



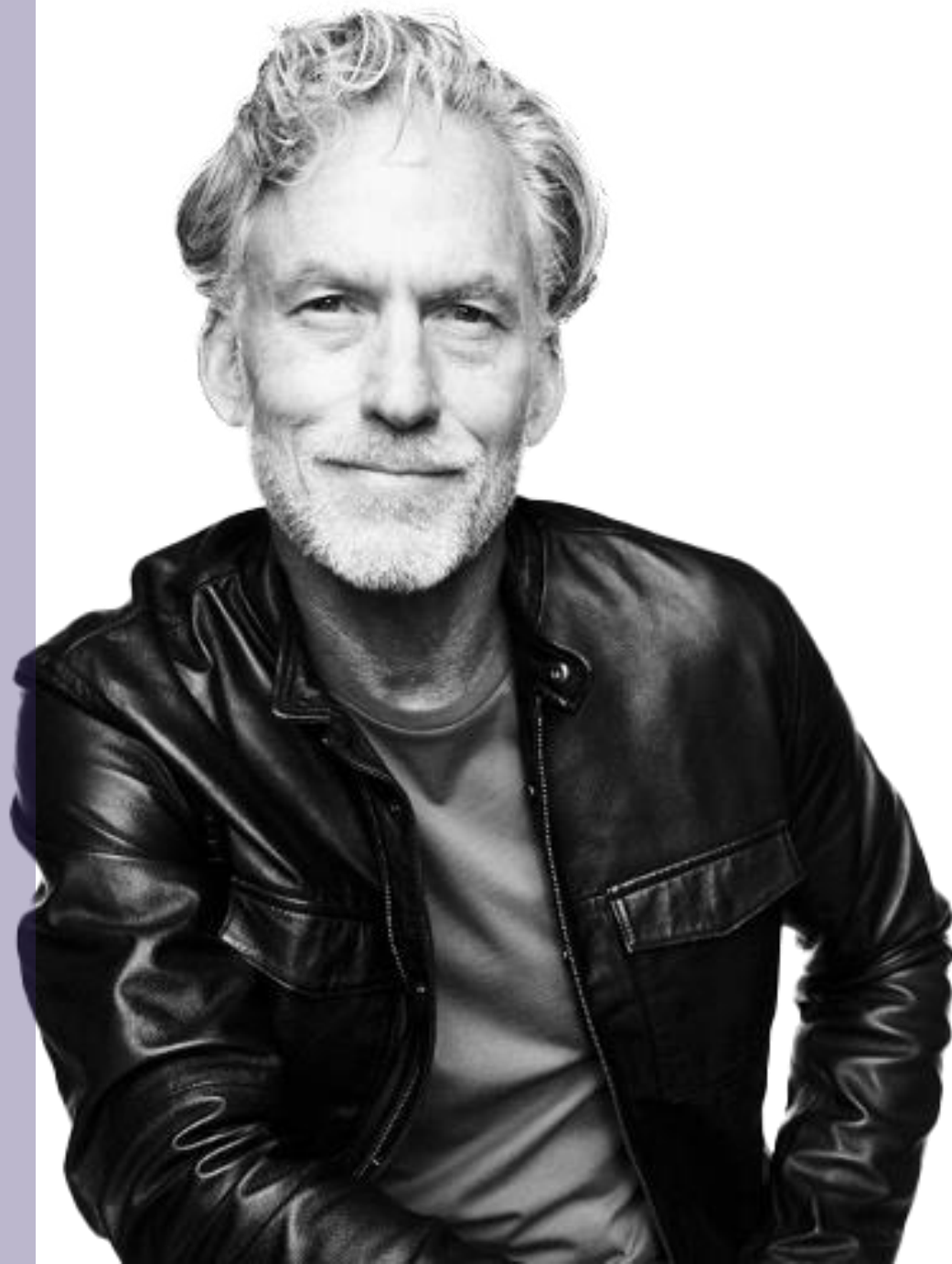
Broker Certification Site

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.





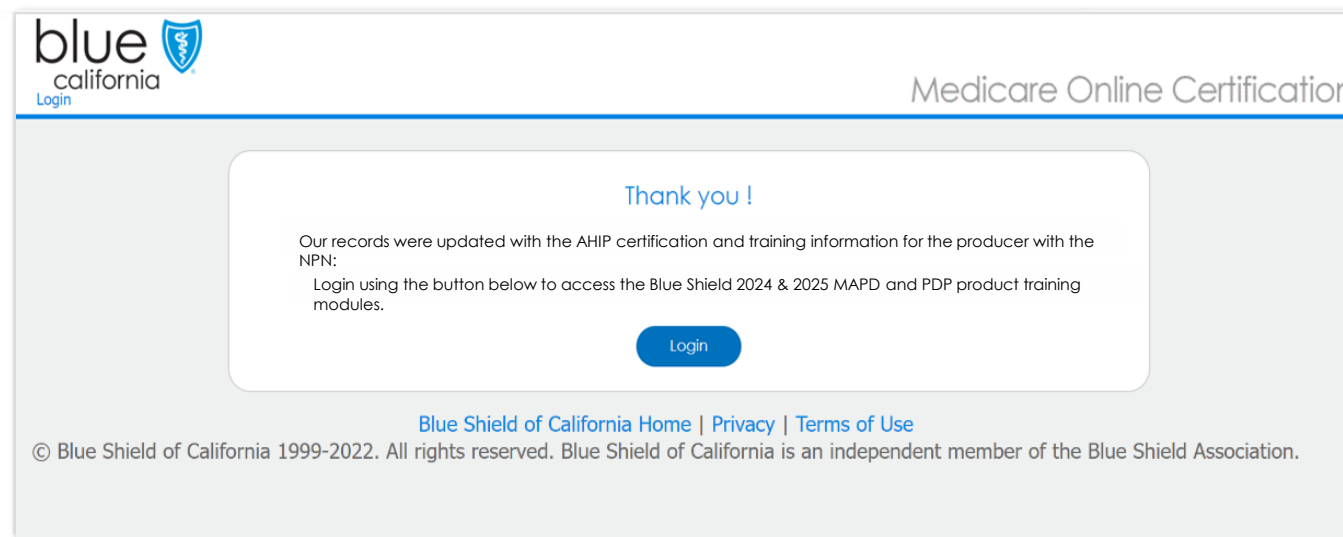
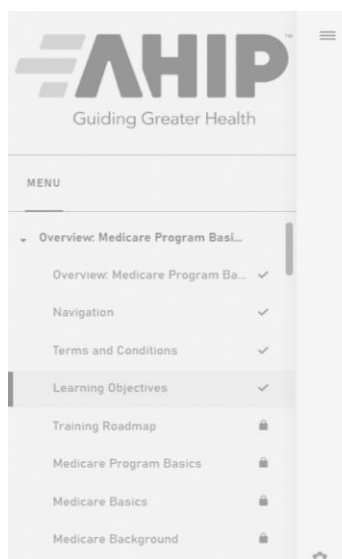
AHIP Completion

[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.





National Association of Benefits and Insurance Professionals (NABIP)

Completion

View



NABIP

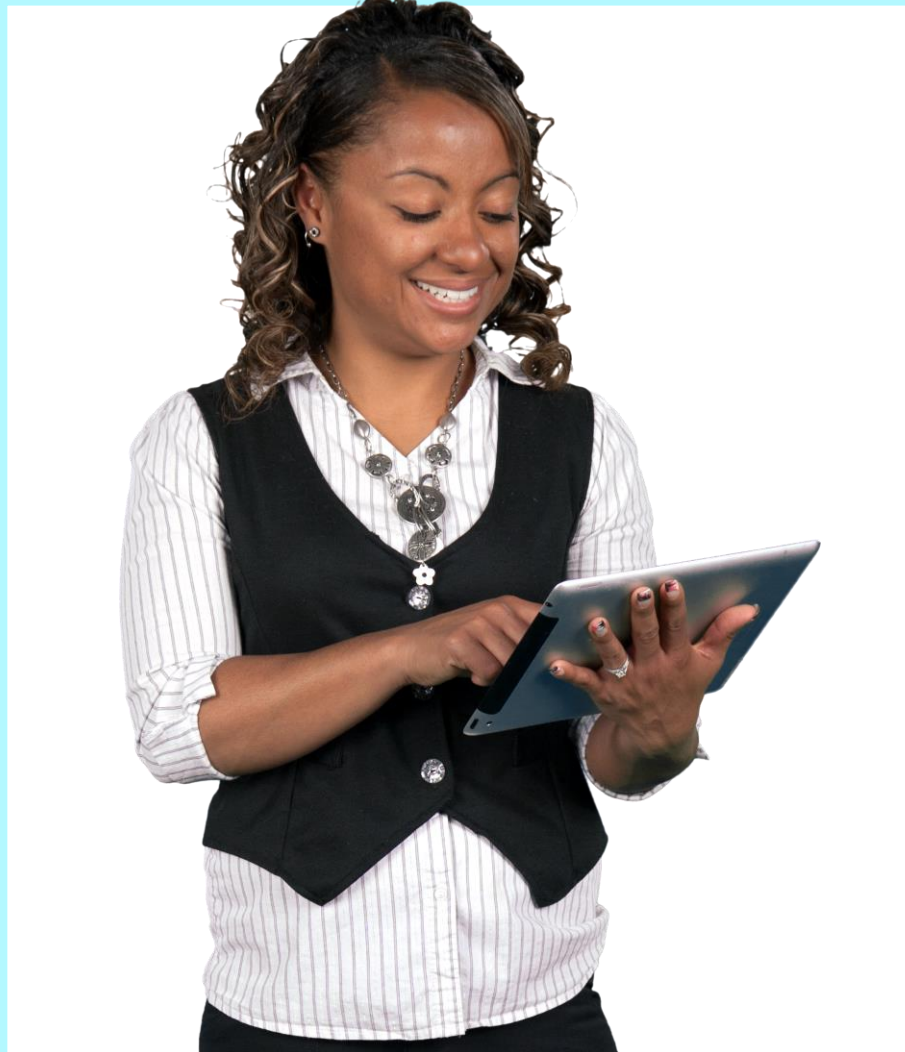
[Click here](#) to be taken to the National Association of Benefits and Insurance

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 subtext: '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 box stating '- no carriers have been selected' and a dropdown menu labeled 'Choose a Carrier'. A green 'Continue' button with a right-pointing arrow is located at the bottom right of the form area.



Login to the Certification Site

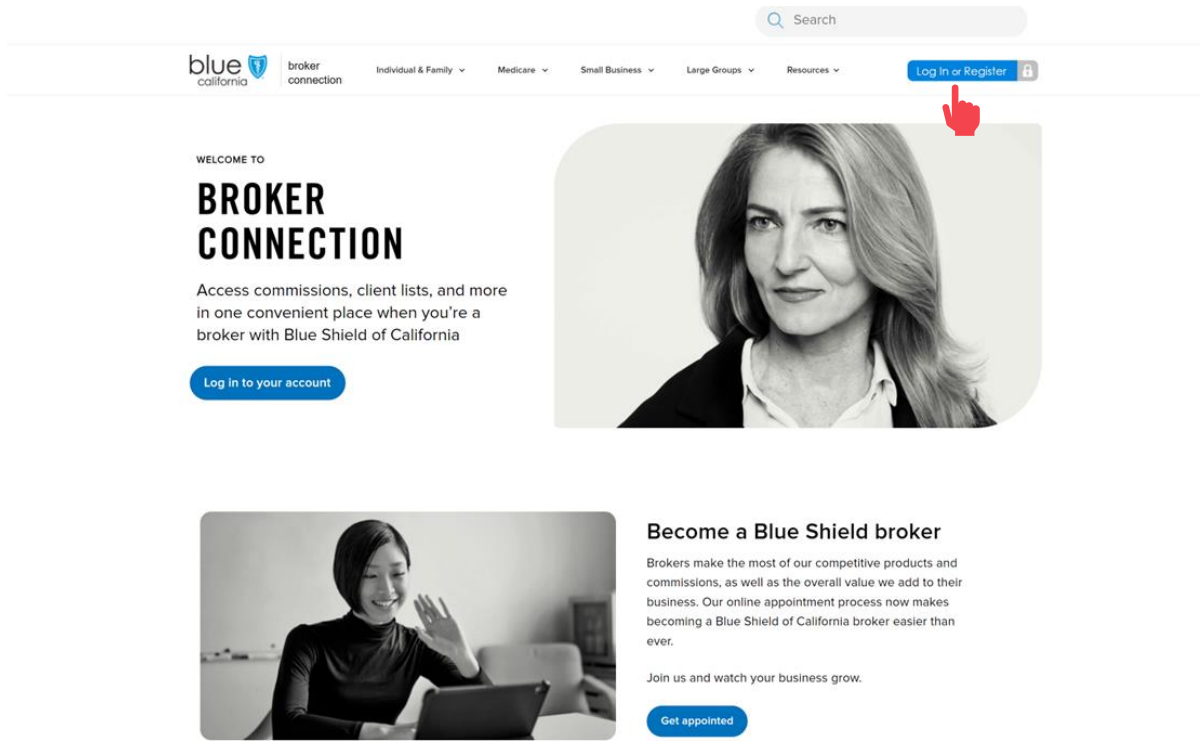
[View](#)



Login from Broker Connection Site

Step 01:

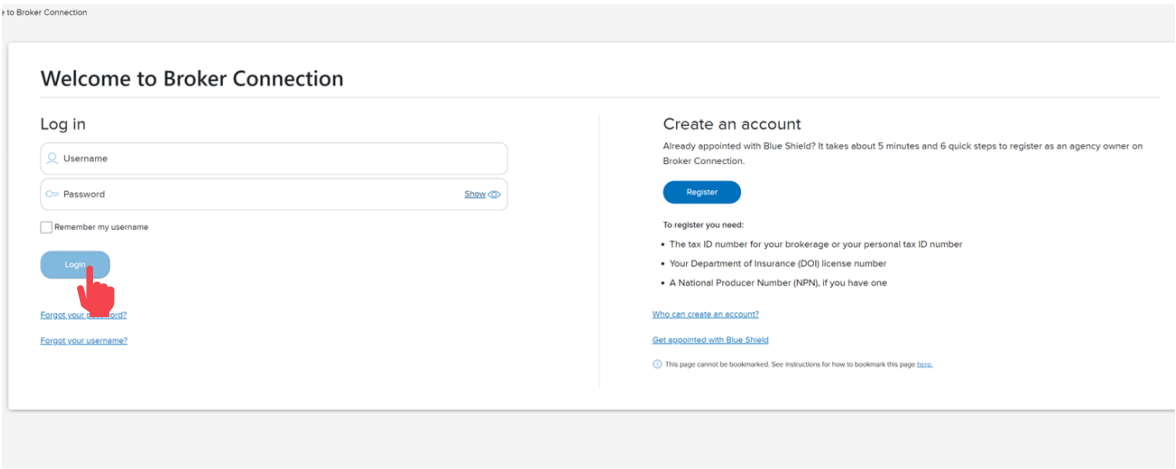
Navigate to the Broker Connection site and click Log In or Register



Step 02:

Enter credentials and click Login

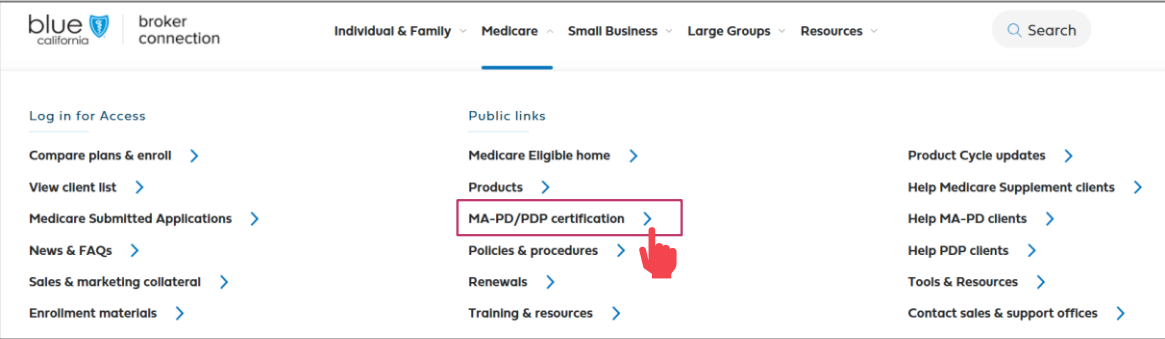
- You must login to access the Certification Site.



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

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.

Login

Login below to see all your courses.

Username

Required

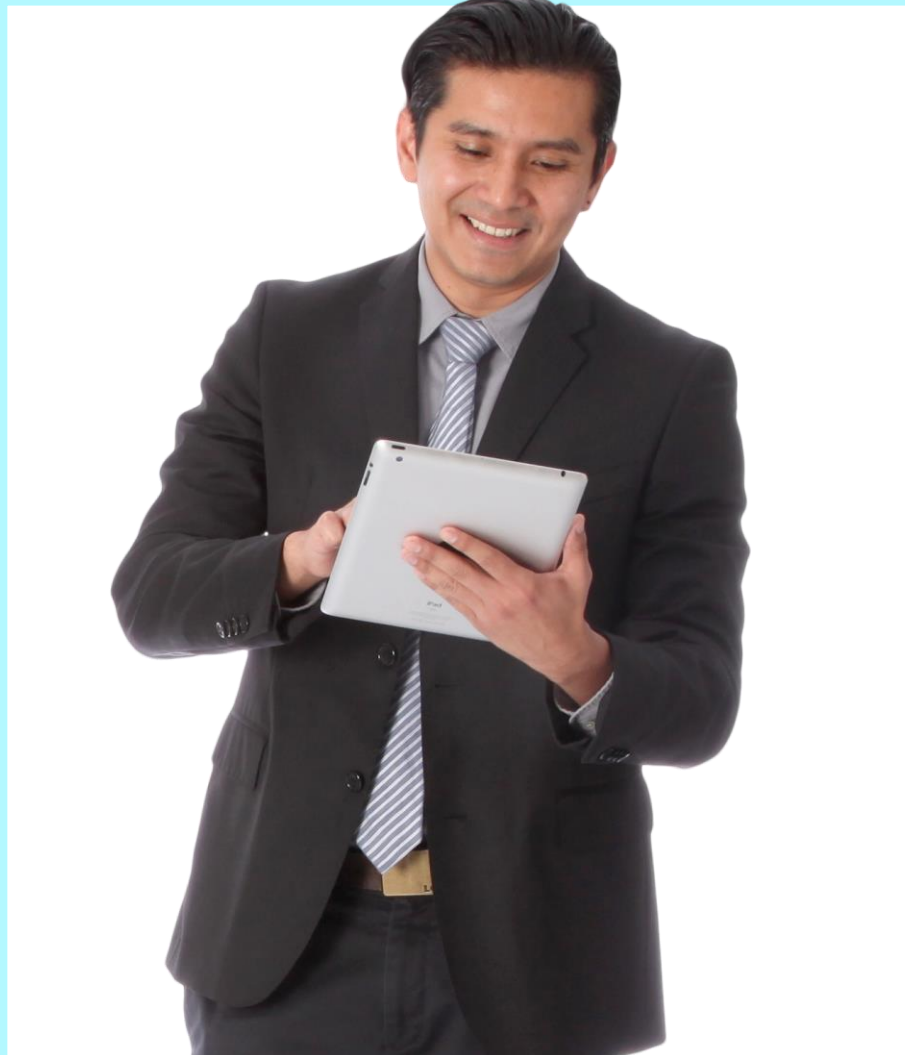
Password

Required

Login

☐ 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.


The screenshot displays the Blue Shield of California Medicare Product Certification user interface. At the top, the Blue Shield of California logo is on the left, and navigation icons (search, email, profile, and a menu) are on the right. The profile icon is highlighted with a red box, and a red arrow points from it to the 'INFO' tab of the profile card below. The profile card has three tabs: 'Info' (selected), 'Messages', and 'My Activity'. The 'Info' tab shows a user profile for 'Learner Test' with fields for First Name, Middle Name, Last Name, Username, Email, and Phone Number. A red box highlights the 'Edit Profile' button at the bottom of this section. To the right of the profile card is a form for updating information, including fields for Role, Person Type, Job Code, Business Title, and a dropdown for Broker Agency (currently set to 'Blue Shield of California'). A red box highlights the 'Save' button at the bottom of this form.

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:



MAPD and PDP 2026 Certification
MAPD and PDP 2026 Certification Training and Exam



My Transcript
View your training history



Profile Change Request
Form to update email or last name

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

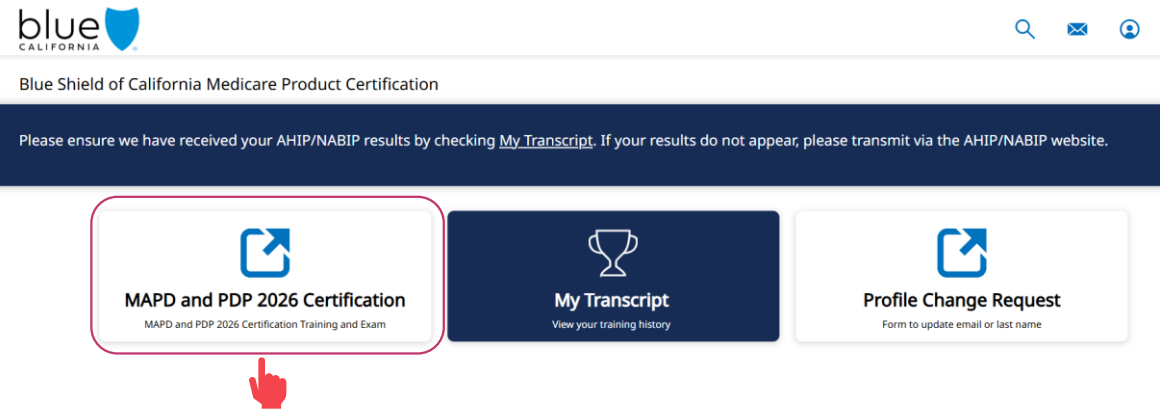
- ❑ Training Course
- ❑ Certification Exam

[View](#)

Certification Training

Step 01:

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

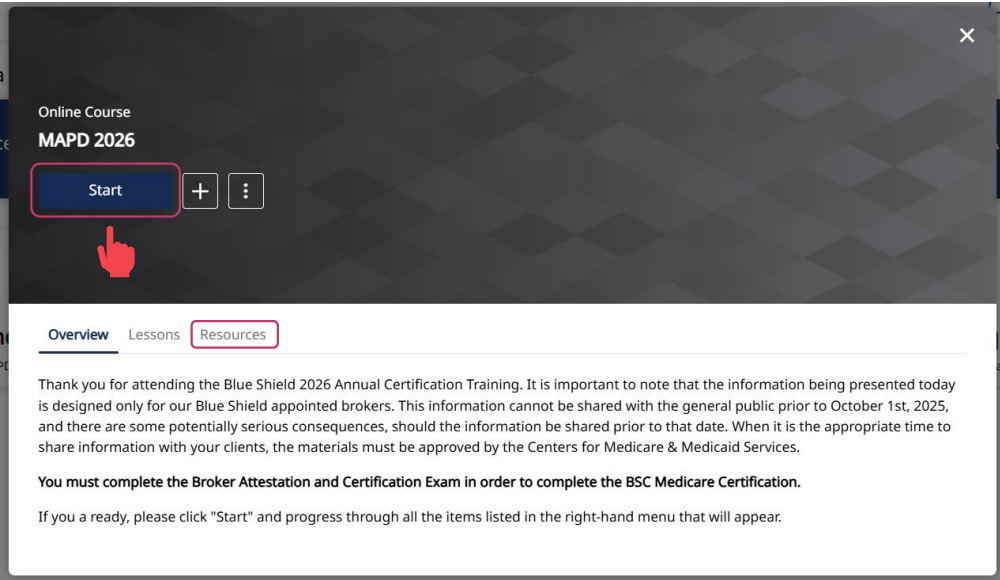


Step 02:

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

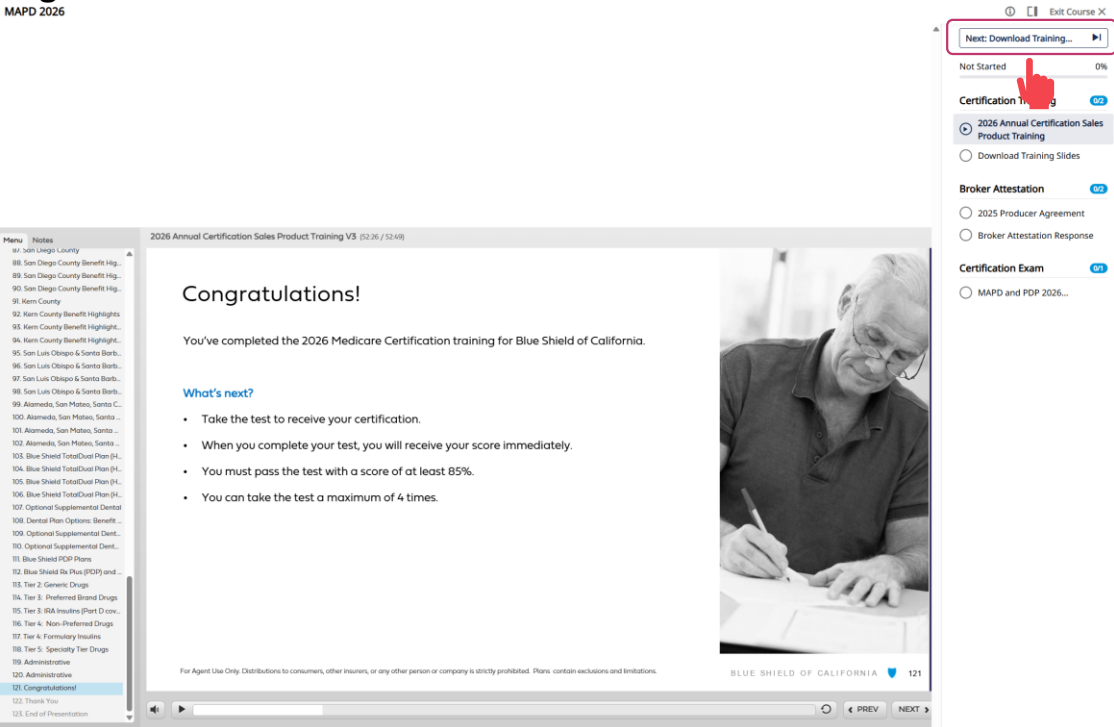


Certification Training

Step 03:

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

MAPD 2026

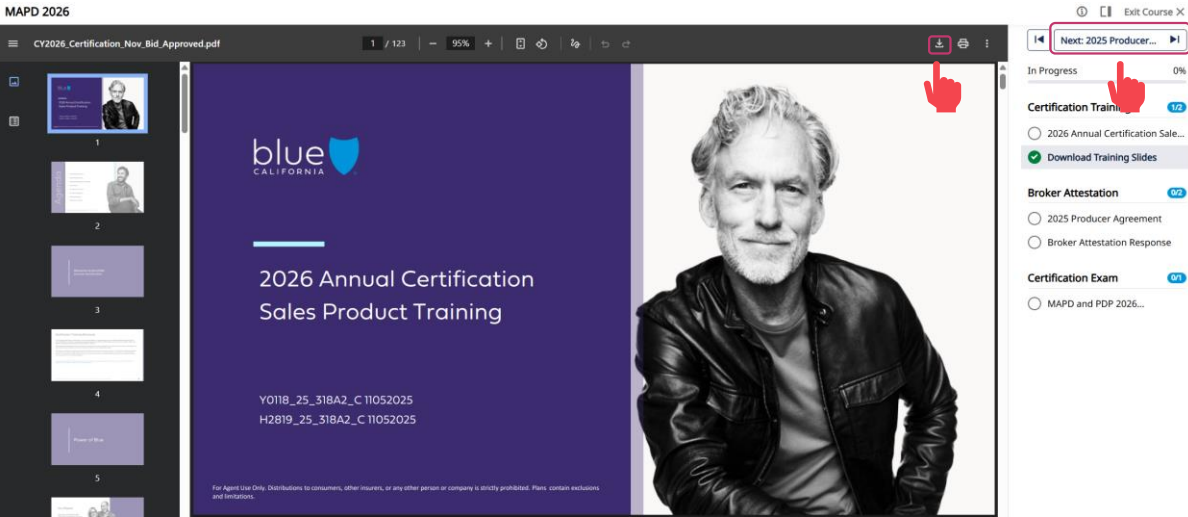


Step 04:

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

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

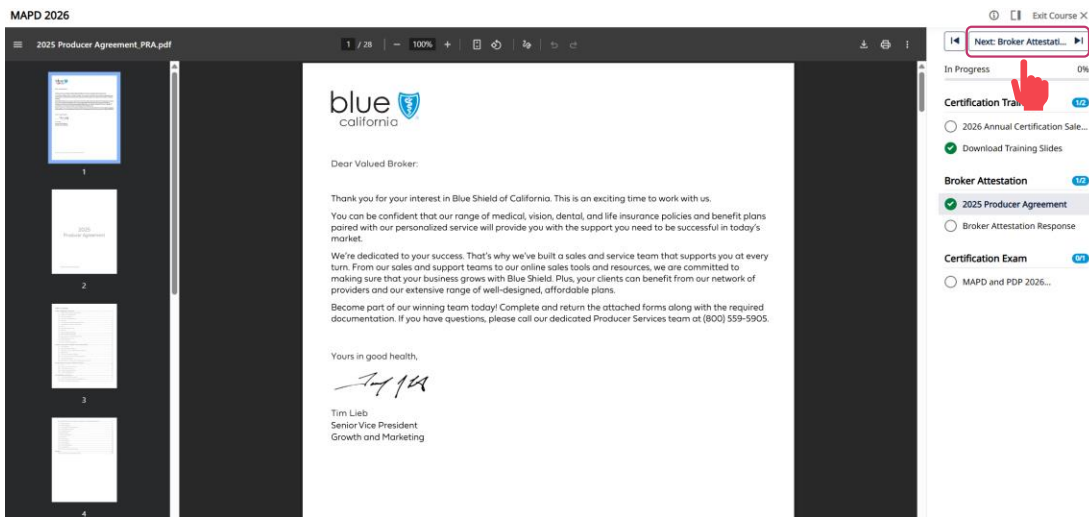
MAPD 2026



Certification Training

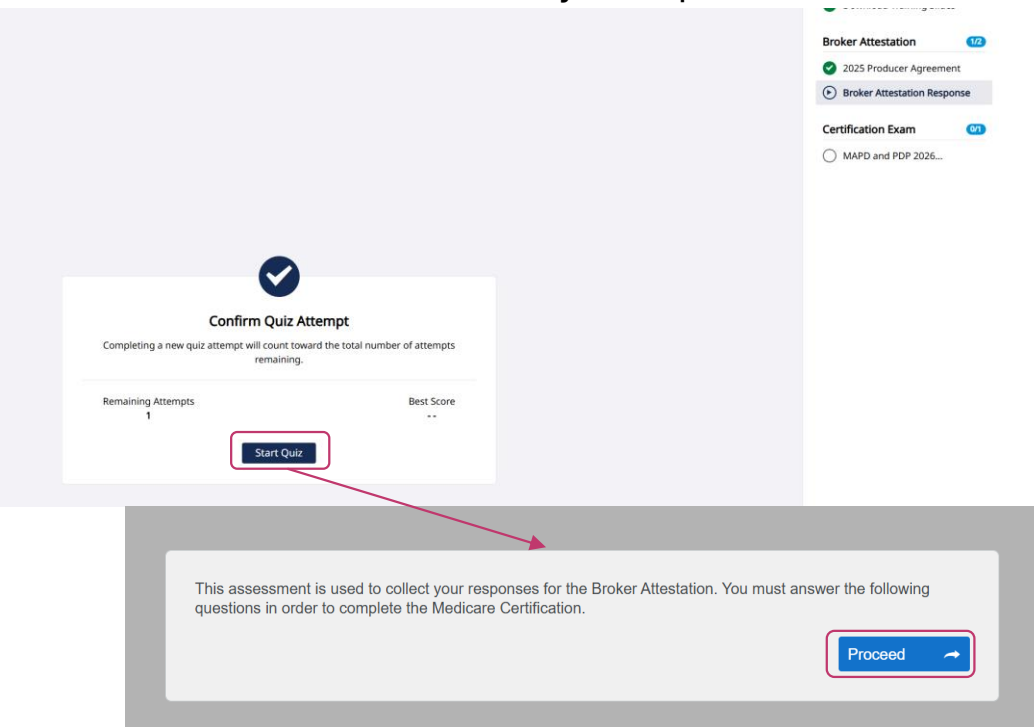
Step 05:

Review the Producer Agreement. Click Next to continue.



Step 06:

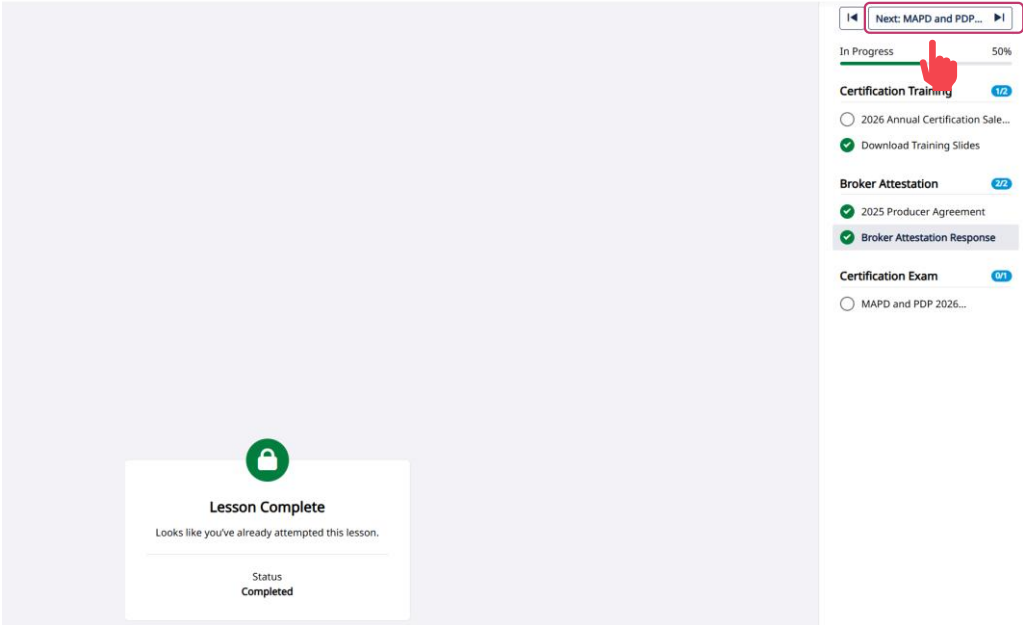
Click “Start Quiz” to complete the Broker Attestation Response assessment. Then “Proceed” to enter your responses.



Certification Exam

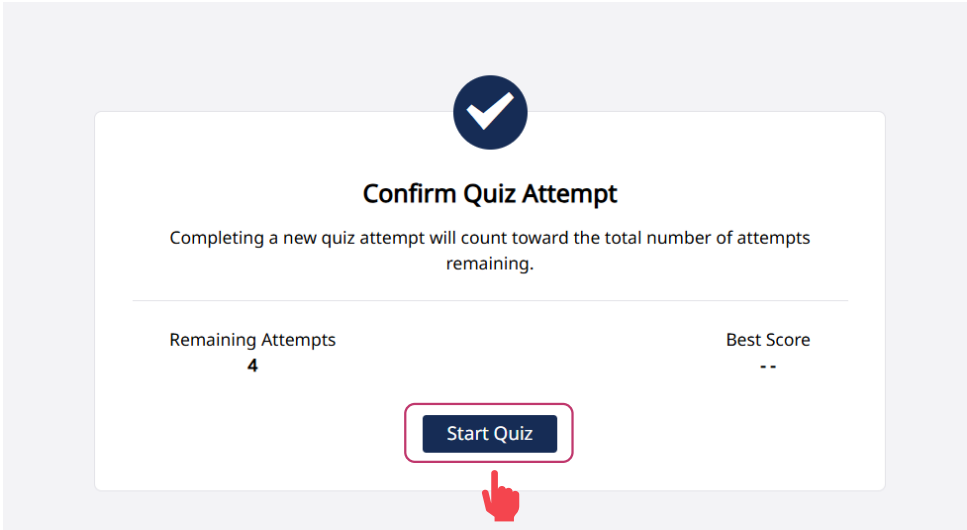
Step 07:

Click Next to move to the Certification Exam.



Step 08:

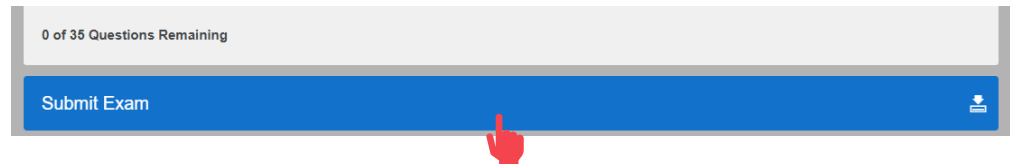
Click the Start Quiz button to begin the exam.



Certification Exam

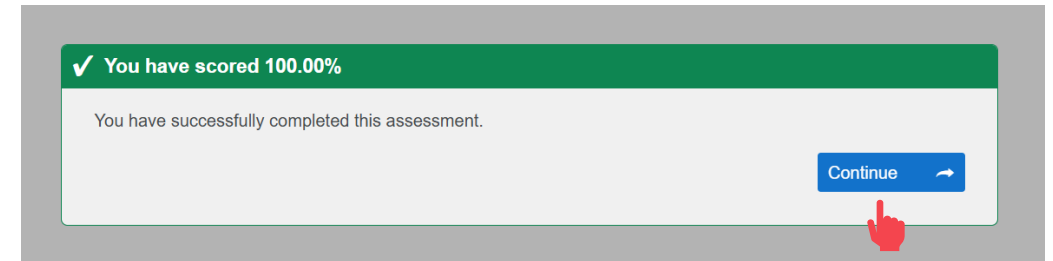
Step 09:

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:

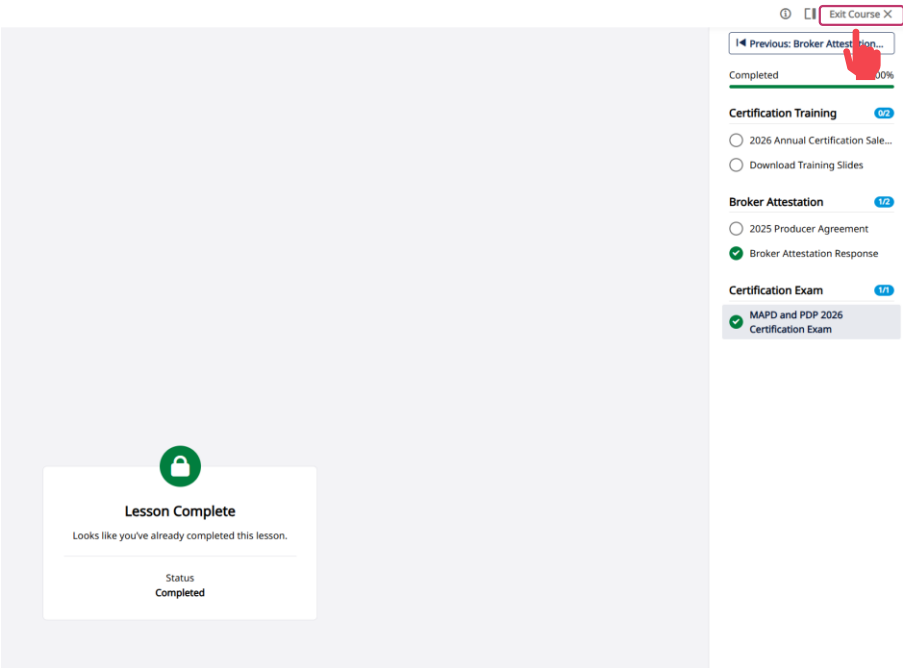
If you successfully pass the exam. Click Continue.



Certification Exam

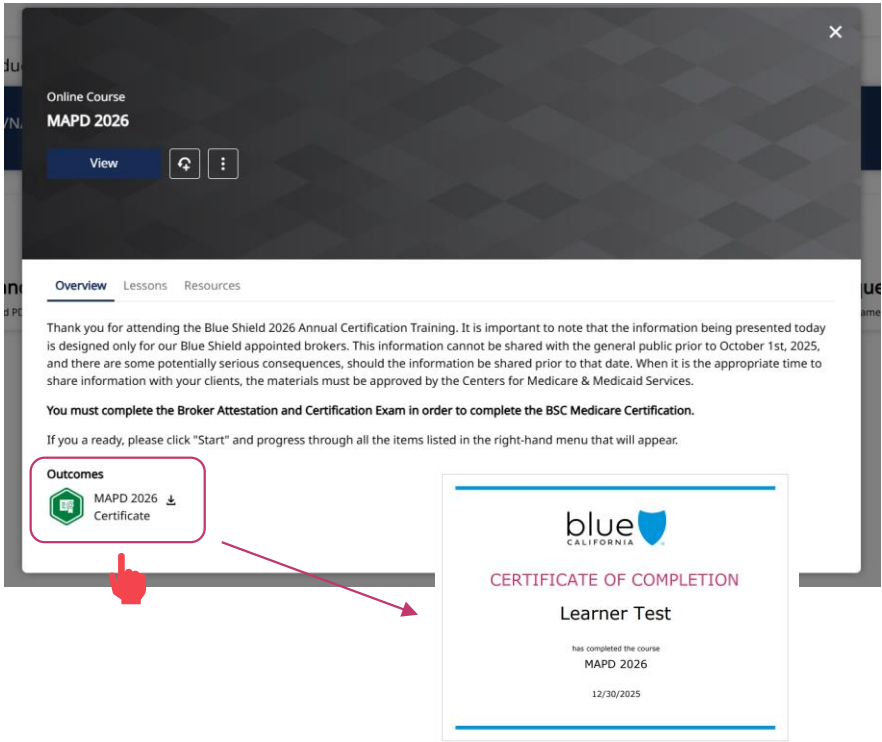
Step 11:

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

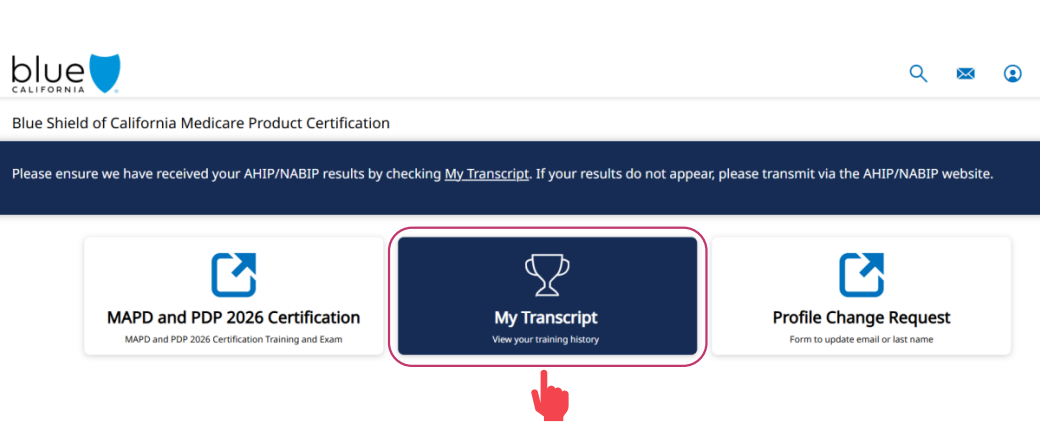
View



Certification History

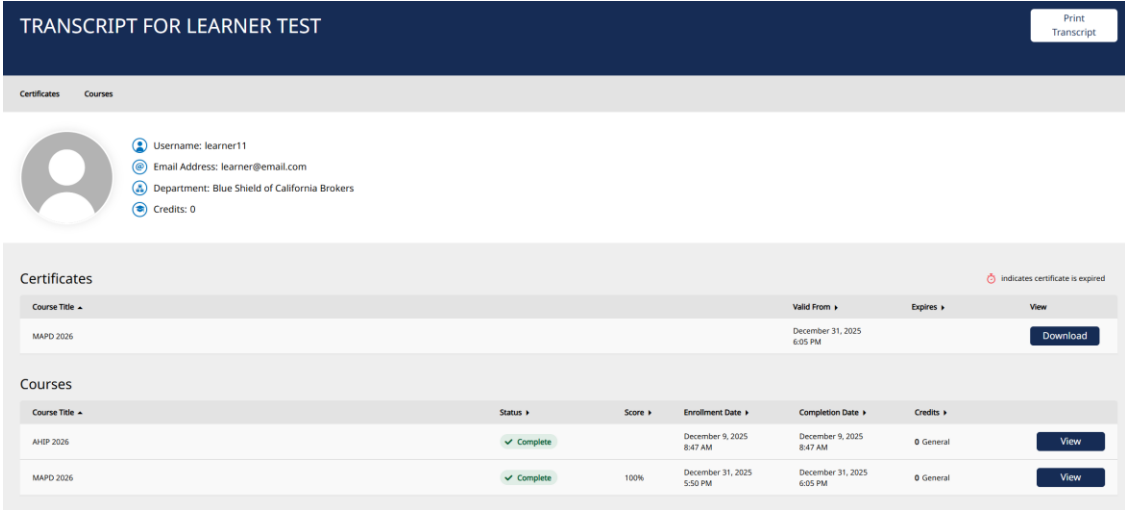
Step 01:

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

Indicates certificate is expired

Course Title	Valid From	Expires	View
MAPO 2026	December 31, 2025 6:05 PM		<div>Download</div>

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	<div>View</div>
MAPO 2026	Complete	100%	December 31, 2025 5:50 PM	December 31, 2025 6:05 PM	0 General	<div>View</div>





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 \(blueshieldca.com\)](#)

