

Anthem Blue Cross and Blue Shield Medicare Certification Training

Frequently Asked Questions

First Time Certification –

- Brokers certifying to sell Medicare Advantage plans for the first time will need to complete all 5 modules of AHIP Medicare Training before taking the AHIP Final Exam

Re-Certification for Current Brokers –

- A broker who is recertifying is only required to take Parts 4 and 5 of the AHIP Medicare Training. However, the final exam will still test you on content from **ALL 5 Parts** of AHIP Medicare Training. Therefore, reviewing all 5 parts before you start the Final Exam is recommended.

How Much Time Should I Set Aside to Review Certification Modules?

- There are two sets of modules -
 - AHIP Medicare Training has five modules and takes approximately 4-6 hours to complete
 - Additional Anthem-specific modules take approximately 2-2.5 hours to complete.
- You can exit and save your progress when viewing the modules for both AHIP-authored and Anthem-authored content. When you return to the module, you will have the option to resume where you left off.

What do I need to know about the AHIP Medicare Certification Training Final Exam?

- The AHIP Medicare Certification Training Final Exam must be completed within a **two-hour time limit!**
 - You have three attempts per registration to pass the exam.
 - Successful completion requires a score of 90% or better.
 - Allowing the timer to expire will result in an automatic submission, counting toward your three attempts per registration.
 - Clicking the Submit button to submit your answers to the questions will also count as an attempt.
 - If you start the exam (but do not finish it) and exit the exam **prior** to the timer expiring, your answers will not be saved and you will need to start over. This scenario would not count as an attempt.
 - You must pay another registration fee and **repeat all five Parts of the AHIP Medicare training again** if you do not score 90% or better after three attempts. **You will then have another three attempts to pass the final exam.**
- The required AHIP Fraud, Waste and Abuse (FWA) modules will be available to you **after** passing the AHIP final exam.
 - Each of these three FWA modules has its own assessment built into the module and requires a score of 70% or better to pass. The number of attempts on the FWA modules is unlimited.

- Anthem authored modules (compliance and product) allow unlimited assessment attempts to achieve a passing score. There are no separate fees for the Anthem content.
 - The **Risk Prevention** and **Tools for Compliant Selling** modules require a score of 100% to pass.
 - The remaining **Anthem compliance and product modules** require a score of 90% or better to pass.
 - The product modules will not be available until you complete all required compliance modules, including AHIP.

What happens after I successfully pass the exams and assessments?

- You may **generate an AHIP completion certificate for the AHIP Medicare and FWA training.**
- You may **generate a completion certificate for the Anthem Compliance training portion** (which also includes AHIP and FWA), and each of the Product types (HMO, PPO, SNP and PDP) you have successfully completed.
- **If you have completed the requirements to be considered “Ready to Sell” (passed the certification training, and have a current license, and appointment),** you will receive an automated email from Anthem listing the product types for which you are “Ready to Sell”. At that point, you will be granted CustomPoint access where you can access sales and marketing materials.

ANTHEM MEDICARE CERTIFICATION TRAINING CENTER

USER GUIDE



Enter Anthem Preregistration Access Code: **External-SelfReg**

Anthem Medicare Certification Training Center User Guide

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Getting Started: Log In and User Registration

All users will begin on the Anthem login page.

Returning Users: If you are a returning user, please sign in with your username and password. Usernames and passwords are case sensitive. Returning users will be asked to key in their access code and review their profile information for accuracy upon login. If you have forgotten your username or password, please use the link(s) below the Login button for assistance.

First Time Visitor: If you are a first time visitor, please click on the First Time Visitors button and follow the onscreen steps 1-3.



Anthem

CAHIP's FFM Training

Contact Us

If you are experiencing issues with any functionality on this site, please do not hesitate to contact us.

NOTE: The preferred browser is Google Chrome.

Phone: 855-277-6067

Email: [Broker.Support](#)

Links to Resources

[User Guide](#)

Welcome to the Anthem Medicare Certification Training Center

Sign In

Username (NPN or Email)

Password

[Forgot your username?](#)

[Forgot your password?](#)

First Time Visitor?

[Start here and register](#)

Accountable Caring Easy to do business with Innovative Trustworthy

When you sign in or click the First Time Visitors button, the next screen will contain an Access Code field.

Please enter the Access Code that has been provided by Anthem and click Submit. If you do not know your Access Code, please contact Medicare Programs Sales Support at the number provided on the screen.



The image shows the Anthem Medicare Preregistration Access Code form. At the top is the Anthem logo and a photo of a smiling woman talking to an elderly couple. Below the photo is a red arrow pointing to the 'Preregistration Access Code' field. The form includes a 'Submit' button and a note: 'If you have questions about your access code, please contact your RSM, Sales Director, or Medicare Programs Sales Support at 1-855-477-8067 for more information.' At the bottom, it says 'There are required fields in this form marked*.'

Preregistration Access Code

Please Enter Your Anthem Access Code*

If you have questions about your access code, please contact your RSM, Sales Director, or Medicare Programs Sales Support at 1-855-477-8067 for more information.

Submit

There are required fields in this form marked*.

Enter Anthem Preregistration Access Code: **External-SelfReg**

You are not logged in. (Login)

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In Step 1, fill out the required fields in the Confidential Information Section then click Submit.



The image shows the Anthem Medicare Confidential Information form. At the top is the Anthem logo and a photo of a smiling woman talking to an elderly couple. Below the photo is a red arrow pointing to the 'Last name*' field. The form includes fields for 'Last name*', 'DOB*', and 'Last 4 Digits of SSN*', each with a 'Submit' button. A note says: 'Please fill out the following required fields.' At the bottom, it says 'There are required fields in this form marked*.'

Step 1 of 3

Confidential Information

Please fill out the following required fields:

Last name*
Enter name as it appears on license

DOB*
Enter date of birth (mm/dd/yyyy)

Last 4 Digits of SSN*
Enter last 4 digits of social security number

Submit


There are required fields in this form marked*.

You are not logged in. (Login)

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In Step 2, you will start by entering your First name. Please make sure to enter your First and Last name as it appears on your license for the system to Find your NPN in the National Producer Number section. Once the system has found your NPN, click Continue.



Step 2 of 3

Confidential Information

Provide some information to uniquely identify yourself for the Wellpoint Medicare Training System

Last name

DOB

Last 4 Digits of SSN

National Producer Number

First name*
Enter name as it appears on license

NPN

There are required fields in this form marked*

You are not logged in. ([Login](#))

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As you continue through Step 2, you will now be required to fill out the remaining fields of your profile information.

Step 2 of 3

Confidential Information

Provide some information to uniquely identify yourself for the Wellpoint Medicare Training System

Last name

Agent

DOB

06/10/2020

Last 4 Digits of SSN

9999

Personal Information

Name

Prefix

First name*

Guest

Enter name as it appears on license

Middle name

If Applicable

Last name*

Agent

Enter name as it appears on license

Suffix

Designation

Additional information

Company name*

Job title

Phone number*

National Producer Number

Please provide your National Producer Number (NPN) if you have one. Your NPN will serve as your username.

NPN

[Edit](#)

Continuing Step 2, once you have completed all of the required fields marked in red with an *, you will click Register at the bottom of the page.

Password

Provide a password to access the system. The password must have at least 6 characters

Password*

Enter Password

Confirm password*

Verify Password

Email address

Please provide an email address. This email address will be used for password recovery, system notifications, and as your username should you not have an assigned National Producer Number.

Email address*

Enter email address

Confirm email address*

Verify email address

Mailing Address

Provide the mailing address you can be reached at.

Address 1*

Address 2

City*

State / Territory*

Zip code*

Enter your five digit zip code

Country

Language

Indicate your preferred language for taking courses.

Language

Select your preferred language

Anthem (Support)

I would like to receive text messages from Anthem. ☐

I understand data charges may apply

Mobile Phone Number

format: (111) 111-1111

I've reviewed my contact information and verified that it is accurate.* ☐

By checking this box, I agree my profile information above is accurate.

There are required fields in this form marked*.

In Step 3, please note your username for future sessions. It is a good idea to notate your username and password in case you need to access your training at a future date. To proceed to your training, click Continue to Home.



Certification Portal Transcript

Step 3 of 3

Please note your username below. You will need this information for future logins to this site. In most cases, username is your National Producer Number (NPN). In the following scenarios, it will be a system-generated username:

- You do not have an NPN (or have not specified one)
- You previously used an email address as a username

Username: *guestagent2@noemail.com*

[Continue to Home](#)

You are logged in as **Guest Agent** (Logout)

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Terms of Service

On the Certification Portal homepage, you must first review and accept Anthem's Terms of Service in order to access the certification training. Click the Review Terms of Service button.

Prior to accessing the training modules below, you must first review and accept Anthem's Terms of Service.

[Review Terms of Service](#)

Please be sure to read and scroll through the entire Terms of Service Agreement. Click Agree once you have read the Terms of Service Agreement to start your training.

Terms of Service Agreement

Agent Certification Disclaimer

User Agreement

Marketing Guidelines:

PLEASE NOTE: In order to market Medicare Advantage (MA) and Prescription Drug (Part D) plans, the Centers for Medicare and Medicaid Services (CMS) and Anthem, Inc., **mandate that the following requirements be met PRIOR** to discussing any benefits with current or prospective members and submission of any enrollments:

- **State / brand appointment and licensing are current**
- **Certification completed for products you intend to sell; certification requires AHIP training, all assigned compliance training (including Fraud, Waste and Abuse) and product training**
- **Broker Addendum submitted if you were appointed prior to October 1, 2009**

To check if you are in good standing with the necessary requirements for marketing Medicare Advantage and Part D products, please contact us at:

- Medicare Programs Sales Support
1-855-277-6067

Additional information:

- 1) In order to receive **renewal commissions** on **existing policies** you must also be certified and maintain an active license and appointment for the upcoming year.
- 2) In order to receive commissions on any **MAPD products**, you are required to complete the PDP training module in **addition** to the MA training to be considered for MAPD products.
- 3) Agents wishing to sell **SNP plans** must take both the SNP and Part D modules as part of their certification, **as well as** the HMO and/or PPO module, depending on the type of SNP plan available to market in their area.

By clicking on the box and proceeding to the Agent Certification site to register and complete certification training, you are acknowledging that you are / will be in good standing **PRIOR** to discussing any benefits with current or prospective members and submission of enrollments.

In addition, by agreeing to the Terms of Service, you affirm that you **personally** completed the course. Further, you affirm that the course examination was completed without assistance from any outside source or individual.

[Agree](#)

[Disagree](#)

Account Features

Upon logging in, you are taken to the Certification Portal homepage. Please note you can return to the homepage at any time by clicking on the Certification Portal button.



Anthem

Certification Portal Transcript

Guest Agent
Profile
Logout

Contact Us

If you are experiencing issues with any functionality on this site, please do not hesitate to contact us.

NOTE: The preferred browser is Google Chrome.

Phone: 855-277-6067
Email: [Broker Support](#)

Welcome to the Anthem Medicare Certification Training Center

In order to sell plans (and receive commissions for those sales) you must meet the following ready-to-sell requirements:

- Certification for products you intend to sell; certification requires AHIP training, all assigned compliance training (including Fraud, Waste and Abuse) and product training
- Licensure and appointment paperwork turned in for all the states you intend to sell in
- Broker Addendum submitted if you were appointed prior to October 1, 2009
- In order to receive renewal commissions on existing policies you must also be certified and maintain an active license and appointment for the upcoming year
- In order to receive commissions on any MAPD products, you are required to complete the PDP training module in addition to the MA training to be considered for MAPD products
- Agents wishing to sell SNP plans must take both the SNP and Part D modules as part of their certification, as well as the HMO or PPO module, depending on the type of SNP plan available to market in their area. This product training is in addition to the required compliance training. Failure to complete all required product modules will result in a noncompliant and non-commissionable sale.

Update Account Information

To view or edit your profile details, click on the Profile link.



Anthem

Certification Portal Transcript

Guest Agent
Profile
Logout

Contact Us

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NOTE: The preferred browser is Google Chrome.

Phone: 855-277-6067
Email: [Broker Support](#)

Welcome to the Anthem Medicare Certification Training Center

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- Certification for products you intend to sell; certification requires AHIP training, all assigned compliance training (including Fraud, Waste and Abuse) and product training
- Licensure and appointment paperwork turned in for all the states you intend to sell in
- Broker Addendum submitted if you were appointed prior to October 1, 2009
- In order to receive renewal commissions on existing policies you must also be certified and maintain an active license and appointment for the upcoming year
- In order to receive commissions on any MAPD products, you are required to complete the PDP training module in addition to the MA training to be considered for MAPD products
- Agents wishing to sell SNP plans must take both the SNP and Part D modules as part of their certification, as well as the HMO or PPO module, depending on the type of SNP plan available to market in their area. This product training is in addition to the required compliance training. Failure to complete all required product modules will result in a noncompliant and non-commissionable sale.

Click the Edit profile tab to view more detailed profile information.



Anthem

Certification Portal Transcript

Guest Agent

Profile Edit profile Blog Transcript

Country: United States
City/town: ABC

License fields	Site License	Field	User entry
	Anthem (Support)	I would like to receive text messages from Anthem.	0
	Anthem (Support)	Mobile Phone Number	0
	Anthem (Support)	I've reviewed my contact information and verified that it is accurate.	1

Learning plans

- 2021 Compliance Training (sans FWA)
- 2021 HMO
- 2021 PDP
- 2021 PPO
- 2021 SNP

First access: Wednesday, June 10, 2020, 04:50 PM (9 mins 1 sec)
Last access: Wednesday, June 10, 2020, 04:56 PM (3 mins 16 secs)

Change password Messages

You are logged in as Guest Agent (Logout)

From the Edit profile tab, you may update your email address, personal information, mailing address and preferred language.

Change Your Password

If you need to change your password, click the Profile Tab, then click the Change password button.



Anthem

Certification Portal Transcript

Guest Agent

Profile Edit profile Blog Transcript

Country: United States
City/town: ABC

License fields

Site License	Field	User entry
Anthem (Support)	I would like to receive text messages from Anthem.	0
Anthem (Support)	Mobile Phone Number	
Anthem (Support)	I've reviewed my contact information and verified that it is accurate.	1

Learning plans


- 2021 Compliance Training (sans FVSR)
- 2021 HMO
- 2021 PDP
- 2021 PPO
- 2021 SNP

First access: Wednesday, June 10, 2020, 04:50 PM (9 mins 1 sec)
Last access: Wednesday, June 10, 2020, 04:55 PM (3 mins 16 sec)

Change password Messages

You are logged in as Guest Agent (Logout)

Then enter the necessary information in the required fields and click the Save changes button.



Anthem

Certification Portal Transcript

Change password

Username (API or Email): guestagent2@noemail.com

The password must have at least 6 characters.

New password*

Enter password (again)*

Save changes **Cancel**

There are required fields in this form marked*.

You are logged in as Guest Agent (Logout)

View Your Transcript

To view your transcript, click on the Transcript link in the navigation bar that appears under the Anthem logo on the homepage and most other pages on the Certification Portal.



You can also access your transcript by clicking on the profile link on the Certification Portal homepage then click on the Transcript tab.



Begin Training

On the Homepage of the Certification Portal, the certifications in which you are enrolled are displayed under My Certifications. Click on the plus sign to the right of the certification to see courses for that course.



Anthem

Certification Portal Transcript

Guest Agent Profile Logout

Contact Us

If you are experiencing issues with any functionality on this site, please do not hesitate to contact us.

NOTE: The preferred browser is Google Chrome.

Phone: 855.277.6667
Email: [Broker_Support](#)

Course Symbol Key

- Locked (Inaccessible)
- Available (Not Started)
- In Progress
- Complete (Passed)
- Complete (Failed)

Links to Resources

- User Guide
- Producer Online News

Welcome to the Anthem Medicare Certification Training Center

In order to sell plans (and receive commissions for those sales) you must meet the following ready-to-sell requirements:

- Certification for products you intend to sell; certification requires AHIP training, all assigned compliance training (including Fraud, Waste and Abuse) and product training
- License and appointment paperwork turned in for all the states you intend to sell in
- Broker Addendum submitted if you were appointed prior to October 1, 2009
- In order to receive renewal commissions on existing policies, you must also be certified and maintain an active license and appointment for the upcoming year
- In order to receive commissions on any MAPD products, you are required to complete the PDP training module in addition to the MA training to be considered for MAPD products
- Agents wishing to sell SNP plans must take both the SNP and Part D modules as part of their certification, as well as the HMO or PPO module, depending on the type of SNP plan available to market in their area. This product training is in addition to the required compliance training. Failure to complete all required product modules will result in a noncompliant and non-commissionable sale.

My Certifications

Certification	Progress	Completion
2021 Compliance Training (sans FWA)	0%	Complete
2021 HMO	0%	Complete
2021 PDP	0%	Complete
2021 PPO	0%	Complete
2021 SNP	0%	Complete

To access the course material, click on the course title. Also note the Course symbol key which provides more information about the status of your courses when you click it. Locked items may require other courses to be completed before they become available. **(Please note you must complete all of the Compliance training before you can unlock the Product training)**

Anthem

Certification Portal Transcript

Guest Agent Profile Logout

Contact Us

If you are experiencing issues with any functionality on this site, please do not hesitate to contact us.

NOTE: The preferred browser is Google Chrome.

Phone: 855-277-6067
Email: [Broker Support](#)

Course Symbol Key

- Locked (Inaccessible)
- Available (Not Started)
- In Progress
- Complete (Passed)
- Complete (Failed)

Links to Resources

- User Guide
- Producer Online News
- CustomPoint User Guide
- Sales Event Reporting Guide
- Terms of Service Agreement

Welcome to the Anthem Medicare Certification Training Center

In order to sell plans (and receive commissions for those sales) you must meet the following ready-to-sell requirements:

- Certification for products you intend to sell; certification requires ANHP training, all assigned compliance training (including Fraud, Waste and Abuse) and product training
- Licensure and appointment paperwork turned in for all the states you intend to sell in
- Broker Addendum submitted if you were appointed prior to October 1, 2009
- In order to receive renewal commissions on existing policies you must also be certified and maintain an active license and appointment for the upcoming year
- In order to receive commissions on any MAPD products, you are required to complete the PCP training module in addition to the MA training to be considered for MAPD products
- Agents wishing to sell SNP plans must take both the SNP and Part D modules as part of their certification, as well as the HMO or PPO module, depending on the type of SNP plan available to market in their area. This product training is in addition to the required compliance training. Failure to complete all required product modules will result in a noncompliant and non-commissionable sale.

My Certifications

■ 2021 Compliance Training (sans FWA) 0% complete

Courses

- ☐ ANHP Medicare Training
- ☐ Foundation/Basics
- ☐ Foundation/Basics Assessment
- ☐ Risk Prevention
- ☐ Risk Prevention Assessment
- ☐ Sales Event Reporting
- ☐ Sales Event Reporting Assessment
- ☐ Tools for Compliant Selling
- ☐ Tools for Compliant Selling Assessment

Course Symbol Key

- Locked (Inaccessible)
- Available (Not Started)
- In Progress
- Complete (Passed)
- Complete (Failed)

Course Navigation

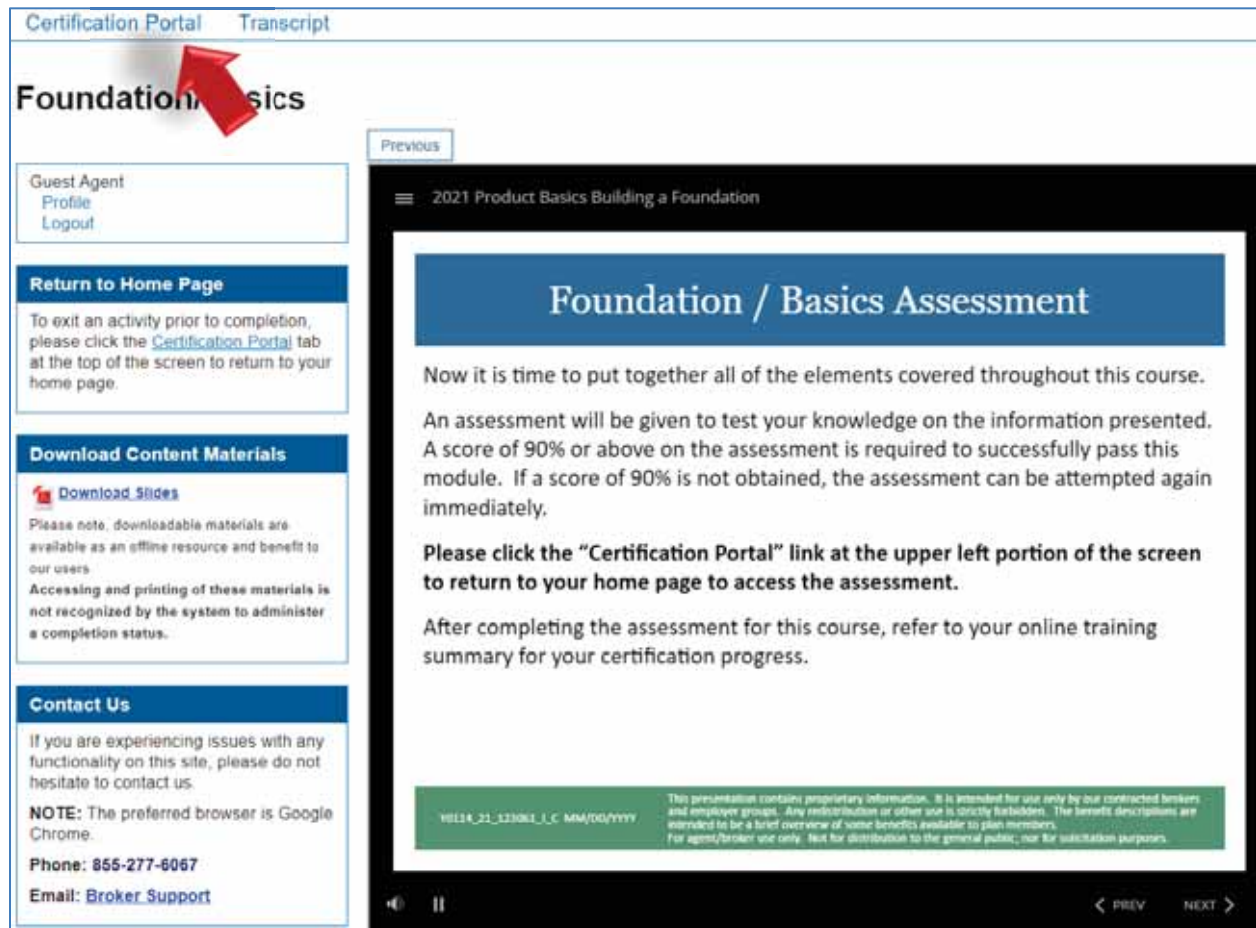
Upon clicking on a course link, you will see the course material. The courses now feature an audio recording that plays automatically once you open the course. The slides will advance automatically once the recording for each slide is completed. If you wish to pause the audio recording, you will select the Pause button. Please note, you will need to resume the audio recording in order to proceed to the next slide. If you wish to download the slides for use at a later time, you can select the Download Slides link on the left side menu.

The screenshot shows the 'Foundation/Basics' course page. On the left, there is a sidebar with the following sections:

- Guest Agent Profile Logout**
- Return to Home Page**: To exit an activity prior to completion, please click the [Certification Portal](#) tab at the top of the screen to return to your home page.
- Download Content Materials**: Includes a [Download Slides](#) link (highlighted with a red arrow). Below it, a note states: 'Please note, downloadable materials are available as an offline resource and benefit to our users. Accessing and printing of these materials is not recognized by the system to administer a completion status.'
- Contact Us**: Includes a note about browser preferences, a phone number (855-277-6067), and an email link ([Broker Support](#)).

The main content area displays the course title 'Product Basics Building a Foundation' and a slide titled 'Product Basics Building a Foundation'. Below the slide, there is an audio player with a pause button (indicated by a red arrow) and a 'Previous' button. A disclaimer at the bottom states: 'This presentation contains proprietary information. It is intended for use only by our contracted brokers and employer groups. Any redistribution or other use is strictly forbidden. The benefit descriptions are intended to be a brief overview of some benefits available to plan members. For agent/broker use only. Not for distribution to the general public, nor for solicitation purposes.'

Once you have viewed all of the course content, to take the assessment, click the Certification Portal button at the upper left portion of the screen to return to the training homepage.



The screenshot shows the 'Foundation / Basics Assessment' page. On the left sidebar, there is a 'Certification Portal' link at the top, which is highlighted by a red arrow. Below it are links for 'Transcript', 'Guest Agent Profile', and 'Logout'. Further down are buttons for 'Return to Home Page', 'Download Content Materials', and 'Contact Us'. The main content area has a title 'Foundation / Basics Assessment' and text explaining the assessment process. It states: 'Now it is time to put together all of the elements covered throughout this course. An assessment will be given to test your knowledge on the information presented. A score of 90% or above on the assessment is required to successfully pass this module. If a score of 90% is not obtained, the assessment can be attempted again immediately.' It then instructs: 'Please click the "Certification Portal" link at the upper left portion of the screen to return to your home page to access the assessment.' Below this, it says: 'After completing the assessment for this course, refer to your online training summary for your certification progress.'

The assessment for the course you just completed viewing is now unlocked. Click the assessment title.



The screenshot shows the 'My Certifications' page. At the top, there is a section for '2021 Compliance Training (sans FWA)' with a progress bar indicating '11% complete'. Below this is a list of courses under the heading 'Courses'. The list includes:

- ☐ AHIP Medicare Training
- ☒ Foundation/Basics
- ☐ Foundation/Basics Assessment
- ☐ Risk Prevention
- ☐ Risk Prevention Assessment
- ☐ Sales Event Reporting
- ☐ Sales Event Reporting Assessment
- ☐ Tools for Compliant Selling
- ☐ Tools for Compliant Selling Assessment

 A red arrow points to the 'Foundation/Basics Assessment' link.

To begin the assessment for the course, click the Attempt quiz now button.



Foundation/Basics Assessment

Product Basics-Building a Foundation Assessment

Assessment Instructions:

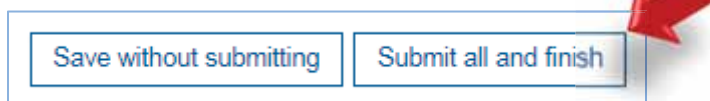
Please answer the following questions to check your knowledge on the information you have just read. Click the button beside the answer you wish to select as correct. After all questions have been answered, click the Submit button at the bottom of the page.

If you do not achieve a passing score of 90% or above, please review your results and revisit the material if necessary. You must re-take the assessment until a passing score is achieved.

Grading method: Highest grade

[Attempt quiz now](#)

After answering all the questions, click the Submit All and Finish button.



[Save without submitting](#) [Submit all and finish](#)

Once you have selected the Submit All and Finish button, you will be directed to the Summary of Your Previous Attempts page where your score will be provided.

Foundation Basics Assessment

Product Basics-Building a Foundation Assessment

Assessment Instructions

Please answer the following questions to check your knowledge on the information you have just read. Click the button beside the answer you wish to select as correct. After all questions have been answered, click the Submit button at the bottom of the page.

If you do not achieve a passing score of 90% or above, please review your results and re-attempt the assessment if necessary. You must re-attempt the assessment until a passing score is achieved.

Grading method: Highest grade

Summary of your previous attempts

Attempt	Completed	Marks / 10	Grade / 100	Feedback
1	Monday, June 18, 2018, 10:48 AM	0	20	You have not successfully passed this assessment. Please click the "Certification Portal" link at the upper left portion of the screen to return to your home page and re-attempt the course material. You must re-attempt the assessment until a passing score is achieved.

Highest grade: 20 / 100.

Overall feedback

You have not successfully passed this assessment. Please click the "Certification Portal" link at the upper left portion of the screen to return to your home page and re-attempt the course material. You must re-attempt the assessment until a passing score is achieved.

[Re-attempt quiz](#)

Once you have passed your assessment, click the Certification Portal button at the upper left portion of the screen to return to the training homepage. If you do not pass on your attempt, click on the Re-attempt Quiz button at the bottom of the page.