

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

NOTE: A Medicare Certification System User Guide is included for your reference, especially for new agents.

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## 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.

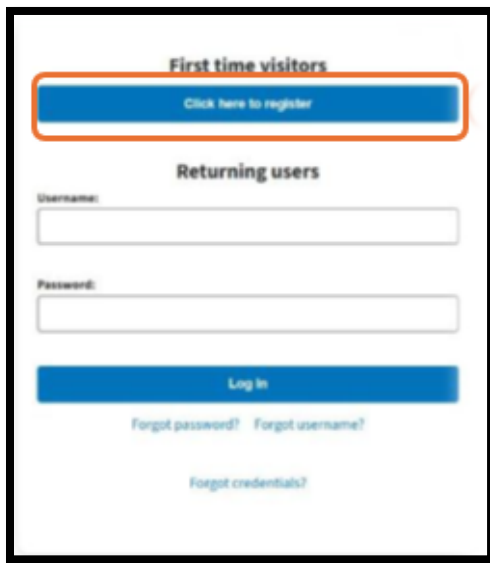
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## Step 2: Complete Your Certifications

1. Accessing the Site:

**New Agent Registration:** New agents will receive a welcome email containing:

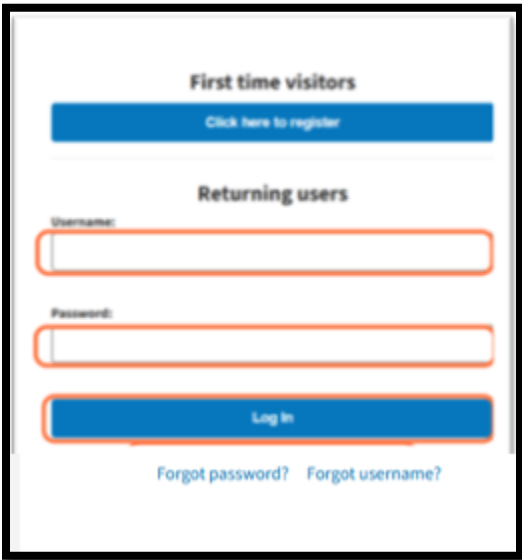
- Registration ID: **Your NPN**
- Access code: **BCBSAZ27**
- Link to registration page  
<https://bcbsarizona.pinpointglobal.com/Apps/Medicare/Default.aspx>
- In most cases, Username is your **NPN**.
- To complete the registration, follow the link provided in the welcome email or select **Click here to Register** on the homepage.



### Existing Agent Login:

Existing agents can log in directly through the homepage:

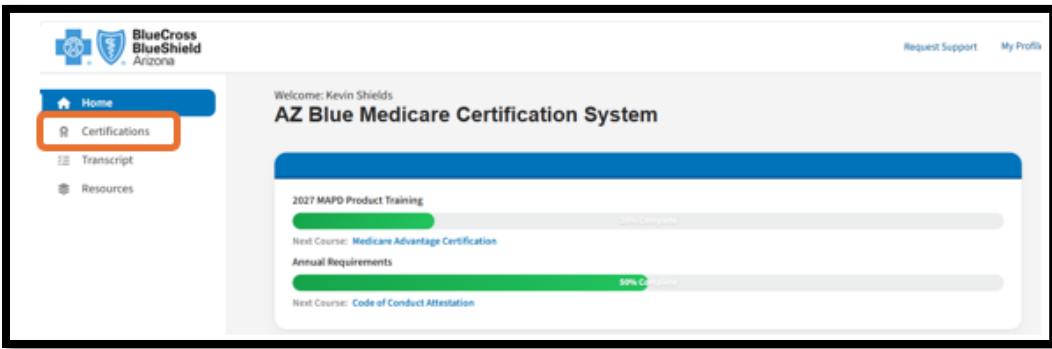
<https://bcbsarizona.pinpointglobal.com/Apps/Medicare/Default.aspx>



The login form is titled "First time visitors" and "Returning users". It includes a "Click here to register" button for first-time visitors. For returning users, there are input fields for "Username:" and "Password:", both outlined in orange. Below these is a blue "Log In" button, also outlined in orange. At the bottom, there are links for "Forgot password?" and "Forgot username?".

### 2. Access Your Certifications

Once logged in and on the homepage, click **Certifications** to begin your training and complete your requirements listed in the **Track(s)**.

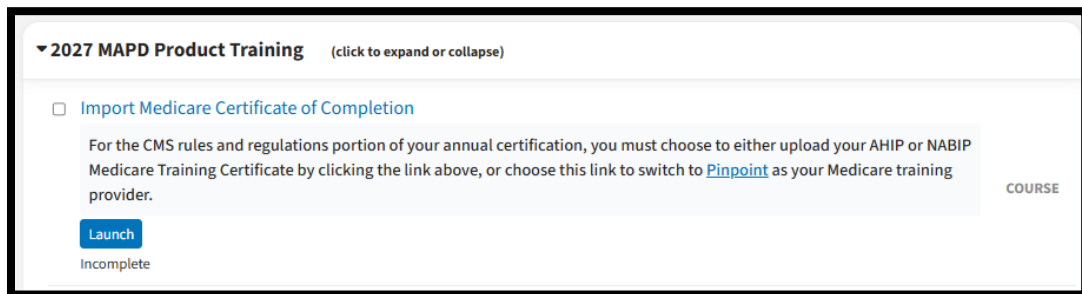
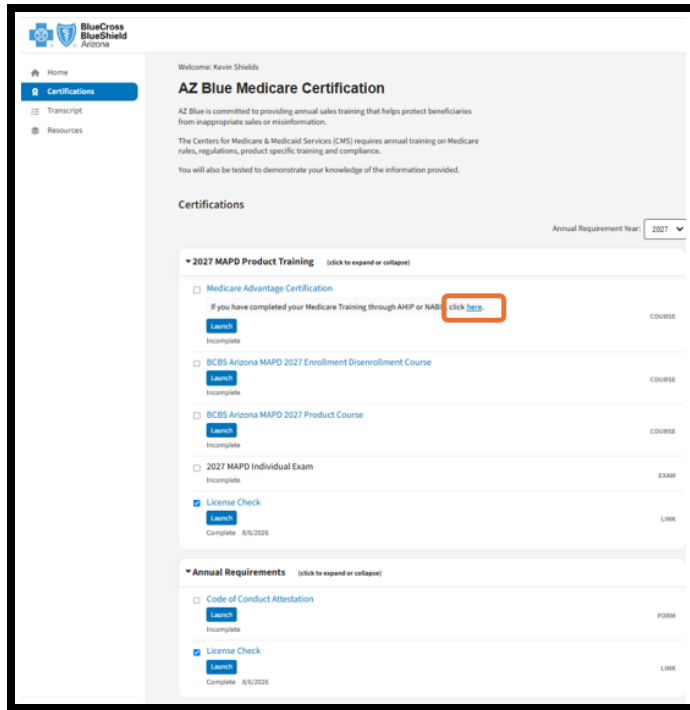


The dashboard shows the "AZ Blue Medicare Certification System" for user Kevin Shields. The left sidebar has a "Certifications" link highlighted with an orange box. The main content area displays progress bars for two tracks: "2027 MAPD Product Training" and "Annual Requirements". The "Annual Requirements" track shows 50% completion. Links for "Next Course" are provided for each track.

### 3. Upload Your AHIP Certificate

To upload your AHIP Certificate of Completion:

- Select **Import Medicare Certificate of Completion**, then select **Click Here** under the first course or select **Launch**.



**Important:** Do not complete the Pinpoint Medicare training if you have already completed AHIP. AHIP satisfies the applicable Medicare and FWA training requirements, so you do not need to complete both.

#### 4. Submit Your Certificate.

- Complete all required fields.
- Make sure the **date of completion** entered matches the date shown on your AHIP certificate.
- Select and attach your AHIP Certificate of Completion.
- If you are uploading an AHIP or NABIP certificate, select **Import Medicare Certificate of Completion** or **Launch**.

- Click **Submit** to upload the certificate for review.

**Upload 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: \***  
2026

**Date Completed: \***  
[Redacted] **1**  
Must be in mm/dd/yyyy format.

**NOTE:** Completion date must match the completion date that is on the certificate.

**Certification Training Provider: \***  
AHIP

**The Certificate must include Fraud, Waste and Abuse to be approved.**

**Choose File** No file chosen

Valid file extensions are: PDF(.pdf), GIF(.gif), JPG(.jpg)

☐ 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

**IMPORTANT:** The name on the certificate must match the name on this account in order to expedite receiving credit for this course. Go to your profile if you need to make any adjustments prior to uploading your certificate.

**Submit** **2**

5. After submitting your AHIP certificate, the status will show as **Pending** while it is being reviewed.

You may continue to the next required course while your certificate is pending.

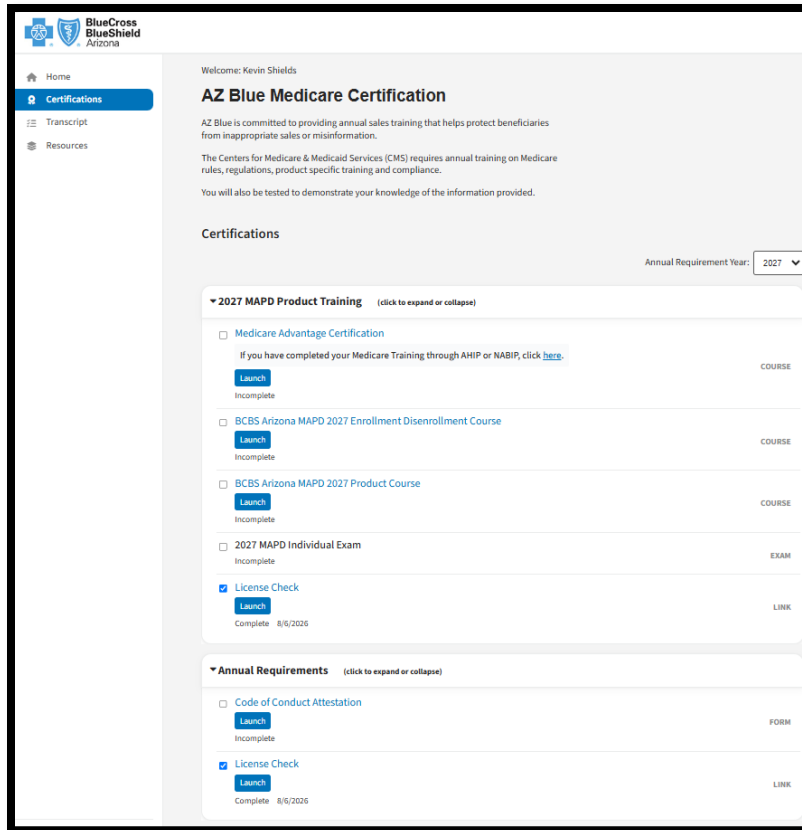
☐ [Import Medicare Certificate of Completion](#) - [View Certificate](#) - [Withdraw Certificate](#)

For the CMS rules and regulations portion of your annual certification, you must choose to either upload your AHIP or NABIP Medicare Training Certificate by clicking the link above, or choose this link to switch to [Pinpoint](#) as your Medicare training provider.

**Launch**

**Pending**

COURSE



## Who should I contact if I need assistance?

For AZBlue agent support and questions on training, contact AZBlue Medicare Broker Support at (480) 389-2712 or [BCBSBRKSupport@AZBlue.com](mailto: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](mailto:Medicarehelp@pinpointglobal.com)