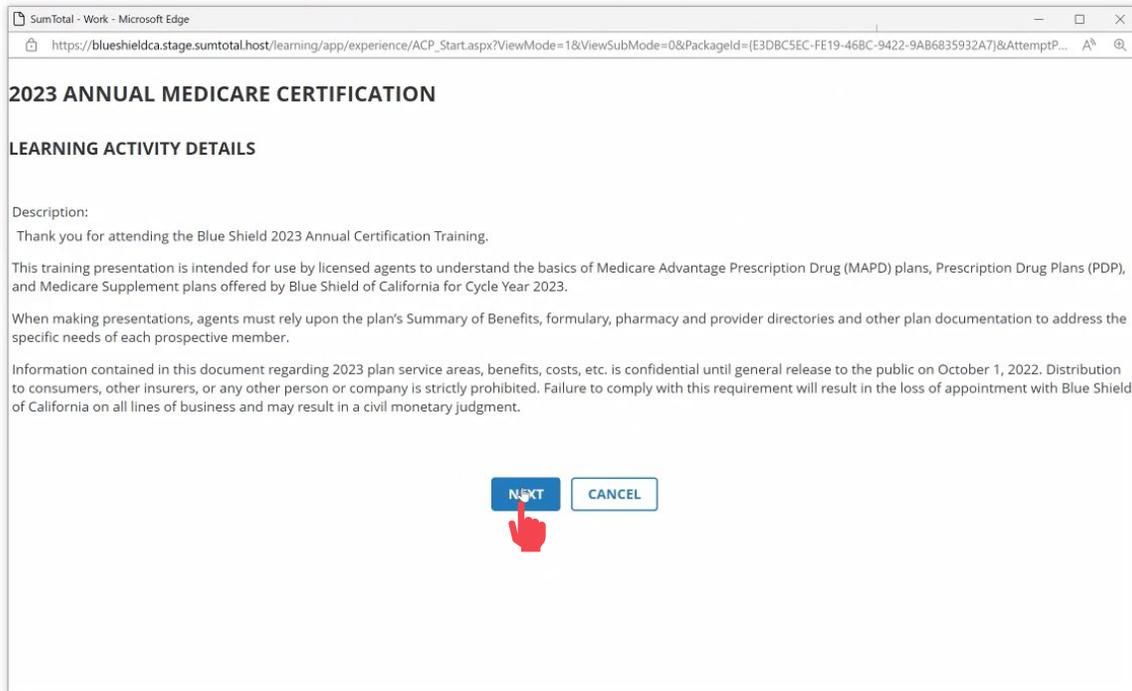
Step 15:
Start the activitie(s).



Training Course

Step 16:

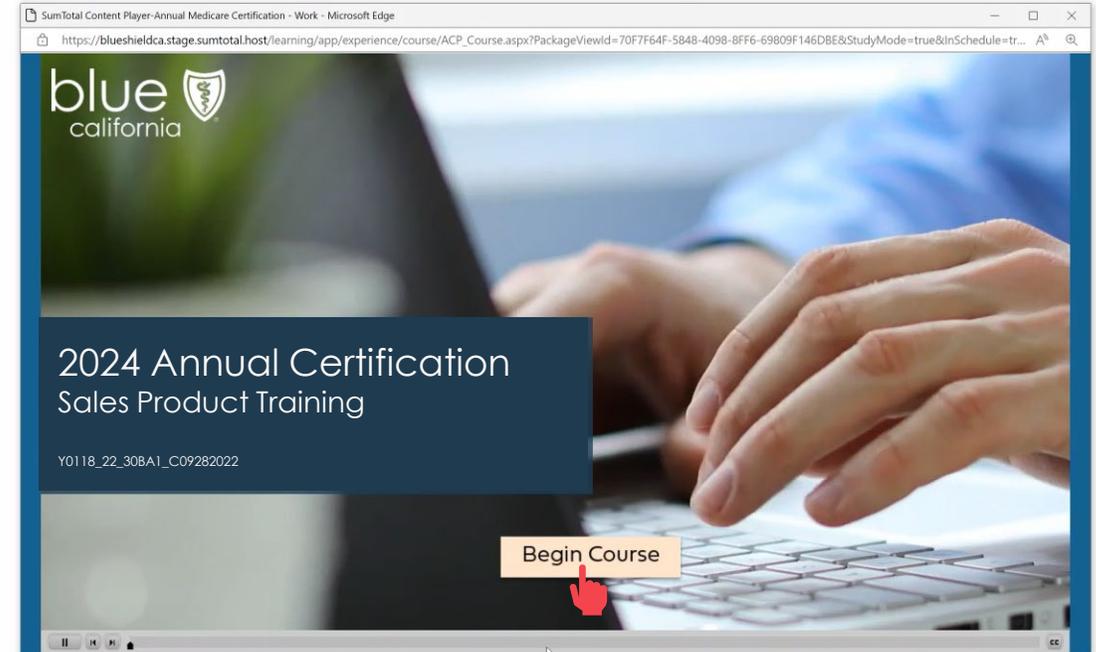
Click the Next button when you are done reviewing the course description.



NOTE: If you chose the PDF course option, at this step, the document would open.

Step 17:

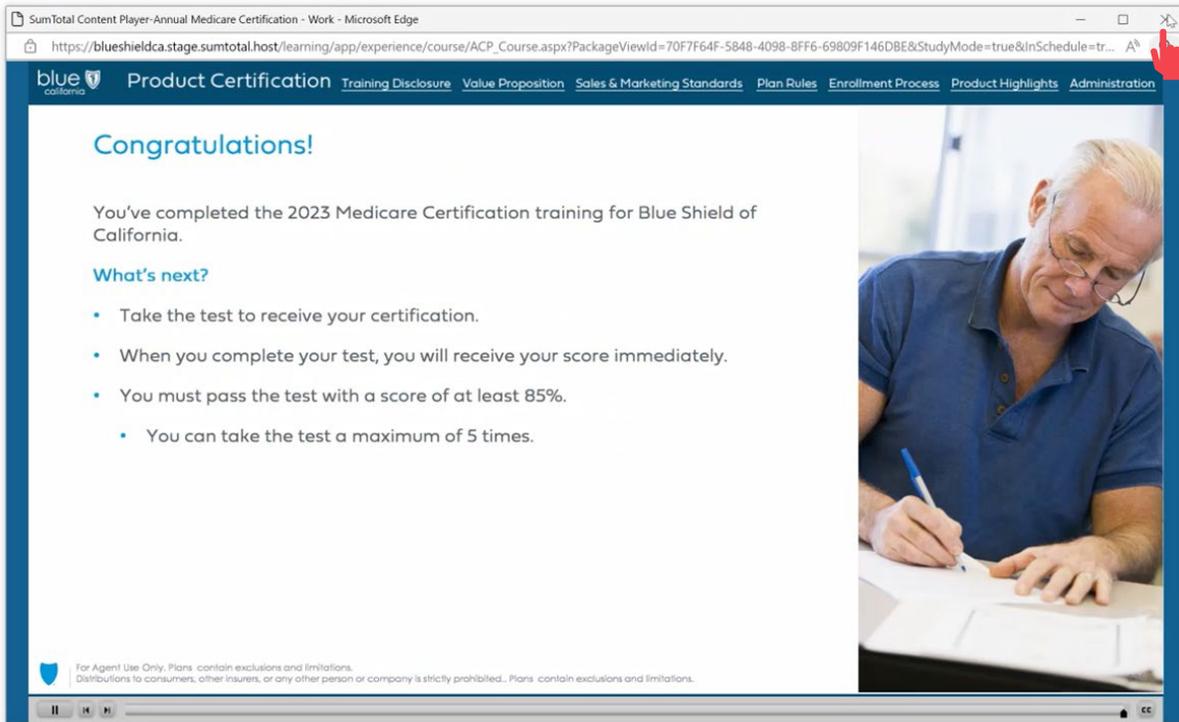
Click the begin course button.



NOTE: If you chose the PDF course option, at this step, review the document and close the window when you are finished.

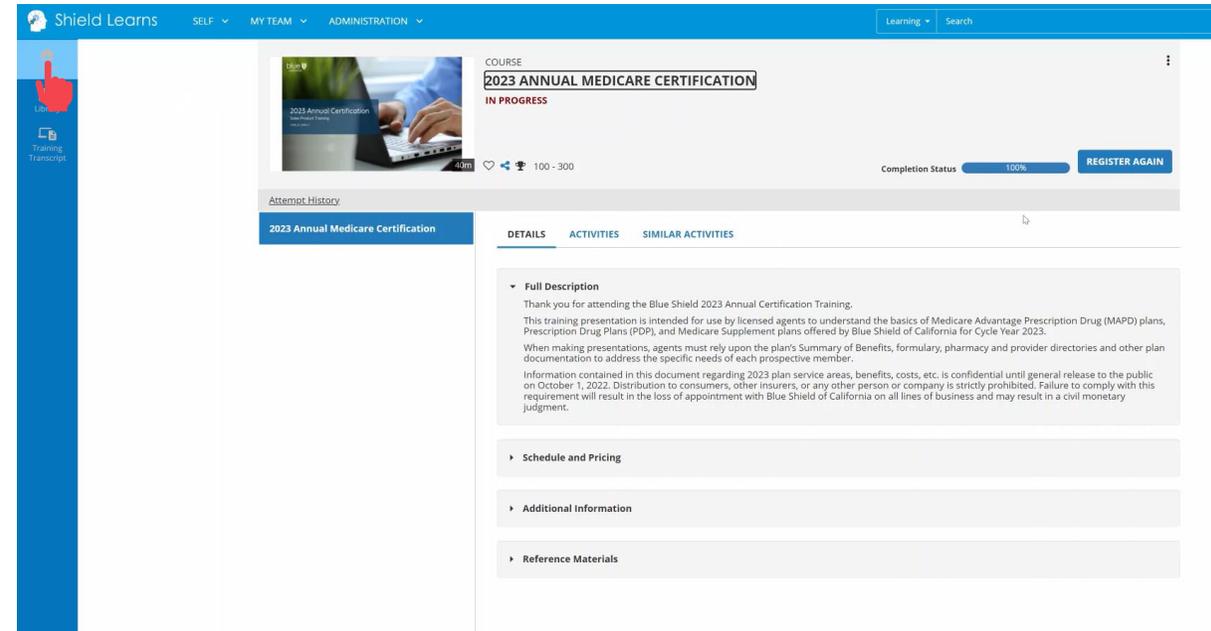
Training Course

Step 18:
Exit the Course window when you are done.



NOTE: If you chose the PDF course option, at this step, you would select **Yes** to indicate that you have finished reviewing the document.

Step 19:
Return to Home Screen.



Certification Exam

Step 20:

Register for Certification Exam.

Step 21:

Click the Register button.

STEP 2: TRAINING COURSE

This training presentation will help you understand the basics of Medicare Advantage Prescription Drug (MAPD) plans, Prescription Drug Plans (PDP), and Medicare Supplement plans offered by Blue Shield of California for Cycle Year 2023.

This course is optional, but highly encouraged if you are unfamiliar with our Medicare products.

COURSE 40m
2023 Annual Medicare Certification
 REGISTER

STEP 3: CERTIFICATION EXAM

Plan year certification requires a single test which covers all Medicare products.

If you do not see a link to the certification exam, please ensure you have passed and submitted your results for the appropriate AHIP and completed the agreement questionnaire from Step 1.

QUICK ASSESSMENT
Demo MAPD 2023
 REGISTER

Shield Learns | SELF | MY TEAM | ADMINISTRATION | Learning | Search

ACTIVITY REGISTRATION | REGISTRATION ALLOWED

Activity	Attempts
QUICK ASSESSMENT Demo MAPD 2023	4 Attempts Remaining

REGISTRATION SUMMARY
 To remove a selected activity from the list, click ✕

QUICK ASSESSMENT
Demo MAPD 2023

CANCEL REGISTER

Certification Exam

Step 22:

Start the exam.

🎉 Congratulations! You have completed the registration process. Please look at the details below for more information about your registration status and activity progress.



QUICK ASSESSMENT
DEMO MAPD 2023
REGISTERED

Completion Status 0% **START**

Attempt History Attempts Remaining: 4

DEMO MAPD 2023

DETAILS ACTIVITIES SIMILAR ACTIVITIES

▼ **Additional Information**
Below are the additional details about this activity such as facility, location and so on.

Activity status: Active
Training organization: BSC Brokers
Owner: Technical Support

▶ **Prerequisites**

DONE

Step 23:

Click the Next button when you are done answering each question.

DEMO MAPD 2023 QUESTIONS

QUESTION 1 OF 20 ☆

What is Blue Shield of California's Mission?

- Our mission is to ensure all Californians have access to high-quality health care at an affordable price. We strive to offer a product that we would be proud to put our families and loved ones on.
- Our mission is to offer affordable healthcare plans for Medicare and Medi-Cal beneficiaries.
- Blue Shield's is a non-profit organization, and its mission is to give back to the communities that we serve.

CLOSE PREVIOUS CLEAR SELECTION SUBMIT ASSESSMENT **NEXT**

Certification Exam

Step 24:

Click the Question button to review or edit an answer before submitting the exam.

Step 25:

Submit Assessment when you are done.

DEMO MAPD 2023

QUESTION 20 OF 20 ☆

If an agent/broker's phone number is listed on materials, then the plan sponsor's customer care phone and TTY numbers should also be included, as well as the plan hours of operation.

True
 False

[QUESTIONS](#)

[CLOSE](#) [PREVIOUS](#) [CLEAR SELECTION](#) [SUBMIT ASSESSMENT](#) [NEXT](#)

DEMO MAPD 2023

[ALL](#) [MARKED QUESTIONS](#) [UNANSWERED QUESTIONS](#)

1. What is Blue Shield of California's Mission? [CLEAR SELECTION](#)
2. All Blue Shield Medicare Advantage Prescription Drug (MAPD) plans with the SSBCI Independence and Safe Mobility with AAA benefit include: [CLEAR SELECTION](#)
3. Medicare marketing material must have: [CLEAR SELECTION](#)
4. For 2023, routine dental services are covered in selected plans. [CLEAR SELECTION](#)
5. An example of a grievance is expressing dissatisfaction with: [CLEAR SELECTION](#)
6. The Blue Shield Balance (HMO) plan is available in all southern California counties. [CLEAR SELECTION](#)

[CLOSE](#) [SUBMIT ASSESSMENT](#) [BACK](#)

Certification Exam

Step 26:

Review the results and click the Close button.

Step 27:

Return to Home Screen.

Please note that you will not receive an email confirming that you have passed and completed the certification.

Please use the Certification History feature to view and print your certificate in the next section of this document.

DEMO MAPD 2023

Sorry! You did not pass the assessment.

ASSESSMENT RESULTS

Correct	60.00%	(12)
Partially correct	0.00%	(0)
Incorrect	40.00%	(8)
Not attempted	0.00%	(0)

TIME TAKEN
1 Minute(s) 55 Second(s)

[CLOSE](#) [ASSESSMENT REVIEW](#)

Shield Learns

SELF | MY TEAM | ADMINISTRATION

Learning Search

QUICK ASSESSMENT
DEMO MAPD 2023
ATTENDED-FAILED

Completion Status: 100% [REGISTER AGAIN](#)

Attempt History: Attempts Remaining: 3

Demo MAPD 2023

DETAILS | ACTIVITIES | SIMILAR ACTIVITIES

Additional Information
Below are the additional details about this activity such as facility, location and so on.
Activity status: Active
Training organization: BSC Brokers
Owner: Technical Support

Prerequisites



Access Certification History

[View](#)

What's
Changing

AHIP

Login to
the Site

Profile
Updates

Site
Navigation

Certification
History

Who to
Contact

Certification History

Step 01:

After logging into the BSC Medicare Product Online Certification site, access the History and Certification page on the right side by clicking on the image.

STEP 3: CERTIFICATION EXAM

Plan year certification requires a single test which covers all Medicare products.

If you do not see a link to the certification exam, please ensure you have passed and submitted your results for the appropriate AHIP and completed the agreement questionnaire from Step 1.



STEP 4: CERTIFICATION HISTORY

After passing the certification exam, use this link to access your certification history (training transcript) where you can save your results for your records.

You may also save and print your certificate by clicking the certificate icon to the left of the exam.



Step 02:

In the Certification History, you will be able to view your previously completed courses and certification exams.

TRAINING TRANSCRIPT

[PRINT](#) [EXPORT TO PDF](#)

Select a year or date range to filter completed training records.

Date Range [REFRESH](#)

LEARNER TWO

List of completed activities from 4/13/2022 to 4/13/2023

Username:
learner2

User number:
learner2

E-mail:

Manager:

Primary job:

Primary organization:

ACTIVITIES

Activity	Start Date	Completion Date	Completion Status	Score
Curriculum: Medicare Product Training	4/5/2023	4/5/2023	Attended	
Quick Assessment: MAPD 2023	4/6/2023	4/6/2023	Attended	95
Curriculum: Broker Agreements	4/12/2023	4/12/2023	Attended	100
Course: AHIP 2023	4/5/2023	4/5/2023	Attended	100

Certification History

Step 03:

By default, the transcript will show one year's worth of activities. You can use the "Date Range" drop down to select previous years or view your entire history.

TRAINING TRANSCRIPT

[PRINT](#) [EXPORT TO PDF](#)

Select a year or date range to filter completed training records.

Date Range

Start Date End Date

[REFRESH](#)

Step 04:

The "Export to PDF" button will enable you to save a copy of your transcript to your computer.

TRAINING TRANSCRIPT

[PRINT](#) [EXPORT TO PDF](#)

Select a year or date range to filter completed training records.

Date Range

Start Date End Date

[REFRESH](#)

Certification History

Step 05:

Review the results.

ACTIVITIES

Activity	Start Date	Completion Date	Completion Status	Score
Curriculum: Medicare Product Training	4/5/2023	4/5/2023	Attended	
Quick Assessment: MAPD 2023	4/6/2023	4/6/2023	Attended	95
Curriculum: Broker Agreements	4/12/2023	4/12/2023	Attended	100
Course: AHIP 2023	4/5/2023	4/5/2023	Attended	100

Completion Status	Score
Attended	
Attended	95
Attended	100
Attended	100

Step 06:

The small, blue image to the left of the MAPD activity is a link to your Certification of Completion.

Click the image to open a new window with your certificate of completion.

ACTIVITIES

Activity	Start Date	Completion Date	Completion Status	Score
Curriculum: Medicare Product Training	4/5/2023	4/5/2023	Attended	
Quick Assessment: MAPD 2023	4/6/2023	4/6/2023	Attended	95
Curriculum: Broker Agreements	4/12/2023	4/12/2023	Attended	100
Course: AHIP 2023	4/5/2023	4/5/2023	Attended	100

ACTIVITIES

Activity
Curriculum: Medicare Product Training
Quick Assessment: MAPD 2023
Curriculum: Broker Agreements
Course: AHIP 2023

Certification History

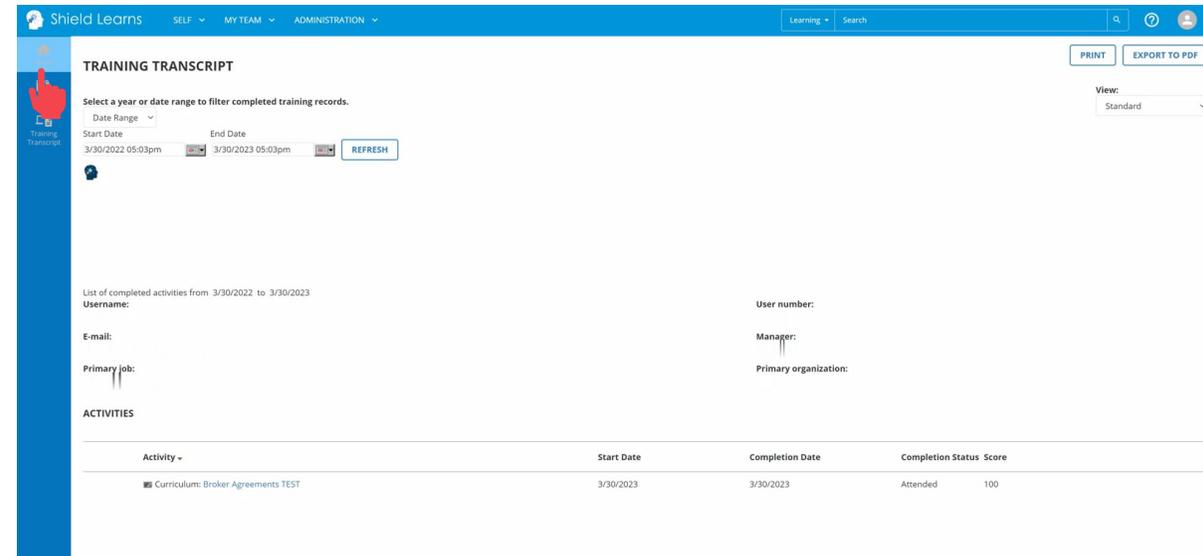
Step 07:

Click the "Export to PDF" button to generate a PDF version of the certificate. You can then save the PDF and/or print the certificate for your records.



Step 08:

Return to Home Screen.





Who to Contact

[View](#)



How to get help

- 1 Call Producer Services:
1-800-559-5905
TTY 711
- 2 Email:
Producer.Services@blue
shieldca.com
- 3 Connect with your
Broker Manager

Resources

- Blue Shield Certification Information: [Information Page](#)
- National Insurance Producer Registry: <https://pdb.nipr.com/html/PacNpnSearch.html>
- AHIP Training Producers Site: <http://www.ahipmedicaretraining.com/clients/blueshieldca>
- Broker Connection Site: [Broker Certification - Producer Connection \(blueshieldca.com\)](#)