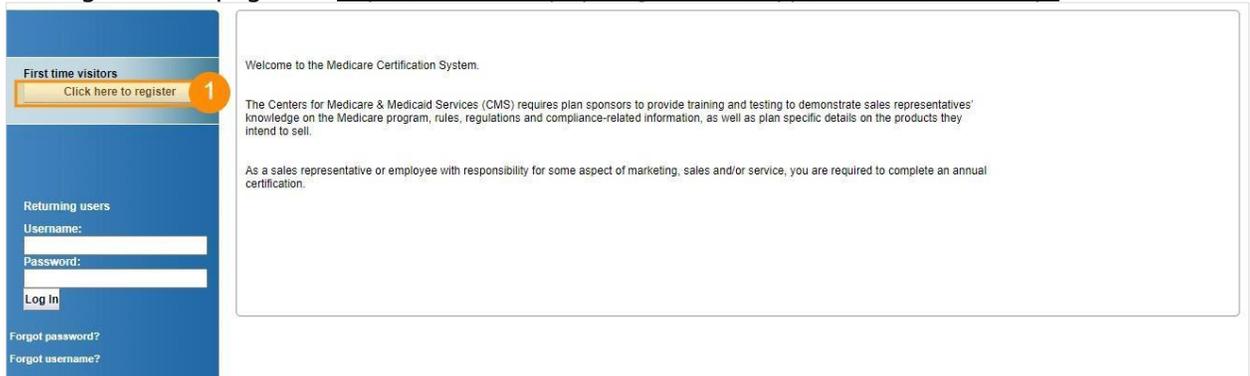## Accessing the Site

Registration Process for New Users

New added users will receive a welcome email containing:

- Registration ID – <mark>User's National Producer Number</mark>
- Access code – <mark>BCBSAZ26</mark>
- Link to registration page – https://bcbsarizona.pinpointglobal.com/Apps/Medicare/default.aspx

To complete the registration the user can follow the link provided in the welcome or click on the (1) 'Register' button on the homepage

Registration Instructions

1. Enter your 'Registration ID' and 'Access Code' and click 'Continue'.
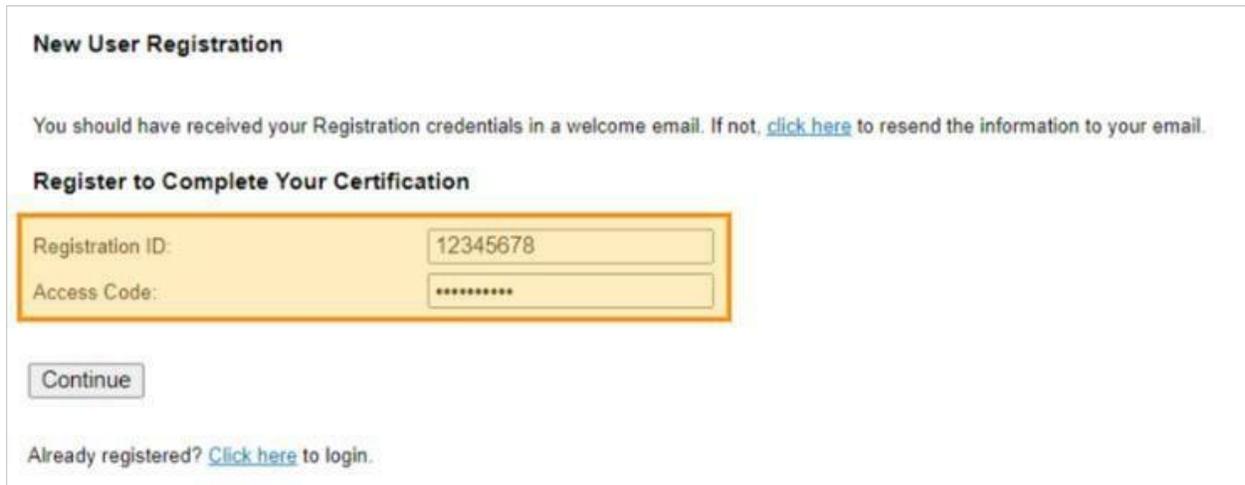
New User Registration

You should have received your Registration credentials in a welcome email. If not, click here to resend the information to your email.
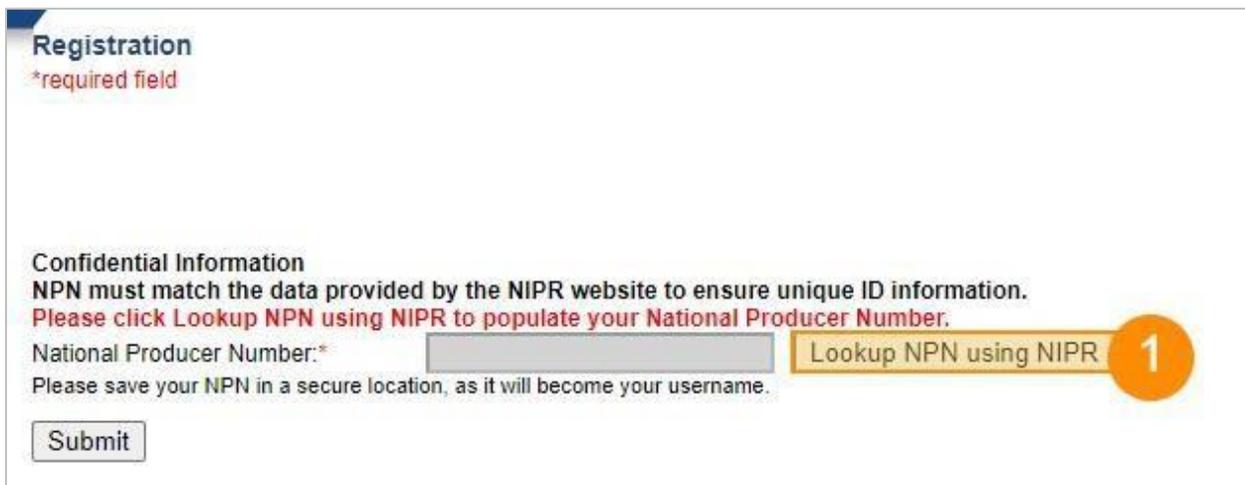
Register to Complete Your Certification

Registration ID:	12345678
Access Code:	••••••••••

Continue

Already registered? Click here to login.

2. Select the (1) 'Lookup NPN using NIPR' button

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:* [   ]   Lookup NPN using NIPR 1
Please save your NPN in a secure location, as it will become your username.

Submit

3. (1) Search for your NPN by SSN& LastName or by License. Select (2) 'Submit Query' and confirm results. If correct, select (3) 'Use this NPN' to populate your NPN on the training site. If query does not result in your correct NPN, verify NPN and try again.

Registration
*required field

The National Producer Number (NPN) is a unique number that identifies each producer in the Producer Database (PDB).
It was created to provide a solution to privacy issues surrounding the use of the Social Security Number.

The NPN is up to a 10-digit number, without leading zeros which is assigned to individual producers and some agencies.

Producers and Agencies have their NPN's assigned automatically at the time of their addition to the PDB.

ATTENTION AGENCY PRINCIPALS: If you have a personal NPN, you should use your personal NPN when registering this account. If you
ONLY have an Agency NPN, then select "Search by License" to complete the NPN Lookup and uncheck the "I am an agent" checkbox

1 Search by SSN & Last Name   Search by License

SSN:
Last Name:

2 Reset   Submit

3 Cancel → Use this NPN

---

4. Your NPN number is now confirmed. Click the 'Submit' button on the Registration page to continue and complete your registration information.

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:*   12345678   Lookup NPN using NIPR
Please save your NPN in a secure location, as it will become your username.
Submit

5. All required fields are marked with a *red asterisk and need to be filled out before the registration can be successfully submitted. The first and last name is pre-filled based on the pre-registration information and can't be altered during the registration process.

Please note that the required and optional fields presented depend on each client's registration requirements

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:*   111111111   [Lookup NPN using NIPR]
Please save your NPN in a secure location, as it will become your username.

Personal Information
First Name:*   Your First Name
Middle Initial:
Last Name:*   Your Last Name
Suffix:
E-mail:*   your@email.com
Confirm E-mail:*   your@email.com

Address 1:*   1 Main St
Address 2:
City / Town:*   Town
State / Territory:* Alabama ▾
ZIP Code:*   11111

You will be able to change CMS Training Provider on the "Certifications" page.
Pinpoint ▾

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 and one letter.
Confirm Password: *

Password Recovery Security Question and Answer
* Please select a question ▾ *

[Register]

MEDICARE CERTIFICATION SYSTEM | USER GUIDE

Access for Returning Users

Direct Login

Users that have completed their registration can login directly on the homepage.

Under Login the user can enter their (1) username (typically this would be the user's NPN or for non-NPN users a combination of their last name and a random assigned number) and (2) password set when the account was first registered. Click on (3) Login to access the site.

If a user requires a recovery of their username or password, they can utilize the (4) 'I forgot my username' link, which uses the last name and email address for verification, or 'I forgot my password' by username lookup to retrieve their credentials for an already registered account.

In most cases, the username is the National Producer Number (NPN). Visit the National Insurance Producer Registry to look up an NPN: https://nipr.com/help/look-up-your-npn.

Getting Started

Once logged in and on the home page, click on Certifications to start your training and complete your requirements listed in the (1) track(s).

Pinpoint Medicare Advantage Certification

If you do not already have your National Certification, you can earn your National Certification with Pinpoint's Medicare Certification System website by clicking the title (2)'Medicare Advantage Certification' shown below.

You can upload your certificate from a different provider by clicking the (3) 'here' link under the 'Medicare Advantage Certification' title. Click the new title 'Import Medicare Certificate of Completion' to open the certificate submission page and submit a file for review.
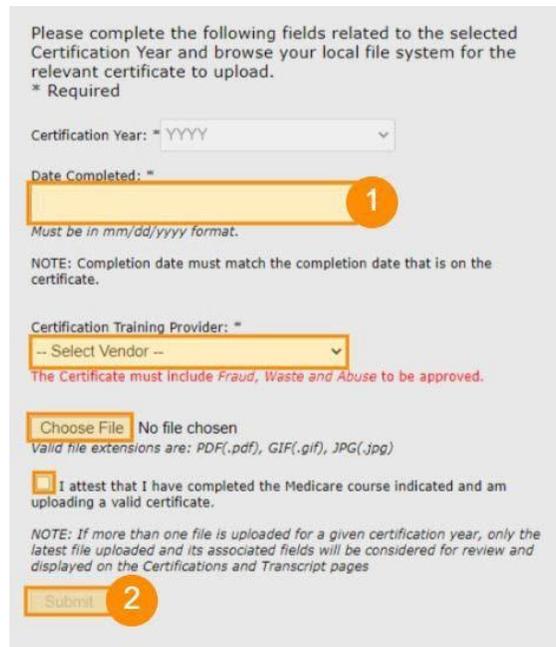
Once the requirement has been met, the certification page will populate the (4) 'Date of Completion' and change the checkbox and Status column to 'Complete'.

Uploading a Certificate of Completion from another Provider

Fill out the required fields and ensure the (1) date of completion entered is matching the date on the file provided. Once the form has been completed and the file with the certificate selected, click on (2) 'Submit' to upload the certificate for further review.

Transcript

Access your transcript by clicking on 'Transcript' in your main navigation menu to view your (1) completion dates and (2) scores, attempts and form submissions (where applicable).

A checkmark in the box will indicate a completion and once all requirements have been met, the (3) 'Print Certificate' button becomes available to generate and download a certificate of completion file.

Updating Profile

Access your profile from anywhere on the site by clicking on the link 'My Profile'. You can update your (1) 'Personal Information', the (2) 'Password Recovery Security Question and Answer' and your current (3) Password'. Click on (4)'Submit' to confirm your adjustments.

User FAQ

I forgot my credentials. How do I recover them?

In most cases, your username is your National Producer Number (NPN). You can use the National Insurance Producer Registry to look this up: https://nipr.com/help/look-up-your-npn. On the home page, you will see a "Forgot Username?" and "Forgot Password?" link on the left- hand side. Enter your username/NPN to receive your information sent to the email address on file. Follow the prompts to reset your password.

What courses do I have to take?

Required courses will be assigned to you by your plan administrator and are labelled with 'REQ' for 'Required Course'. Optional content if available is listed as 'REC' for 'Recommended Course'.

Do I have to take the courses in a particular order?

It will depend on your plan provider's requirements if the Medicare Advantage training must be taken prior to being able to access further training. If an item has pre-requisites, it will show you a list of requirements upon hovering your mouseover the title. You will be able to proceed once the pre-requisite(s) has been completed.

What is the Medicare Advantage Certification course, and why does it bring me to a different site?

1. If you have not yet earned your National Certification with either AHIP or another provider, you would need to launch the "Medicare Advantage Certification" course, which will open the Pinpoint Medicare Certification System website, OR
2. If you already have a certificate of completion for AHIP or another provider, you can click the link embedded link in the description of first course ("here" link). This will change the title of the course to: "Import Medicare Certificate of Completion".

Who should I contact if I need assistance?

For AZ Blue agent support and questions on training, contact AZ Blue Medicare Broker Support at (480) 389-2712 or BCBSBRKSupport@AZBlue.com

For questions or technical assistance regarding the Pinpoint Medicare Certification, please contact Pinpoint at 1(866)649-3701 or send an email to Medicarehelp@pinpointglobal.com .