

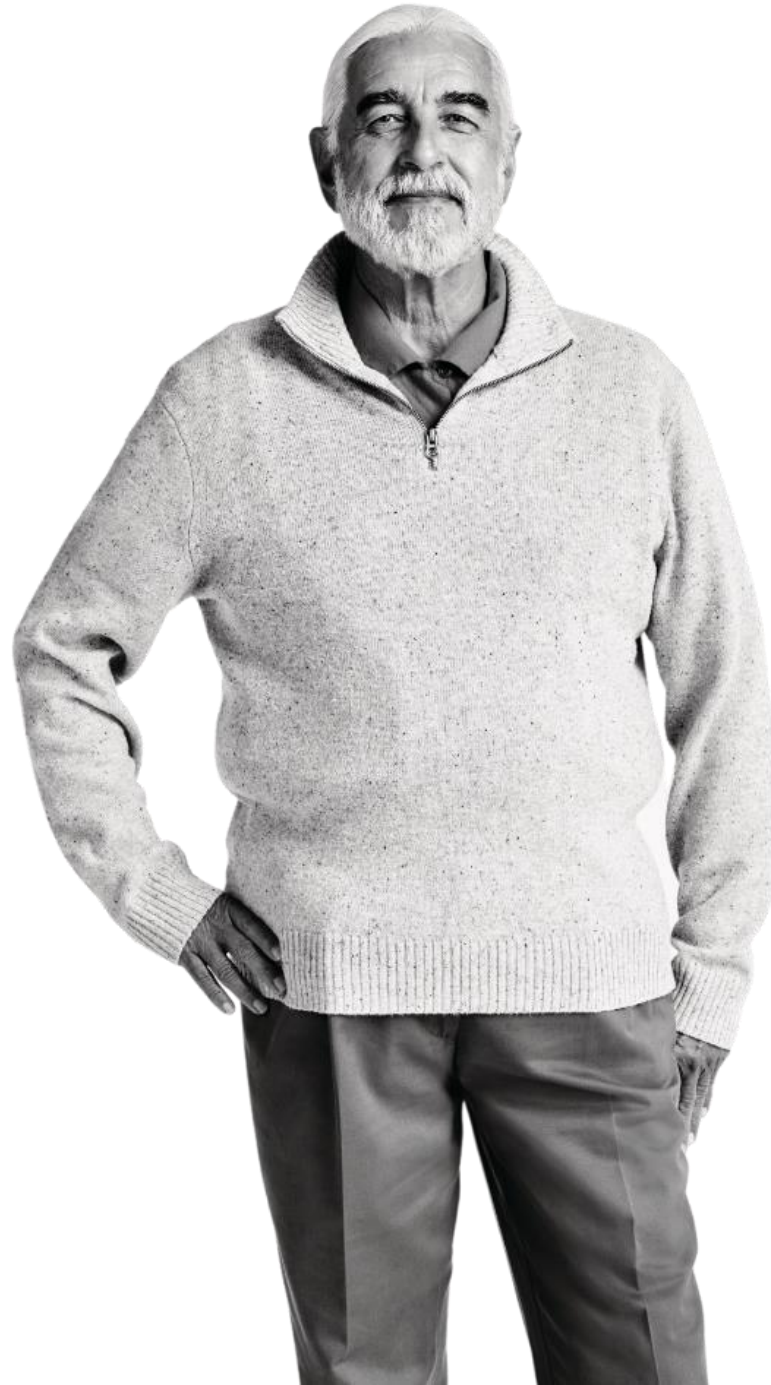


Broker Certification Site

Begin

April 06, 2023

Y0118_23_228A_C 05102023



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 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?

Begin

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

Begin

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.

The screenshot displays the AHIP and Blue Shield of California Medicare Online Certification interface. On the left, the AHIP logo is accompanied by the tagline "Guiding Greater Health" and a menu with items like "Overview: Medicare Program Basics", "Navigation", "Terms and Conditions", "Learning Objectives", "Training Roadmap", "Medicare Program Basics", "Medicare Basics", and "Medicare Background". The main content area features the Blue Shield of California logo and the text "Medicare Online Certification". A central message box reads "Thank you!" and "Our records were updated with the AHIP certification and training information for the producer with the NPN:". Below this message is a "Login" button. At the bottom, there is 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."



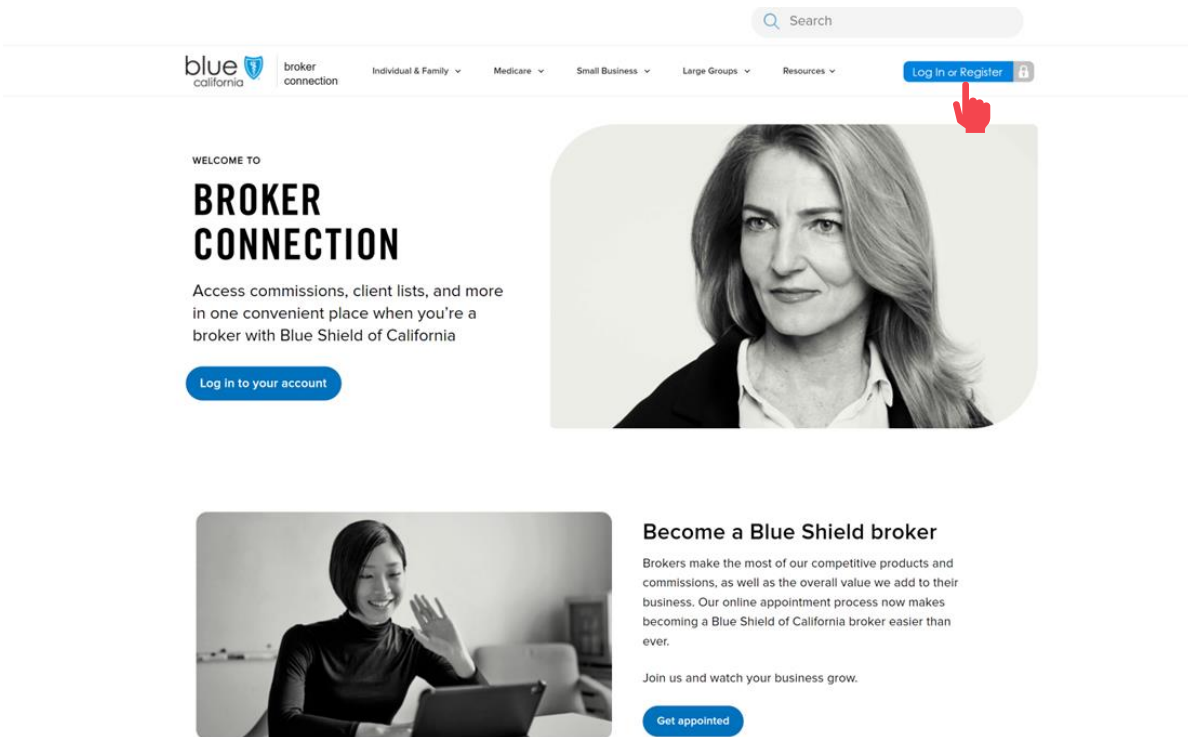
Logging in to the Certification Site

Begin

Login from Broker Connection Site

Step 1:

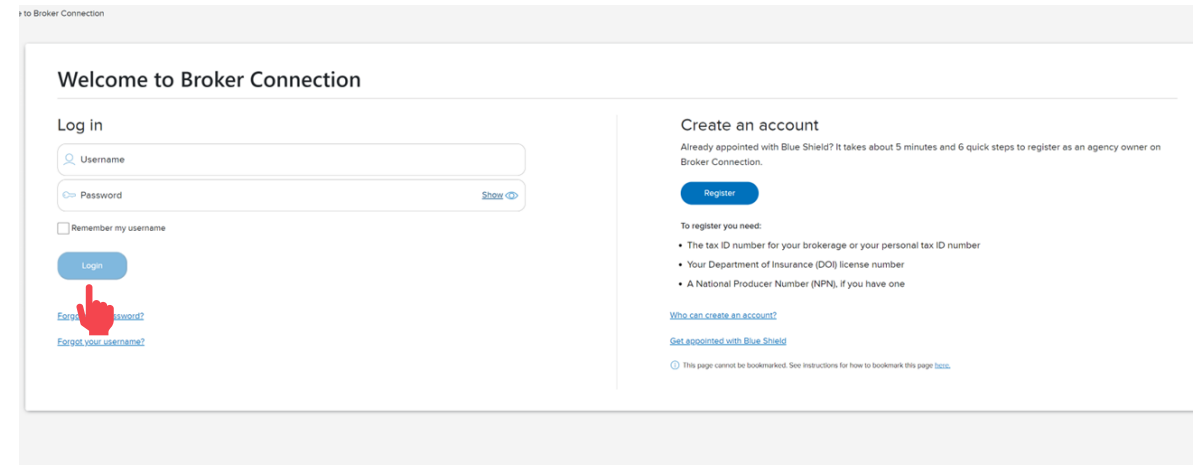
Navigate to the Broker Connection site and click **Log In or Register**



The screenshot shows the homepage of the Blue Shield of California Broker Connection site. At the top, there is a search bar and a navigation menu with links for 'Individual & Family', 'Medicare', 'Small Business', 'Large Groups', and 'Resources'. A prominent blue button labeled 'Log In or Register' is highlighted with a red hand icon. Below the navigation, the main content area features a large image of a woman and text that reads 'WELCOME TO BROKER CONNECTION' and 'Access commissions, client lists, and more in one convenient place when you're a broker with Blue Shield of California'. A blue button labeled 'Log in to your account' is visible. At the bottom, there is a section titled 'Become a Blue Shield broker' with a sub-image of a woman at a laptop and a blue button labeled 'Get appointed'.

Step 2:

Enter credentials and click **Login**



The screenshot shows the login page of the Blue Shield of California Broker Connection site. The page is titled 'Welcome to Broker Connection'. On the left, under the heading 'Log in', there are input fields for 'Username' and 'Password', a 'Remember my username' checkbox, and a blue 'Login' button. A red hand icon points to the 'Login' button. Below the login fields are links for 'Forgot your password?' and 'Forgot your username?'. On the right, under the heading 'Create an account', there is a blue 'Register' button and a list of requirements for registration: 'The tax ID number for your brokerage or your personal tax ID number', 'Your Department of Insurance (DOI) license number', and 'A National Producer Number (NPN), if you have one'. There are also links for 'Who can create an account?' and 'Get appointed with Blue Shield'.

Login from Broker Connection Site

Step 3:

Click the **Medicare** dropdown menu and click **MA-PD/PDP Certification**

The screenshot shows the Blue Shield of California Broker Connection website. The top navigation bar includes the Blue Shield of California logo, 'broker connection', and several dropdown menus: 'Individual & Family', 'Medicare', 'Small Business', 'Large Groups', and 'Resources'. The 'Medicare' dropdown menu is open, showing options like 'Medicare Eligible Home', 'Products', 'MA-PD/PDP Certification', 'Policies & Procedures', 'Help Current Clients', 'Renewals', and 'Training and Resources'. The 'MA-PD/PDP Certification' link is highlighted with a red box and a hand icon. Below the navigation bar, there is a 'MEDICARE' section with a 'Log in for Access' button and several links. A 'CONNECTION' section is also visible, featuring a woman's portrait and a 'Log in to your account' button. At the bottom, there is a 'Become a Blue Shield broker' section with a woman's portrait and text describing the benefits of becoming a broker.

Step 4:

Login to the **Blue Shield Broker Portal** to begin the product certification

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.



Certification Site Navigation

- Agreements
- Training Course
- Certification Exam
- Certification History

Begin

Agreements

Step 5:

Register for Step 1: Agreements

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.

Step 6:

Add Amendment to the Producer Agreement (Medicare)

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) BSC000055-	REGISTRATION ALLOWED Unlimited	ADD
QUICK ASSESSMENT Broker Agreement Quiz BSC000055-	REGISTRATION WARNINGS Unlimited	ADD

Agreements

Step 7:

Add Broker Agreement Attestation

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) : Required selection is complete

Activity Type	Activity Name	Registration Status	Limit	Action
DOCUMENT	2022 Amendment to the Producer Agreement (Medicare)	REGISTRATION ALLOWED	Unlimited	REMOVE
QUICK ASSESSMENT	Broker Agreement Quiz	REGISTRATION WARNING	Unlimited	REMOVE

Step 8:

Click the Register button

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) : Required selection is complete

Activity Type	Activity Name	Registration Status	Limit	Action
DOCUMENT	2022 Amendment to the Producer Agreement (Medicare)	REGISTRATION ALLOWED	Unlimited	REMOVE
QUICK ASSESSMENT	Broker Agreement Quiz	REGISTRATION WARNING	Unlimited	REMOVE

CANCEL REGISTER

Agreements

Step 9:

Start the Amendment to the Producer Agreement (Medicare)

Shield Learns

Learning Search

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

BROKER AGREEMENTS TEST

Completion Status 0%

START ACTIVITY

Broker Agreements TEST

1. 2022 Amendment to the Producer A...
2. Broker Agreement Quiz

DETAILS **ACTIVITIES**

DOCUMENT
2022 Amendment to the Producer Agreement (Medicare)
REGISTERED

START

QUICK ASSESSMENT
Broker Agreement Quiz
REGISTERED

START

DONE

Step 10:

Review the Amendment and close the window when done.

Microsoft Word - FINAL Medicare AMENDMENT 9-1-10.doc - Google Chrome

blueshieldca.sumtotal.learning/DataStore/BLUESHIELDCA_PROD/Learning/data/20230405_200559_5352/2022%20...

Microsoft Word - FINAL M... 1 / 7 61%

2022 September

AMENDMENT TO THE PRODUCER AGREEMENT (MEDICARE)

This amendment ("Amendment") is effective on September 7, 2022, and amends and is made part of the Producer Agreement ("Agreement") by and between California Physicians' Service Dba Blue Shield of California, and its affiliates and subsidiaries including Blue Shield of California Life & Health Insurance Company (collectively, "Blue Shield") and Producer.

Blue Shield and Producer hereby agree to amend the Agreement to comply with legal requirements relating to Medicare Advantage plans and Medicare Prescription Drug Plans.

Except as set forth in this Amendment, all other provisions of the Agreement shall remain unchanged and in effect. The Agreement is amended to include the following provisions:

Specific Regulatory Obligations of Medicare Participation You acknowledge and agree that sales of Blue Shield Medicare Advantage plans and Medicare Prescription Drug Plans ("Blue Shield Medicare Plans") are subject to regulation by the Centers for Medicare & Medicaid Services ("CMS") of the Department of Health and Human Services ("HHS"). As used in this Amendment, the term "Medicare Laws and Regulations" shall mean and include: (i) All relevant provisions of the Social Security Act, including but not limited to, Part C and Part D of Title XVII; (ii) all rules and regulations promulgated pursuant to the relevant provisions of the Social Security Act, including but not limited to those set forth in 42 C.F.R. Parts 422 and 423; (iii) the CMS Internet Security Policy; and (iv) any and all relevant administrative guidelines (including the Medicare Marketing Guidelines), bulletins, manuals, instructions, requirements, policies, standards, or directives from time to time adopted or issued by CMS or HHS.

Interpretation and Relationship to the Rest of the Agreement The provisions of this Amendment apply to the solicitation and submission of applications for Blue Shield Medicare Plans. To the extent there is a conflict between the terms of this Amendment or Medicare Laws and Regulations and any other terms of the Agreement, the terms of this Amendment and Medicare Laws and Regulations shall govern as they apply to Blue Shield Medicare Plans. Absent such a conflict, the other terms of the Agreement also apply to Blue Shield Medicare Plans. The terms of the Agreement (including this Amendment), as they relate to the provision of services under Blue Shield Medicare Plans, shall be interpreted in a manner consistent with applicable Medicare

Y0118_22_376A_C_09072022

Activity is in progress. Do not close this page. You will be automatically redirected on completion.

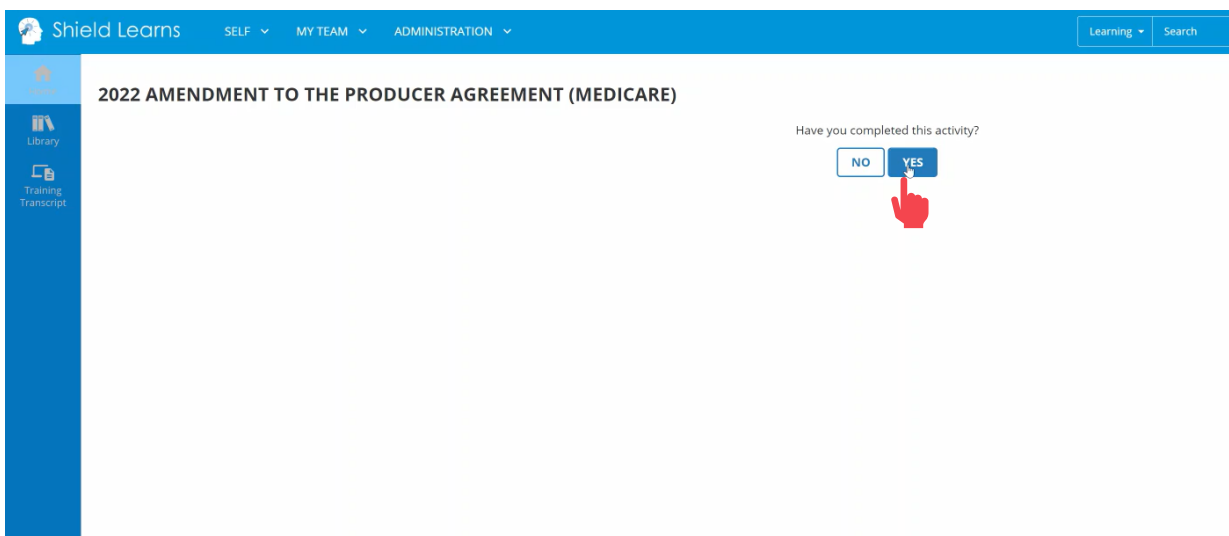
Agreements

Step 11:

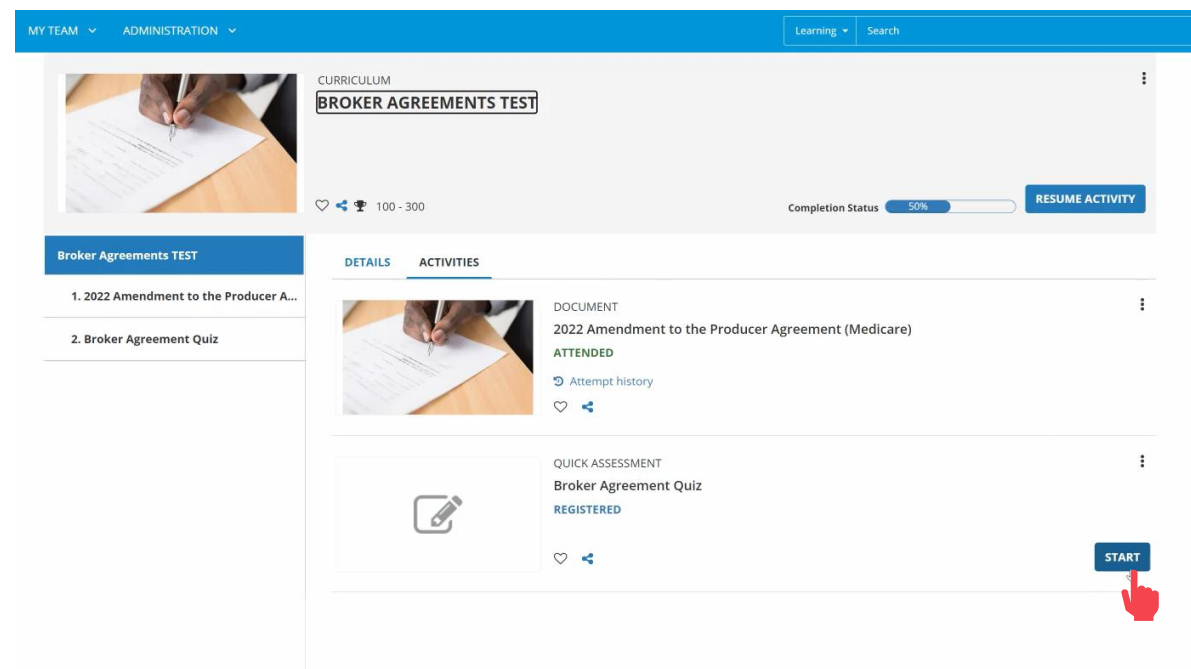
Select **Yes** to indicate that you have finished reviewing the document.

Step 12:

Start the Broker Agreement Attestation.



The screenshot shows the Shield Learns interface. The top navigation bar includes 'Shield Learns', 'SELF', 'MY TEAM', 'ADMINISTRATION', 'Learning', and 'Search'. The left sidebar contains 'Library' and 'Training Transcript'. The main content area displays '2022 AMENDMENT TO THE PRODUCER AGREEMENT (MEDICARE)'. Below the title, a question asks 'Have you completed this activity?' with two buttons: 'NO' and 'YES'. A red hand icon is pointing to the 'YES' button.



The screenshot shows the 'BROKER AGREEMENTS TEST' curriculum page. The top navigation bar includes 'MY TEAM', 'ADMINISTRATION', 'Learning', and 'Search'. The left sidebar contains 'Library' and 'Training Transcript'. The main content area displays 'CURRICULUM' and 'BROKER AGREEMENTS TEST'. Below the title, there is a progress bar for 'Completion Status' at 50% and a 'RESUME ACTIVITY' button. The page is divided into 'DETAILS' and 'ACTIVITIES' tabs. Under 'ACTIVITIES', there are two items: '1. 2022 Amendment to the Producer A...' and '2. Broker Agreement Quiz'. The '2. Broker Agreement Quiz' item is expanded, showing 'DOCUMENT' and '2022 Amendment to the Producer Agreement (Medicare)'. Below this, there is a 'QUICK ASSESSMENT' section for 'Broker Agreement Quiz' with a 'REGISTERED' status and a 'START' button. A red hand icon is pointing to the 'START' button.

Agreements

Step 13:

Agree to the Producer Agreement.

Step 14:

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 15:
Return to **Home** Screen.

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

Library
Training Transcript

CURRICULUM
BROKER AGREEMENTS TEST
ATTENDED

Completion Status **100%** **REGISTER AGAIN**

Attempt History

Broker Agreements TEST

- 1. 2022 Amendment to the Producer A...
- 2. Broker Agreement Quiz

DETAILS **ACTIVITIES**

DOCUMENT
2022 Amendment to the Producer Agreement (Medicare)
ATTENDED
Attempt history

QUICK ASSESSMENT
Broker Agreement Quiz
ATTENDED
Attempt history

Training Course

Step 16:

Register for Step 2: Training Curriculum



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

Step 17:

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

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)



COURSE REGISTRATION ALLOWED
2023 Annual Medicare Certification
CY_2023_Annual_Medicare_Certification

Unlimited

ADD



DOCUMENT REGISTRATION ALLOWED
2023 Annual Medicare Certification - PDF Course
2023 MAPD Course PDF

Unlimited

ADD

Training Course

Step 18:
Click the **Register** button

Step 19:
Start the activitie(s).

Shield Learns SELF MY TEAM ADMINISTRATION Learning Search

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)

COURSE	REGISTRATION ALLOWED	ADD
2023 Annual Medicare Certification CY_2023_Annual_Medicare_Certification	Unlimited	ADD
2023 Annual Medicare Certification - PDF Course 2023 MAPD Course PDF	Unlimited	ADD

CANCEL REGISTER

Learns SELF MY TEAM ADMINISTRATION Learning Search

2023 ANNUAL MEDICARE CERTIFICATION

Course
Vincent Vigliotti
40 Minute(s)

ACTIVITY SUMMARY

START EXPAND ALL COLLAPSE ALL CLOSE

Additional Information
Below are the additional details about this activity such as facility, location and so on.
Code: CY_2023_Annual_Medicare_Certification
Activity status: Active
Training organization: BSC Brokers

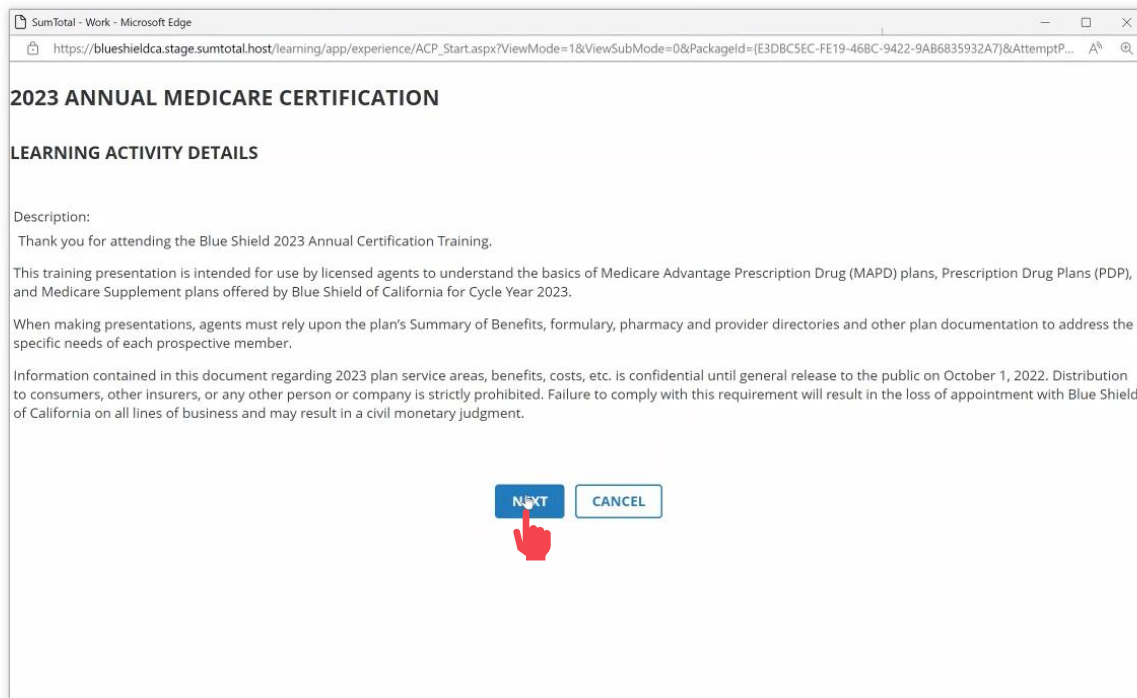
Schedule and Pricing

SHARE

Training Course

Step 20:

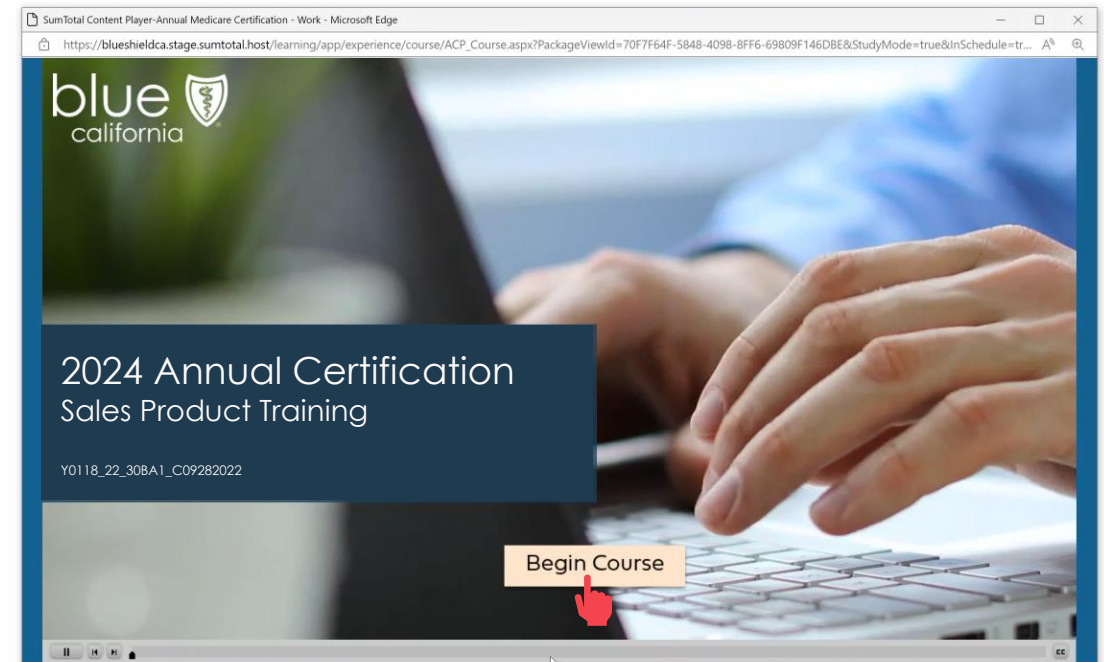
Click the **Next** button when you are done reviewing the course description.



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

Step 21:

Click the **begin course** button

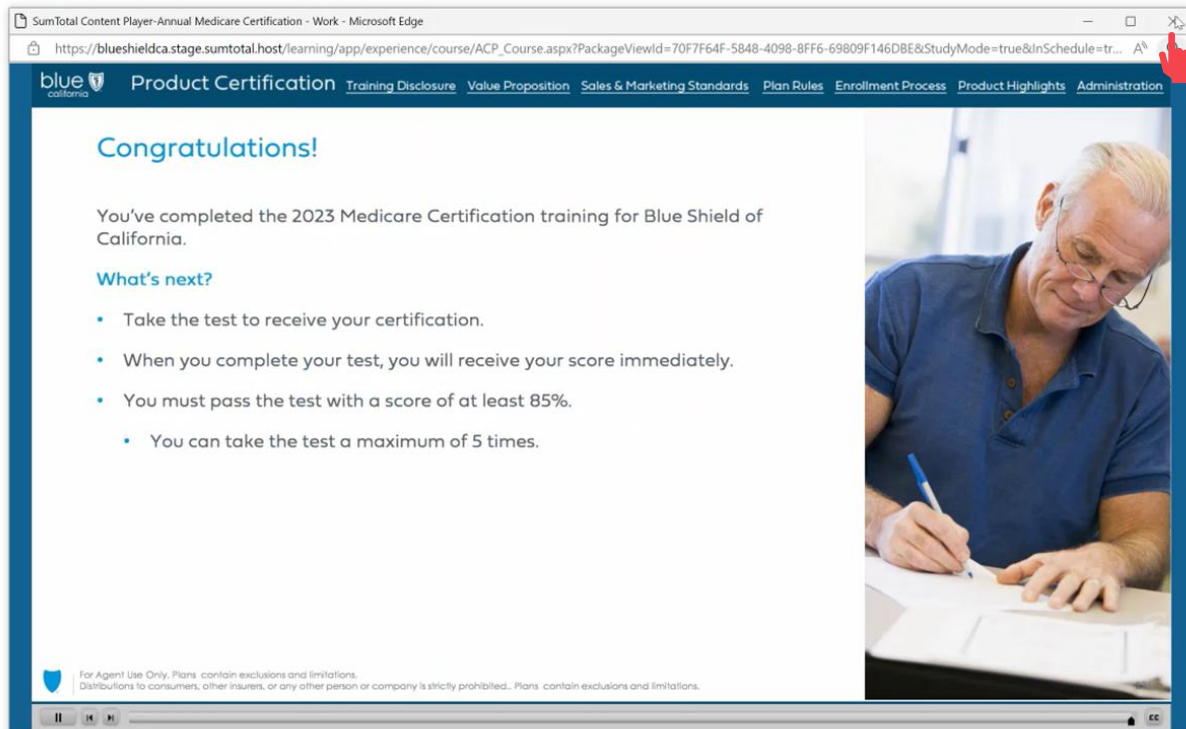


NOTE: If you chose the PDF course option, at this step, review the document and close the window when you are finished.

Training Course

Step 22:

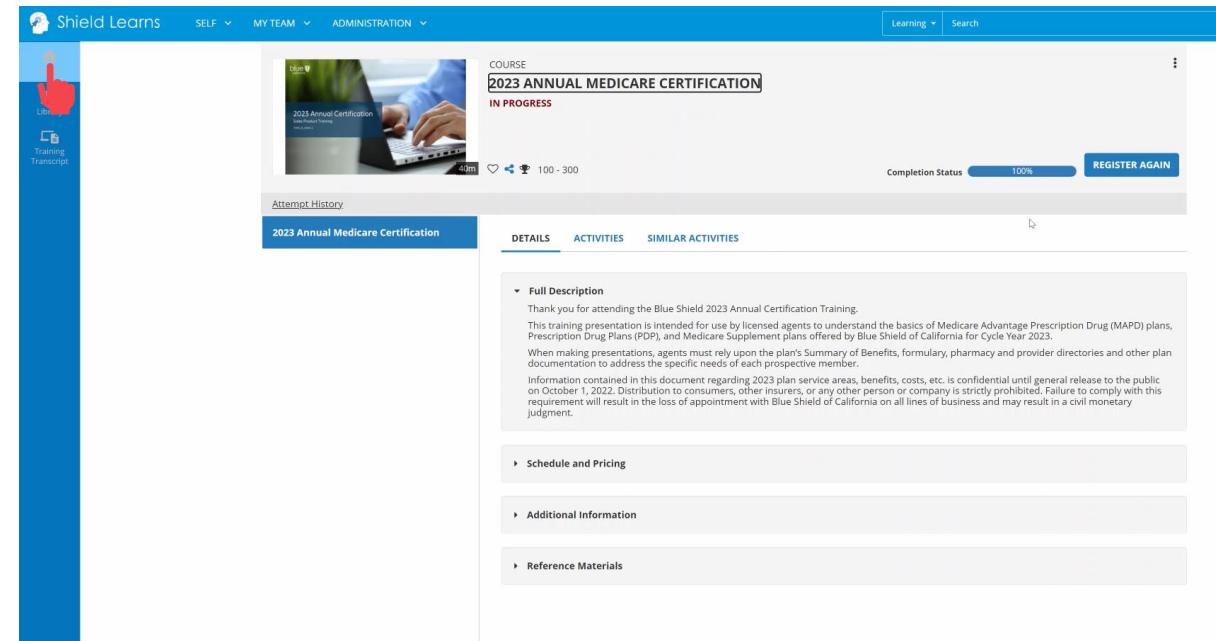
Exit the Course window when you are done.



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 23:

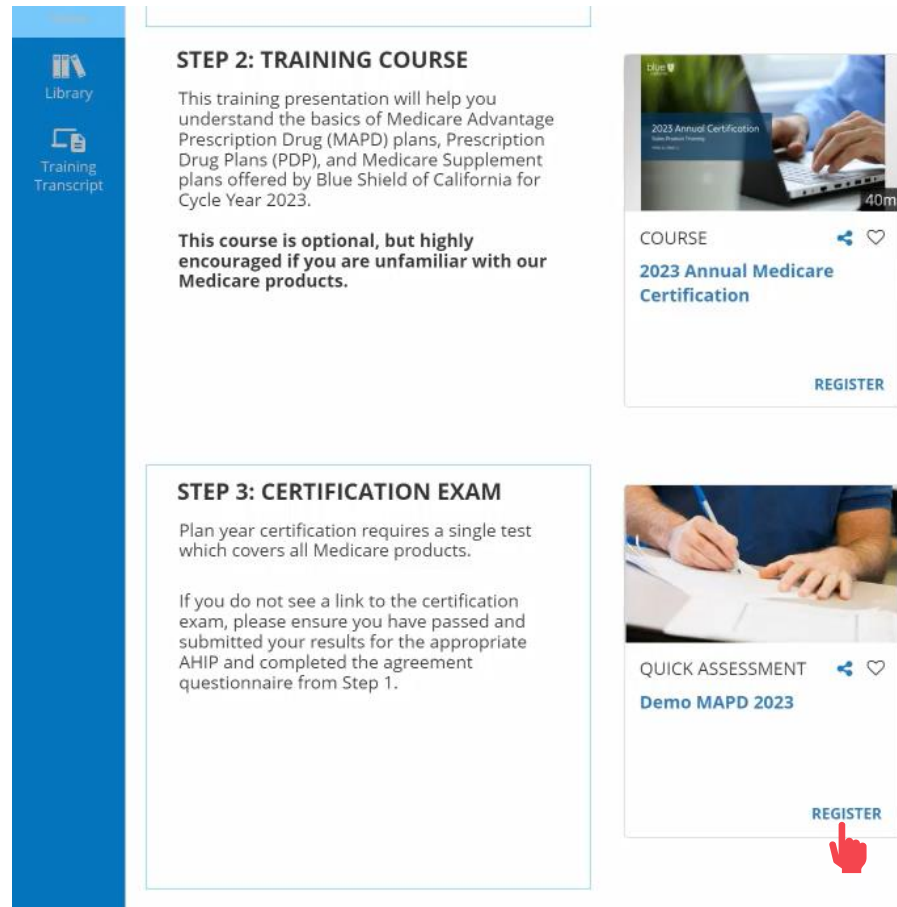
Return to **Home** Screen.



Certification Exam

Step 24:

Register for Certification Exam.



The screenshot shows a user interface for the certification process. On the left is a blue sidebar with 'Library' and 'Training Transcript' icons. The main content area is divided into two sections:

- 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.
- 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.

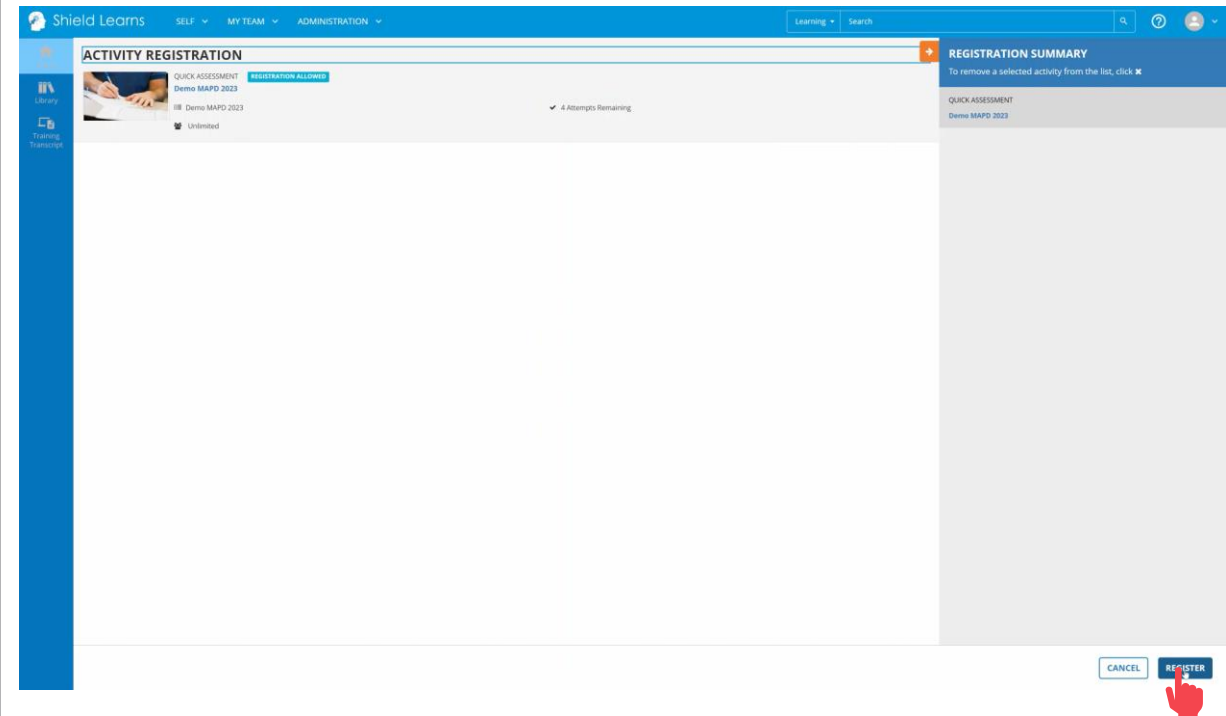
Two course cards are displayed:

- COURSE: 2023 Annual Medicare Certification** (40m) with a 'REGISTER' button.
- QUICK ASSESSMENT: Demo MAPD 2023** with a 'REGISTER' button.

A red hand cursor is pointing at the 'REGISTER' button for the 'Demo MAPD 2023' quick assessment.

Step 25:

Click the Register button.



The screenshot shows the 'ACTIVITY REGISTRATION' page in the 'Shield Learns' system. The page has a blue header with navigation options: 'SELF', 'MY TEAM', and 'ADMINISTRATION'. Below the header, there are two main sections:


- ACTIVITY REGISTRATION**: Shows a list of activities. The first activity is 'Demo MAPD 2023' under the 'QUICK ASSESSMENT' category. It has a 'REGISTRATION ALLOWED' status and shows '4 Attempts Remaining'. Below the activity name is an 'Unlimited' status.
- REGISTRATION SUMMARY**: A sidebar on the right with the heading 'To remove a selected activity from the list, click ✕'. It lists the 'QUICK ASSESSMENT Demo MAPD 2023' activity.

At the bottom right of the page, there are two buttons: 'CANCEL' and 'REGISTER'. A red hand cursor is pointing at the 'REGISTER' button.

Certification Exam

Step 26:

Start the exam.

 QUICK ASSESSMENT
DEMO MAPD 2023
REGISTERED

Completion Status **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 27:

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 28:

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

Step 29:

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 30:

Review the results and click the **Close** button.

DEMO MAPD 2023

Sorry! You did not pass the assessment.

ASSESSMENT RESULTS

Category	Percentage	Count
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**

Step 31:

Return to **Home** Screen.

Shield Learns

SELF MY TEAM ADMINISTRATION

Learning Search

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

Certification History

Step 32:

Review the results and click the **Close** 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.

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 33:

Return to **Home** Screen.

TRAINING TRANSCRIPT

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

Date Range: Start Date: 3/30/2022 05:03pm, End Date: 3/30/2023 05:03pm, REFRESH

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

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

Certification History

Step 34:

Optional - **Print or Export as PDF** the results to save to your personal files. Click the icon at the bottom left to view your certificate.

TRAINING TRANSCRIPT

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

Date Range

Start Date End Date

LEARNER THREE

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

Username:
learner3

E-mail:
Bhavya.Medikonda@blueshieldca.com

Primary job:

User number:
learner3

Manager:

Primary organization:
BSC Brokers

ACTIVITIES

Activity -	Start Date	Completion Date	Completion Status	Score
 Quick Assessment: Demo MAPD 2023	3/13/2023	3/13/2023	Attended	95



Step 35:

Return to **Home** Screen.



Who to Contact

Begin



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 Site: <https://www.medicareproductcertification.com>
- Register your NPN: <https://medicareproductcertification.com/registration.aspx>
- 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 \(blueshieldca.com\)](#)