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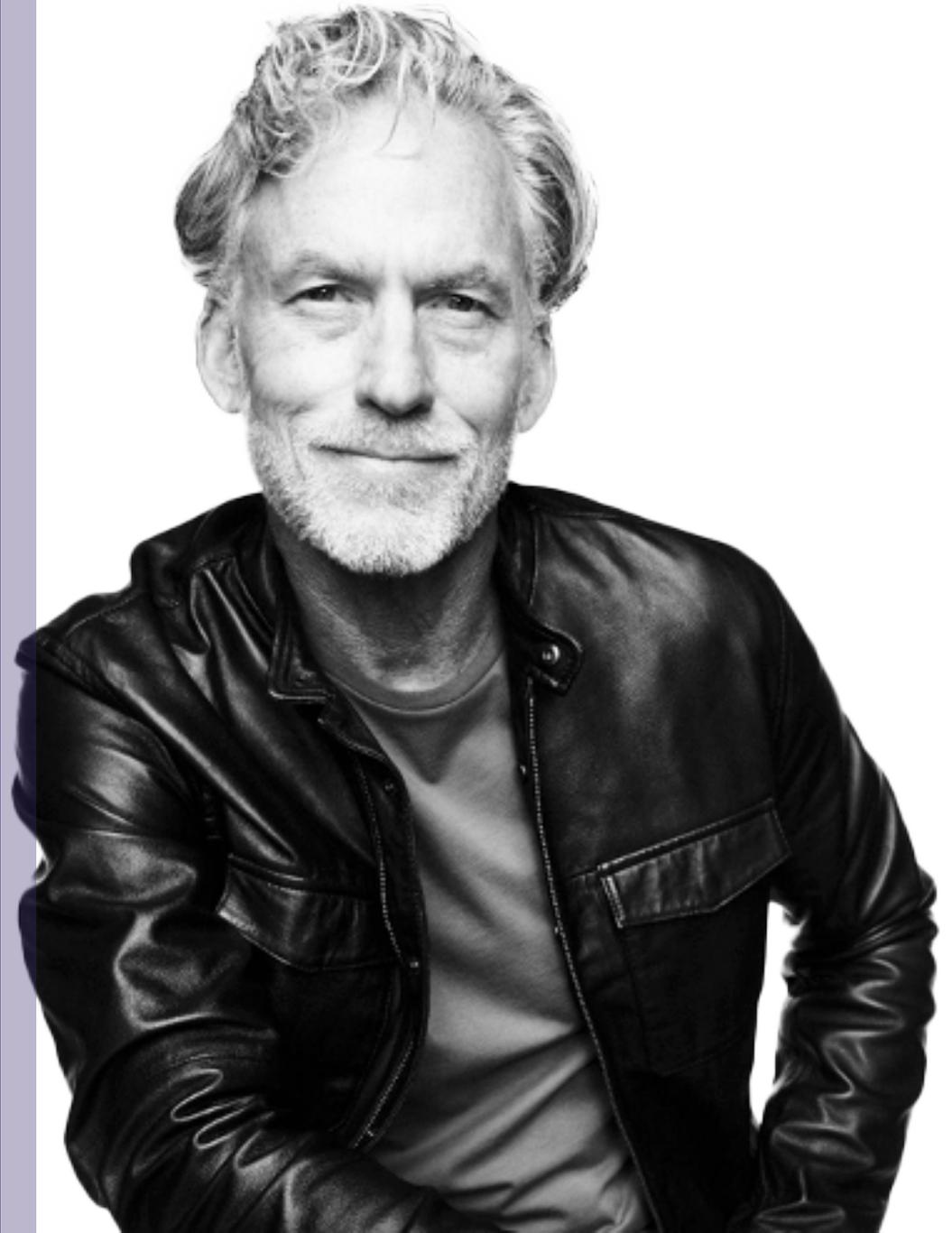
# Broker Certification Site

Begin

June 2025

Y0118\_25\_322A\_C 06242025

H2819\_25\_322A\_C 06242025



# 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.
- Agents must pass the Certification assessment. You are allowed 4 attempts to pass the assessment before you are locked out of the system.
- 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 2026 product-specific training to be ready to sell.





## What's Changing?

View



# What's Changing for this year

## Updated Navigation to:

- Quickly access certification materials and FAQ.
- Easily check your certification status.

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Medicare Product Online Certification

[FAQ](#)

[Download User Guide](#)

[Certification Status](#)

[Agency/Profile Update](#)





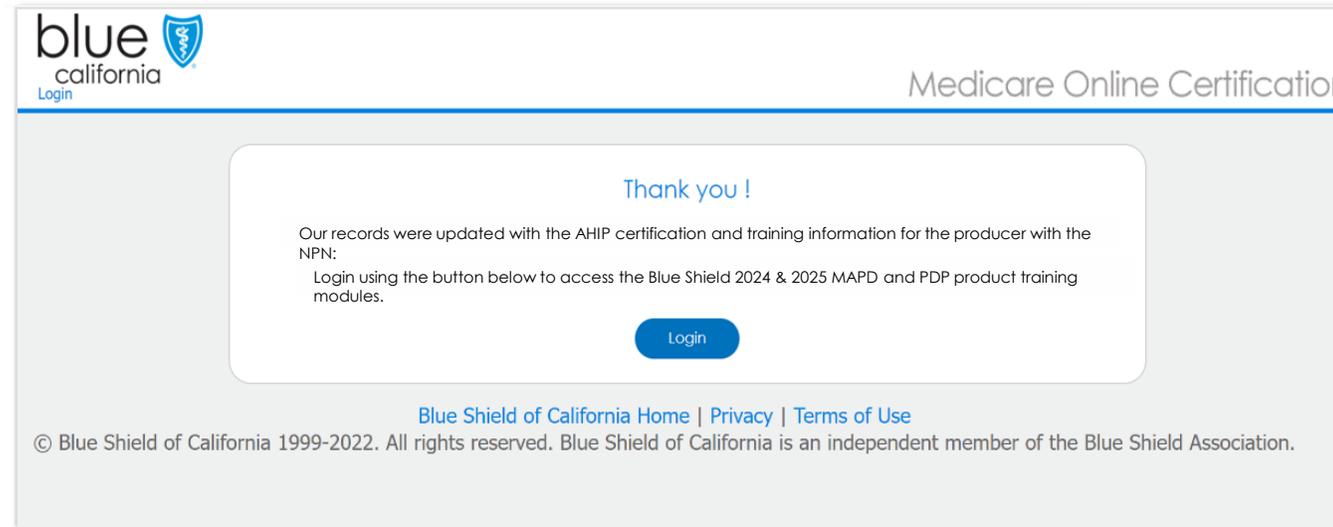
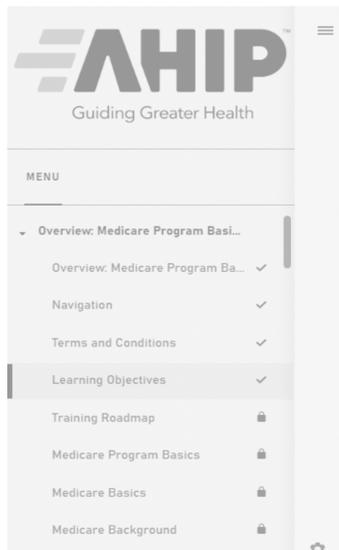
# AHIP Completion

View



# AHIP

1. [Click here](#) to be taken to the AHIP Training Producers site and follow the steps below to complete your AHIP and Blue Shield Certifications:
2. Pass the AHIP Annual Training.
3. Transmit your results to Blue Shield
  - Please note that the transmission from AHIP may take up to 24 hours for Blue Shield to receive.





# National Association of Benefits and Insurance Professionals (NABIP)

## Completion

[View](#)



# NABIP

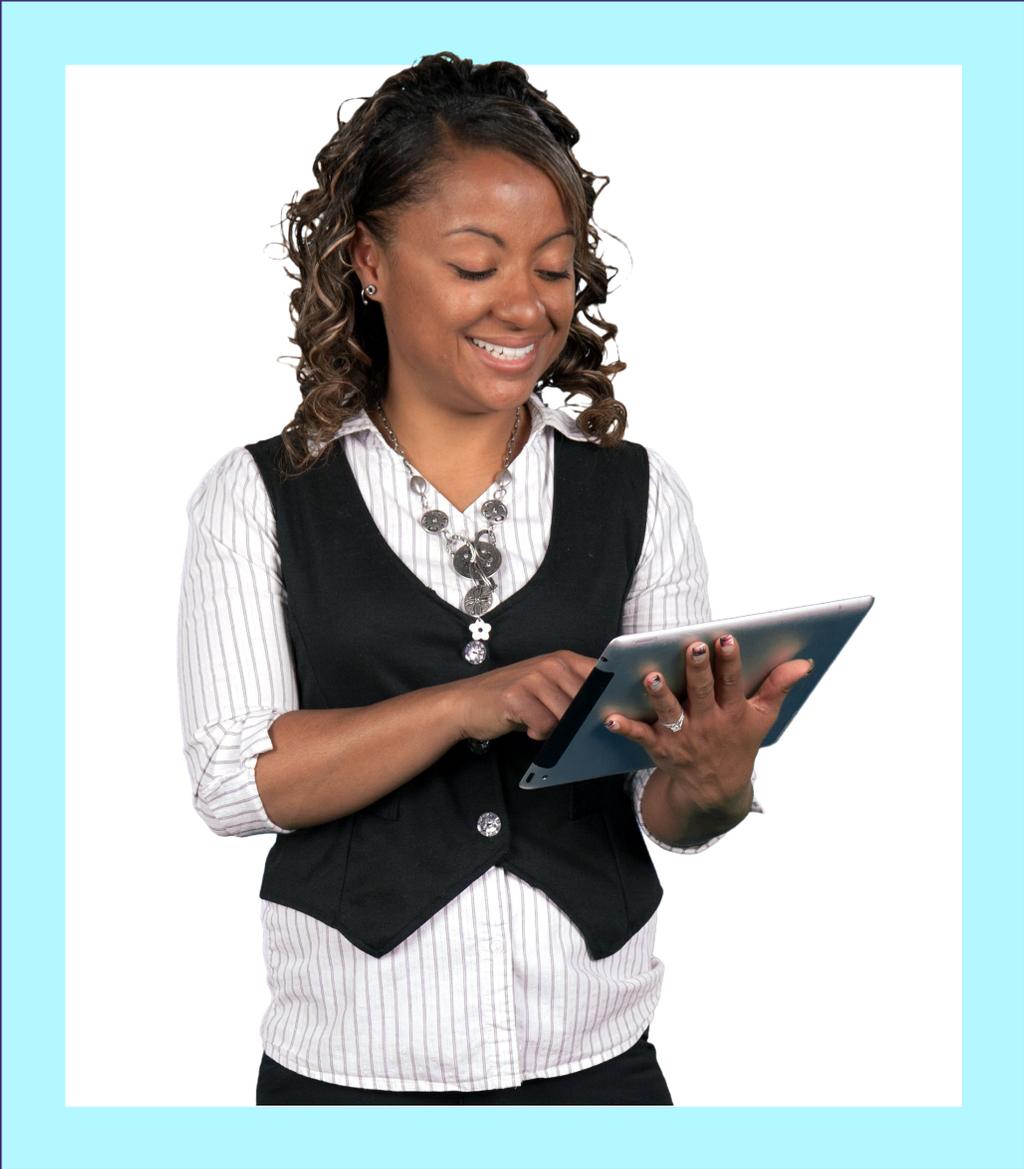
[Click here](#) to be taken to the National Association of Benefits and Insurance

Professionals (NABIP) Training Producers site and follow the steps below to complete your NABIP and Blue Shield Certifications:

1. Pass the NABIP Annual Training.
2. Once you pass the training, your results will be transmitted to Blue Shield.
  - Please note that the transmission from NABIP may take up to 24 hours for Blue Shield to receive.

**Note:** You can select which carriers to transmit to by updating your profile.

The screenshot shows a web interface for 'MEDICARE ADVANTAGE + COMPLIANCE REQUIREMENTS (MMACR)'. At the top right, there are links for 'Return' and 'Log Out'. The main heading is 'Identify Your Carriers', followed by a sub-heading: 'Please select all carriers with whom you are affiliated. If your carriers are not listed, click Continue to proceed.' Below this is a section titled 'Your Carriers' which contains a yellow message box stating '- no carriers have been selected'. Underneath the message box is a dropdown menu labeled 'Choose a Carrier'. At the bottom right of the form area is a green 'Continue' button with a right-pointing arrow.



# Login to the Certification Site

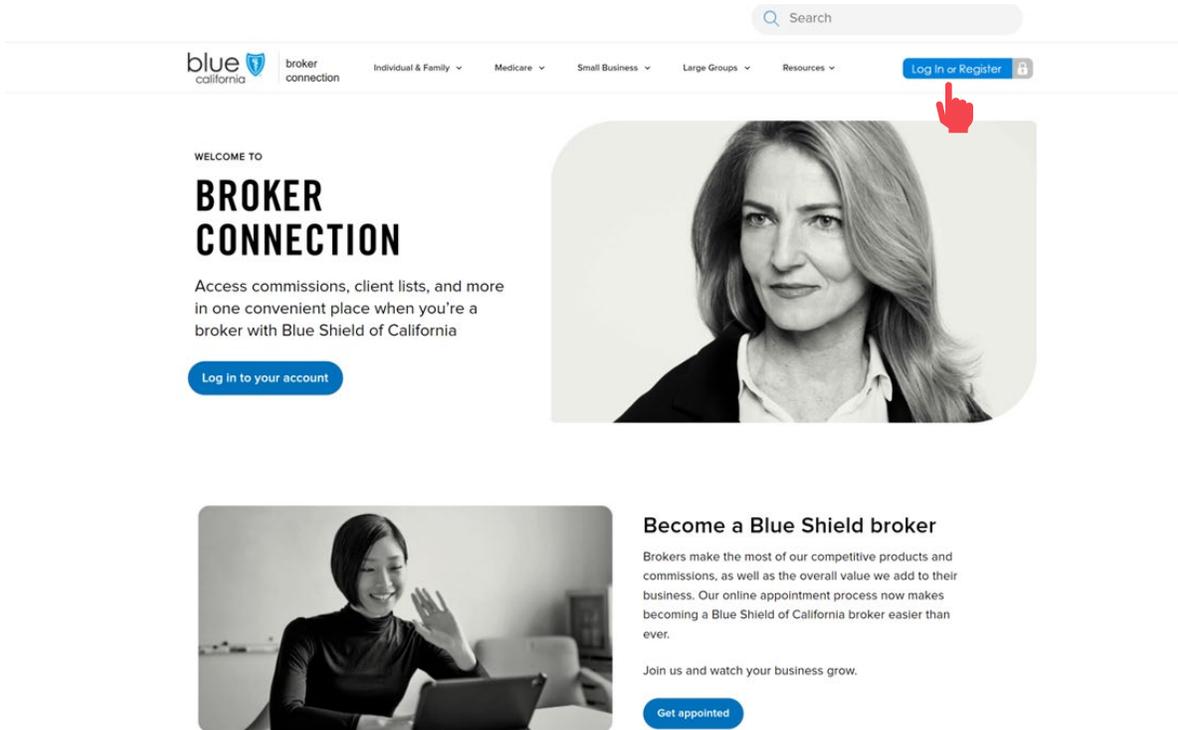
View



# Login from Broker Connection Site

## Step 01:

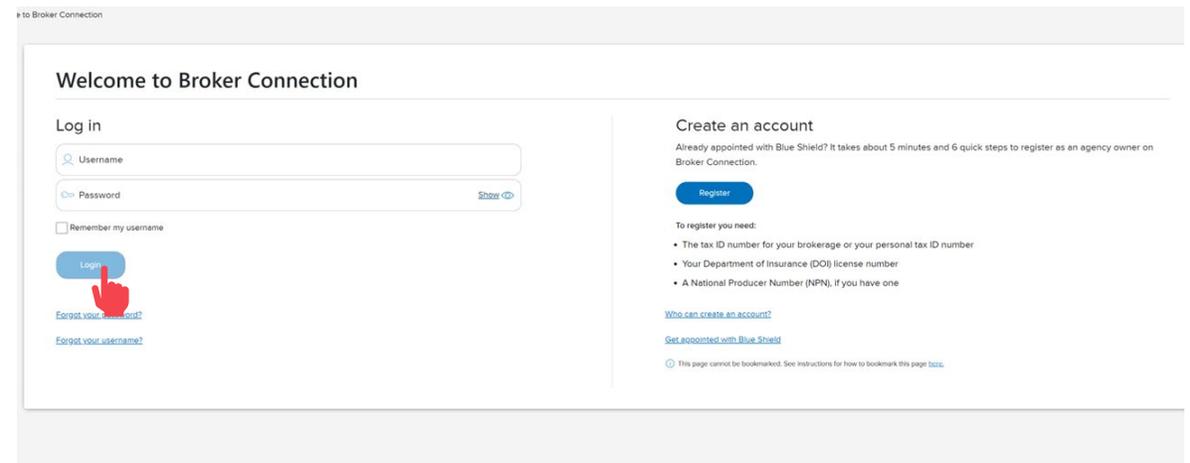
Navigate to the Broker Connection site and click Log In or Register



## Step 02:

Enter credentials and click Login

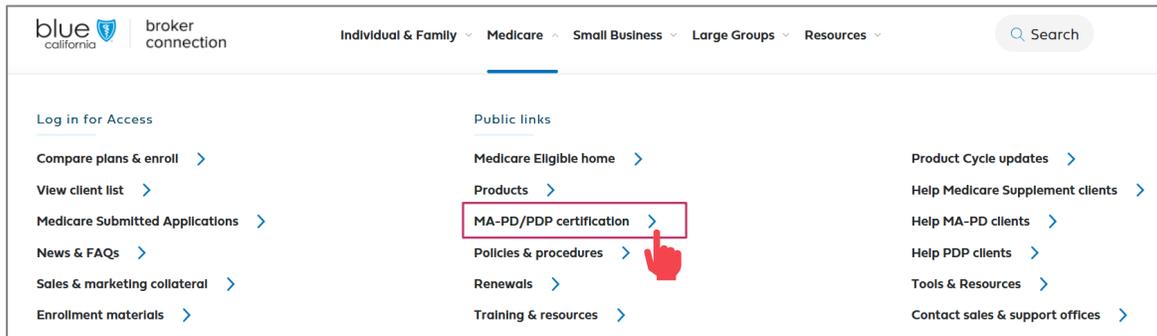
- You must login to access the Certification Site.



# Login to the Certification portal

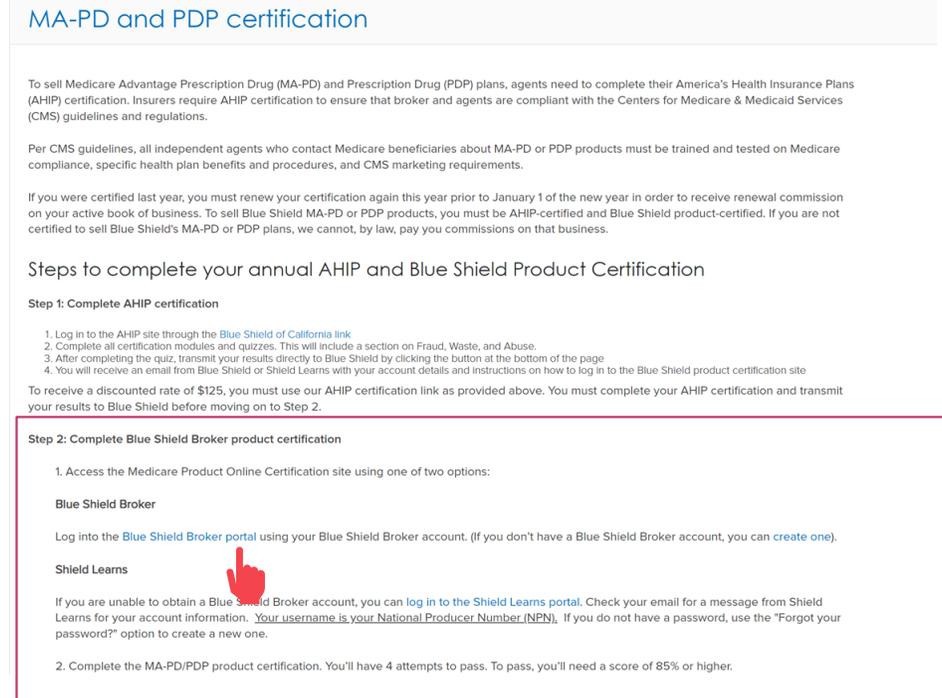
## Step 03:

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



## Step 04:

Click the link to login to the Certification portal.



# If you do NOT have a Broker Connection Account

## Step 01:

Click the link to login to the Shield Learns portal.

### 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

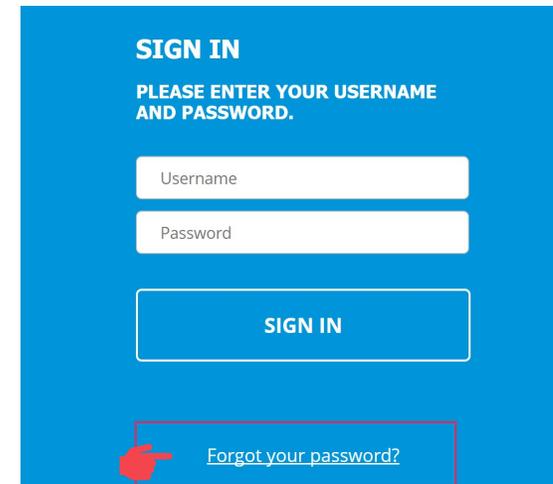
If you are unable to obtain a Blue Shield Broker account, you can [log in to the Shield Learns portal](#). Check your email for a message from Shield Learns for your account information. Your username is your National Producer Number (NPN). If you do not have a password, use the "Forgot your password?"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

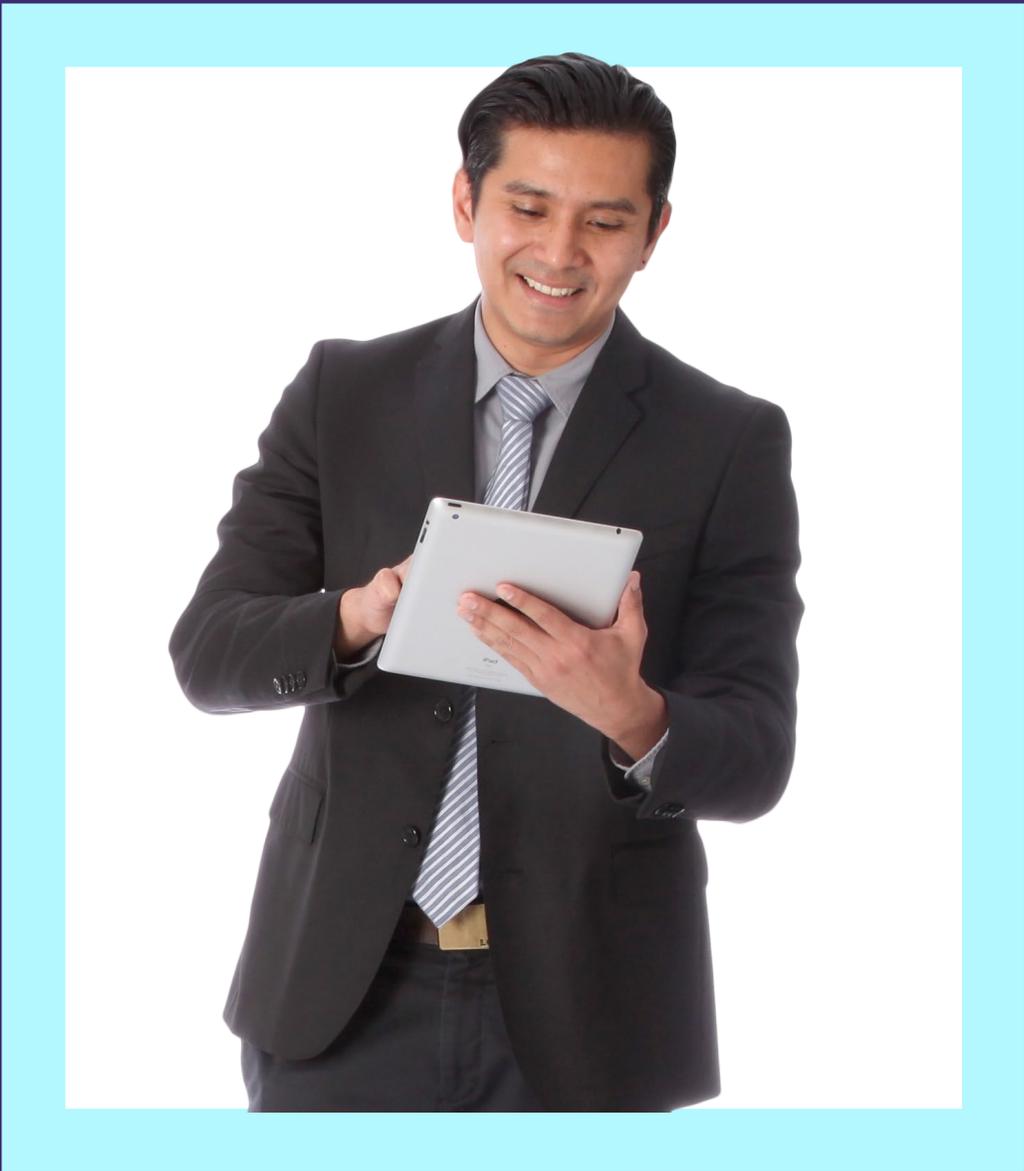
2. Complete the MA-PD/PDP product certification. You'll have 4 attempts to pass. To pass, you'll need a score of 85% or higher.

## Step 02:

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.





## 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.



# Updating your Agency Affiliation and/or Contact Information

## Step: 01

To update your information, click the Agency/Profile Update link on the navigation bar.

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Medicare Product Online Certification

[FAQ](#)
[User Guide](#)
[Certification Status](#)
[Agency/Profile Update](#)

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.

...

## BSC Medicare Product Online Certification Profile 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.**

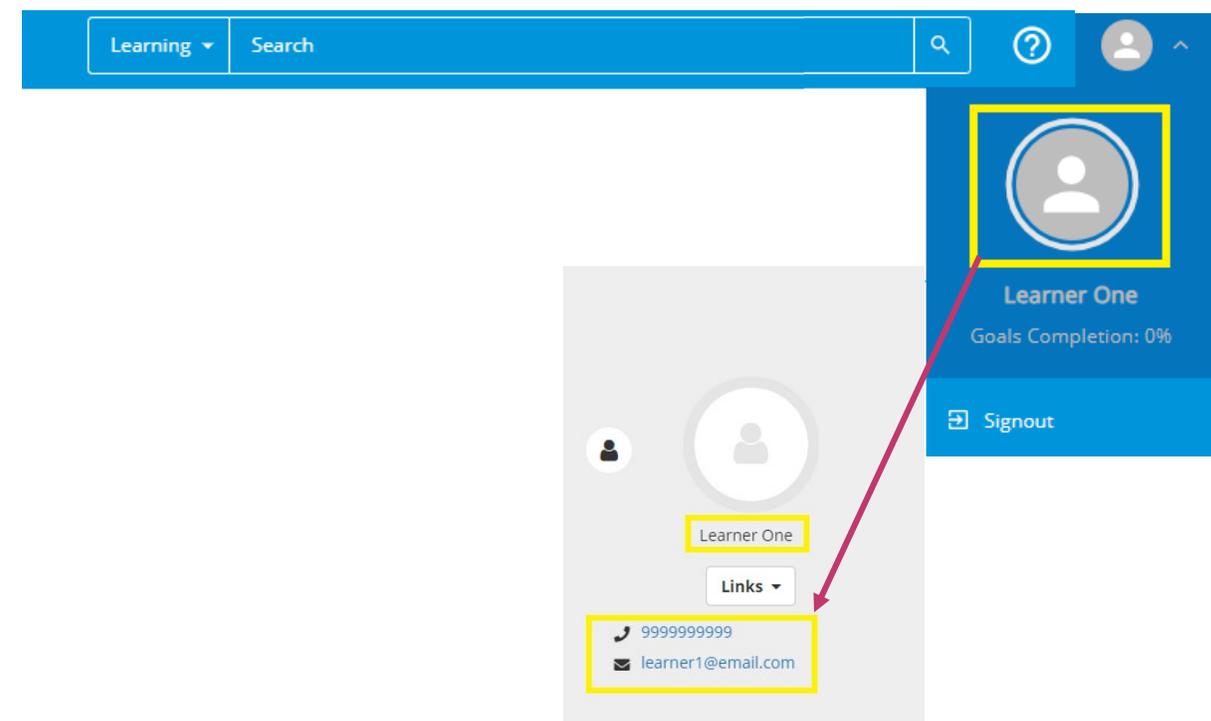
If you are a returning broker and require profile updates, please request by filling out the appropriate box. If you have changed agencies, please identify what agency you are changing from. If you do not need to make any updates for a particular field, you can leave it blank.

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

# Check your Contact Information

## Step: 02

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





# Certification Training

- Training Course
- Certification Exam

View



# Certification Training

## Step 01:

To view the MAPD and PDP Training Course, click the image.

## Step 02:

To begin the course, click the Start button.

- You can download the training slides by clicking the link.

# Certification Training

## Step 03:

Click next to continue.

ANNUAL MEDICARE CERTIFICATION

LEARNING ACTIVITY DETAILS

Directions:

Thank you for attending the Blue Shield Annual Certification Training.

This training presentation is intended for use by licensed agents to 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 2025. When making presentations, agents must rely upon the plan's Summary of Benefits, formulary, pharmacy and provider directories and other plan documentation to address the specific needs of each prospective member.

Information contained in this document regarding 2025 plan service areas, benefits, costs, etc. is confidential until general release to the public on October 1, 2024. Distribution to consumers, other insurers, or any other person or company is strictly prohibited. Failure to comply with this requirement will result in the loss of appointment with Blue Shield of California on all lines of business and may result in a civil monetary judgment.

## Step 04:

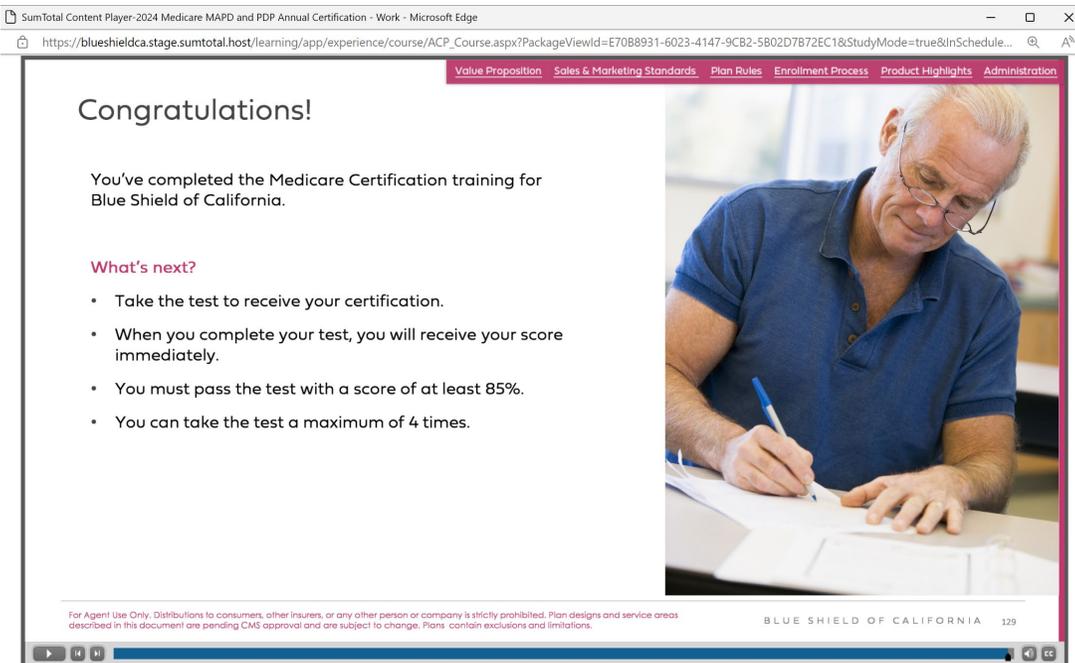
To begin the course, click the Start button.



# Certification Training

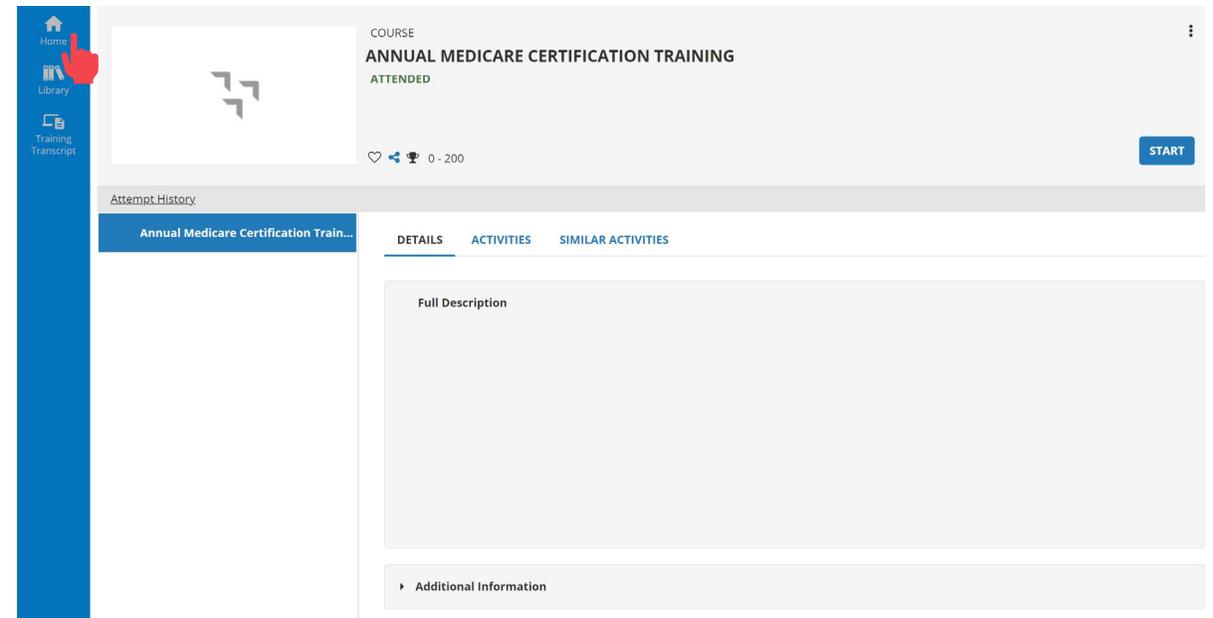
## Step 05:

Exit the course when you are done by closing the window.



## Step 06:

Return to the Home Screen by click the icon on the side navigation bar.



# Certification Exam

## Step 07:

To take the MAPD and PDP Product Certification Exam, click the image.

## Step 08:

Click the Start button to begin the exam.

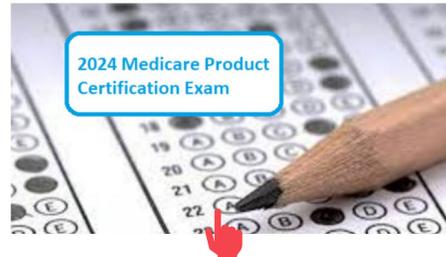


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Medicare Product Online Certification

[FAQ](#) [Download User Guide](#) [Certification Status](#) [Agency/Profile Update](#)

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.

### CERTIFICATION



QUICK ASSESSMENT

MAPD and PDP Certification



START



DETAILS ACTIVITIES SIMILAR ACTIVITIES

#### Full Description

##### Directions

1. Click "Start" in the top-right corner to begin the exam. When you are in the exam, click "Start" in the bottom-right corner.
2. Complete the exam.
3. After the "Assessment Review", close the window by clicking the large "X" in the top-right corner (NOT your browser).
4. Verify your certification completion in the "Learning Activity Progress Detail" window.
5. Return to the homepage by clicking the "Home" button in the top-left corner.

#### Additional Information



# Certification Exam

## Step 09:

To take the MAPD and PDP Product Certification Exam, click Start.

**DEMO MAPD AND PDP 2025 CERTIFICATION**

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Description

**Directions**

1. Click "Start" in the top-right corner to begin the exam. When you are in the exam, click "Start" in the bottom-right corner.
2. Complete the exam.
3. After the "Assessment Review", close the window by clicking the large "X" in the top-right corner (NOT your browser).
4. Verify your certification completion in the "Learning Activity Progress Detail" window.
5. Return to the homepage by clicking the "Home" button in the top-left corner.

CANCEL START



## Step 10:

Amendment to the Producer Agreement (Medicare).

- Agree to the Producer Agreement and click the Next button to continue.

✕

**MAPD AND PDP CERTIFICATION**

SUMMARY

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QUESTION 1 OF 3 🔖

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*PRODUCER AGREEMENT (1 OF 2)* CLEAR SELECTION

[Click HERE](#) to download and view the Amendment to the Producer Agreement.

**After reviewing, do you agree to the Amendment to the Producer Agreement?**

[Disclaimer: If you select "I disagree", this certification attempt will automatically fail and it will count against your certification attempt limit.]

I disagree.

NEXT



# Certification Exam

## Step 11:

At the completion of the exam, review your answers.

- Use the scroll bar to move down the page.
- Download the producer agreement located on question 1.
- When you are all done reviewing, click the Submit button.

**DEMO MAPD AND PDP CERTIFICATION** ✕

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SUMMARY
MARKED QUESTIONS
UNANSWERED QUESTIONS

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1. *PRODUCER AGREEMENT (1 OF 2)*

Click [HERE](#) to download and view the 2022 Amendment to the Producer Agreement.

After reviewing, do you agree to the 2022 Amendment to the Producer Agreement?

[Disclaimer: If you select "I disagree", this certification attempt will automatically fail and it will count against your certification attempt limit.]

I agree.  
 I disagree.

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2. *PRODUCER AGREEMENT (2 OF 2)*

Do you agree not to release any 2024 product information prior to 10/01/2023? Non-compliance is subject to disciplinary action, up to and

BACK
SUBMIT



# Certification Exam

## Step 12:

Click Assessment Review button to see which questions were missed.

**MAPD AND PDP CERTIFICATION**

Congratulations!! You passed with 100%

**ASSESSMENT RESULTS**

**TIME TAKEN**  
19 Minute(s) 15 Second(s)

- Correct 100.00% (3)
- Partially correct 0.00% (0)
- Incorrect 0.00% (0)
- Not attempted 0.00% (0)

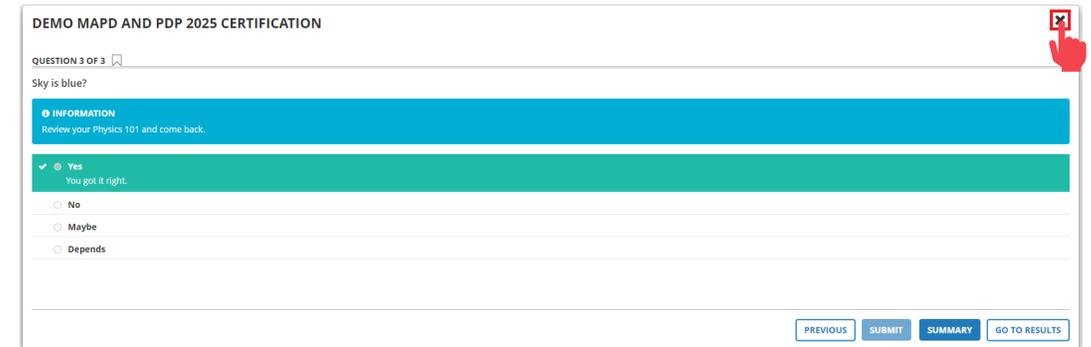
**ASSESSMENT REVIEW**



# Certification Exam

## Step 13:

Click the “x” at the top right to close the MAPD and PDP assessment review.



# Certification Exam

## Step 14:

Click Ok to return the MAPD and PDP introduction screen to the exam.

- Above the OK button shows our certification status (example: “Passed”).
- **Please note** that you will not receive an email confirming that you have passed and completed the certification.

### GENERAL

**Content type:**  
Quick Assessment

**Total score:**  
100%

**Completion date:**  
Monday, June 10, 2024 4:03:02 PM PDT

**Status:**  
Completed

**First launch date:**  
Monday, June 10, 2024 4:02:30 PM PDT

**Grade:**  
A

**Elapsed time:**  
Second(s): 28

Name	Topic Status	Score %
DEMO MAPD and PDP 2025 Certification	 Passed	100%



# Certification Exam

## Step 14:

When you are done, click the Home icon on the side navigation bar.

QUICK ASSESSMENT

MAPD and PDP Certification

START

DETAILS ACTIVITIES SIMILAR ACTIVITIES

**Full Description**

**Directions**

1. Click "Start" in the top-right corner to begin the exam. When you are in the exam, click "Start" in the bottom-right corner.
2. Complete the exam.
3. After the "Assessment Review", close the window by clicking the large "X" in the top-right corner (NOT your browser).
4. Verify your certification completion in the "Learning Activity Progress Detail" window.
5. Return to the homepage by clicking the "Home" button in the top-left corner.

**Additional Information**





## Access Certification History

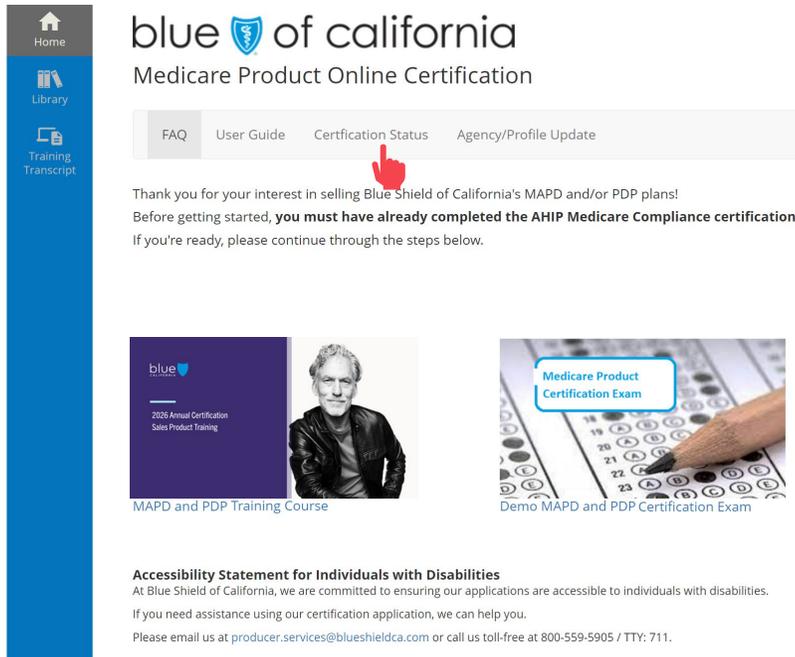
View



# Certification History

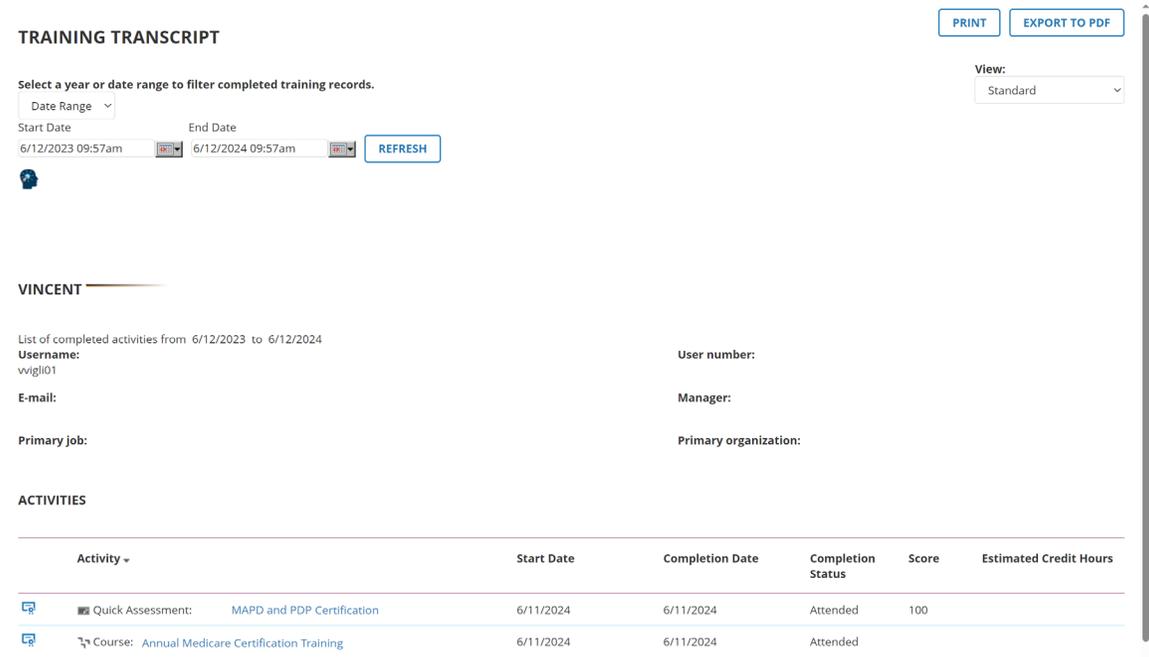
## Step 01:

Access the History and Certification page by clicking Certification Status link on the navigation bar.



## Step 02:

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



# 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

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

Date Range

Start Date   End Date



## Step 04:

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

### TRAINING TRANSCRIPT

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

Date Range

Start Date   End Date



# Certification History

## Step 05:

Your score is shown on the right side of the MAPD activity.

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	
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

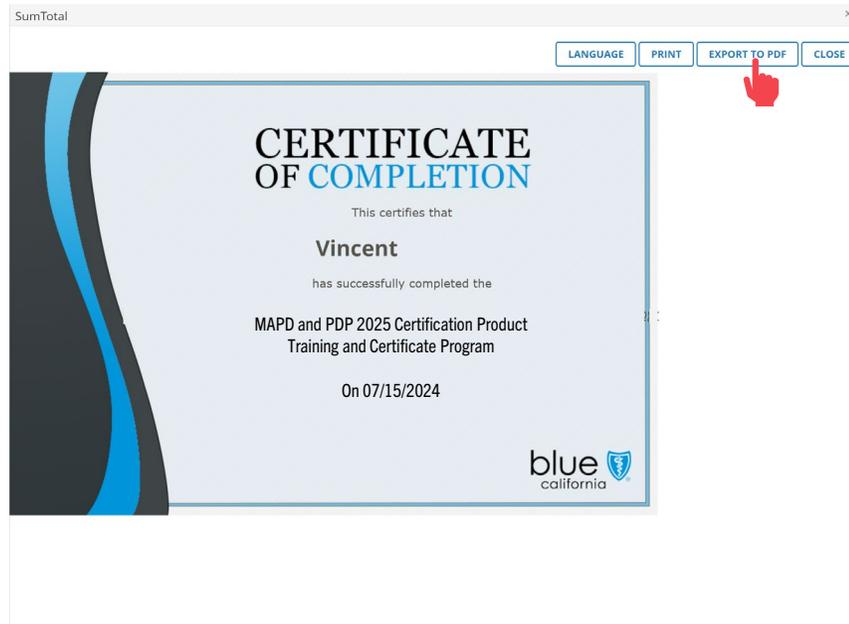
Activity
Curriculum: Medicare Product Training
Quick Assessment: MAPD 2023
Curriculum: Broker Agreements
Course: AHIP 2023



# Certification History

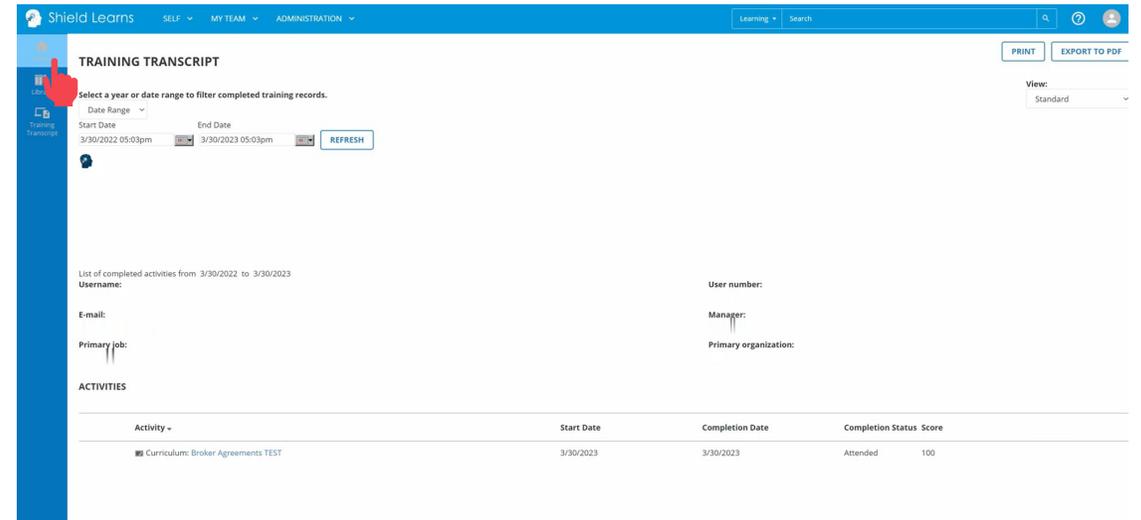
## Step 07:

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:

Click the Home icon to return to Home Screen.





# Resources

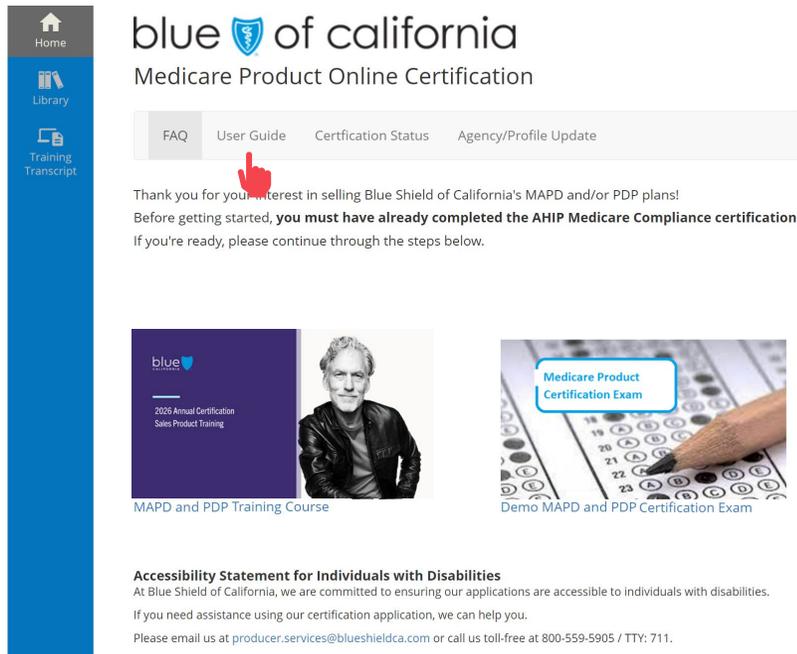
View



# Resources

## User Guide

Click the User Guide link to view a step-by-step guide for the Medicare Product Online Certification portal.



## FAQs

View a list of frequently asked questions by clicking the FAQ link.



# How to get help

1

Call Producer Services:  
1-800-559-5905  
TTY 711

2

Email:  
Producer.Services@blueshieldca.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>
- NABIP Training Producers Site: <https://www.nabiptraining.org/nabip/medicare/NSSEFZ>
- AHIP Training Producers Site: <http://www.ahipmedicaretraining.com/clients/blueshieldca>
- Broker Connection Site: [Broker Certification - Producer Connection \(blueshieldca.com\)](#)

