

SYSTEM REQUIREMENTS

- Platform: PC or iPad
- Browsers:
 - Google Chrome
 - Microsoft Edge
 - Firefox

SUPPORT

Please email GovtProgSalesOversight@bluecrossmn.com with questions regarding site access or navigation, certification requirements, or course content.

Contact the online Help Desk by clicking on the **Request Support** link located on the upper right side of your screen for course accessibility and/or system problems.

ACCOUNT SET-UP

Access the Blue Cross Online Training Center through your welcome email or at: <https://bcbsofminnesota.pinpointglobal.com/Apps/Medicare/default.aspx>

If you are a returning user, skip to step 5 (page 3).

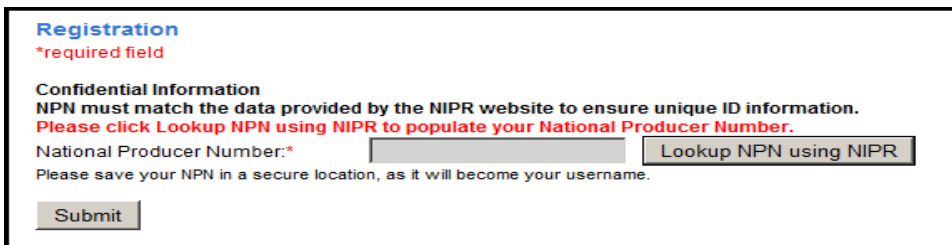
If you are a new user, continue to step 1 below.

1. Access the training system as a **First Time Visitor**. From the upper left-hand corner, select **Click here to register**.



2. Enter your **Registration ID** and click “Continue”.
 - For **licensed users**, your Registration ID = your National Producer Number (NPN)
 - For **unlicensed users**, your Registration ID = unique number assigned to you by Sales Oversight

3. You will be required to confirm your NPN through the National Insurance Producer Registry (NIPR).
 - For Licensed users, use the **Lookup NPN using NIPR** button to research and populate NPN information. This information must be populated using the lookup tool - you cannot type it yourself.
 - Unlicensed users check the box **I do not have an NPN** and a username will be generated for you.



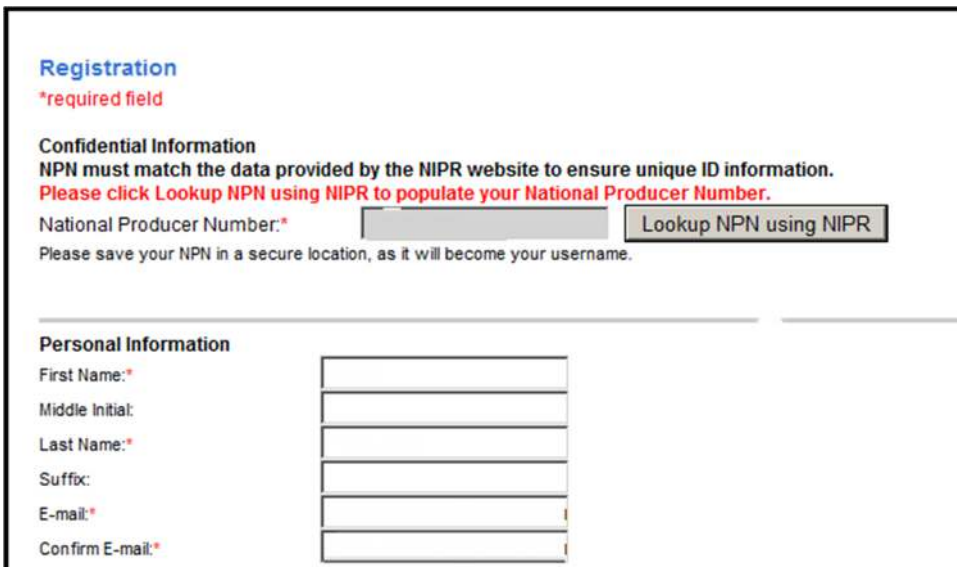
Registration
*required field

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.

4. From the **Registration** page, complete all required fields shown with a **red asterisk ***:



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.

Personal Information

First Name:*

Middle Initial:

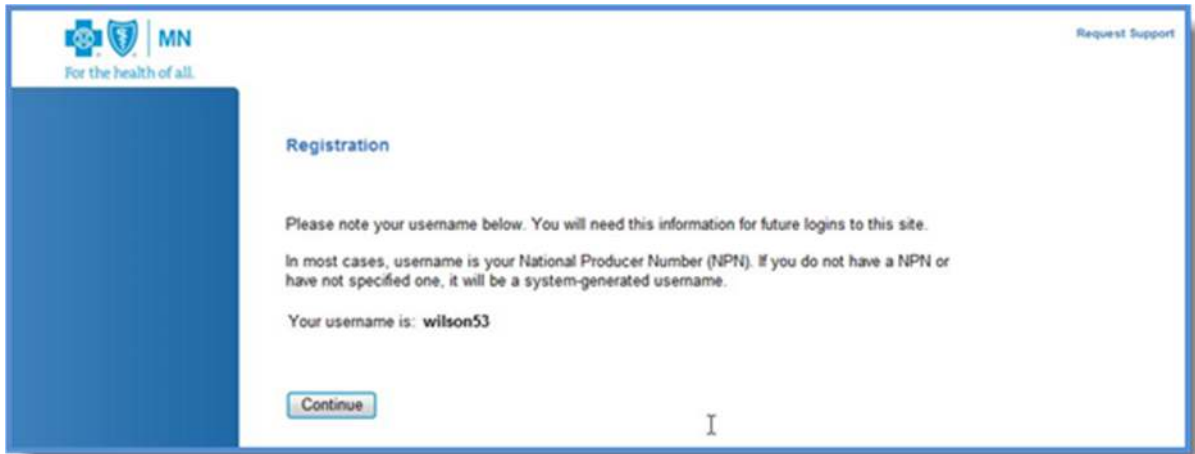
Last Name:*

Suffix:

E-mail:*

Confirm E-mail:*

You will now be provided with your username for the training site. Please keep this for your records. Click the **Continue** button to proceed to the **Home** page.



5. To login to the site as a returning user, enter your Username and password in the **Returning users** section.

Username = NPN (or system generated username)

Password = Unique password you had originally created

A screenshot of a login form. The form is set against a blue background. At the top, the text 'Returning users' is highlighted with a red box. Below it are two input fields: 'Username:' and 'Password:'. Below the password field is a 'Log In' button. At the bottom of the form, there are two links: 'Forgot password?' and 'Forgot username?', both highlighted with red boxes.

If you have forgotten either of these, use the **Forgot password** and **Forgot username** tools to retrieve them.

TRAINING INSTRUCTIONS

A. Pinpoint Medicare Core Training

To begin certification and take Pinpoint's Medicare Core Training, continue to step 1 below.

NOTE: If you have completed the Medicare Core training through AHIP, skip to section B: AHIP Certificate Upload on page 5

1. Once you have successfully logged in, you will be brought to the **Home** page. From the **Training Tracker** you can launch your first course. Courses must be completed in the order displayed. You can print slides by selecting **Certifications** from the left panel.

The screenshot displays the user interface for Medicare certification. On the left is a blue navigation menu with the following items: Home, Certifications (highlighted with a red box), Transcript, Reporting, General Resources, NPA Code of Conduct, Blue Cross Code of Conduct, FWA Resources, Frequently Asked Questions, and 2023 Certification User Guide. The main content area is divided into three sections. The top section contains a red text instruction: "To upload a copy of your completed AHIP training certificate, click on 'Certifications' in the left hand navigation panel and follow the upload instructions provided on that page." Below this is a paragraph: "Please refer to the documents under 'Resources' to help you complete your 2024 Medicare certification program. To begin or resume certification, click on 'Certifications' on the left side of the screen." The middle section is titled "Training Tracker" and lists three categories: "2024 Individual Medicare" (0% Complete, Next Course: Pinpoint Medicare Core Training), "2024 Group Medicare" (0% Complete, Next Course: Pinpoint Medicare Core Training), and "2024 Marketing and Sales Event Training" (0% Complete, Next Course: Marketing and Sales Event Guidelines). The right section is titled "Plan Pointers" and contains red text: "Medicare certification must be completed prior to marketing, selling or servicing Blue Cross Medicare products." and "If you have already completed the 2024 Medicare core training through another carrier, be sure to upload a copy of your certificate to waive the \$99.95 training fee and avoid having to retake the Medicare core courses." Below this are two bullet points: "We accept the Medicare core training taken through AHIP" and "You can upload a copy of your completion certificate by clicking the Certifications tab at the left and selecting 'click here' under the Pinpoint Core Training. The first course listed will be to Import Medicare Certificate of Completion."

2. From either the **Training Tracker** on the home page or **Certifications** page, click **Pinpoint Medicare Core Training**. A new window will open for you to complete registration for the core training. Some information will cross-over from the previous registration page. Complete the following sections and click **Register**:

- Company information
- Agree to Legal terms of service
- Agree to Privacy statement
- Create password (this can be the same password used on previous page)
- Credit card information (if prompted)

3. To launch your training, click on the title **2024 Part 1 - Original Medicare Basics**

MEDICARE 2024	
	Date Completed
<input type="checkbox"/> REQ. 2024 PART 1 - ORIGINAL MEDICARE BASICS	
<input type="checkbox"/> REQ. 2024 PART 2 - MEDICARE COMPLIANCE & SALES OVERSIGHT	
<input type="checkbox"/> REQ. 2024 PART 3 - COMBATING MEDICARE PARTS C AND D FRAUD, WASTE, AND ABUSE + MEDICARE PARTS C AND D GENERAL COMPLIANCE TRAINING	
If you have completed your FWA Training through CMS, please click here to upload your certificate.	
<input type="checkbox"/> REQ. MEDICARE FINAL EXAM	

4. Upon completion of the three required courses and Medicare Final Exam, close the browser window to return to the Blue Cross training site. You will then complete the required Blue Cross product specific courses.

Click the link under the **Training Tracker** to launch your next course. Once you complete the module, click on the button **SUBMIT COMPLETION AND EXIT** to return to your **Training Tracker** and complete the next module or exam. You must view EVERY slide in the product module to receive credit and unlock the next product module.

B. AHIP certificate upload

Blue Cross and Blue Shield of Minnesota will accept completion of the **2024 AHIP Medicare + Fraud, Waste, and Abuse online course** to satisfy the Medicare basics training requirement. If you upload a valid certificate, you will only be required to complete the Blue Cross product training.

You must also complete the Blue Cross product training to be considered certified to market, sell or service Blue Cross products for the 2024 plan year.

Blue Cross Sales Oversight will manually review the uploaded certificate to determine whether it is valid. Invalid certificates will be denied.

1. From the **Certifications** page, choose 'click here' to upload your AHIP certificate.

2024 Individual Medicare <small>(click to expand or collapse)</small>	
	Status
<input type="checkbox"/> REQ Pinpoint Medicare Core Training If you have completed your Medicare Training through AHIP, click here .	Incomplete
<input type="checkbox"/> REQ Blue Cross Product Portfolio	Incomplete
<input type="checkbox"/> REQ Enrollment and Disenrollment	Incomplete
<input type="checkbox"/> REQ Sales Information	Incomplete
<input type="checkbox"/> REQ Blue Cross Product Exam	Incomplete

2. The first option will automatically switch to 'Import Medicare Certificate of Completion'.

2024 Individual Medicare <small>(click to expand or collapse)</small>	
	Status
<input type="checkbox"/> REQ Import Medicare Certificate Of Completion Switch to Pinpoint to complete Medicare Core training.	Incomplete
<input type="checkbox"/> REQ Blue Cross Product Portfolio	Incomplete
<input type="checkbox"/> REQ Enrollment and Disenrollment	Incomplete
<input type="checkbox"/> REQ Sales Information	Incomplete
<input type="checkbox"/> REQ Blue Cross Product Exam	Incomplete

3. From the pop-up box:
 - a. Enter the date you completed the 2024 AHIP Medicare basics training you are uploading
 - b. Click Browse to search your computer and upload your AHIP certificate
 - c. Check the box to attest that you are uploading a valid certificate

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: *

Date Completed: *
Must be in mm/dd/yyyy format.

NOTE: Completion date must match the completion date that is on the certificate.

Certification Training Provider: * -- Select Vendor --
-- Select Vendor --
AHIP

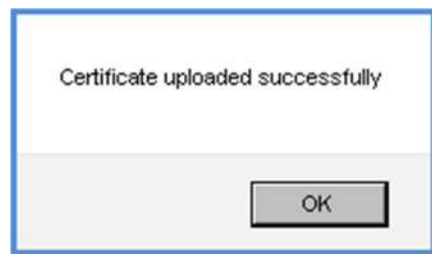
No file chosen
Valid file extensions are: PDF(.pdf),

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

4. Click "Submit". If the file was successfully uploaded, you will receive this message.

Note: This certificate will be in a "Pending" status until Blue Cross Sales Oversight reviews the certificate. You will be allowed to continue with the training.



5. Click [Home](#) or [Certifications](#) from the left-hand navigation panel to access the first Blue Cross product course.

PRINT TRAINING COMPLETION CERTIFICATE

You must complete all Blue Cross courses and exam in order to print your Blue Cross Medicare Certification certificate. To print your certificate:

1. Select [Transcript](#) to view the list of completed courses
2. Click the [Print Certificate](#) to view and print your 2024 Blue Cross Medicare Certificate of Completion