

### Accessing the Site

#### **Registration Process for New Users**

New added users will receive a welcome email containing:

- Registration ID User's National Producer Number
- Access code BCBSAZ24
- Link to registration page <a href="https://bcbsarizona.pinpointglobal.com/Apps/Medicare/default.aspx">https://bcbsarizona.pinpointglobal.com/Apps/Medicare/default.aspx</a>

First time visitors Click here to register	Welcome to the Medicare Certification System. The Centers for Medicare & Medicaid Services (CMS) requires plan sponsors to provide training and testing to demonstrate sales representatives' knowledge on the Medicare program, rules, regulations and compliance-related information, as well as plan specific details on the products they intend to sell.
Returning users	As a sales representative or employee with responsibility for some aspect of marketing, sales and/or service, you are required to complete an annual certification.
Username: Password: Log In	
Forgot password? Forgot username?	

To complete the registration the user can follow the link provided in the welcome or click on the (1) 'Register' button on the homepage

#### **Registration Instructions**



1. Enteryour'Registration ID' and 'Access Code' and click 'Continue'.

You should have received you	r Registration credentials in a welcome email. If not	. <u>click here</u> to resend the information to your email
Register to Complete Yo	ur Certification	
Registration ID:	12345678	
Access Code:		

2. Select the (1) 'Lookup NPN using NIPR' button

National Producer Number
Lookup NPN using NIPR
ur username.
t

3. (1) Search for your NPN by SSN & Last Name or by License. Select (2) 'Submit Query' and confirm results. If correct, select (3) 'Use this NPN' to populate your NPN on the training site. If query does not result in your correct NPN, verify NPN and try again.



[	8
	The National Producer Number (NPN) is a unique number that identifies each producer in the Producer Database (PDB). It was created to provide a solution to privacy issues surrounding the use of the Social Security Number.
nfident N mus	The NPN is up to a 10-digit number, without leading zeros which is assigned to individual producers and some agencies.
ase cli ional P	Producers and Agencies have their NPN's assigned automatically at the time of their addition to the PDB.
ase sav ubmit	ATTENTION AGENCY PRINCIPALS: If you have a personal NPN, you should use your personal NPN when registering this account. If you ONLY have an Agency NPN, then select "Search by License" to complete the NPN Lookup and uncheck the "I am an agent" checkbox
	Search by SSN & Last Name Search by License
	SSN:
	Last
2	Reset Submit
3	Cancel  Use this NPN

4. Your NPN number is now confirmed. Click the 'Submit' button on the Registration page to continue and complete your registration information.





5. All required fields are marked with a \*red asterisk and need to be filled out before the registration can be successfully submitted. The first and last name is pre-filled based on the pre-registration information and can't be altered during the registration process.

Please note that the required and optional fields presented depend on each client's registration requirements

NPN must match the da	ta provided by the NIPR website to ens	ure unique ID information.
Please click Lookup NP	N using NIPR to populate your National	I Producer Number.
National Producer Numb	er:* 111111111	Lookup NPN using NIPR
Please save your NPN in a	secure location, as it will become your userna	me.
Personal Information		
First Name:*	Your First Name	
Middle Initial:		
Last Name:*	Your Last Name	
Suffix:		
E-mail:*	your@email.com	
Confirm E-mail:*	your@email.com	
	, <u></u> ,	
Address 1:*	1 Main St	
Address 2:		
City / Town:*	Town	
State / Territory:*	Alabama 🗸	
ZIP Code:*	11111	
10 L		
You will be able to chang Pinpoint	e Civis Training Provider on the "Certificati	ons" page.
1 mpont		
Create / Modify Your Pa	ssword	returning user and do not enter a new
password below, your pa	ssword will remain the same as previously	saved.
Password: *		
	Passwords must be at least 8 chai	acters long and contain at least one numeric digit and one le
Contirm Password: *		
Password Recovery Se	curity Question and Answer	



### Access for Returning Users

### **DirectLogin**

Users that have completed their registration can login directly on the homepage.

Under Login the user can enter their (1) username (typically this would be the user's NPN or for non-NPN users a combination of their last name and a random assigned number) and (2) password set when the account was first registered. Click on (3) Login to access the site.

If a user requires a recovery of their username or password, they can utilize the (4) 'I forgot my username' link, which uses the last name and email address for verification, or 'I forgot my password' by username lookup to retrieve their credentials for an already registered account.

In most cases, the username is the National Producer Number (NPN). Visit the National Insurance Producer Registry to look up an NPN: <u>https://nipr.com/help/look-up-your-npn</u>.

First time visitors	Welcome to the Medicare Certification System.
Click here to register	The Centers for Medicare & Medicaid Services (CMS) requires plan sponsors to provide training and testing to demonstrate sales representatives knowledge on the Medicare program, rules, regulations and compliance-related information, as well as plan specific details on the products they intend to sell.
	As a sales representative or employee with responsibility for some aspect of marketing, sales and/or service, you are required to complete an annual certification.
Returning users	
Username: Password:	
Log In 3	
Forgot password?	

# **Getting Started**

Once logged in and on the home page, click on Certifications to start your training and complete your requirements listed in the (1) track(s).

#### Pinpoint Medicare Advantage Certification



If you do not already have your National Certification, you can earn your National Certification with Pinpoint's Medicare Certification System website by clicking the title (2) 'Medicare Advantage Certification' shown below.

You can upload your certificate from a different provider by clicking the (3) 'here' link under the 'Medicare Advantage Certification' title. Click the new title 'Import Medicare Certificate of Completion' to open the certificate submission page and submit a file for review.

Once the requirement has been met, the certification page will populate the (4) 'Date of Completion' and change the checkbox and Status column to 'Complete'.

		REQ = Required Course REC = Recommended C
nnual Requirements Track (click to expand or collapse)	0	
	Status	Date Completed
EQ Medicare Advantage Certification 2 If you have completed your Medicare Advantage AHIP or a	nother provider, click here.	
EQ Annual Product Course	A Complete	7/22/2022 4
EQ Annual Product Exam	Incomplete	
EQ Additional Forms or Attestation	Jacomplete	

#### Uploading a Certificate of Completion from another Provider

Fill out the required fields and ensure the (1) date of completion entered is matching the date on the file provided. Once the form has been completed and the file with the certificate selected, click on (2) 'Submit' to upload the certificate for further review.

relevant certificate to upload. * Required	our local file system for the
Certification Year: * YYYY	~
Date Completed: =	
Must be in mm/dd/yyyy format.	
NOTE: Completion date must match the certificate.	completion date that is on the
Certification Training Provider: *	
Certification Training Provider: * Select Vendor	~
Certification Training Provider: * Select Vendor The Certificate must include Fraud, Was	te and Abuse to be approved.
Certification Training Provider: * Select Vendor The Certificate must include Fraud, Was	te and Abuse to be approved.
Certification Training Provider: * Select Vendor The Certificate must include Fraud, Was Choose File No file chosen Valid file extensions are: PDF(.adf), GIF	te and Abuse to be approved. (.a(f), JPG(.top)
Certification Training Provider: = Select Vendor The Certificate must include Fraud, Was Choose File No file chosen Valid file extensions are: PDF(.pdf), GIF	v te and Abuse to be approved. (.gif), JPG(.jpg)
Certification Training Provider: = Select Vendor The Certificate must include Fraud, Was Choose File No file chosen Valid file extensions are: PDF(.pdf), GIFI I attest that I have completed the M uploading a valid certificate.	te and Abuse to be approved. (.gif), JPG(.jpg) tedicare course indicated and am
Certification Training Provider: = Select Vendor The Certificate must include Fraud, Wass Choose File No file chosen Valid file extensions are: PDF(.pdf), GIF I attest that I have completed the M uploading a valid certificate. NOTE: If more than one file is uploaded latest file uploaded and its associated file displayed on the Certifications and Trans	(.gif), JPG(.jpg) tedicare course indicated and am for a given certification year, only the slds will be considered for review and script pages

### **Transcript**



Access your transcript by clicking on 'Transcript' in your main navigation menu to view your (1) completion dates and (2) scores, attempts and form submissions (where applicable).

A checkmark in the box will indicate a completion and once all requirements have been met, the (3) 'Print Certificate' button becomes available to generate and download a certificate of completion file.

Annual Requirements Track (click to expand or co	lapse)		
	Attempts	Status	Date Completed
REG Import Medicare Certificate Of Completion - 🤍 View Certi	ficate	Approved	7/15/2021
REG Annual Product Course	2	Complete	7/15/2021
REG Annual Product Exam	Score Date Taken 96 07/16/2021 84 07/16/2021	Complete	7/16/2021
REQ Additional Form or Attestation	(click to view form)	Complete	7/16/2021

### Updating Profile

Access your profile from anywhere on the site by clicking on the link 'My Profile'. You can update your (1) 'Personal Information', the (2) 'Password Recovery Security Question and Answer' and your current (3) 'Password'. Click on (4) 'Submit' to confirm your adjustments.

Personal Information	
irst Name:	Your First Name
liddle Initial:	
ast Name:	Your Last Name
uffic	
-mail:	your@email.com
onfirm E-mail:	your@email.com
ddress 1:	1 Main St
ddress 2:	
ity / Town:	Town
tate / Territory:	Please select a state 🗙
IP Code:	
ou will be able to chan	11111
fou will be able to chan Upload Certificate fr Isername: 123456 assword Recovery S	tititi ge CMS Training Provider on the "Certifications" page. m Another Provider ✓
fou will be able to chan Upload Certificate fr Isername: 123456 assword Recovery S What was the color	11111         ge CMS Training Provider on the "Certifications" page.         sm Another Provider v         security Question and Answer         of your first car?         v)         Silver



### User FAQ

#### I forgot my credentials. How do I recover them?

In most cases, your username is your National Producer Number (NPN). You can use the National Insurance Producer Registry to look this up: <u>https://nipr.com/help/look-up-your-npn</u>. On the homepage, you will see a "Forgot Username?" and "Forgot Password?" link on the left-hand side. Enter your username/NPN to receive your information sent to the email address on file. Follow the prompts to reset your password.

#### What courses do I have to take?

Required courses will be assigned to you by your plan administrator and are labelled with 'REQ' for 'Required Course'. Optional content if available is listed as 'REC' for 'Recommended Course'.

#### Do I have to take the courses in a particular order?

It will depend on your plan provider's requirements if the Medicare Advantage training must be taken prior to being able to access further training. If an item has pre-requisites, it will show you a list of requirements upon hovering your mouse over the title. You will be able to proceed once the pre-requisite(s) has been completed.

# What is the Medicare Advantage Certification course, and why does it bring me to a different site?

- 1. If you have not yet earned your National Certification with either AHIP or another provider, you would need to launch the "Medicare Advantage Certification" course, which will open the Pinpoint Medicare Certification System website, OR
- 2. If you already have a certificate of completion for AHIP or another provider, you can click the link embedded link in the description of first course ("<u>here</u>" link). This will change the title of the course to: "Import Medicare Certificate of Completion".

#### Who should I contact if I need assistance?

For BCBSAZ agent support and questions on training, contact BCBSAZ Medicare Broker Support at (480) 389-2712 or <u>BCBSBRKSupport@AZBlue.com</u>

For questions or technical assistance regarding the Pinpoint Medicare Certification, please contact Pinpoint at 1(866)649-3701 or send an email to <u>Medicarehelp@pinpointglobal.com</u>.