



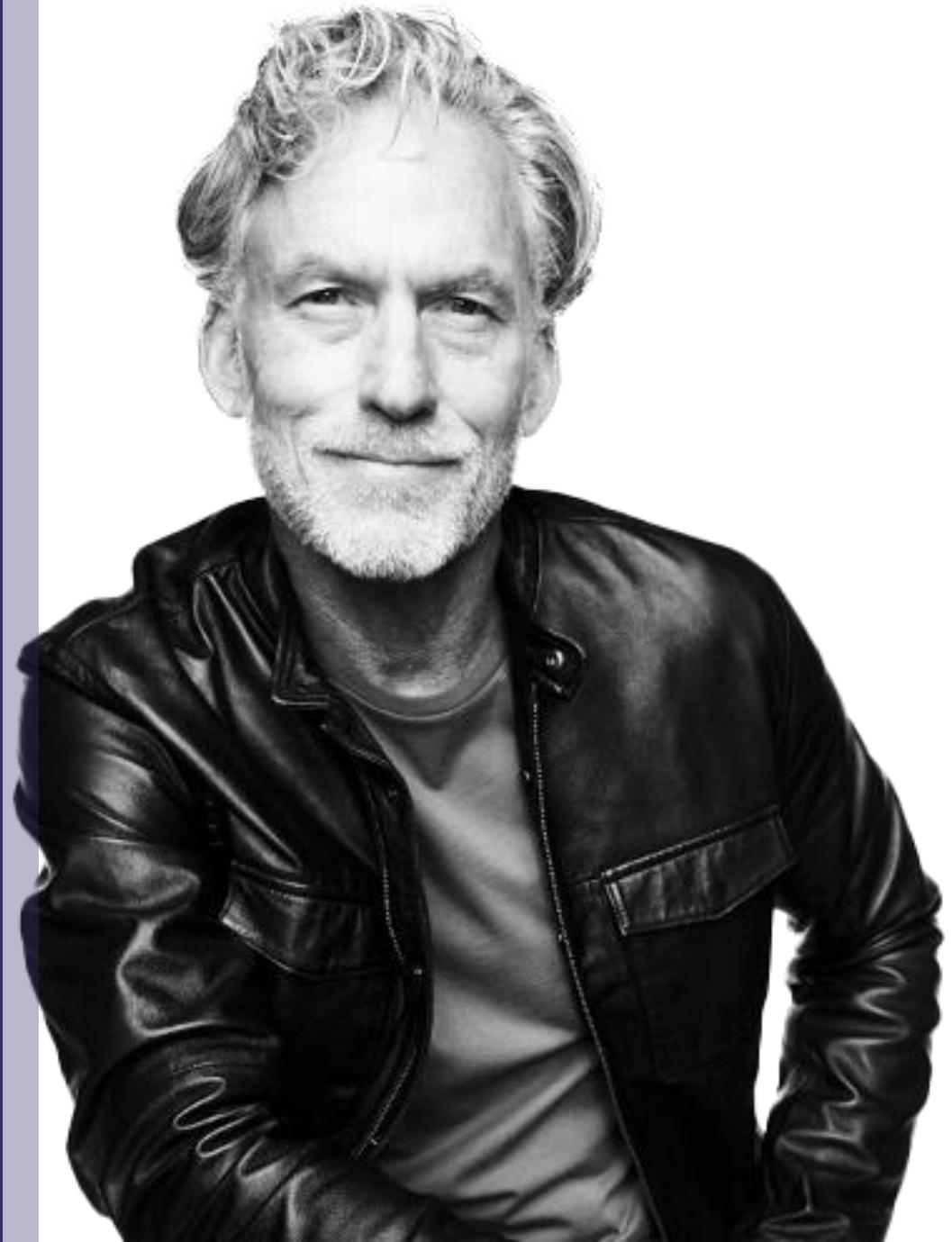
Broker Certification Site

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.



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.

The image shows a split-screen view. On the left, the AHIP Training Producers site is displayed. It features a grey header with the AHIP logo and the tagline 'Guiding Greater Health'. A vertical menu on the left side includes 'Overview: Medicare Program Basic...', 'Navigation', 'Terms and Conditions', 'Learning Objectives', 'Training Roadmap', 'Medicare Program Basics', 'Medicare Basics', and 'Medicare Background'. On the right, the Blue Shield of California Medicare Online Certification page is shown. The header includes the Blue Shield logo and the text 'Medicare Online Certification'. A central box contains a 'Thank you!' message, stating: 'Our records were updated with the AHIP certification and training information for the producer with the NPN: [redacted]. Login using the button below to access the Blue Shield 2024 & 2025 MAPD and PDP product training modules.' A blue 'Login' button is located at the bottom of this box. At the bottom of the page, there are links to 'Blue Shield of California Home | Privacy | Terms of Use' and a copyright notice: '© Blue Shield of California 1999-2022. All rights reserved. Blue Shield of California is an independent member of the Blue Shield Association.'



National Association of Benefits and Insurance Professionals (NABIP)

Completion

View



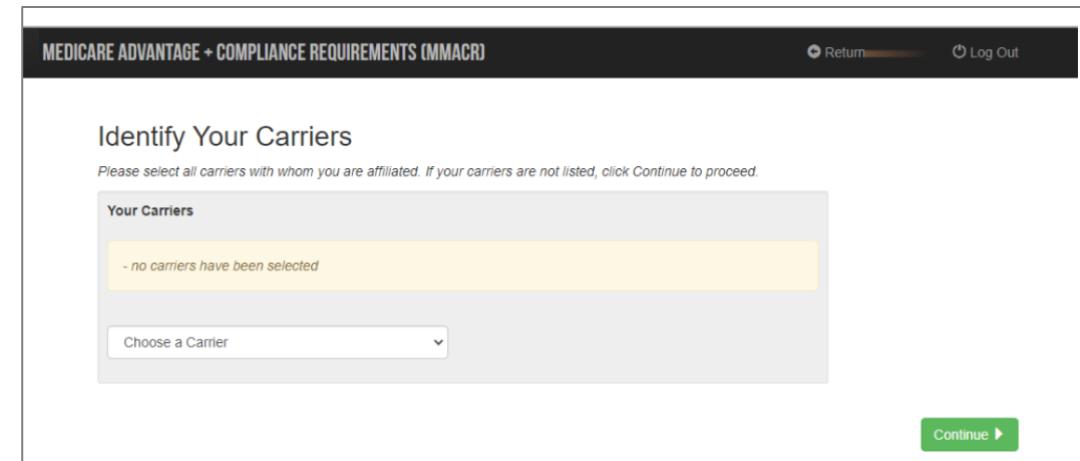
NABIP

[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.



MEDICARE ADVANTAGE + COMPLIANCE REQUIREMENTS (MMACR)

Identify Your Carriers

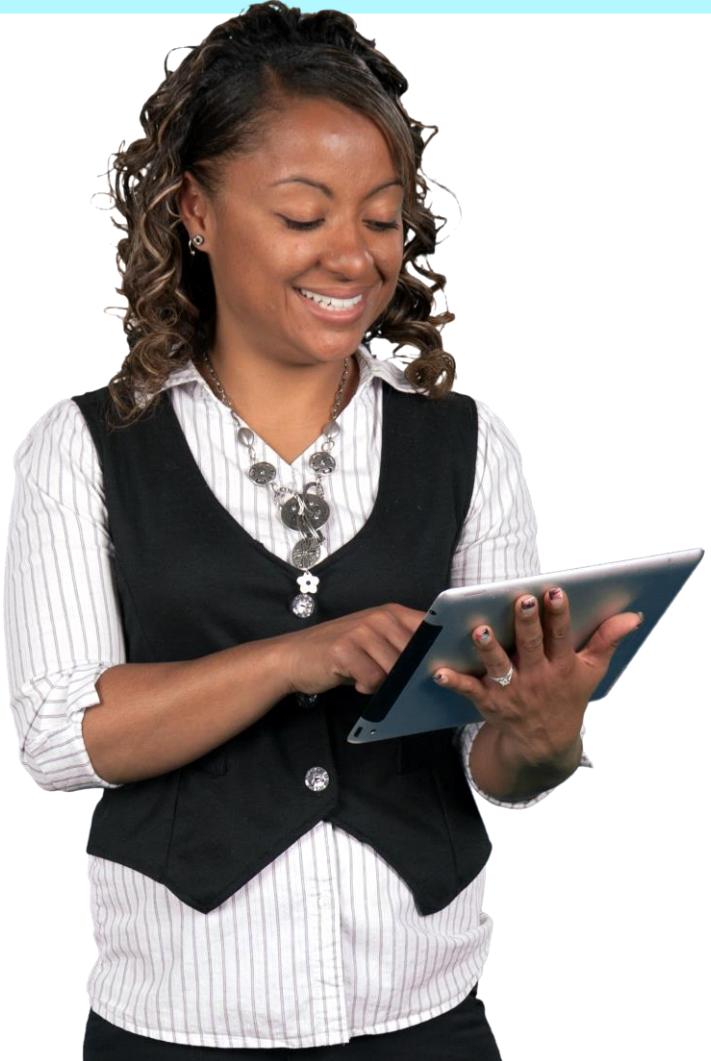
Please select all carriers with whom you are affiliated. If your carriers are not listed, click Continue to proceed.

Your Carriers

- no carriers have been selected

Choose a Carrier

Continue ►



Login to the Certification Site

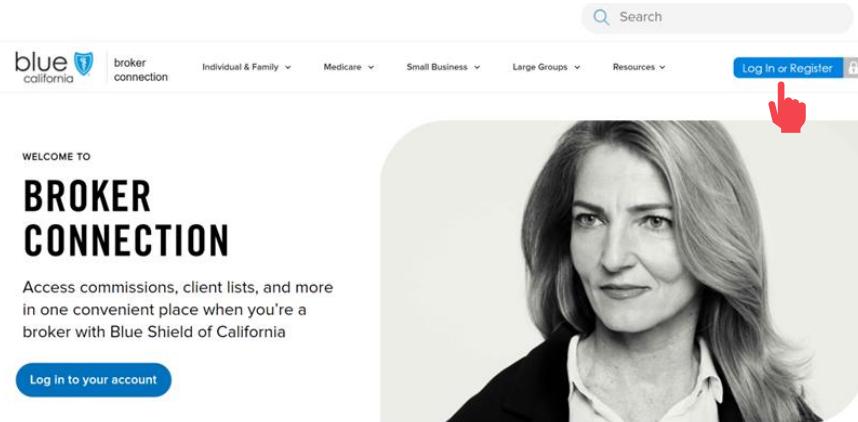
View



Login from Broker Connection Site

Step 01:

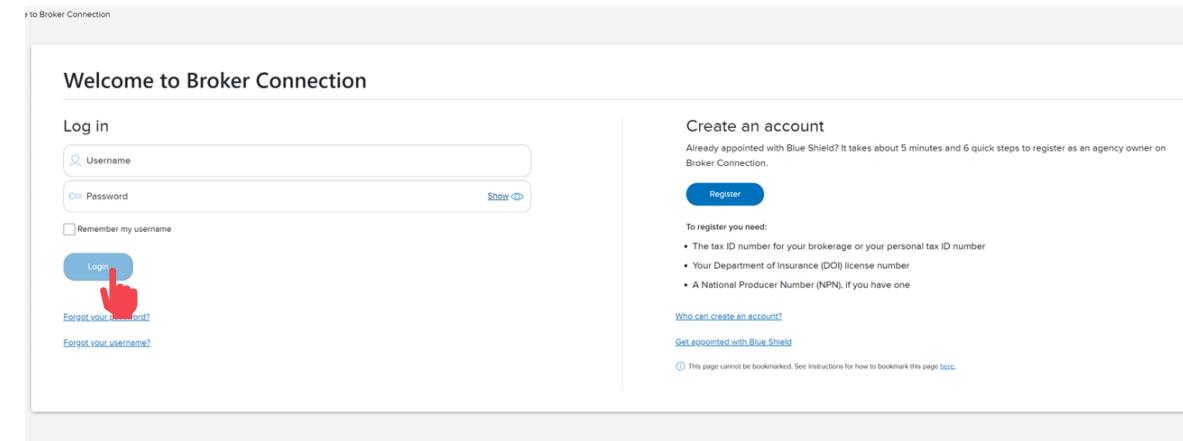
Navigate to the Broker Connection site and click Log In or Register



Step 02:

Enter credentials and click Login

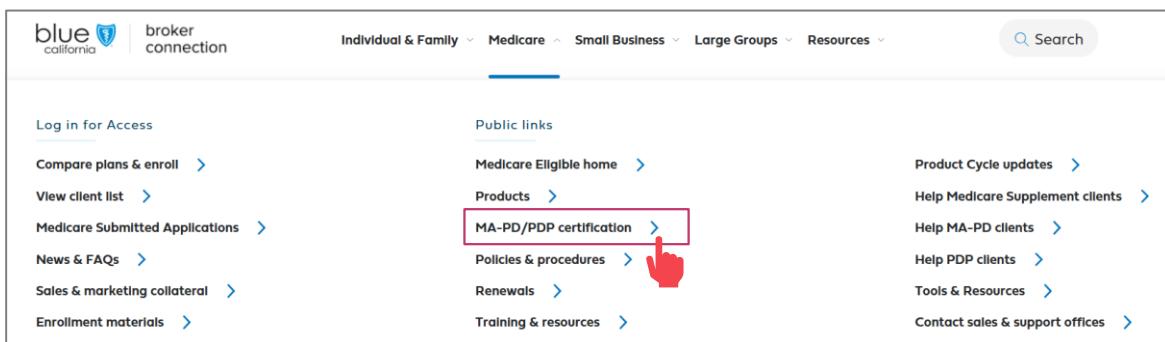
- You must login to access the Certification Site.



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.

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 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

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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.

Login

Login below to see all your courses.

| | |
|--------------------------------------------|----------------------------------|
| Username | Required |
| <input type="text"/> | |
| Password | Required |
| <input type="password"/> | |
| Login | |
| <input type="checkbox"/> Keep me logged in | Forgot Password? |



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

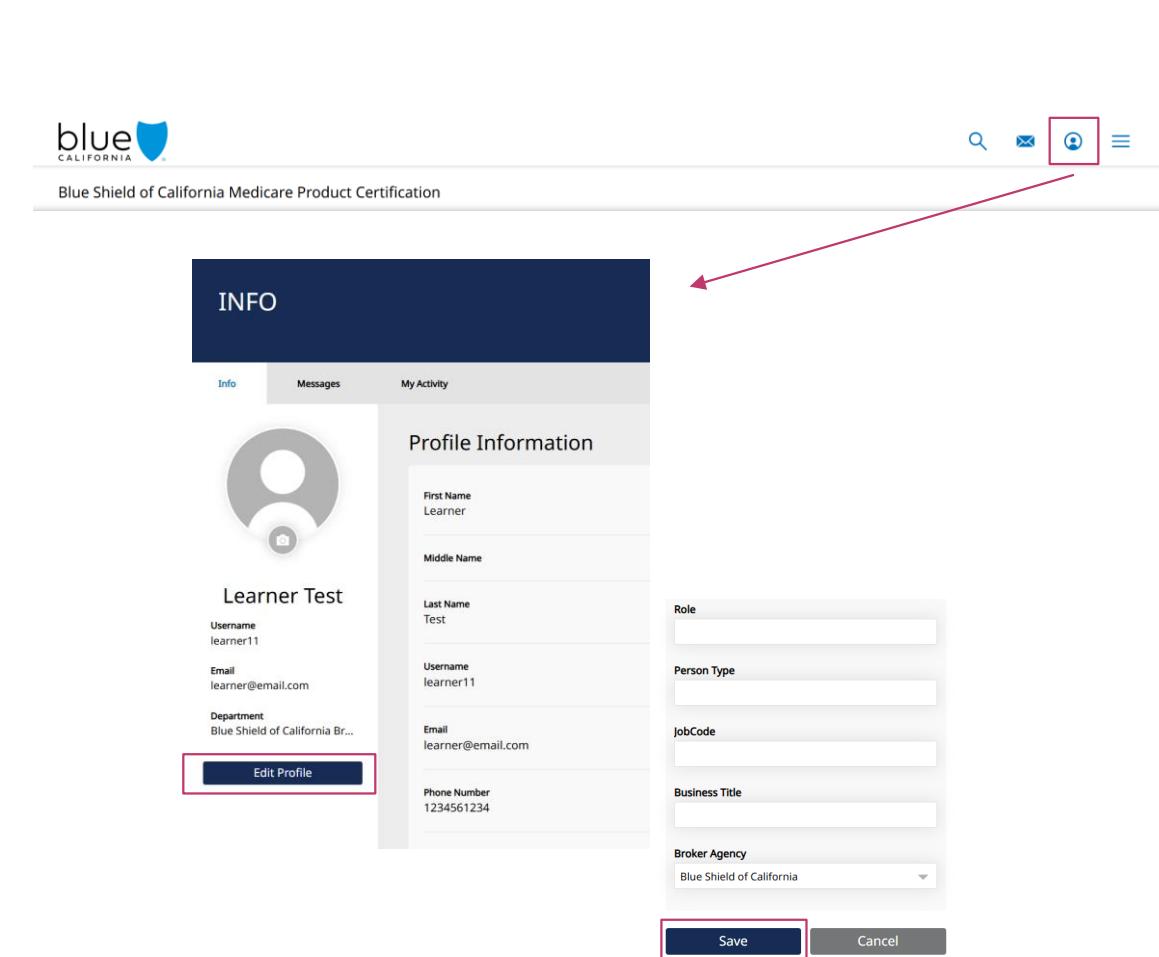
Step: 01

To update your phone number or Agency Affiliation, click the Profile icon to go to your profile.

Then, verify the accuracy of your Last Name, Phone Number, and Agency Affiliation.

If updates are needed, click Edit Profile. Then Save at the bottom of the menu.

Please note: Broker Agency options are limited to contracted FMOs and Private Exchanges with Blue Shield of California. If you need to be assigned as the designated officer of an agency, please send your request to MedicareBroker@blueshieldca.com.



blue
CALIFORNIA

Blue Shield of California Medicare Product Certification

INFO

Profile Information

| | |
|--------------|---------------------------------|
| First Name | Learner |
| Middle Name | |
| Last Name | Test |
| Username | learner11 |
| Email | learner@email.com |
| Department | Blue Shield of California Br... |
| Phone Number | 1234561234 |

Edit Profile

Role

Person Type

Job Code

Business Title

Broker Agency

Blue Shield of California

Save Cancel

Updating your Last Name and/or Email

Step: 01

If your Last Name and/or Email needs to be changed, use the Profile Change Request form on the home page.

Step 02:



BSC Medicare Product Online Certification Profile Update Form

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

Before filling out this form, please check your Shield Learns profile by clicking the Profile button in the top right corner of the home page. If you need to update your Name or Email, please fill out this form.

If you need to be assigned as the designated officer for an agency, please send your request to MedicareBroker@blueshieldca.com.
Changes may take up to five business days to be reflected in your account.



Certification Training

- Training Course
- Certification Exam

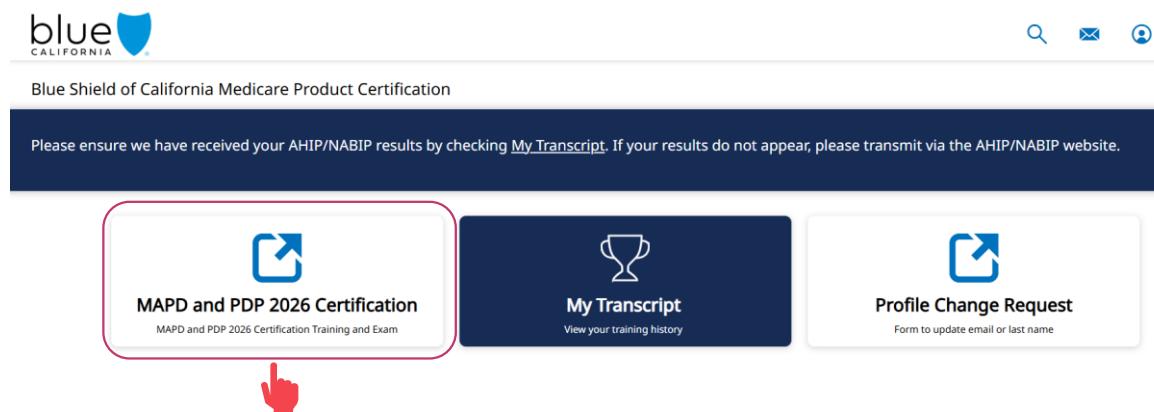
[View](#)



Certification Training

Step 01:

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

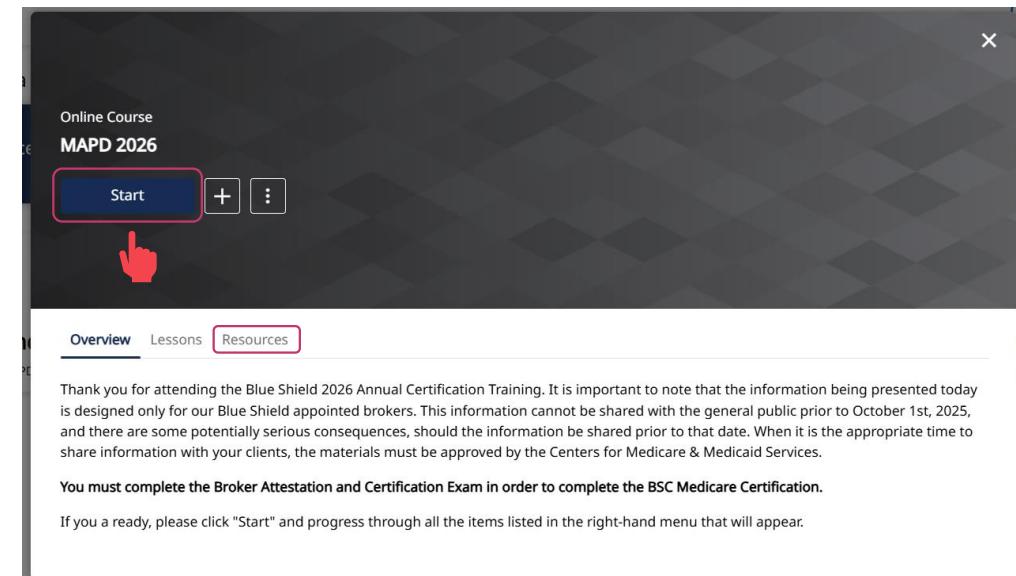


Step 02:

To begin the course, click the Start button.

Note: If BSC has not received your AHIP/NABIP results, you will not be able to begin the certification course.

- You can download the training slides within the course as well as under resources



Certification Training

Step 03:

When you are finished with the training course. Click Next in the top right corner.

MAPD 2026

90 San Diego County
91 San Diego County Benefits Hig.
92 San Diego County Benefits Hig.
93 San Diego County Benefits Hig.
94 Kern County Benefits Hig.
95 Kern County Benefits Hig.
96 San Luis Obispo & Santa Barbara
97 San Luis Obispo & Santa Barbara
98 San Luis Obispo & Santa Barbara
99 Alameda, San Mateo, Santa Clara
100 Alameda, San Mateo, Santa Clara
101 Alameda, San Mateo, Santa Clara
102 Blue Shield TotalDuo Plan (H)
103 Blue Shield TotalDuo Plan (P)
104 Blue Shield TotalDuo Plan (H+P)
105 Blue Shield TotalDuo Plan (P+H)
106 Blue Shield TotalDuo Plan (H+P)
107 Optional Supplemental Dental
108 Dental Plan Options: Benefit
109 Optional Supplemental Dent.
110 Optional Supplemental Dent.
111 Blue Shield TotalDuo Plans
112 Blue Shield TotalDuo Plans
113 Tier 2 Generic Drugs
114 Tier 3: Preferred Brand Drugs
115 Tier 3: Q2 Insurers (Print D, cov.
116 Tier 4: Non-Preferred Drugs
117 Tier 4: Formulary Insists
118 Tier 5: Specialty Tier Drugs
119 Administrators
120 Administrative
121 Congratulations!
122 Thank You
123 End of Presentation

2026 Annual Certification Sales Product Training V3 (52:26 / 524:8)

Congratulations!

You've completed the 2026 Medicare Certification training for Blue Shield of California.

What's next?

- Take the test to receive your certification.
- When you complete your test, you will receive your score immediately.
- You must pass the test with a score of at least 85%.
- You can take the test a maximum of 4 times.



For Agent Use Only. Distributions to consumers, other insurers, or any other person or company is strictly prohibited. Plans contain exclusions and limitations.

BLUE SHIELD OF CALIFORNIA

121

Step 04:

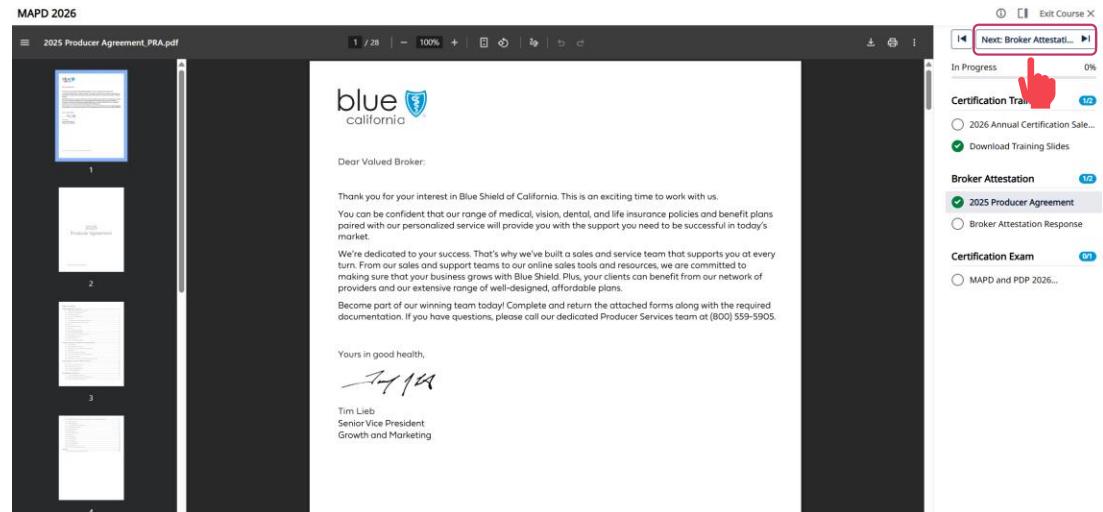
You can choose to download the training slides for reference. Click Next to continue.

Note: You will not be able to print the slides.

Certification Training

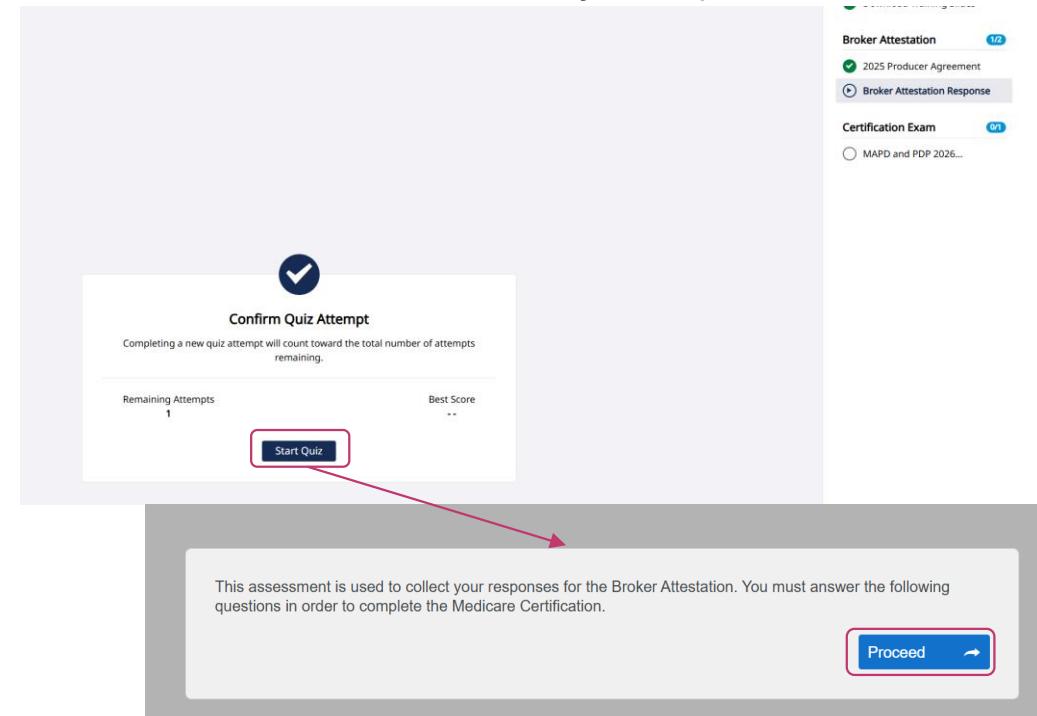
Step 05:

Review the Producer Agreement. Click Next to continue.



Step 06:

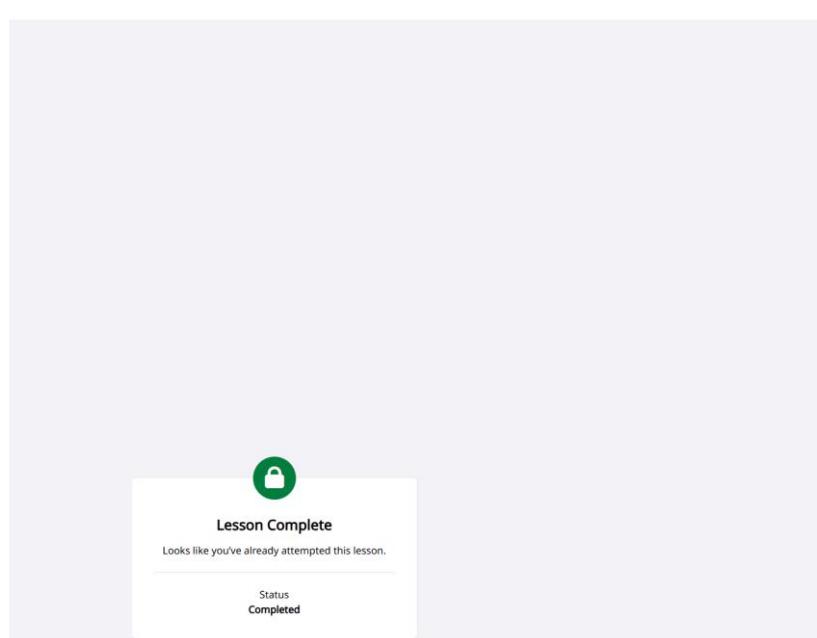
Click “Start Quiz” to complete the Broker Attestation Response assessment. Then “Proceed” to enter your responses.



Certification Exam

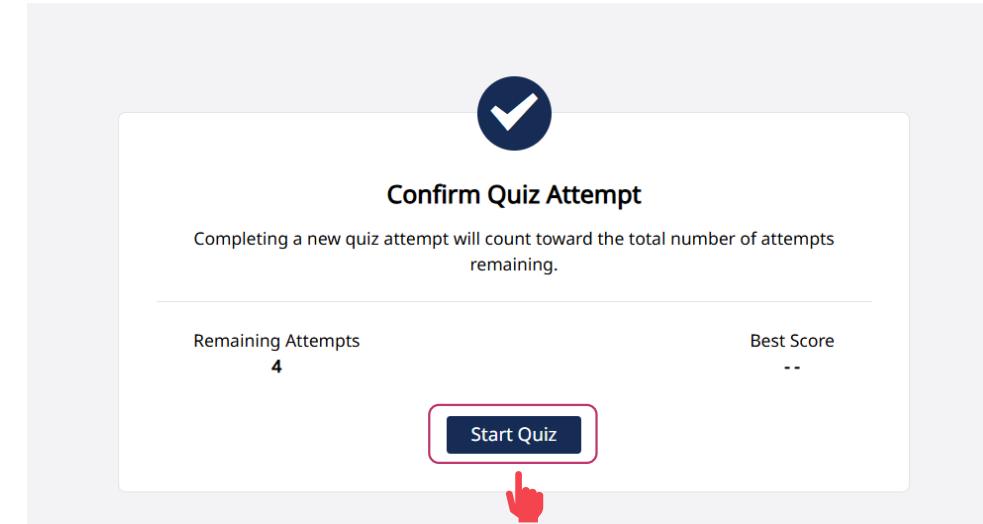
Step 07:

Click Next to move to the Certification Exam.



Step 08:

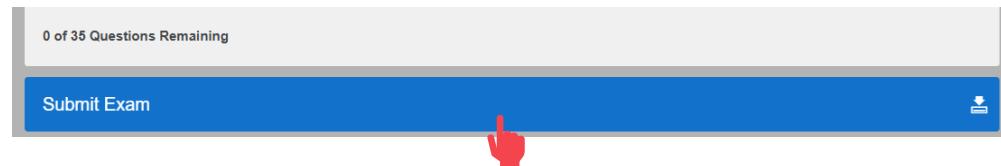
Click the Start Quiz button to begin the exam.



Certification Exam

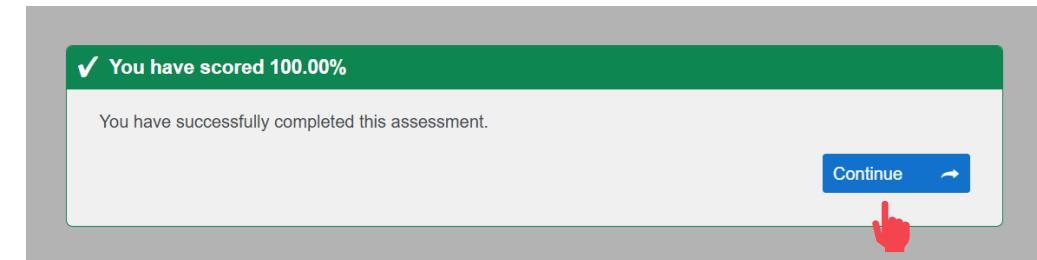
Step 09:

Progress through the exam by answering each question. Your response will be scored as you answer a question. When you reach the end of the exam, click Submit Exam.



Step 10:

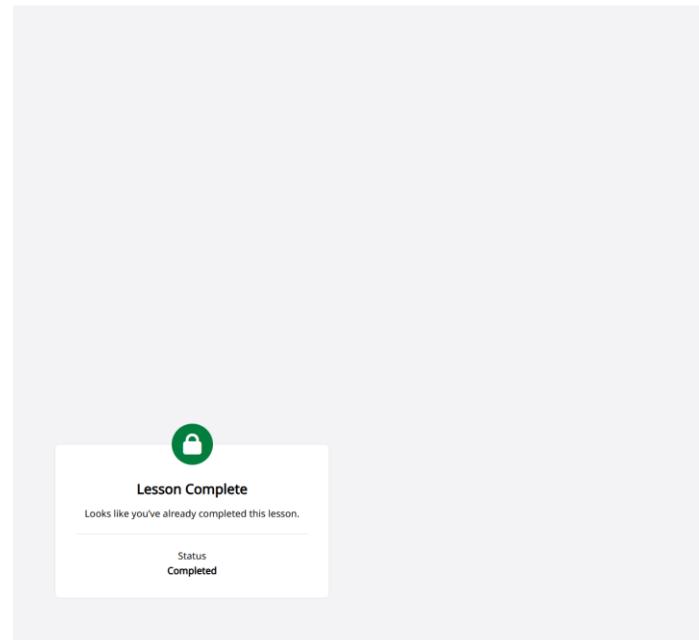
If you successfully pass the exam. Click Continue.



Certification Exam

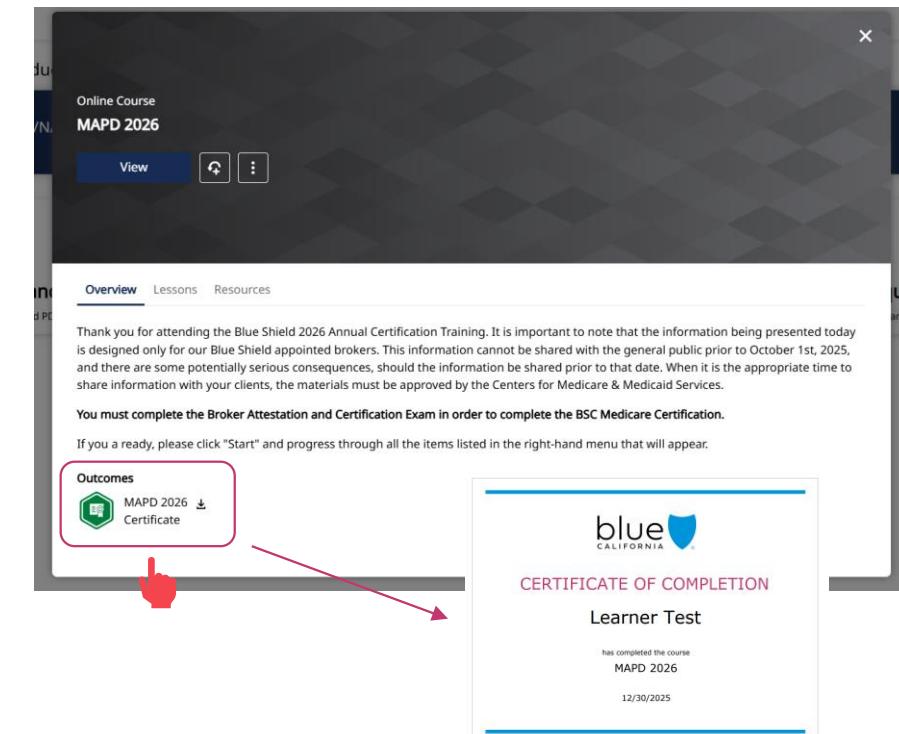
Step 11:

If you've completed the Broker Attestation Response and the Certification Exam, the course progress bar should say "Completed 100%". You can then click the Exit Course button.



Step 12:

Click the download certificate button under Outcomes to obtain your completion certificate.





Access Certification History

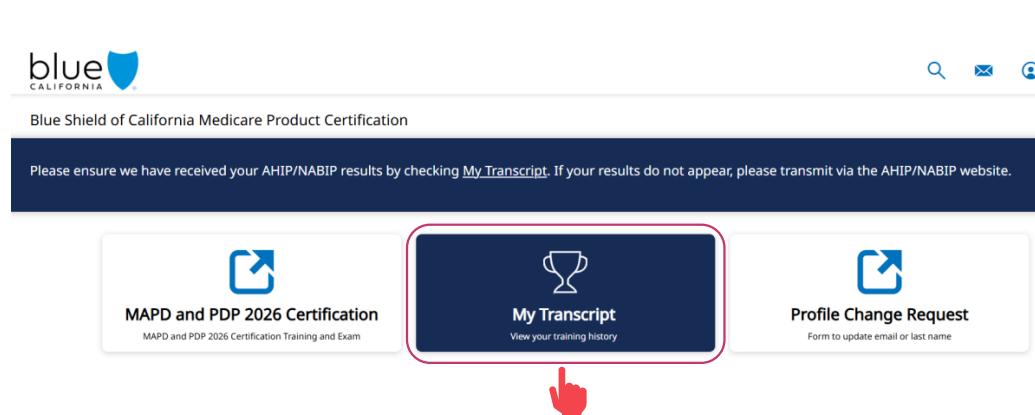
[View](#)



Certification History

Step 01:

View your certification history by clicking the My Transcript button on the home page.



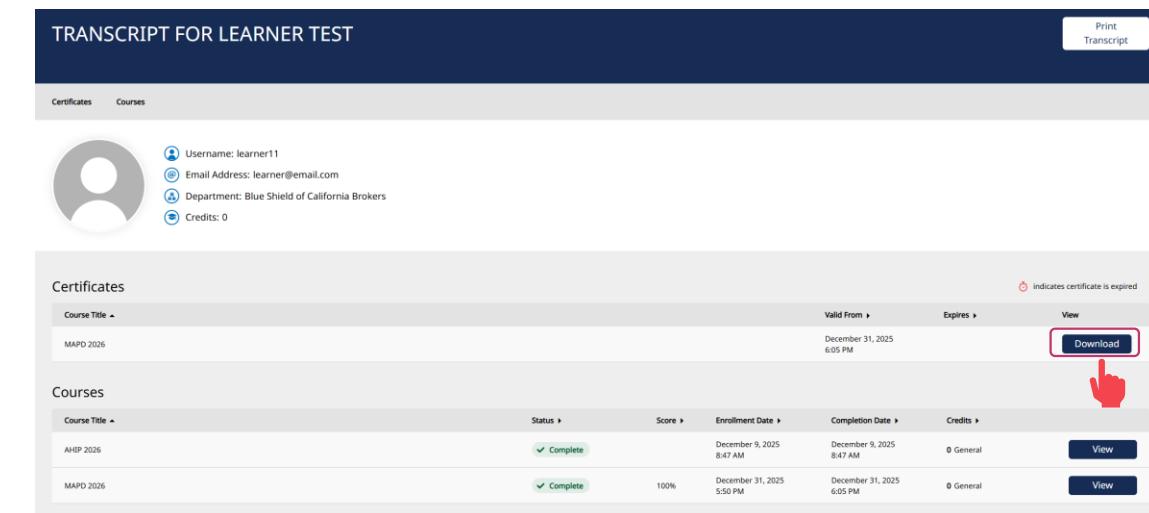
Step 02:

In My Transcript, you will be able to view your previously completed courses and certification exams.

Certification History

Step 03:

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



TRANSCRIPT FOR LEARNER TEST

Print Transcript

Certificates Courses

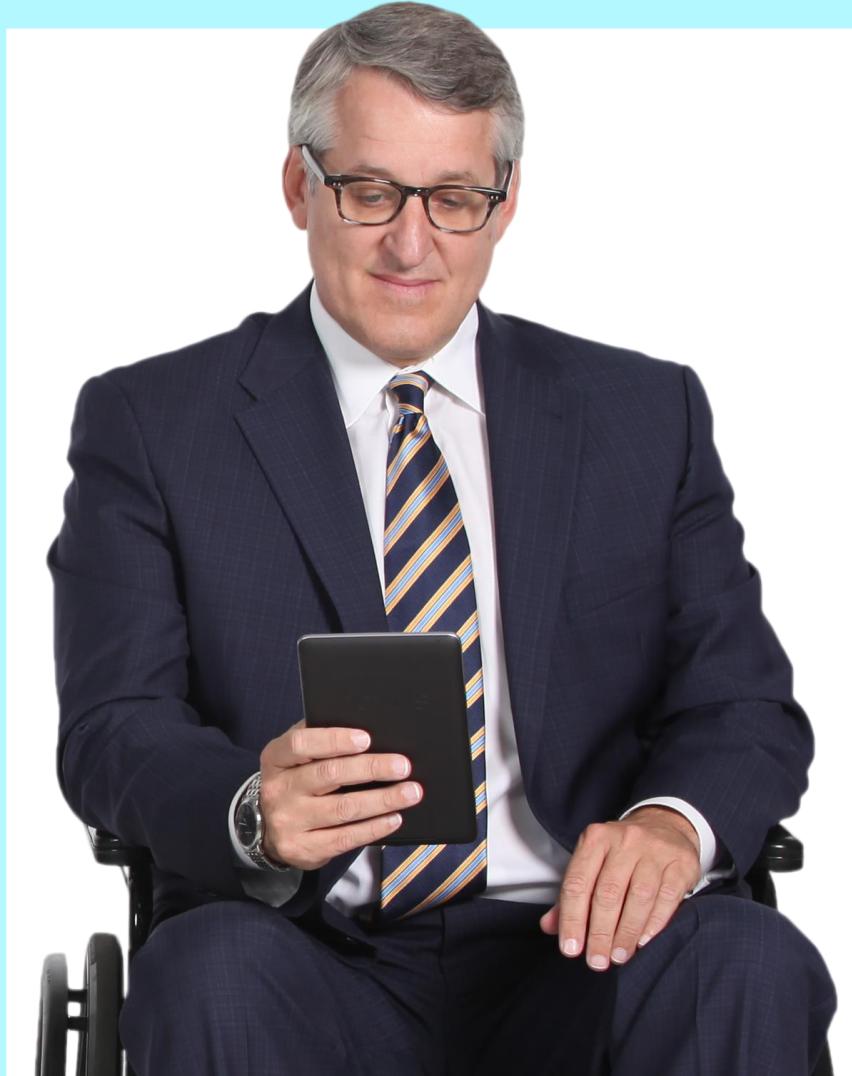
Username: learner11
Email Address: learner@email.com
Department: Blue Shield of California Brokers
Credits: 0

Certificates

| Course Title | Valid From | Expires | View |
|--------------|---------------------------|---------|--------------------------|
| MAPD 2026 | December 31, 2025 6:05 PM | | Download |

Courses

| Course Title | Status | Score | Enrollment Date | Completion Date | Credits | View |
|--------------|------------|-------|---------------------------|---------------------------|-----------|----------------------|
| AHIP 2026 | ✓ Complete | | December 9, 2025 8:47 AM | December 9, 2025 8:47 AM | 0 General | View |
| MAPD 2026 | ✓ Complete | 100% | December 31, 2025 5:50 PM | December 31, 2025 6:05 PM | 0 General | View |



Resources

View



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 \(blueshieldca.com\)](#)