

Online Training Center User Guide

2017 Medicare Certification



Steps to Getting Certified

- 1** Register on the site as a new user OR Login as a returning user
- 2** Upload certificate (AHIP's) to show you've completed Medicare Basics training OR complete Pinpoint Global's training
- 3** Complete Product training (Group PDP and/or Individual PDP tracks)

This user guide covers the following topics:

[Getting certified as a new user](#)

[Getting certified as a returning user](#)

[Home page](#)

[Transcript](#)

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Getting Certified as a New User

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Registering as a new user

- Once your Plan Administrator has added you to the site, you will receive a **welcome email** with your
 - **Registration ID, Access code, and the site address** for you to register
- Please go to <http://bcbsnpa.pinpointglobal.com/Apps/Medicare/PreRegistration.aspx>

Enter your
“Registration ID” and
“Access code” and
click “Continue”

New User Registration

You should have received your Registration ID and Access code in a welcome email. If not, [click here](#) to resend the information to your email.

Register to Complete Medicare Certification

Registration ID:

Access Code:

Already registered? [Click here](#) to login.

Why Certify?

The Centers for Medicare & Medicaid Services (CMS) requires plan sponsors to provide training and testing on Medicare rules, regulations and compliance-related information on the products they intend to sell.

You are required to complete annual certification if you are responsible (as a sales representative or employee of Blue Cross and Blue Shield) for some aspect of marketing, sales, and/or service.



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Registering as a new user

If you don't have the welcome email, please use the link "[Click here](#)" to resend that information to your email.

If you have technical issues please email:
BCBS-Support@pinpointglobal.com

New User Registration

You should have received your Registration ID and Access code in a welcome email. If not, [click here](#) to resend the information to your email.

Register to Complete Medicare Certification

Registration ID:

Access Code:

Already registered? [Click here](#) to login.

Why Certify?

The Centers for Medicare & Medicaid Services (CMS) requires plan sponsors to provide training and testing on Medicare rules, regulations and compliance-related information on the products they intend to sell.

You are required to complete annual certification if you are responsible (as a sales representative or employee of Blue Cross and Blue Shield) for some aspect of marketing, sales, and/or service.



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Registering as a new user

Check your email and enter your “Registration ID”, “Access code”, and click “Continue”

New User Registration

You should have received your Registration ID and Access code in a welcome email. If not, [click here](#) to resend the information to your email.

[Click here for our Online Training User Guide](#)

Register to Complete Medicare Certification

Registration ID:

Access Code:

Already registered? [Click here](#) to login.

Why Certify?

The Centers for Medicare & Medicaid Services (CMS) requires plan sponsors to provide training and testing on Medicare rules, regulations and compliance-related information on the products they intend to sell.

You are required to complete annual certification if you are responsible (as a sales representative or employee of Blue Cross and Blue Shield) for some aspect of marketing, sales, and/or service.



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Registering as a new user

Click the Lookup NPN button

Registration

*required field

Confidential Information

NPN must match the data provided by the NIPR website to ensure unique ID information.

Please click Lookup NPN using NIPR to populate your National Producer Number.

National Producer Number:*

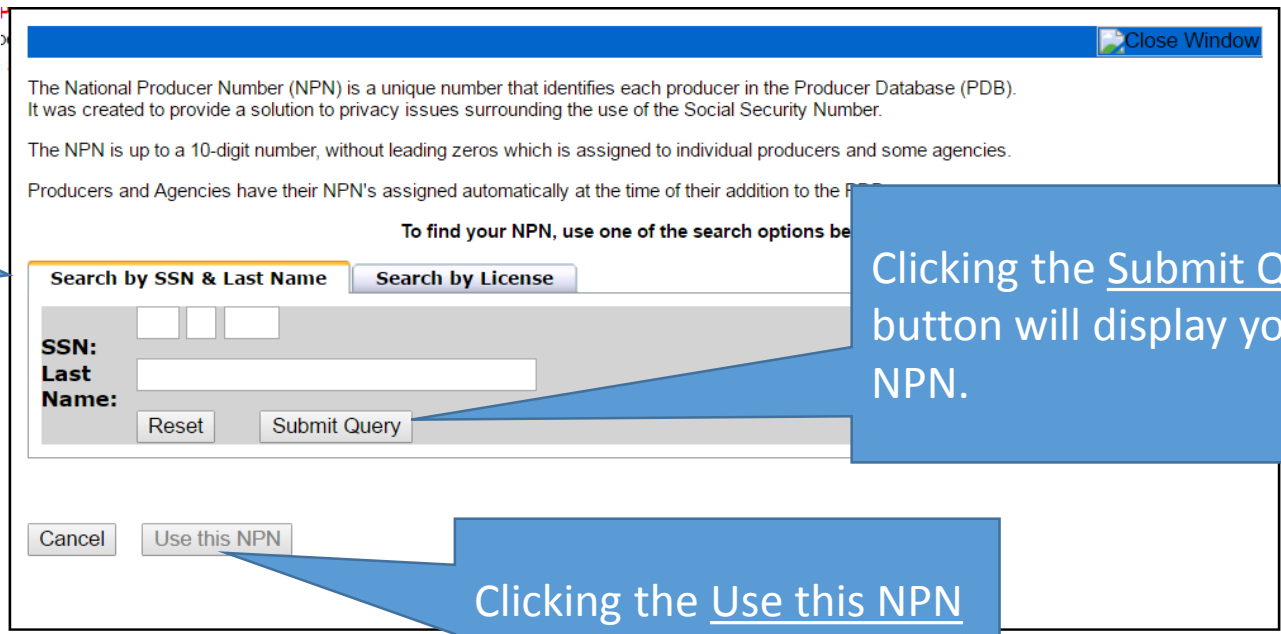
Please save your NPN in a secure location, as it will become your username.

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Registering as a new user

Search for your NPN by SSN & Last Name or by License.



The screenshot shows a web interface for finding a National Producer Number (NPN). At the top, there is a 'Close Window' button. Below it, a paragraph explains that the NPN is a unique 10-digit number assigned to producers. A heading reads 'To find your NPN, use one of the search options below'. There are two search options: 'Search by SSN & Last Name' (which is highlighted with a yellow border) and 'Search by License'. Under the 'Search by SSN & Last Name' option, there are input fields for 'SSN' (with three small boxes) and 'Last Name'. Below these fields are 'Reset' and 'Submit Query' buttons. At the bottom of the form, there are 'Cancel' and 'Use this NPN' buttons.

Clicking the Submit Query button will display your NPN.

Clicking the Use this NPN button will populate your NPN on the training site.

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Registering as a new user

Click the Submit button to continue.

Registration

*required field

Confidential Information

NPN must match the data provided by the NIPR website to ensure unique ID information.

Please click [Lookup NPN using NIPR](#) to populate your National Producer Number.

National Producer Number:*

Please save your NPN in a secure location, as it will become your username.

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On this page, enter information that is missing in required fields
Confirm your email.

Registering as a new user

Registration

*required field

Confidential Information

NPN must match the data provided by the NIPR website to ensure unique ID information.

Please click Lookup NPN using NIPR to populate your National Producer Number.

National Producer Number:*

123341234

Lookup NPN using NIPR

Please save your NPN in a secure location, as it will become your username.

Personal Information

First Name:*

test

Middle Initial:

Last Name:*

test

Suffix:

E-mail:*

lekha.gupta-badjie@clears

Confirm E-mail:*

lekha.gupta-badjie@clears

Select your CMS Medicare Training Provider.

Select

Create / Modify Your Password

If you are a new user, please create a password below. If you are a returning user and do not enter a new password below, your password will remain the same as previously saved.

Password: *

Passwords must be at least 8 characters long and contain at least one numeric digit and one letter.

Confirm Password: *

Password Recovery Security Question and Answer

* Please select a question

Register

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Registering as a new user

Next, you need to select how you have completed or will complete your Medicare Basics training program.

Select your CMS Medicare Training Provider.

Select
Pinpoint \$89.95 (90 minutes)
Upload Certificate from Another Provider

If you haven't completed Medicare Basics training with AHIP, choose this option to complete it with Pinpoint Global. The training should take you around 90 minutes.

Select your CMS Medicare Training Provider.

Pinpoint \$89.95 (90 minutes)

Lastly, update/modify your password and select the password recovery options.

Create / Modify Your Password
If you are a new user, please create a password below. If you are a returning user and do not enter a new password below, your password will remain the same as previously saved.

Password: *

Confirm Password: *

Passwords must be at least 8 characters long and contain at least one numeric digit.

Password Recovery Security Question and Answer

* *

Register

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Registering as a new user

If you have completed your training with AHIP, select this option.

Select your CMS Medicare Training Provider.

Lastly, update/modify your password and select the password recovery options.

Create / Modify Your Password
If you are a new user, please create a password below. If you are a returning user and do not enter a new password below, your password will remain the same as previously saved.

Password: *
Confirm Password: *
Passwords must be at least 8 characters long and contain at least one numeric digit.

Password Recovery Security Question and Answer
* *

Register

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Please note this username for your future visits. You will also receive an email confirming your registration.

Registering as a new user

Registration

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). If you do not have a NPN or have not specified one, it will be a system-generated username.

Your username is: **123341234**

Continue

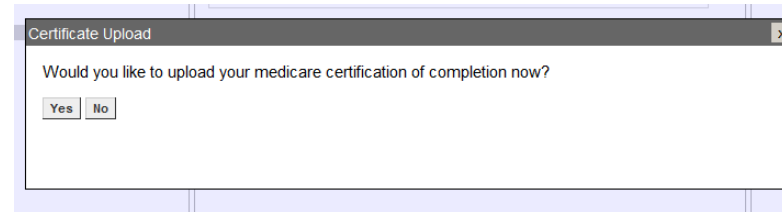
Clicking on the “Continue” button will log you into the site and take you to the home page.

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Proof of Completion for Medicare Basics Training

If you completed training with AHIP, you will be prompted to upload your certificate.

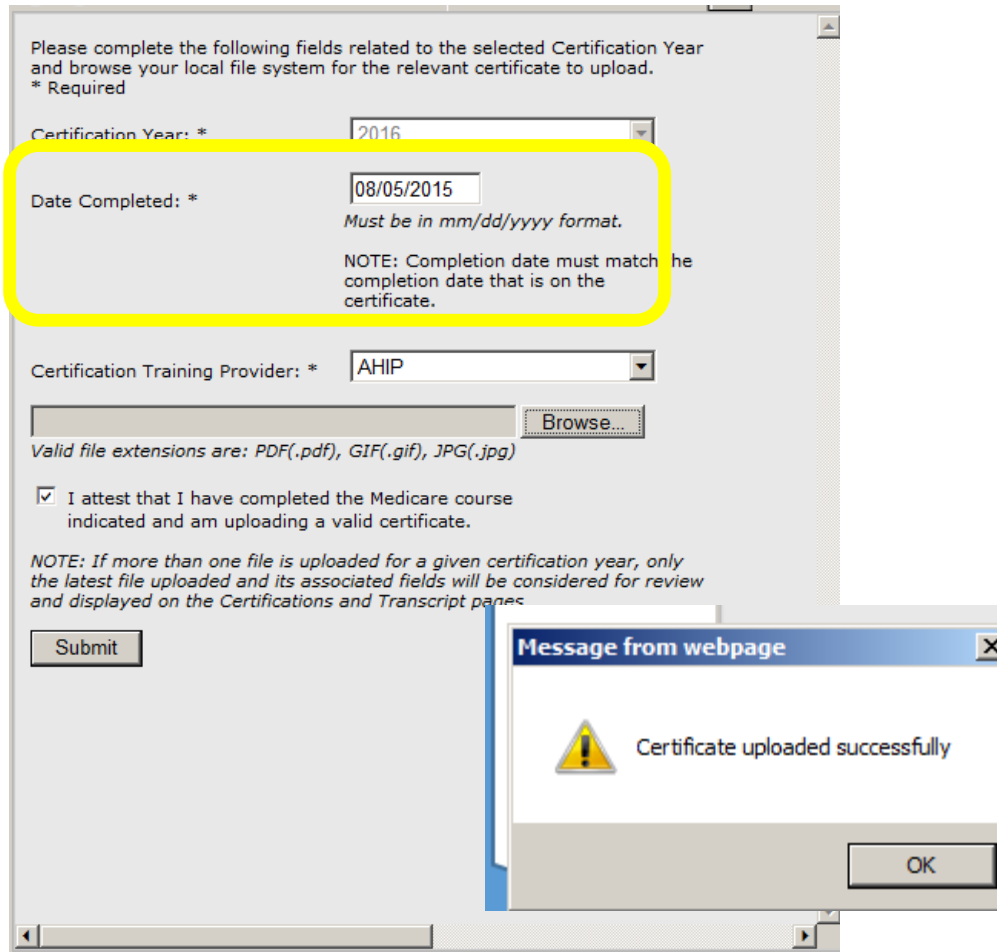


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Proof of Completion for Medicare Basics Training

Make sure the “Date Completed” you enter matches what’s on your Certificate. If not, your certificate will be denied.



Please complete the following fields related to the selected Certification Year and browse your local file system for the relevant certificate to upload.
* Required

Certification Year: * 2016

Date Completed: * 08/05/2015
Must be in mm/dd/yyyy format.
NOTE: Completion date must match the completion date that is on the certificate.

Certification Training Provider: * AHIP

Browse...

Valid file extensions are: PDF(.pdf), GIF(.gif), JPG(.jpg)

I attest that I have completed the Medicare course indicated and am uploading a valid certificate.

NOTE: If more than one file is uploaded for a given certification year, only the latest file uploaded and its associated fields will be considered for review and displayed on the Certifications and Transcript pages

Submit

Message from webpage
Certificate uploaded successfully
OK

You will get a success message once you have uploaded your certificate.

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Proof of Completion for Medicare Basics Training

DP (click to expand or collapse)

Medicare Training

[Import Medicare Certificate Of Completion - View Certificate](#)

Group MedicareBlue Rx Products Course
To print slides from this module [click here](#).

Group MedicareBlue Rx Products Exam

Status
Pending
Incomplete
Incomplete
Incomplete
Incomplete

When you land on the Certifications page, your certificate will be in pending status. Please allow 2-3 business days for your Plan Administrator to approve this.

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Completing your Product training

DP (click to expand or collapse)

Medicare Training

Import Medicare Certificate Of Completion -  [View Certificate](#)

Group MedicareBlue Rx Products Course

To print slides from this module [click here](#).

Group MedicareBlue Rx Products Exam

You don't have to wait for your certificate to get approved before you can complete your product training. You get a maximum of three attempts to pass the exam with a score of 85% or better.

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Completing Medicare Basics Training

Group PDP (click to expand or collapse)

- REQ** Medicare Training
- REQ** Import Medicare Certificate Of Completion - [View Certificate](#)
- REQ** Group MedicareBlue Rx Products Course
To print slides from this module [click here](#).
- REQ** Group MedicareBlue Rx Products Exam
- REQ** Compliance and FWA Training Attestation

Individual PDP (click to expand or collapse)

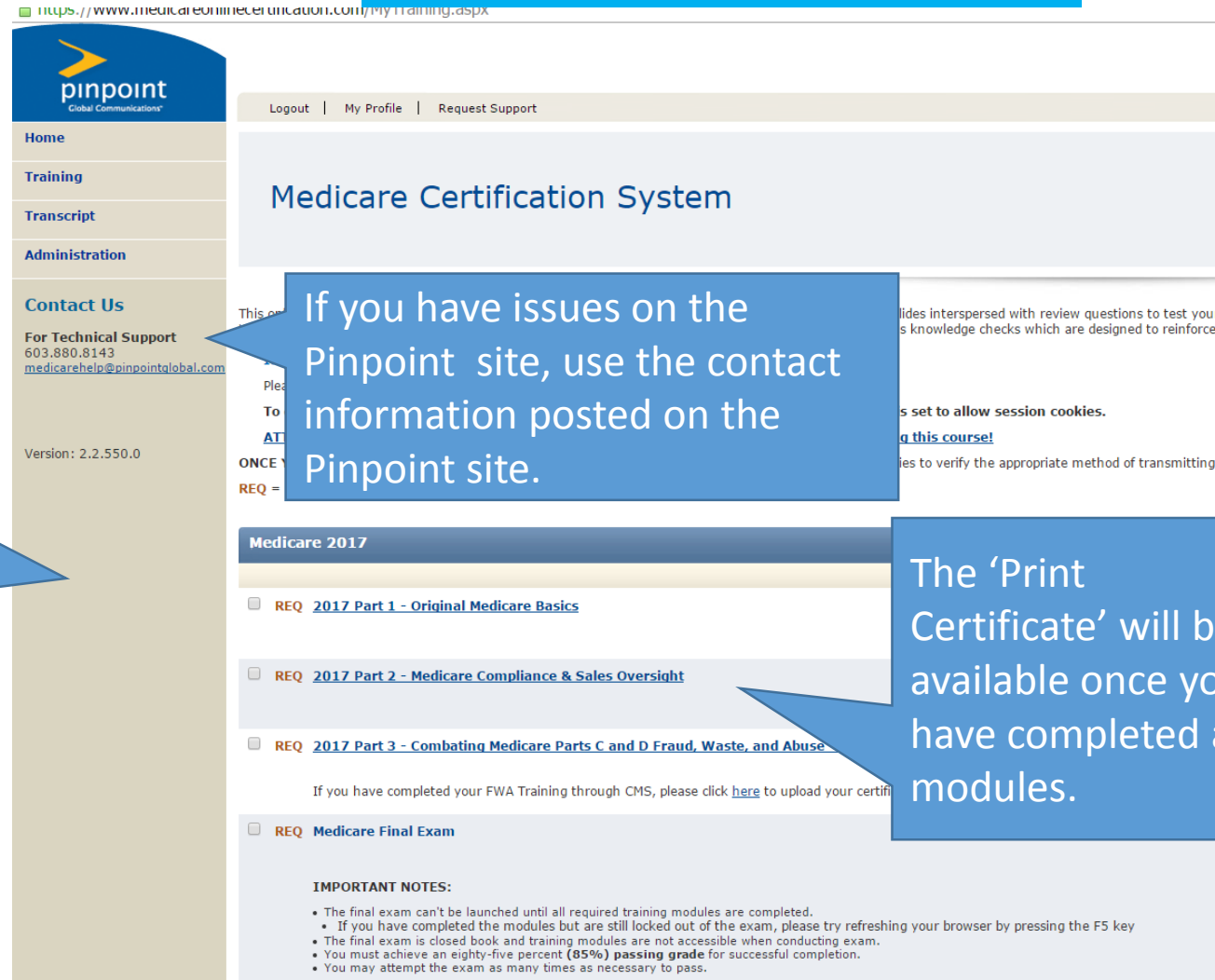
- REQ** Medicare Training
- REQ** Import Medicare Certificate Of Completion - [View Certificate](#)
- REQ** MedicareBlue Rx Enrollment and Disenrollment Course
To print slides from this module [click here](#).
- REQ** MedicareBlue Rx Products Course
To print slides from this module [click here](#).
- REQ** MedicareBlue Rx Products Exam
- REQ** Compliance and FWA Training Attestation

If you haven't completed your Medicare Basics training with AHIP, click the Medicare Training link. Complete that training on Pinpoint's site.

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Completing Medicare Basics Training



The screenshot shows the Medicare Certification System interface. On the left is a navigation menu for Pinpoint Global Communications with links for Home, Training, Transcript, Administration, and Contact Us. The main content area is titled 'Medicare Certification System' and lists training requirements for Medicare 2017. A list of requirements includes '2017 Part 1 - Original Medicare Basics', '2017 Part 2 - Medicare Compliance & Sales Oversight', '2017 Part 3 - Combating Medicare Parts C and D Fraud, Waste, and Abuse', and 'Medicare Final Exam'. A note indicates that users who have completed FWA training through CMS should click a link to upload their certification. An 'IMPORTANT NOTES' section at the bottom provides details about the final exam, including that it is closed book, requires an 85% passing grade, and can be attempted multiple times.

Clicking the Medicare Basics training link will route you to Pinpoint Global's website. You are required to complete all three modules (or show proof of completion for CMS's FWA module) and a final exam.

If you have issues on the Pinpoint site, use the contact information posted on the Pinpoint site.

The 'Print Certificate' will be available once you have completed all modules.

IMPORTANT NOTES:

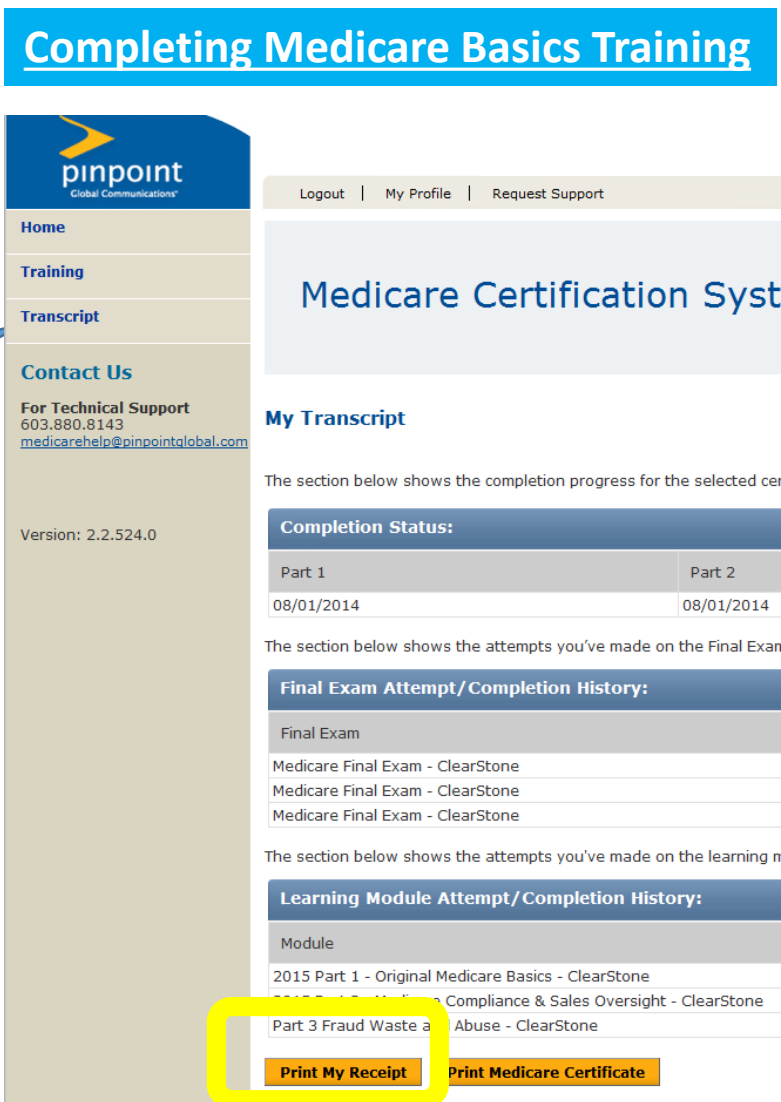
- The final exam can't be launched until all required training modules are completed.
- If you have completed the modules but are still locked out of the exam, please try refreshing your browser by pressing the F5 key.
- The final exam is closed book and training modules are not accessible when conducting exam.
- You must achieve an eighty-five percent (85%) **passing grade** for successful completion.
- You may attempt the exam as many times as necessary to pass.

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Click the Transcript link on the navigation bar to get to the Print Receipt option.

Completing Medicare Basics Training



pinpoint
Global Communications™

Logout | My Profile | Request Support

Medicare Certification System

My Transcript

The section below shows the completion progress for the selected certification.

Completion Status:	
Part 1	Part 2
08/01/2014	08/01/2014

The section below shows the attempts you've made on the Final Exam.

Final Exam Attempt/Completion History:	
Final Exam	
Medicare Final Exam - ClearStone	
Medicare Final Exam - ClearStone	
Medicare Final Exam - ClearStone	

The section below shows the attempts you've made on the learning modules.

Learning Module Attempt/Completion History:	
Module	
2015 Part 1 - Original Medicare Basics - ClearStone	
2015 Part 2 - Medicare Compliance & Sales Oversight - ClearStone	
Part 3 Fraud Waste and Abuse - ClearStone	

[Print My Receipt](#) [Print Medicare Certificate](#)

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Completing your Product training

Group PDP (click to expand or collapse)

- REQ** Medicare Training
- REQ** Import Medicare Certificate Of Completion - [View Certificate](#)
- REQ** Group MedicareBlue Rx Products Course
To print slides from this module [click here](#).
- REQ** Group MedicareBlue Rx Products Exam
- REQ** Compliance and FWA Training Attestation

Individual PDP (click to expand or collapse)

- REQ** Medicare Training
- REQ** Import Medicare Certificate Of Completion - [View Certificate](#)
- REQ** MedicareBlue Rx Enrollment and Disenrollment Course
To print slides from this module [click here](#).
- REQ** MedicareBlue Rx Products Course
To print slides from this module [click here](#).
- REQ** MedicareBlue Rx Products Exam
- REQ** Compliance and FWA Training Attestation

You also have to complete your product training.

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Getting Certified as a Returning User

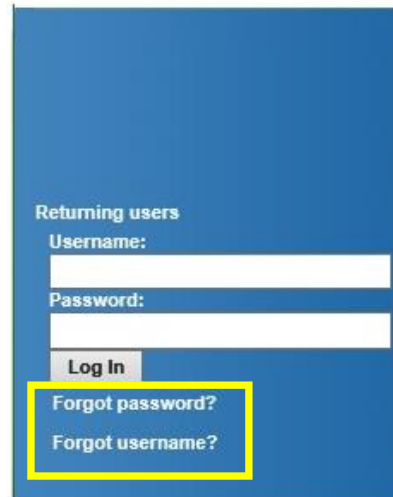
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Logging into the site as a registered user

- You will receive an **email** from your Plan Administrator with the training site's address
- Please go to <http://bcbsnpa.pinpointglobal.com/Apps/Medicare/default.aspx>

Enter your user name and password and click the Log in button.



Returning users
Username:

Password:

Log In
Forgot password?
Forgot username?

If you forget your credentials, use these links to retrieve the information.

Welcome Back

Please enter your username and password to log into the training site.

If you have completed AHIP training, please [click here](#) to see how to get credit for that training.

[Click here for our Online Training User Guide](#)

New user? [Click here](#) to register.



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Completing your Product training

DP (click to expand or collapse)

Medicare Training

Import Medicare Certificate Of Completion -  View Certificate

Group MedicareBlue Rx Products Course
To print slides from this module [click here](#).

Group MedicareBlue Rx Products Exam

You don't have to wait for your Certificate to get approved before you can complete your product training. You get a maximum of three attempts to pass the exam with a score of 85% or better.

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Completing Medicare Basics Training

Group PDP (click to expand or collapse)

- REQ** Medicare Training
- REQ** Import Medicare Certificate Of Completion - [View Certificate](#)
- REQ** Group MedicareBlue Rx Products Course
To print slides from this module [click here](#).
- REQ** Group MedicareBlue Rx Products Exam
- REQ** Compliance and FWA Training Attestation

Individual PDP (click to expand or collapse)

- REQ** Medicare Training
- REQ** Import Medicare Certificate Of Completion - [View Certificate](#)
- REQ** MedicareBlue Rx Enrollment and Disenrollment Course
To print slides from this module [click here](#).
- REQ** MedicareBlue Rx Products Course
To print slides from this module [click here](#).
- REQ** MedicareBlue Rx Products Exam
- REQ** Compliance and FWA Training Attestation

If you haven't completed your Medicare Basics training with AHIP, click the Medicare Training link. Complete that training on Pinpoint's site.

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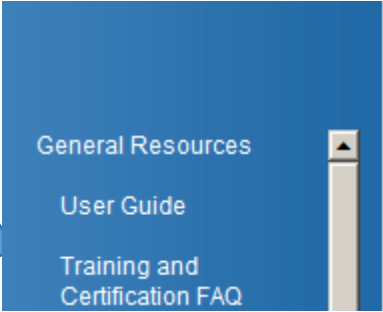
Using your Home Page

MENU: Use the links below to navigate to a section of your choice

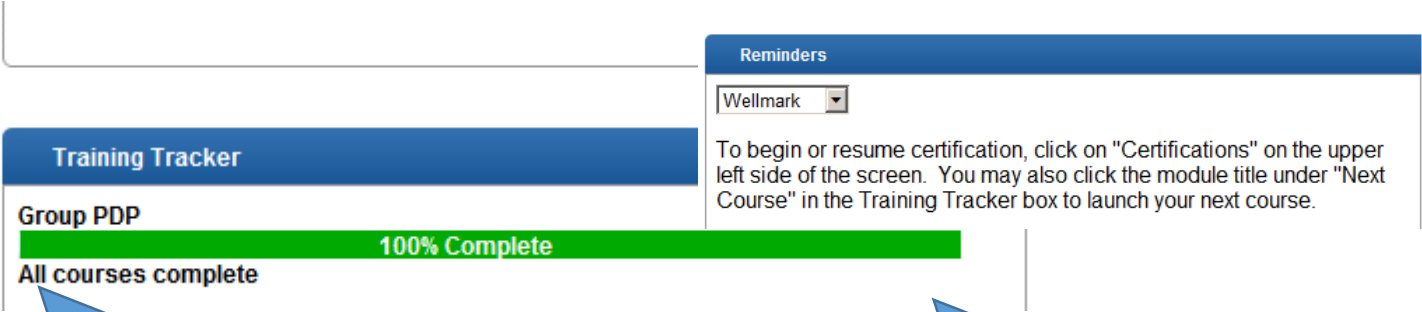
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[Homepage](#)

Access your Resources, Certifications page, and Transcript on this navigation bar.



General Resources
User Guide
Training and Certification FAQ



Training Tracker

Group PDP

100% Complete

All courses complete

The Training Tracker displays the status of your training courses.

Reminders

Wellmark

To begin or resume certification, click on "Certifications" on the upper left side of the screen. You may also click the module title under "Next Course" in the Training Tracker box to launch your next course.

Check this section frequently for important business reminders from your Plan Administrators.

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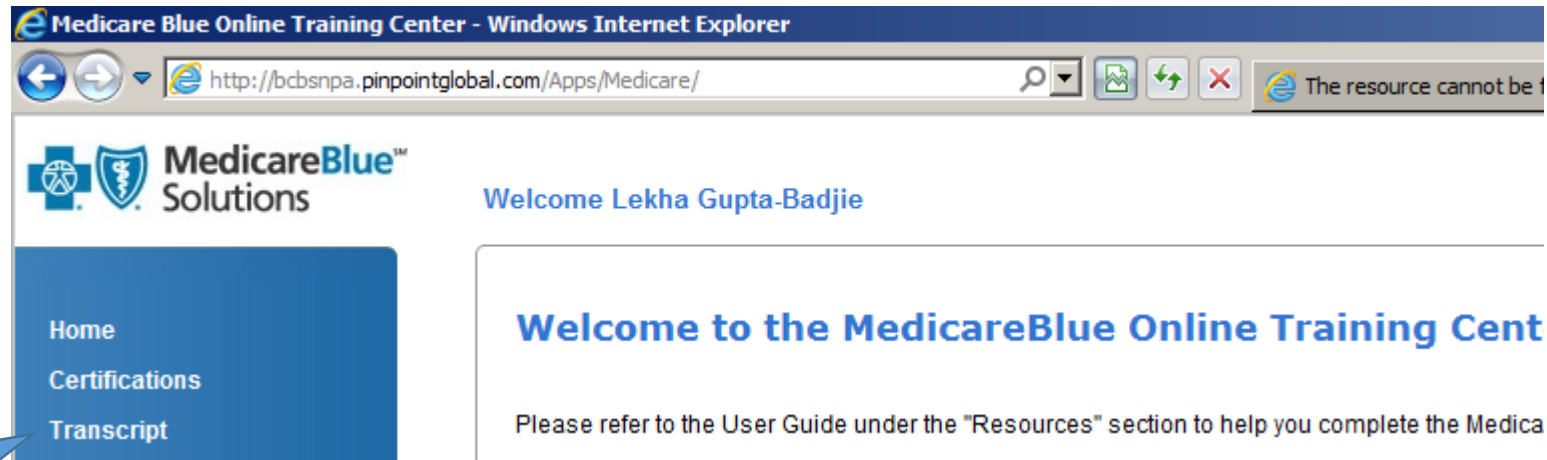
Transcript

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[Transcript](#)

Access your transcript from anywhere on the site by clicking the link on the navigation bar.



The screenshot shows a web browser window titled "Medicare Blue Online Training Center - Windows Internet Explorer". The address bar contains the URL "http://bcbsnpa.pinpointglobal.com/Apps/Medicare/". The page content includes the MedicareBlue Solutions logo, a navigation menu with "Home", "Certifications", and "Transcript" options, and a welcome message for "Lekha Gupta-Badjie". The main heading reads "Welcome to the MedicareBlue Online Training Cent" and the text below says "Please refer to the User Guide under the 'Resources' section to help you complete the Medica".

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A checkbox indicates completion.

You can view your scores, attempts, and dates of completion on the Transcript page. You can print your certificate of completion once you have completed all modules.

Group PP (click to expand or collapse)

	Attempts	Status	Date Completed
<input checked="" type="checkbox"/> REQ Medicare Training	(click to view status details)	Complete	10/28/2014 12:18:06 PM
<input checked="" type="checkbox"/> REQ Import Medicare Certificate Of Completion - View Certificate		Approved	9/1/2014 12:00:00 AM
<input checked="" type="checkbox"/> REQ Group MedicareBlue Rx Products Course To print slides from this module click here.	View Attempts 4 Score Date Taken 0 12/11/2014 4:00:11 PM 0 11/18/2014 10:47:31 PM 0 4/17/2015 4:51:02 PM 0 9/3/2014 7:58:44 PM	Complete	9/3/2014 3:58:59 PM
<input checked="" type="checkbox"/> REQ Group MedicareBlue Rx Products Exam	View Attempts 7 Score Date Taken 0 7/9/2015 5:24:57 PM 100 4/20/2015 10:39:21 AM 70 4/20/2015 10:37:39 AM 80 4/17/2015 12:51:29 PM 40 9/3/2014 4:00:00 PM 30 9/3/2014 3:59:32 PM 30 9/3/2014 3:59:06 PM	Complete	4/20/2015 10:49:54 AM
<input checked="" type="checkbox"/> REQ Compliance and FWA Training Attestation	View Attempts 1 Score Date Taken 0 7/28/2015 2:47:26 PM	Complete	7/28/2015 10:47:35 AM

[Print Certificate](#)

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Updating your Profile

Access your Profile from anywhere on the site. The link is available on the upper right corner of the site.

| [My Profile](#) |

| [Logout](#)

completed all courses within your certification track. You are not required to



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Updating your Profile

You can update your options for having completed Medicare Basics training.

You can modify/update your password and password recovery options.

Select your CMS Medicare Training Provider.

Select
Pinpoint \$89.95 (90 minutes)
Upload Certificate from Another Provider

Select your CMS Medicare Training Provider.

Pinpoint \$89.95 (90 minutes) ▾

Create / Modify Your Password
If you are a new user, please create a password below. If you are a returning user and do not enter a new password below, your password will remain the same as previously saved.

Password: *

Confirm Password: *

Passwords must be at least 8 characters long and contain at least one numeric digit.

Password Recovery Security Question and Answer

* ▾ *

MENU: Use the links below to navigate to a section of your choice

- [Getting certified as a new user](#)
- [Getting certified as a returning user](#)
- [Home page](#)
- [Transcript](#)
- [Profile](#)

System Requirements

MENU: Use the links below to navigate to a section of your choice

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System Requirements

Acceptable Browsers

Acceptable browsers include Internet Explorer 7- 11, Chrome 25.0.1364.172, and Safari 5.1.7 for windows. It is recommended that you use Internet Explorer. If necessary, you may install this free Internet Explorer download from the following link: <http://windows.microsoft.com/en-US/internet-explorer/downloads/ie>.

Some things that may adversely affect your user experience are higher security settings, browser add ons and external toolbars. If you do experience some issues, try applying the following browser settings:

- Change Security Settings
Under Tools > Internet Options, locate “Security”
Set level to medium-high and click “OK”
- Disable toolbars
Under Tools > Manage > Enable or Disable add ons and reference “Enabled” area
Select any third-party toolbars and click “Disable” radio button, followed by clicking “OK”
- Attempting to view the site via company intranet may impact access and performance. Instead, try copying the link your company has provided you in a separate browser.
- Virtual Private Network (VPN) may impact course content performance. Discontinue if you experience issues.
- Flash
Make sure you have the latest Flash player installed.
Uninstall your existing Flash player and reinstalling the latest version. The latest version is available at the following URL: <http://get.adobe.com/flashplayer/>

Thank You

