

2027 Capital Blue Cross Certification Instructions

Agent Certification launches August 7th

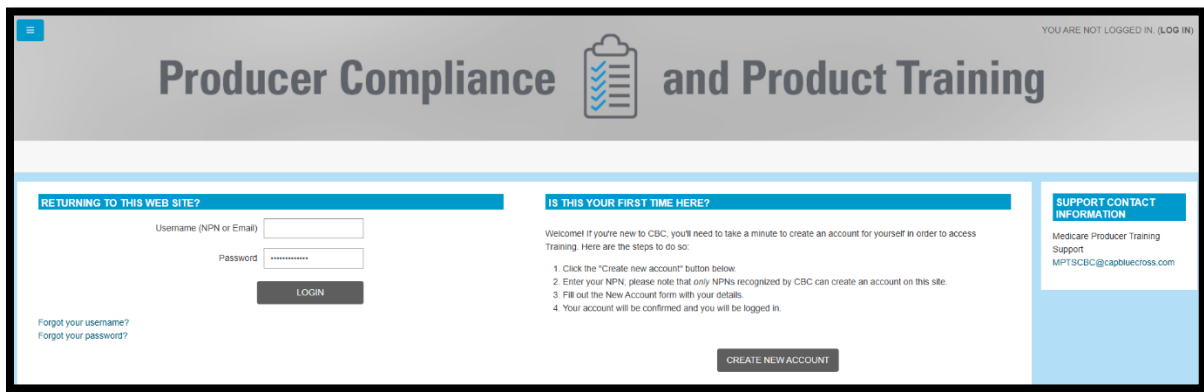
To begin your 2027 certifications, please follow the steps below.

Step 1: Complete Your AHIP

1. Complete the 2027 AHIP Medicare Training **(required)**.
2. You must achieve a passing score of **90% or higher**.
3. Completing AHIP satisfies the CMS Medicare and Fraud, Waste & Abuse (FWA) training requirements.

Step 2: Complete Your Certifications

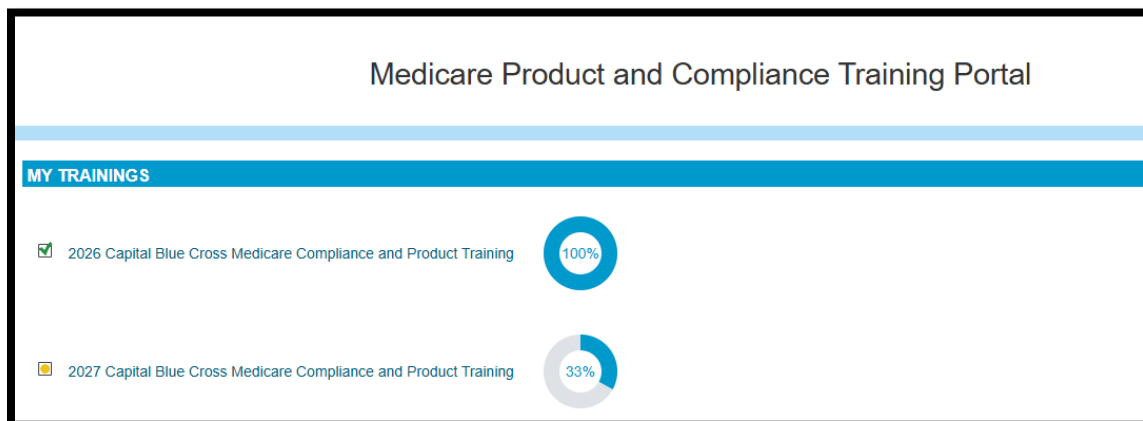
1. Log in to the **Capital Blue Cross Product Training Portal**: <http://cbc.cmpsystem.com>



The screenshot shows the login page for the Capital Blue Cross Product Training Portal. The header reads "Producer Compliance and Product Training" with a clipboard icon. The page is divided into three main sections: "RETURNING TO THIS WEB SITE?", "IS THIS YOUR FIRST TIME HERE?", and "SUPPORT CONTACT INFORMATION". The "RETURNING" section has fields for "Username (NPN or Email)" and "Password", a "LOGIN" button, and links for "Forgot your username?" and "Forgot your password?". The "FIRST TIME" section has a welcome message and a list of four steps to create a new account, followed by a "CREATE NEW ACCOUNT" button. The "SUPPORT" section lists "Medicare Producer Training Support" with the email "MPTSCBC@capbluecross.com". A status bar at the top right says "YOU ARE NOT LOGGED IN. (LOG IN)".

2. Use your **National Producer Number (NPN)**, as your username. (*not your email address*).
3. If you forgot your password, select the forgot password link.
4. Please review your profile and update your email or physical address if needed.
5. If you have completed your AHIP training, the 2027 certification link will appear on your dashboard.
 - You must receive a score of at least 85% to pass the exam.
 - Your dashboard will update automatically after you pass, and you will receive a confirmation email.
 - Passing scores are automatically shared with Capital, so you do not need to send us a copy of your certificate.
6. As a reminder, Capital requires producers to complete and pass current year AHIP as part of the annual certification requirements.

7. After you login it will default to the **Medicare Product and Compliance Training Portal**. And as mentioned above AHIP will automatically upload and show **33% complete**.



8. Complete all required training modules and successfully pass the required exam.

The screenshot shows the 'General' section for the '2027 Capital Blue Cross Medicare Compliance and Product Training'. It lists the following items:

- A green checkmark icon next to 'AHIP Medicare Training 2027'.
- A blue square icon next to 'Capital Blue Cross Medicare Compliance and Product Training Presentation 2027'.
- The text 'Capital Blue Cross Medicare Compliance and Product Training Assessment 2027'.
- A lock icon and the message: 'Not available unless: The activity Capital Blue Cross Medicare Compliance and Product Training Presentation 2027 is marked complete'.
- The text '2027 Capital Blue Cross Medicare Compliance and Product Training Certificate'.
- A lock icon and the message: 'Not available unless: The activity Capital Blue Cross Medicare Compliance and Product Training Assessment 2027 is marked complete'.

Completion

Once you have completed all required training and transmitted your AHIP scores, your certification will be processed according to **Capital Blue Cross Ready-to-Sell requirements**.

If you have any questions or need assistance, please contact the Support Team.