

# BSC Medicare Product Online Certification – Broker Profile Update

## General Information

### Purpose

This document provides instructions on how to request a profile update to change contact information and/or agency affiliation

### Audience

The target audience for this document includes:

- Brokers

### Applications used

BSC Medicare Product Online Certification

## Access the Request Form

After logging into the certification site, click the link on the right side of the homepage:

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 and transmitted the AHIP Medicare Compliance certification to BSC.**  
If you're ready, please continue through the steps below.

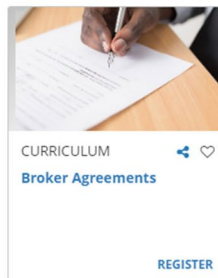
#### NOTICE

If you have questions or are experiencing any problems with the site, please email us at [MedicareBroker@blueshieldca.com](mailto:MedicareBroker@blueshieldca.com).  
This page is best viewed in 1920x1080 resolution. If your resolution is smaller, you may need to scroll to see some functions.

#### 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.



#### STEP 2: TRAINING COURSE

This training presentation will help you understand the basics of Medicare Advantage Prescription Drug (MAPD) plans



#### REQUEST PROFILE UPDATES

Use the following form to place a request for changing your contact information and/or Agency affiliation.

**If you are brand new to selling for BSC, use the form to submit your Agency affiliation (must be contracted with BSC).**

<https://forms.office.com/r/I2IVjrT7Gz>

#### How to verify your information:

To view your contact details

- Click the portrait button in the top right
- Click the portrait button again that appears

To view your primary Agency (Organization):

- Check your **Certification History in Step 4.**

We are working on a way to enable you to see your secondary agency.

## Fill Out the Request Form

Complete the required fields: Name, NPN, Email.

Complete the fields you wish to update. Leave any fields that are unchanging blank.

***In field 5 input AGA & our TIN (330961867) in field 6.***

4. Previous Primary Agency Name

5. New Primary Agency Name

6. New Primary Agency Tax ID (Optional)

7. Previous Secondary Agency Name

If you are able to recall.

8. New Secondary Agency Name

9. New Secondary Agency Tax ID (Optional)

<Click> "Submit" at the bottom of the form.

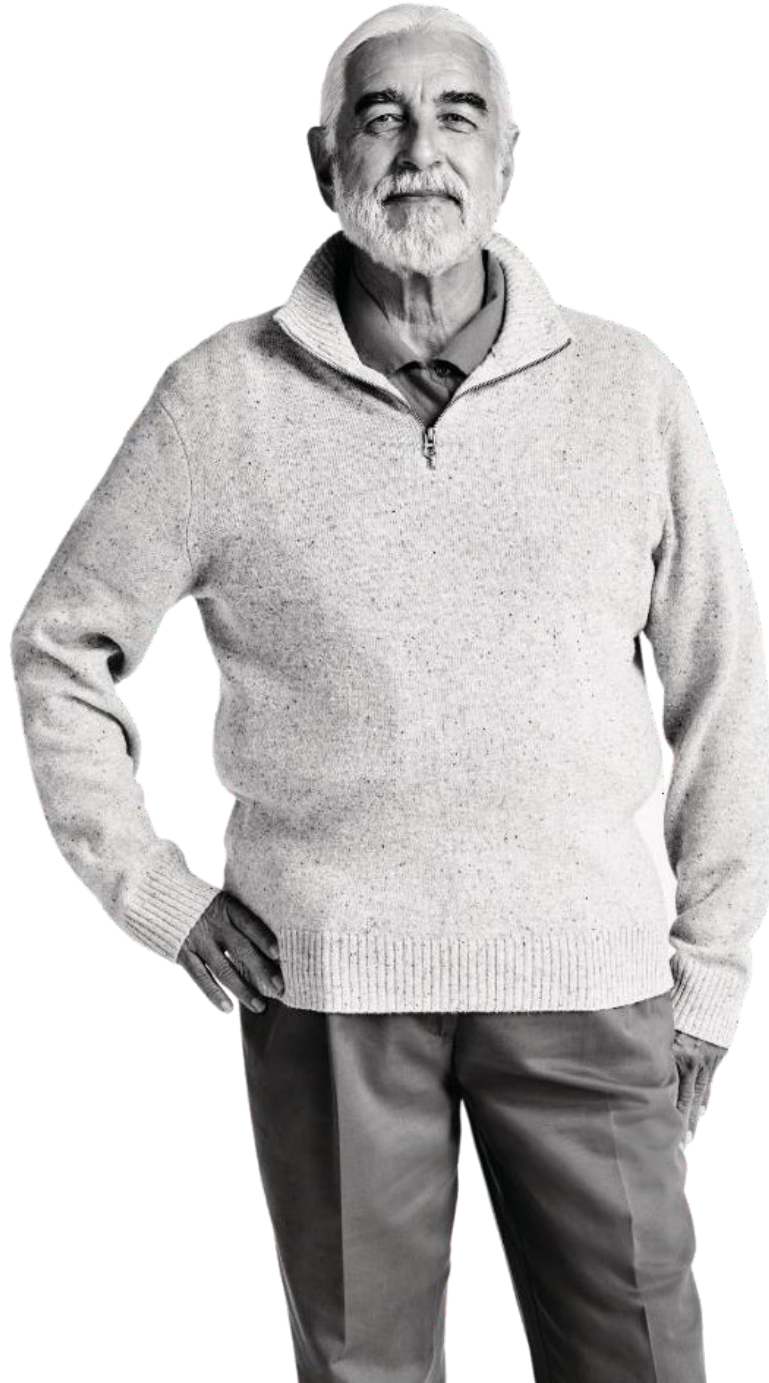


# Broker Certification Site

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 Training Producers site interface. On the left, the AHIP logo is accompanied by the tagline "Guiding Greater Health" and a "MENU" section. The menu includes "Overview: Medicare Program Basics" (expanded), "Navigation", "Terms and Conditions", "Learning Objectives", "Training Roadmap", "Medicare Program Basics", "Medicare Basics", and "Medicare Background". The main content area features a "Thank you!" message, a "Login" button, and a footer with "Blue Shield of California Home | Privacy | Terms of Use" and a copyright notice: "© Blue Shield of California 1999-2022. All rights reserved. Blue Shield of California is an independent member of the Blue Shield Association."





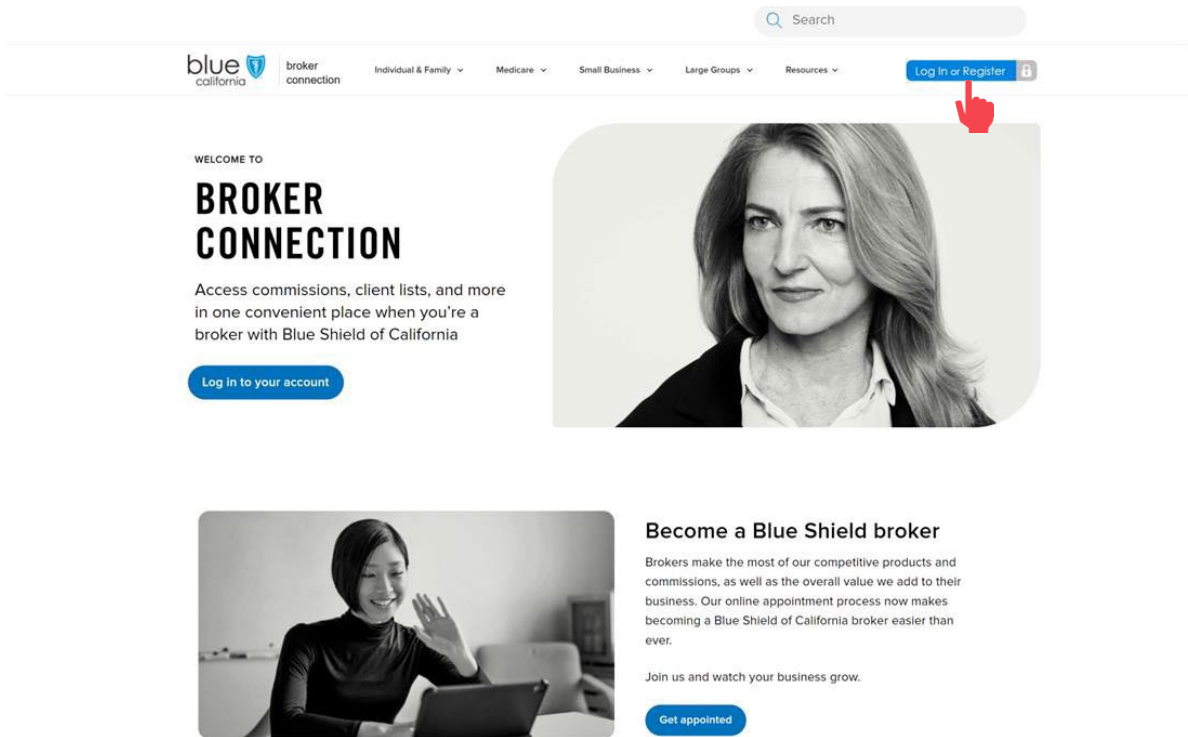
## Logging in to the Certification Site

Begin

# Login from Broker Connection Site

## Step 1:

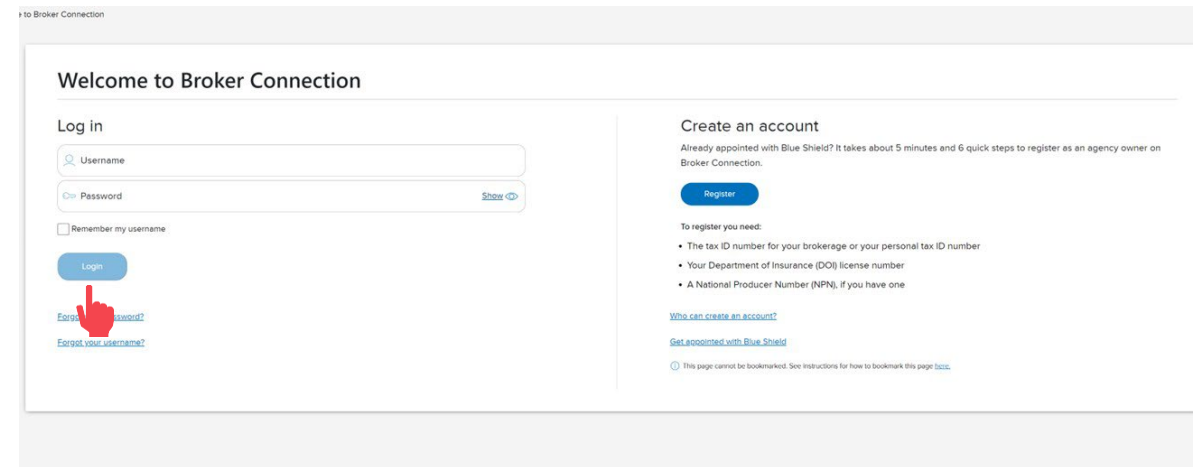
Navigate to the Broker Connection site and click **Log In or Register**



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 categories like 'Individual & Family', 'Medicare', 'Small Business', 'Large Groups', and 'Resources'. A prominent blue button labeled 'Log In or Register' is located in the top right corner, with a red hand icon pointing to it. Below the navigation, the main content area features a large image of a woman and the text 'WELCOME TO BROKER CONNECTION'. To the left of the image, there is a sub-header 'WELCOME TO BROKER CONNECTION' and a paragraph: 'Access commissions, client lists, and more in one convenient place when you're a broker with Blue Shield of California'. Below this is a blue button that says 'Log In to your account'. At the bottom of the page, there is a section titled 'Become a Blue Shield broker' with a sub-image of a woman at a laptop and a paragraph describing the benefits of being a broker. A blue button labeled 'Get appointed' is positioned below the text.

## Step 2:

Enter credentials and click **Login**

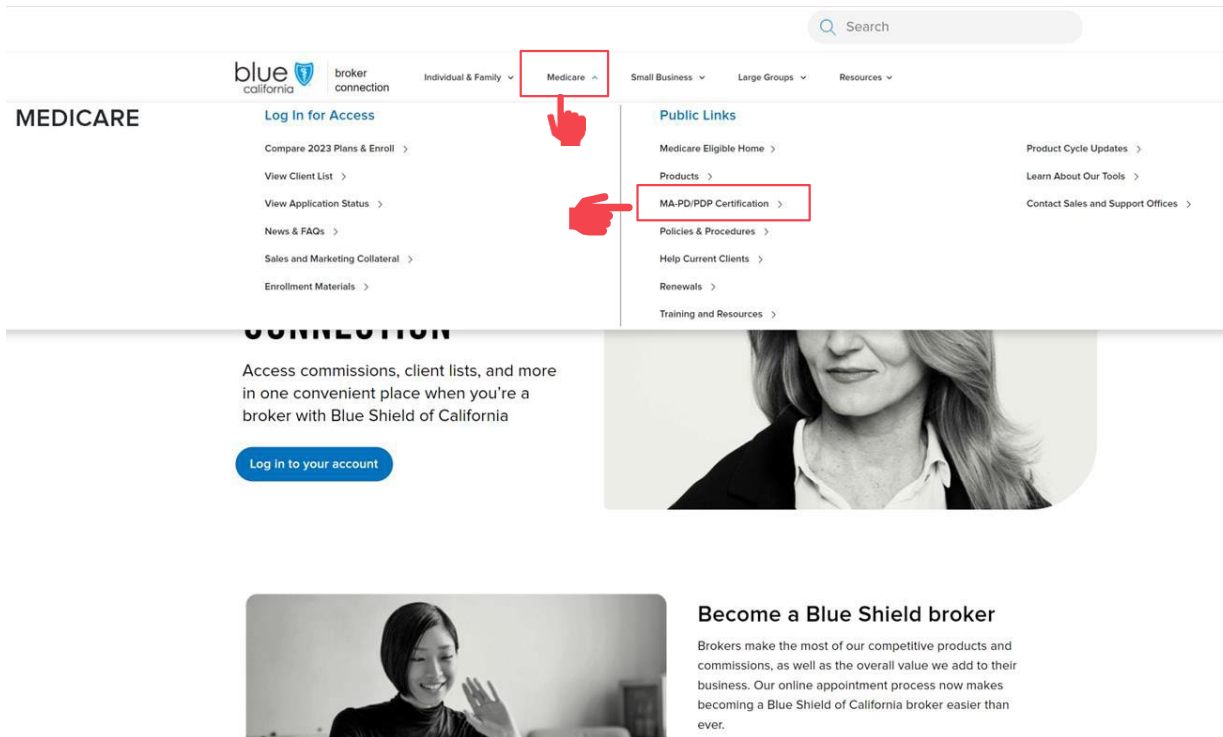


The screenshot shows the login page of the Blue Shield of California Broker Connection site. The page is titled 'Welcome to Broker Connection'. On the left side, there is a 'Log in' section with two input fields: 'Username' and 'Password'. Below these fields is a checkbox labeled 'Remember my username' and a blue 'Login' button. A red hand icon points to the 'Login' button. Below the 'Login' button are two links: 'Forgot your password?' and 'Forgot your username?'. On the right side, there is a 'Create an account' section. It starts with the text 'Already appointed with Blue Shield? It takes about 5 minutes and 6 quick steps to register as an agency owner on Broker Connection.' followed by a blue 'Register' button. Below this, there is 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'. At the bottom of the 'Create an account' section, there are three links: 'Who can create an account?', 'Get appointed with Blue Shield', and a note that the page cannot be bookmarked.

# Login from Broker Connection Site

## Step 3:

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



**MEDICARE**

Log In for Access

- Compare 2023 Plans & Enroll >
- View Client List >
- View Application Status >
- News & FAQs >
- Sales and Marketing Collateral >
- Enrollment Materials >

**Public Links**

- Medicare Eligible Home >
- MA-PD/PDP Certification >**
- Policies & Procedures >
- Help Current Clients >
- Renewals >
- Training and Resources >

Product Cycle Updates >

Learn About Our Tools >

Contact Sales and Support Offices >

**CONNECTION**

Access commissions, client lists, and more in one convenient place when you're a broker with Blue Shield of California

[Log in to your account](#)

**Become a Blue Shield broker**

Brokers make the most of our competitive products and commissions, as well as the overall value we add to their business. Our online appointment process now makes becoming a Blue Shield of California broker easier than ever.

## 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 shield 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](mailto: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) 2022 Amendment	REGISTRATION ALLOWED Unlimited	ADD
QUICK ASSESSMENT Broker Agreement Quiz BSC000055-	REGISTRATION WARNING Unlimited	ADD

# Agreements

## Step 7: Add Broker Agreement Attestation

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### 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

DOCUMENT 2022 Amendment to the Producer Agreement (Medicare) 2022 Amendment	Unlimited	REMOVE
QUICK ASSESSMENT Broker Agreement Quiz BSC000055-	Unlimited	REMOVE

## Step 8: Click the **Register** button

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### 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

DOCUMENT 2022 Amendment to the Producer Agreement (Medicare) 2022 Amendment	Unlimited	REMOVE
QUICK ASSESSMENT Broker Agreement Quiz BSC000055-	Unlimited	REMOVE

CANCEL REGISTER



# Agreements

## Step 9:

**Start** the Amendment to the Producer Agreement (Medicare)

Shield Learns SELF MY TEAM ADMINISTRATION 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.

**CURRICULUM**  
**BROKER AGREEMENTS TEST**  
Completion Status: 0% **START ACTIVITY**

**Broker Agreements TEST**

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

**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.host/learning/DataStore/BLUESHIELDCA\_PROD/Learning/data/20230405\_200559\_5352/2022%20...

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

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

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 XVIII, (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.

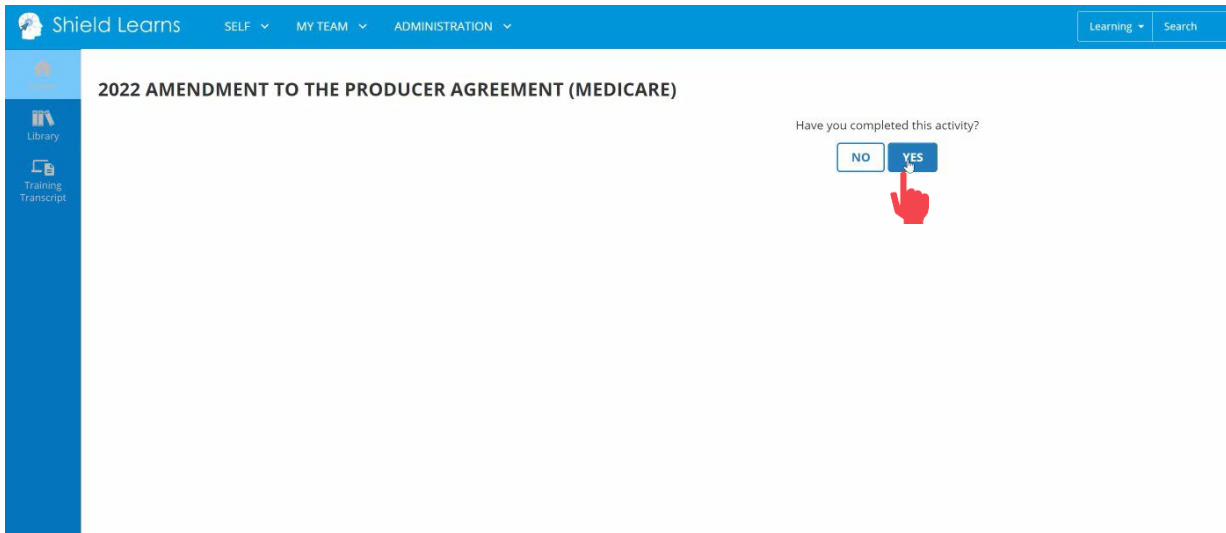
**Interpretation and Relationship to the Rest of the Agreement** The provisions of this Amendment apply to the solicitation and submission of applications for Blue Shield Medicare Plans. To the extent there is a conflict between the terms of this Amendment or Medicare Laws and Regulations and any other 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

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# Agreements

## Step 11:

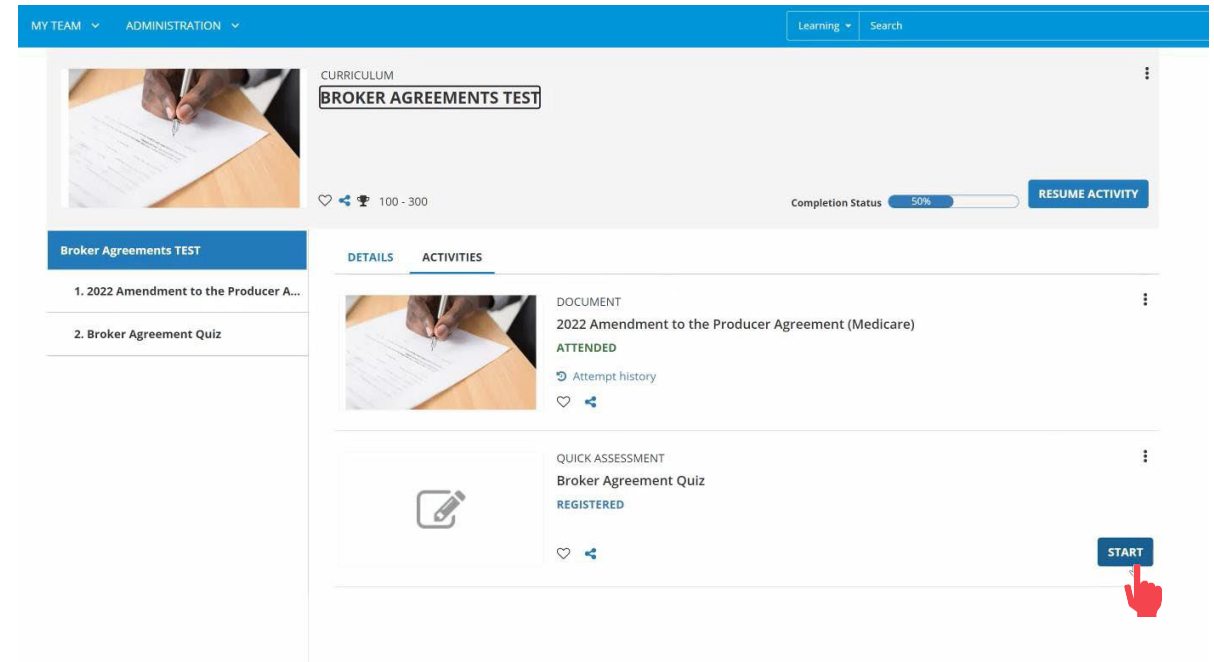
Select **Yes** to indicate that you have finished reviewing the document.



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

## Step 12:

**Start** the Broker Agreement Attestation.



The screenshot shows the 'BROKER AGREEMENTS TEST' curriculum page. The top navigation bar includes 'MY TEAM' and 'ADMINISTRATION'. A search bar is present. The main content area displays 'CURRICULUM' and 'BROKER AGREEMENTS TEST'. Below this, there is a 'RESUME ACTIVITY' button and a 'Completion Status' progress bar showing 50%. 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'. A red hand cursor is pointing to a 'START' button at the bottom right of the page.

# 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.

The screenshot displays the Shield Learns user interface. At the top, a blue navigation bar contains the 'Shield Learns' logo, user profile options (SELF, MY TEAM, ADMINISTRATION), and search fields. A left sidebar includes 'Library' and 'Training Transcript' icons. The main content area features a 'CURRICULUM' card for the 'BROKER AGREEMENTS TEST', which is marked as 'ATTENDED' with a 100% completion status and a 'REGISTER AGAIN' button. Below this, an 'Attempt History' section lists two items: '1. 2022 Amendment to the Producer A...' and '2. Broker Agreement Quiz'. The 'DETAILS' tab for the second item shows a 'DOCUMENT' titled '2022 Amendment to the Producer Agreement (Medicare)', also 'ATTENDED', with an 'Attempt history' link. The 'ACTIVITIES' tab shows a 'QUICK ASSESSMENT' titled 'Broker Agreement Quiz', also 'ATTENDED', with an 'Attempt history' link.

# 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](mailto: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	Availability	ADD
2023 Annual Medicare Certification CY_2023_Annual_Medicare_Certification	REGISTRATION ALLOWED	Unlimited	ADD
2023 Annual Medicare Certification - PDF Course 2023 MAPD Course PDF	REGISTRATION ALLOWED	Unlimited	ADD

CANCEL REGISTER

Leorns 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

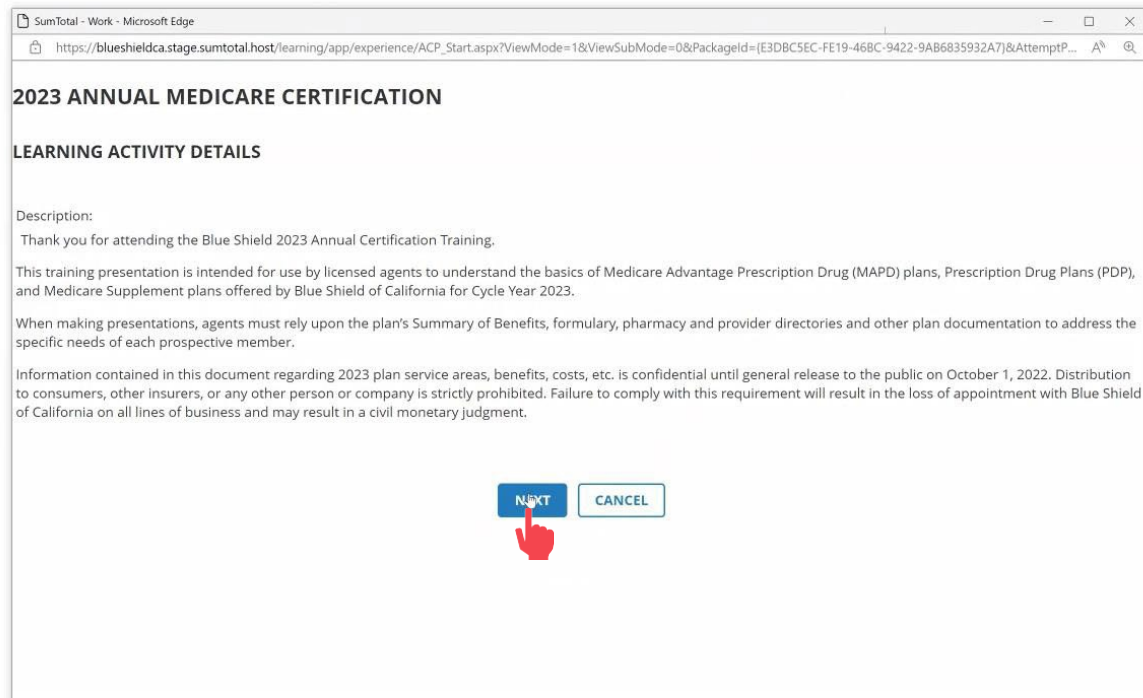
SHARE



# Training Course

## Step 20:

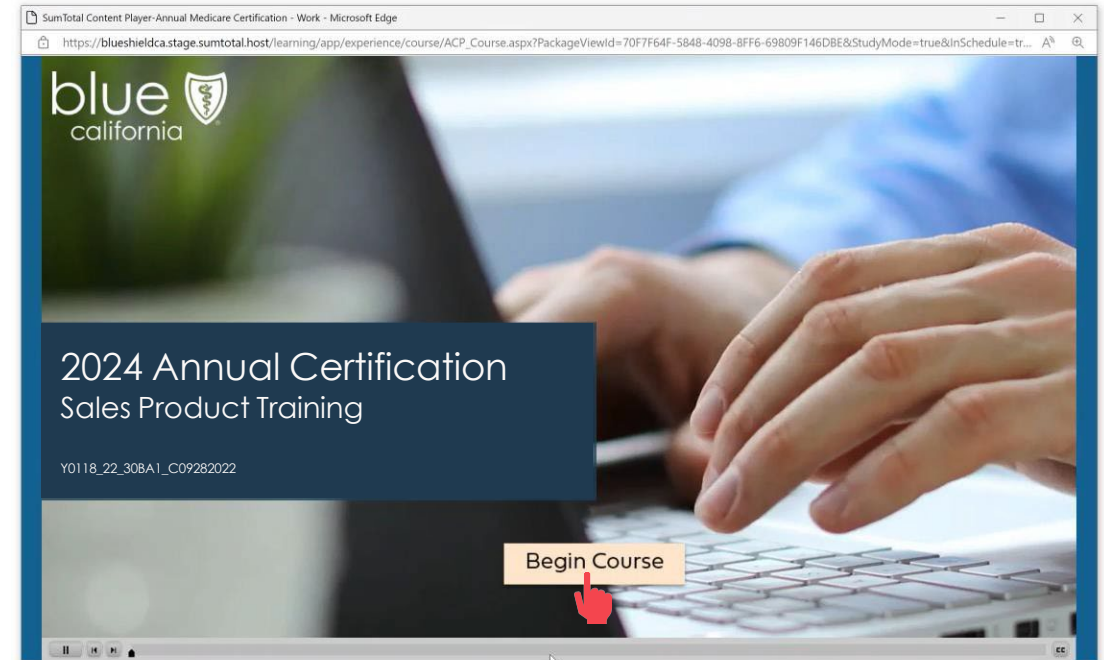
Click the **Next** button when you are done reviewing the course description.



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

## Step 21:

Click the **begin course** button

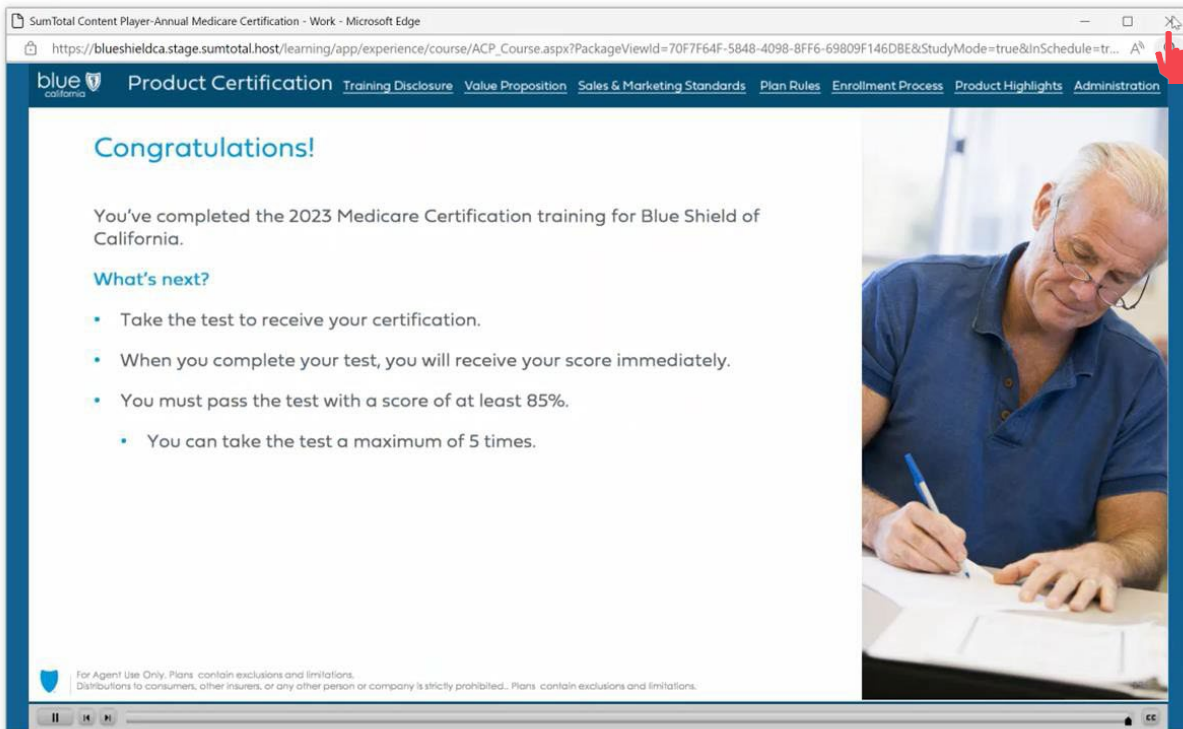


**NOTE:** If you chose the PDF course option, at this step, review the document and close the window when you are finished.

# Training Course

## Step 22:

**Exit** the Course window when you are done.



SumTotal Content Player - Annual Medicare Certification - Work - Microsoft Edge

https://blueshieldca.stage.sumtotal.host/learning/app/experience/course/ACP\_Course.aspx?PackageViewId=70F7F64F-5848-4098-8FF6-69809F146DBE&StudyMode=true&InSchedule=tr...

blue shield of california Product Certification Training Disclosure Value Proposition Sales & Marketing Standards Plan Rules Enrollment Process Product Highlights Administration

### Congratulations!

You've completed the 2023 Medicare Certification training for Blue Shield of California.

#### What's next?

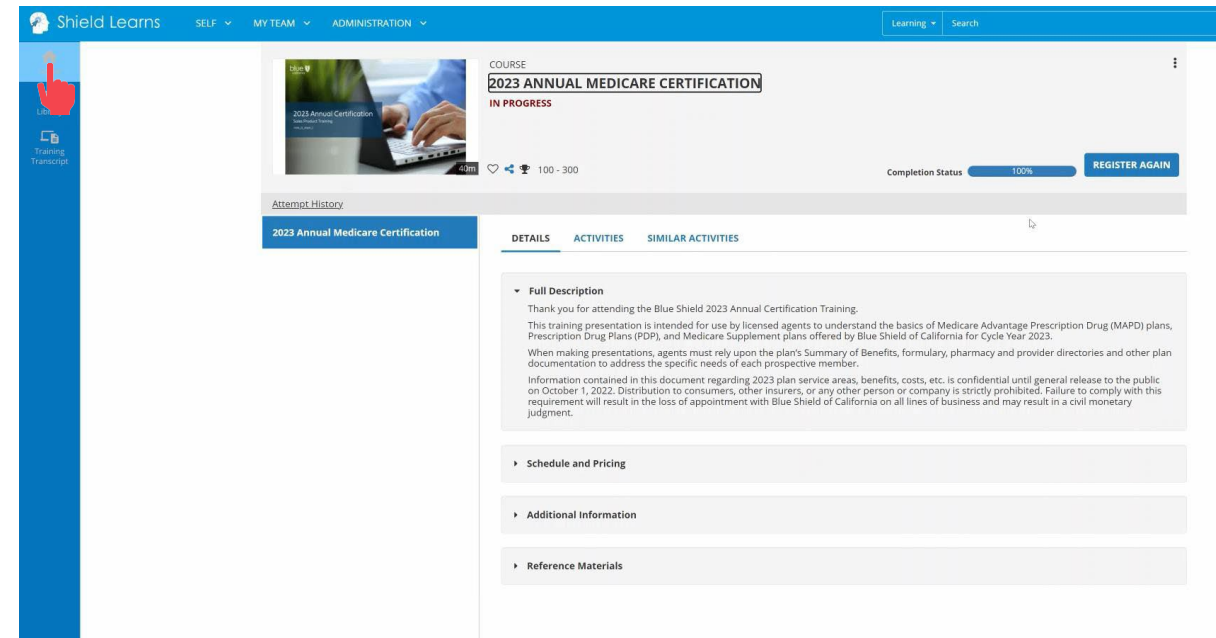
- Take the test to receive your certification.
- When you complete your test, you will receive your score immediately.
- You must pass the test with a score of at least 85%.
  - You can take the test a maximum of 5 times.

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

**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.



Shield Learns SELF MY TEAM ADMINISTRATION Learning Search

### COURSE

## 2023 ANNUAL MEDICARE CERTIFICATION

IN PROGRESS

Completion Status 100% REGISTER AGAIN

Attempt History

2023 Annual Medicare Certification
<b>DETAILS</b> ACTIVITIES SIMILAR ACTIVITIES
<b>Full Description</b> Thank you for attending the Blue Shield 2023 Annual Certification Training. This training presentation is intended for use by licensed agents to 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. When making presentations, agents must rely upon the plan's Summary of Benefits, formulary, pharmacy and provider directories and other plan documentation to address the specific needs of each prospective member. Information contained in this document regarding 2023 plan service areas, benefits, costs, etc. is confidential until general release to the public on October 1, 2022. Distribution to consumers, other insurers, or any other person or company is strictly prohibited. Failure to comply with this requirement will result in the loss of appointment with Blue Shield of California on all lines of business and may result in a civil monetary judgment.
<b>Schedule and Pricing</b>
<b>Additional Information</b>
<b>Reference Materials</b>

# Certification Exam

## Step 24:

**Register** for Certification Exam.

**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  
40m  
REGISTER

**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.

**QUICK ASSESSMENT**  
Demo MAPD 2023  
REGISTER

## Step 25:

**Click the Register button.**

Shield Learns | SELF | MY TEAM | ADMINISTRATION

**ACTIVITY REGISTRATION** | REGISTRATION ALLOWED

QUICK ASSESSMENT  
Demo MAPD 2023  
4 Attempts Remaining  
Unlimited

**REGISTRATION SUMMARY**  
To remove a selected activity from the list, click ✕

QUICK ASSESSMENT  
Demo MAPD 2023


CANCEL REGISTER

# Certification Exam

## Step 26:

**Start** the exam.

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



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.

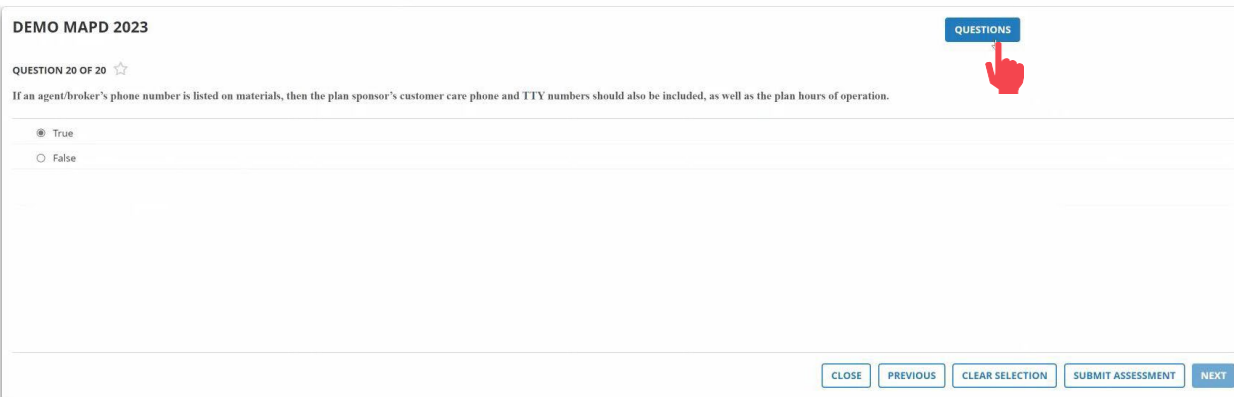
DEMO MAPD 2023

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

[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**

- 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.

**COURSE**  
2023 Annual Medicare Certification  
40m  
START

**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.

**QUICK ASSESSMENT**  
Demo MAPD 2023  
REGISTER

**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.

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

**TRAINING TRANSCRIPT** PRINT EXPORT TO PDF

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

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

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

**ACTIVITIES**

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.

**TRAINING TRANSCRIPT**

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

Date Range

Start Date  End Date

**Username:**

**E-mail:**


**Primary job:**

**User number:**

**Manager:**

**Primary organization:**

**ACTIVITIES**

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



## 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 \(blueshieldca.com\)](#)