Use this Certification User Guide to help you get logged in and started with your training.

System Requirements
- Platform: PC, iPad
- Browsers:
    - IE 7 – 10 with the following settings:
        - Tool bars disabled
        - Java plugin installed
        - JavaScript enabled
        - Security settings no higher than medium-high
        - Desktop mode for IE 10 (Non-metro mode)
    - Firefox 16.0.2
    - Chrome 25.0.1364.172
    - Safari 5.1.7 for Windows

Support
Please email GovtProgSalesOversight@bluecrossmn.com with questions regarding site access or navigation.

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 following the link from your email, skip to **step 2** on the next page.

1. All users will access the 2014 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". This ID was included in the email sent to you.

- For **licensed users**, your Registration ID = your NPN
- For **unlicensed users**, your Registration ID = unique number assigned to you by Sales Oversight

Enter the Registration ID from your welcome email. If you arrive at this page by mistake, click the 'Return to home page' link in the left navigation.

Registration ID: [   ]

[Continue]

3. The next page will prompt for additional information. Confirm that your last name is correct and then enter the following information and click "Submit".

- **Date of birth (MM/DD/YYYY format)**
- **Last 4 digits of your Social Security Number (SSN)**

Registration
*required field

Confidential Information

Last Name:* [Wilson   ]

DOB:* [11/11/1911]
Must be in MM/DD/YYYY format.

Last 4 Digits of SSN:* XXX-XX- [1111]

[Submit]

4. From the "Registration page", complete all required fields (highlighted by the red boxes):

- **Name**
- **Email**
- **NPN**
- **Address**
- **Password**
- **Security question**

5. Complete NPN Lookup (highlighted by the blue box)
- **Licensed users:** Use the **Lookup my 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 a NPN** and a user name will be generated for you.

6. Other Carrier Certification Import (highlighted in yellow)
Check this box if you **have already completed** 2014 Medicare Certification training through
- AHIP
- Medica
- Gorman Group

You will be required to attest and upload a copy of this training certificate in order to receive credit for the Medicare core training.

If you have already completed 2014 Medicare core training through another carrier, click below.
☑ I have completed 2014 Medicare core training for this benefit year and will import my certificate of completion under the appropriate course.
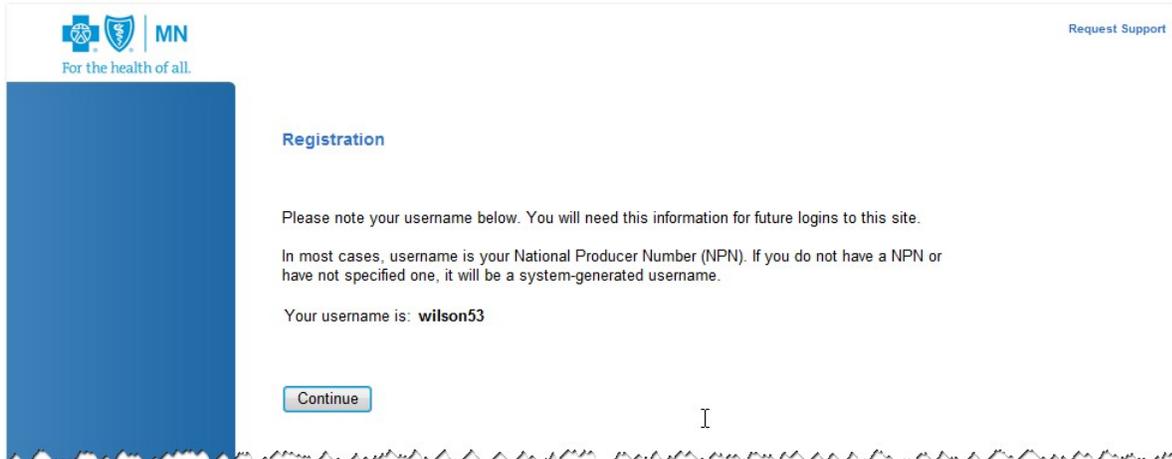
If you need to take the Medicare core training for 2014, leave the box unchecked and continue to the next step.

7. You will now be provided with your username for the training site. For licensed users, this will be your NPN. For unlicensed users, this will be a system generated ID. Please keep this for your records. Click the "Continue" button to proceed to the Home page.

To Begin Certification and take Pinpoint's Medicare Core Training
If you have completed certification through another carrier, skip to page <u>9</u>.

1. Once you have successfully logged in, you will be brought to the Home page. From the "Training Tracker" section you can launch your first course. Courses must be completed in the order displayed.
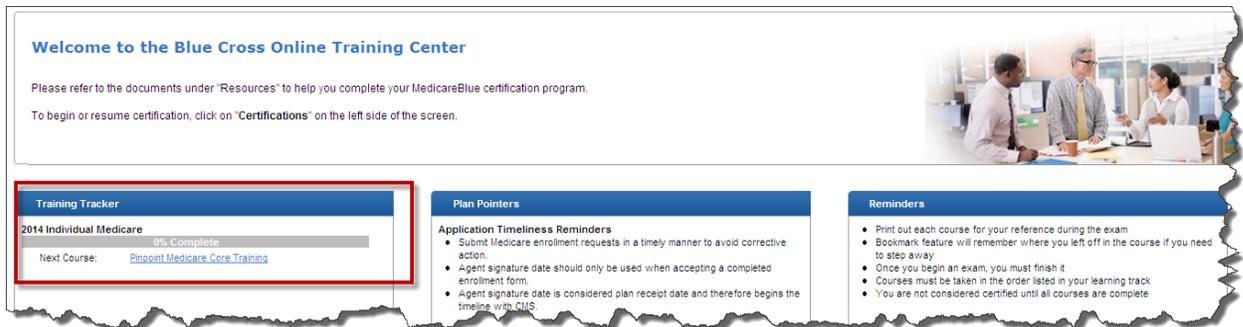
You can also view required courses and print modules slides by selecting **Certifications** from the left-hand navigation panel.
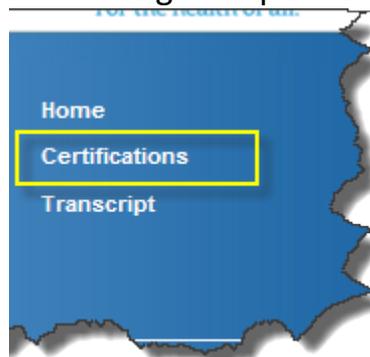
2. From either the **Training Tracker** on the home page or **Certifications** page, click **Pinpoint Medicare Core Training.** A new window will open for you to complete registration for the core training. Some information (fields highlighted in blue) will cross-over from the previous registration page. Complete the following sections (highlighted in red) 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

Home

Training

Transcript

Contact Us

For Technical Support
603.880.8143
medicarehelp@pinpointglobal.com

Please Note: Use Internet
Explorer to access content.
Version: 2.2.498.0

Logout | My Profile | Request Support

Medicare Certification System

Welcome back! Please review your information for accuracy.

Registration

*required field

Confidential Information

Last Name:*
DOB:*
Must be in MM/DD/YYYY format
Last 4 Digits of SSN:* XXX-XX-

Personal Information

First Name:*
Middle Initial:
Last Name:*
Suffix:
E-mail:*
Confirm E-mail:*

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:*   Lookup NPN using NIPR
Confirm National Producer Number:*   ☐ I do not have a NPN
Please save your NPN in a secure location, as it will become
your username.

Company Information

Company Name:
Address 1:*
Do not list Suite/Unit number here.
Address 2:
List Suite/Unit number here.
City / Town:*
State / Territory:*
ZIP Code:*

```
LEGAL TERMS OF SERVICE (TOS)

IMPORTANT - THE MATERIALS AND SOFTWARE YOU SEEK TO VIEW OR DOWNLOAD BY
ENROLLING IN THE TRAINING PROGRAM OR USING THIS SITE ARE LICENSED ONLY
ON THE CONDITION THAT YOU AGREE TO THE TERMS AND CONDITIONS IN THE
TERMS OF SERVICE ("TOS") SET FORTH BELOW.  PLEASE READ THE TERMS OF
```

*
☐ Agree to the Legal Terms of Service

```
d/b/a PINPOINT GLOBAL COMMUNICATIONS ("Pinpoint Global Communications")
or its contractors personal information relating to your training
and/or certification under this program (e.g., your enrollment in the
training program, confirmation of your contact information, your test
scores, or the number of times you took the exam before receiving your
certification).
```

○ Agree

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.
Confirm Password:

Password Recovery Security Question and Answer
* Please select a question   *
No Security Question Found for this username.

To register, please enter your credit card information below.

VeriSign
Secured

Course Fee: $70.00
Card: Please Select
Card Number:
Expiration Month: Please Select
Expiration Year (YYYY): Please Select
Card Security Code (CSC):

All course purchases from this site will be listed under 'Online Medicare Training'
on your credit card statement.

Note: Please only click 'Register' once. Clicking more than once
may result in multiple charges to your account.

By clicking Register, I certify that I am registering on this site as myself. I understand that registering on this
site under the name of another individual, completing training on behalf of another individual, or requesting
another individual to register on this site or complete training on my behalf, is strictly prohibited.

Register

3. From the next page, your user name will display and you will be provided with your Registration payment receipt. Click the "Click here to proceed to the training page" button to access your courses.

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

5. The training module will launch in a new window. Upon completing the course, close the browser window to return to your required training list.
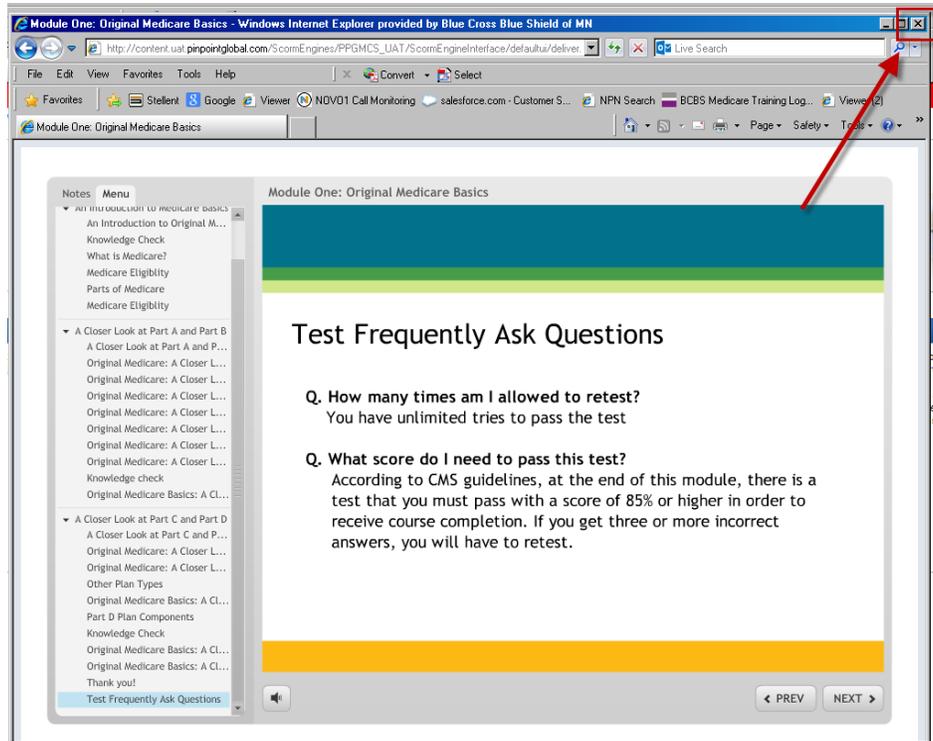
6. Upon completing both modules and the final exam, close the browser window to return to the Blue Cross training site and complete the product specific courses.

Click the link under the **Training Tracker** to launch your next course. In this example, it is the **Individual Blue Essentials Product Module**.

Once you complete the module, close the browser window (like in step 5 above) to return to your **Training Tracker** to complete the exam. You must view EVERY slide in the product module in order for the associated exam to unlock.

To Begin Certification and Import a Completion Certificate from Another Carrier

Blue Cross and Blue Shield of Minnesota will accept completion of 2014 AHIP, Medica or Gorman Group Medicare core training to satisfy the Medicare basics section of the training.

You must upload your valid 2014 certificate <u>and</u> complete the Blue Cross product training to be considered certified to market, sell or service Blue Cross products for 2014.

Blue Cross Sales Oversight will manually review the certificate that was uploaded. If it is determined that the certificate is invalid, you will be required to upload a valid certificate or complete the Pinpoint Medicare Core training to satisfy the training requirements.

If you did not select the check box to indicate that you are uploading another carrier's certificate when you registered (step 6, page 3) click **My Profile** in the upper right-hand corner of the page. **If you have already completed this step, continue to step 1 on page 10.**

From the **My Profile** page, check the box (highlighted below in red) and click submit. Click **Home** from the left-hand navigation panel to return upload your certificate.

1. From the **Training Tracker** on the **Home** page, click on the "**Import Medicare Certificate of Completion**".

2. From the pop-up box:
   1. Enter the **date you completed** the 2014 Medicare training you are uploading.
   2. Select the training provider you used
   3. Click **Browse** to search your computer and upload the correct file
   4. Check the box to attest that you are uploading a valid certificate
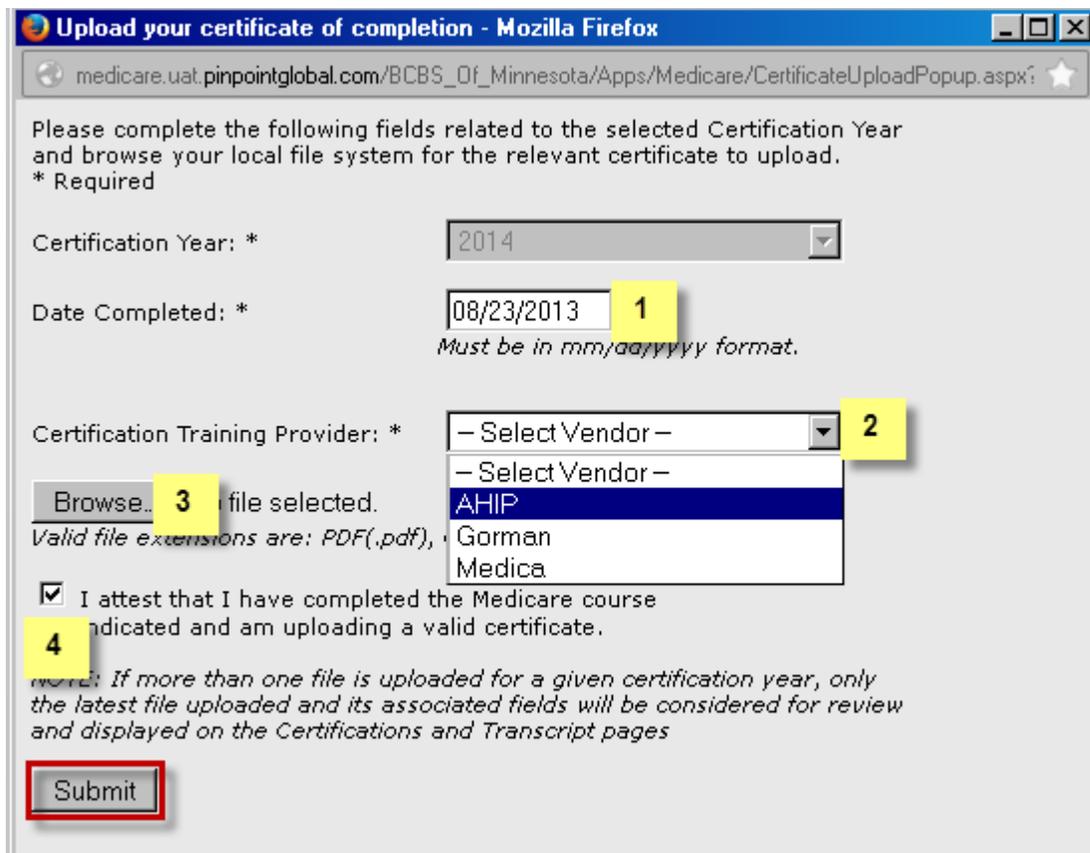
5. Click "Submit". If the file was successfully uploaded, you will receive this message.

> **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.

Certificate uploaded successfully

OK

6. Click **Home** from the left-hand navigation panel to return to your **Training Tracker** to access the first Blue Cross product course.

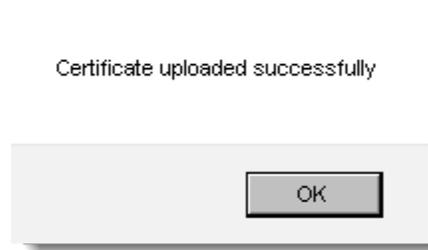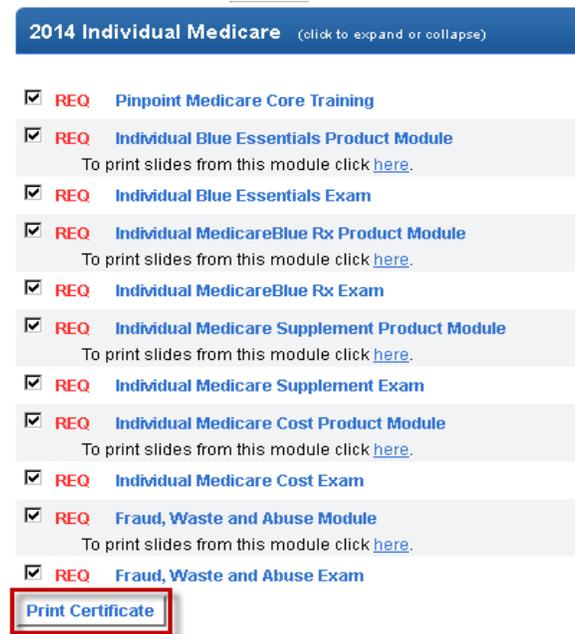## Print your Certificate

You must complete all product courses and exams and the Fraud, Waste and Abuse module 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 2014 Blue Cross Medicare Certificate of Completion.

2014 Individual Medicare (click to expand or collapse)

☑ REQ **Pinpoint Medicare Core Training**

☑ REQ **Individual Blue Essentials Product Module**
   To print slides from this module click here.

☑ REQ **Individual Blue Essentials Exam**

☑ REQ **Individual MedicareBlue Rx Product Module**
   To print slides from this module click here.

☑ REQ **Individual MedicareBlue Rx Exam**

☑ REQ **Individual Medicare Supplement Product Module**
   To print slides from this module click here.

☑ REQ **Individual Medicare Supplement Exam**

☑ REQ **Individual Medicare Cost Product Module**
   To print slides from this module click here.

☑ REQ **Individual Medicare Cost Exam**

☑ REQ **Fraud, Waste and Abuse Module**
   To print slides from this module click here.

☑ REQ **Fraud, Waste and Abuse Exam**

Print Certificate

How to Get Help

Blue Cross Online Training Center course accessibility and/or system problems
Contact the online Help Desk via email by clicking on the "Request Support" link located on the upper right side of your screen.

Course content
- Questions about certification requirements, including course content, should be sent to GovtProgSalesOversight@bluecrossmn.com or you may submit your question via the Blue Cross Online Training Center by clicking on **Request Support** located on the top right hand corner of your screen upon logging in.

- Questions about marketing, sales functions, or guidelines should be sent to GovtProgSalesOversight@bluecrossmn.com or Medicare_Sales@bluecrossmn.com.

- Questions about Blue Cross products for 2014 can be directed to the **pre-enrollment** broker helpdesk.
  - Platinum Blue and Senior Gold: 1.800.262.0821
  - MedicareBlue Rx: 1.866.849.2498
  - Blue Essentials: 1.866.318.2311

Blue Cross agent appointment, agent agreement or service fee questions
Questions about your agent appointment, your agent agreement with Blue Cross or service fee payments must be directed to agency_relations@bluecrossmn.com.