

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

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

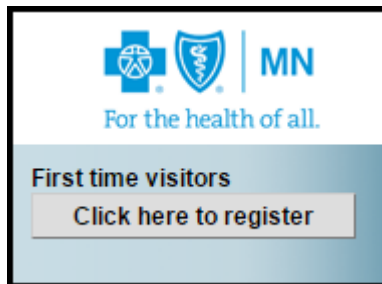
Account Set-up

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 4).

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

1. Access the 2017 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 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 a NPN** and a user name 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 *:
- Name
 - Email
 - NPN
 - Address
 - Password
 - Security question

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:

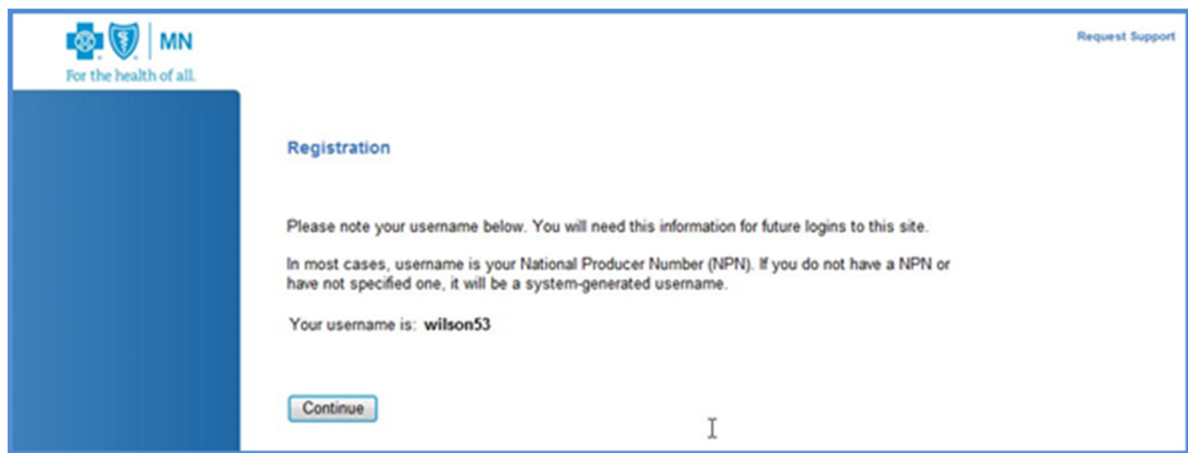
Last Name:*

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.



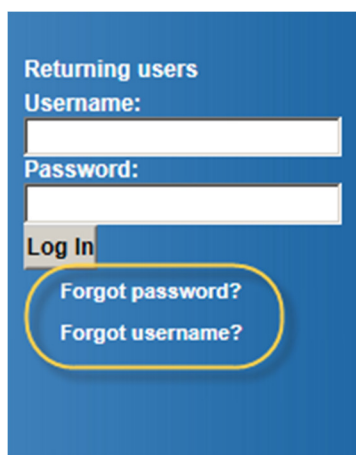
The image shows a registration confirmation screen. At the top left is the Blue Cross and Blue Shield of Minnesota logo with the tagline "For the health of all." and the letters "MN". At the top right is a link for "Request Support". The main heading is "Registration". Below it, a message states: "Please 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." The confirmed username is "wilson53". A "Continue" button is located at the bottom left of the content area.

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

Username: NPN

Password: Unique password you created

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

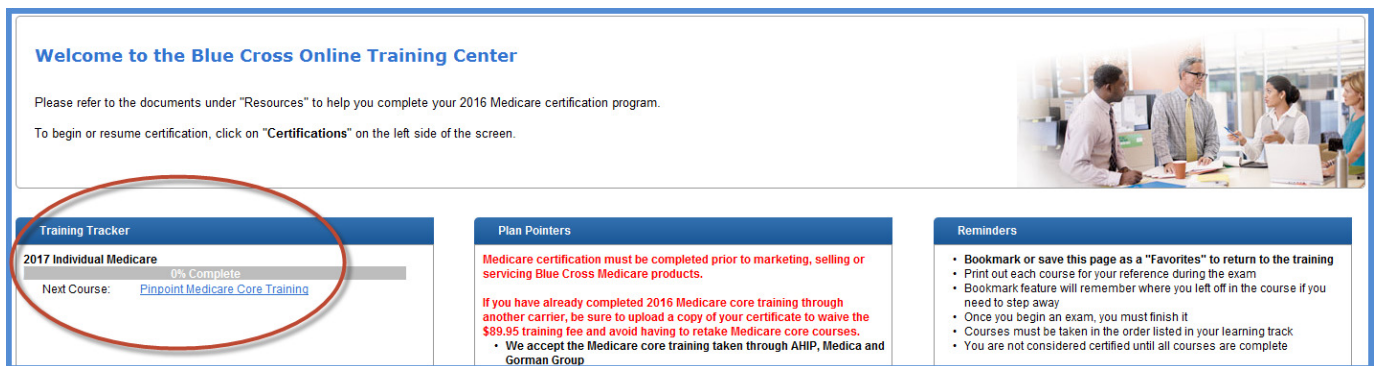


The image shows a login form for returning users. It has a blue background. The heading is "Returning users". Below it are two input fields: "Username:" and "Password:". Below the password field is a "Log In" button. At the bottom, there are two links: "Forgot password?" and "Forgot username?".

To Begin Certification and take Pinpoint's Medicare Core Training

NOTE: If you have completed certification through another carrier, skip to page 6.

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 print slides by selecting **Certifications** from the left panel.



Welcome to the Blue Cross Online Training Center

Please refer to the documents under "Resources" to help you complete your 2016 Medicare certification program.
To begin or resume certification, click on "Certifications" on the left side of the screen.

Training Tracker

2017 Individual Medicare 0% Complete

Next Course: [Pinpoint Medicare Core Training](#)

Plan Pointers

Medicare certification must be completed prior to marketing, selling or servicing Blue Cross Medicare products.

If you have already completed 2016 Medicare core training through another carrier, be sure to upload a copy of your certificate to waive the \$89.95 training fee and avoid having to retake Medicare core courses.

- We accept the Medicare core training taken through AHIP, Medica and Gorman Group

Reminders

- Bookmark or save this page as a "Favorites" to return to the training
- Print out each course for your reference during the exam
- Bookmark feature will remember where you left off in the course if you need to step away
- Once you begin an exam, you must finish it
- Courses must be taken in the order listed in your learning track
- You are not considered certified until all courses are complete

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

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



The screenshot shows a blue header with the text "Medicare 2017". Below the header is a list of four training modules, each with a checkbox and a "REQ" label. The first module is "2017 Part 1 - Original Medicare Basics". The second is "2017 Part 2 - Medicare Compliance & Sales Oversight". The third is "2017 Part 3 - Combating Medicare Parts C and D Fraud, Waste, and Abuse + Medicare Parts C and D General Compliance Training", with a sub-note: "If you have completed your FWA Training through CMS, please click [here](#) to upload your certificate." The fourth module is "Medicare Final Exam".

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

Click the link under the **Training Tracker** to launch your next course. Once you complete the module, close the browser window to return to your **Training Tracker** to complete the next module or exam. You must view EVERY slide in the product module in order to receive credit and unlock the next product module.

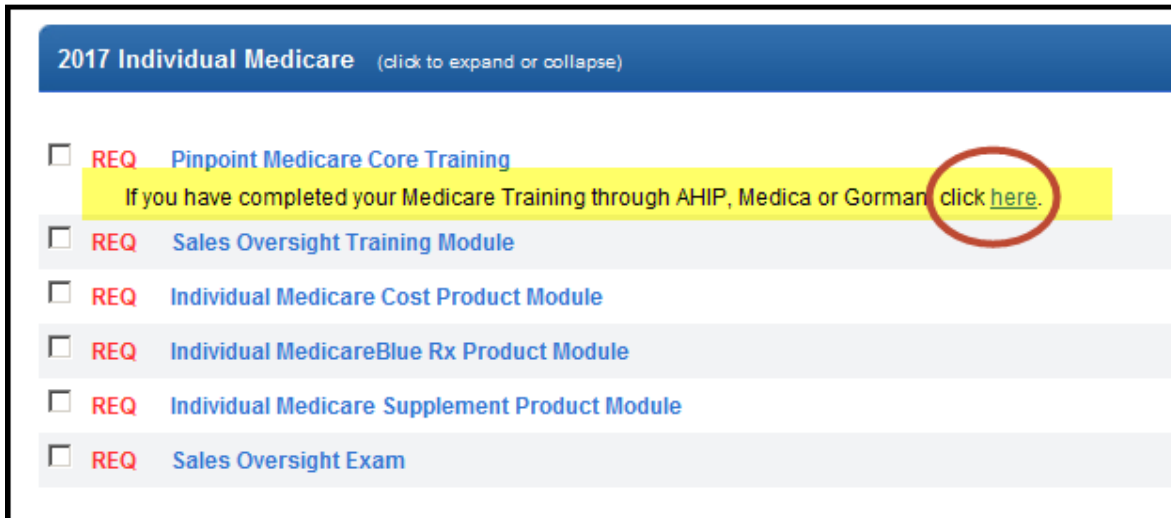
To Begin Certification and Import a Completion Certificate from Another Carrier

Blue Cross and Blue Shield of Minnesota will accept completion of 2017 AHIP or Medicare core training to satisfy the Medicare basics section of the training.

You must upload your valid 2017 certificate and complete the Blue Cross product training to be considered certified to market, sell or service Blue Cross products for 2017.

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.

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



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



2. From the pop-up box:

1. Enter the date you completed the 2017 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

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.

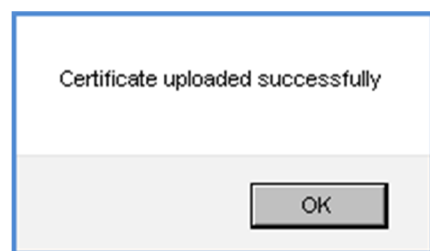
Certification Training Provider: *

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

3. 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.



3. Click **Home** or **Certifications** from the left-hand navigation panel to access the first Blue Cross product course.

Print your 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 2017 Blue Cross Medicare Certificate of Completion.