



2022 Blue Cross® Blue Shield® of Michigan Medicare Advantage Certification

Important facts

- For 2022, the cost incurred for training is \$119.95.
- If you have completed the 2022 America's Health Insurance Plans (AHIP), NAHU or Gorman courses, then you will not have to take the Medicare Core or Compliance & Fraud, Waste, and Abuse courses through Pinpoint.
- Eight CE credits are available if you take the Medicare Core, Compliance and Fraud, Waste and Abuse courses through Pinpoint. The cost for the CE credits is \$28.

Registration

- Certification Link: <https://bcbs.pinpointglobal.com/Apps/Medicare/Default.aspx>

Profile setup

- To begin the training, all agents will need to follow the link above and select "Click here to register".
 - If a registration ID and access code have been provided to you previously, key in those items and click "Continue."
 - Your registration ID should be your National Producer Number (NPN).
 - If you have only received an access code, then click the box "I only have an access code." New certifying agents should mark this box and enter the following access code: NewAgent2022.
- When prompted for your NPN, all agents will need to click "Look up NPN using NIPR" and click "Submit." Simply typing your NPN does not work; the lookup function must be used.
- Type in your Social Security Number and your last name and click "SubmitQuery."
- The box will be populated with your NPN, name, birth date, and residing in MI details. If the information matches your records, click on the button "Use this NPN."
- The agent code is your 5-digit Blue Cross ID number. The MA/GA code is 01 for TGG Solutions.
- Select the track for Individual MA – Michigan.
- Be sure to make note of your user name and password in case you need to log out for any reason.



Medicare Core Compliance training:

- Once you have set up your profile, you are then ready for the Medicare Advantage Certification. In the dark blue section on the right-hand side, click on “Certifications.”
 - If you have completed your 2022 Core Compliance training through AHIP, NAHU or Gorman, click the link as shown below. If you have not completed AHIP, NAHU or Gorman, move on to the next bullet.

Individual MA - Michigan (click to expand or collapse)

<input checked="" type="checkbox"/>	REQ	Medicare Advantage Certification	Status Complete
If you have completed your Medicare Training through AHIP or Gorman, click here .			

- Hover your mouse over the words “Import Medicare Certificate of Completion” and left-click to upload your AHIP, NAHU or Gorman Certificates to BCBSM. You will need to upload an electronic copy of your certificate, which has been saved somewhere on your computer in either PDF, GIF or JPG file format.

Individual MA - Michigan (click to expand or collapse)

<input type="checkbox"/>	REQ	Import Medicare Certificate Of Completion	Status
Switch to Pinpoint as your Medicare provider.			

- Fill in the date completed and use the drop-down to select the “Certification Training Provider: AHIP, GORMAN, or OTHER.” Click “Browse” to access your computer’s desktop to upload your certificate. Click the box to attest that you have completed the Medicare course indicated. Click Submit. This will upload your certificate to BCBSM for review. You can advance to the product training section and do not have to wait until BCBSM approves your certificate. Blue Cross will send you an email notifying you when the review of your certificate has been completed and whether it has been approved or denied.
- To complete the 2022 Core Compliance training through Pinpoint Global, click “Medicare Advantage Certification.”
- You will take three courses:
 - Original Medicare Basics
 - Medicare Compliance and Sales Oversight
 - Combating Medicare Parts C and D Fraud, Waste and Abuse + Medicare C and D General Compliance Training
- As you complete each section, you can click “X” to exit the screen and refresh the main page to advance.
- The Medicare final exam comprises a 50-question test, in which the user must score an 85 percent or higher to proceed. Once completed, agents will be able to print their certificate directly from this page. Your score will automatically be transmitted to Blue Cross, for their records.



Blue Cross of MI Medicare product training:

- Once you complete the Core Compliance section of the training, you will need to go back to the Blue Cross Medicare Certification System to complete the product training, which contains the 2022 Medicare Advantage & Medicare Supplement Training course.
- The product training final exam comprises 25 questions. You will be provided with three chances to attempt to successfully pass with a score of 85 percent or higher. Do not start the examination unless you have time to complete it. Click on “2022 Michigan Individual Self-Assessment.” Your score will be sent to Blue Cross automatically.

If you have any questions regarding the certification process, please contact our [Senior Markets team](#) at 800.748.0368 select 4.