



HOW TO CERTIFY

BCBS OF ARIZONA

Directions

EXAMPLE OF BCBS OF AZ CERTIFICATION

1

BlueCross BlueShield Arizona

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:

[Continue](#)

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 it covers. 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.



2

Welcome to the Online Training Center

Please refer to the documents under "Resources" to help you complete your certification program.

To begin or resume certification, click "Certifications" on the left side of the screen.

Training Tracker

Individual PDP: 0% Complete
Next Course: [Import Medicare Certificate Of Completion](#)

Individual MAPD: 0% Complete
Next Course: [Import Medicare Certificate Of Completion](#)

Event Calendar

My Upcoming Events

You are not registered for any upcoming events.

Certificate Upload

Would you like to upload your medicare certification of completion now?

[Yes](#) [No](#)

3

Certifications

Please refer to documents under "Resources" to help you complete your certification program and for reference throughout the contract year. To begin or resume certification, click on the course title.

Upon completion, please print your certificate from the "Transcript" page for your records. You are not required to submit proof of completion to Blue Cross and Blue Shield of Arizona. **NOTE:** If you have imported an AHIP certificate to satisfy the Medicare and FWA training, you will not be able to print your completion certificate. The process may take one to two days.

[Click on the course title to begin.](#)

Individual MAPD (click to expand or collapse)

	Status
<input checked="" type="checkbox"/> REQ Medicare Training	Complete
<input checked="" type="checkbox"/> REQ BCBSAZ Medicare Advantage Enrollment and Disenrollment	Complete
<input checked="" type="checkbox"/> REQ BCBSAZ Medicare Advantage Products Course	Complete
<input type="checkbox"/> REQ BCBSAZ Medicare Advantage Products Exam	Incomplete
<input type="checkbox"/> REQ Compliance and FWA Training Attestation	Incomplete

STEP 1:

- Go to the [BlueCross BlueShield of Arizona](#) agent training portal.
- Follow the blue [click here](#) link to register if you do not have an account.

STEP 2:

- When you have logged in, you will be prompted to upload your AHIP certification of completion. Click **Yes**.
- Fill in your AHIP information and attach your certificate.
- Click **OK**.

STEP 3:

- All brokers are required to attend in-person training before certifying. Go to the event calendar and register for a training session.
- After in-person training, you can complete all the required (**REQ**) courses and exams for MAPD and PDP products in order to market and sell them.
- You have three attempts to pass the product exams with a score of 85% or better.