

JOB AID

# Registering for Medicare Core (AHIP) and Florida Blue Product Training for Brokers

A HOW-TO GUIDE





This guide will assist you with navigating through the steps required to access and complete the current AEP Training. Click the links provided to review the steps for each of the following topics:

- How to access AHIP Medicare Training online through Florida Blue, ([pages 3 - 7](#))
- How to transfer completed AHIP Scores to Florida Blue ([page 8](#))
- How to access AEP Medicare Product Training in Florida Blue Learning ([pages 9 - 13](#))

# Step 1

Open Google Chrome and navigate to the AHIP site at [www.ahipmedicaretraining.com/clients/floridablue](http://www.ahipmedicaretraining.com/clients/floridablue)

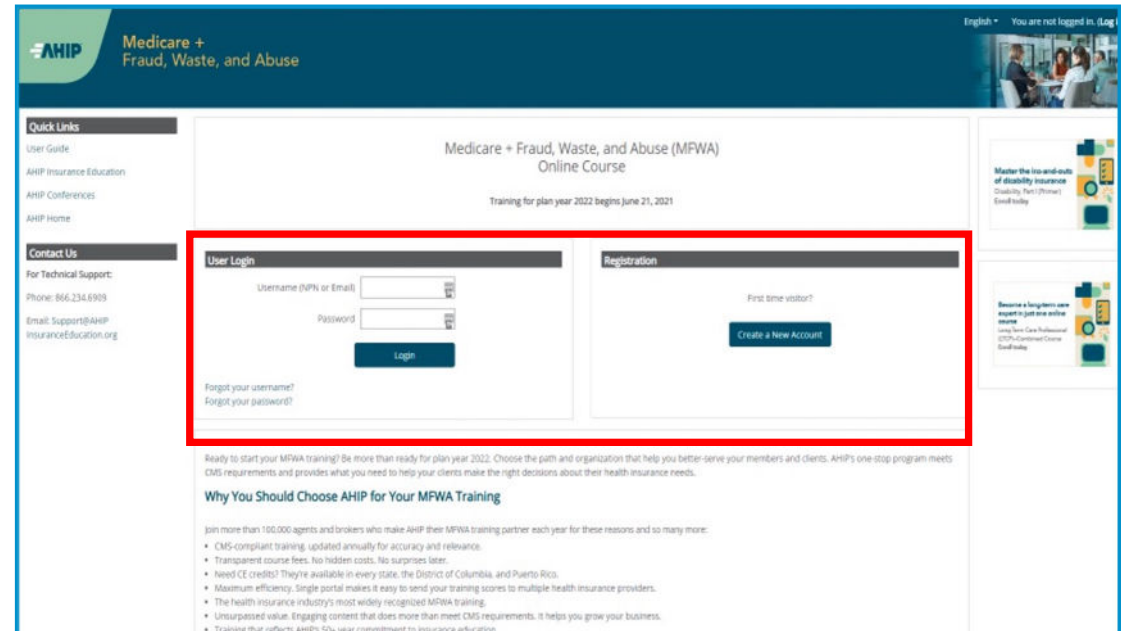
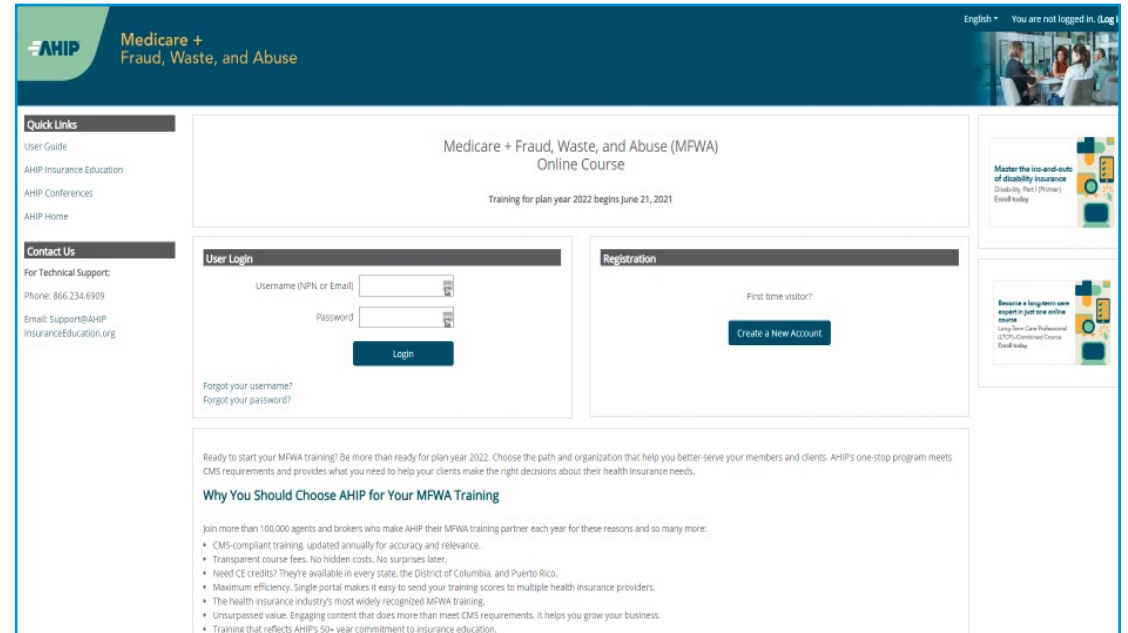
When using our Florida Blue AHIP link you will receive a reduced course price of \$125.

**Note:** If you are a returning agent, you do not need to use the Florida Blue link above and can skip to Step 7 after logging into AHIP.

# Step 2

If you're a first-time visitor to the AHIP site, click **Create a New Account** and follow steps 3-6 to build your profile.

If you already have an account, input your username and password, then click **Login** and skip to [step 7](#) below.



English

**AHIP** Medicare +  
Fraud, Waste, and Abuse

**Quick Links**

User Guide  
AHIP Insurance Education  
AHIP Conferences  
AHIP Home

**Contact Us**

For Technical Support:  
Phone: 866.234.6909  
Email: Support@AHIP  
InsuranceEducation.org

**CE CREDITS DISCLAIMER**  
For all students who are interested in receiving CE credits, in order to be

### Step 1 of 3: Create Account

▼ Confidential Information

Please fill out the following required fields:

Last name !  Enter last name on the account.

DOB !  Enter date of birth (mm/dd/yyyy)

Last 4 Digits of SSN !  Enter last 4 digits of social security number.

There are required fields in this form marked !.

## Step 3

Fill out all required fields designated with an asterisk (\*), then click **Submit**.

**AHIP** Medicare +  
Fraud, Waste, and Abuse

Home

### Step 2 of 3

► [Confidential Information](#)

▼ National Producer Number

First name !

NPN !

There are required fields in this form marked !.

## Step 4

Input your National Producer Number, then click **Submit**.

**Note:** You will see red exclamation points if the confidential information is entered incorrectly, or if you do not have an NPN.

## Step 5

Complete all required sections, then click **Register** when finished.

**AHIP Medicare + Fraud, Waste, and Abuse**

Home

**Mailing Address**  
Provide the mailing address you can be reached at.

Address 1

Address 2

City

State / Territory

Zip code   
Enter your five digit zip code

Country

**End User License Agreement**

I agree to the Privacy Statement

I agree to the Legal Terms of Service

**Register** **Cancel**

## Step 6

You will receive a confirmation message once your account has been created. Note your username for future login sessions, then click **Continue to Home** to enroll in training.

**AHIP Medicare + Fraud, Waste, and Abuse**

Medicare Course Home Transcript

**Quick Links**

- User Guide
- Medicare FAQs
- AHIP Insurance Education
- AHIP Conferences
- AHIP Home

**Contact Us**

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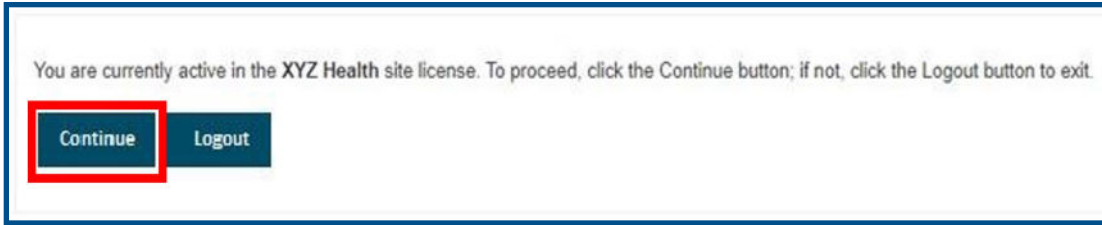
**Step 3 of 3: Create Account**

Your account has been created.

Please note your username below. You will need this information for future logins to the site.

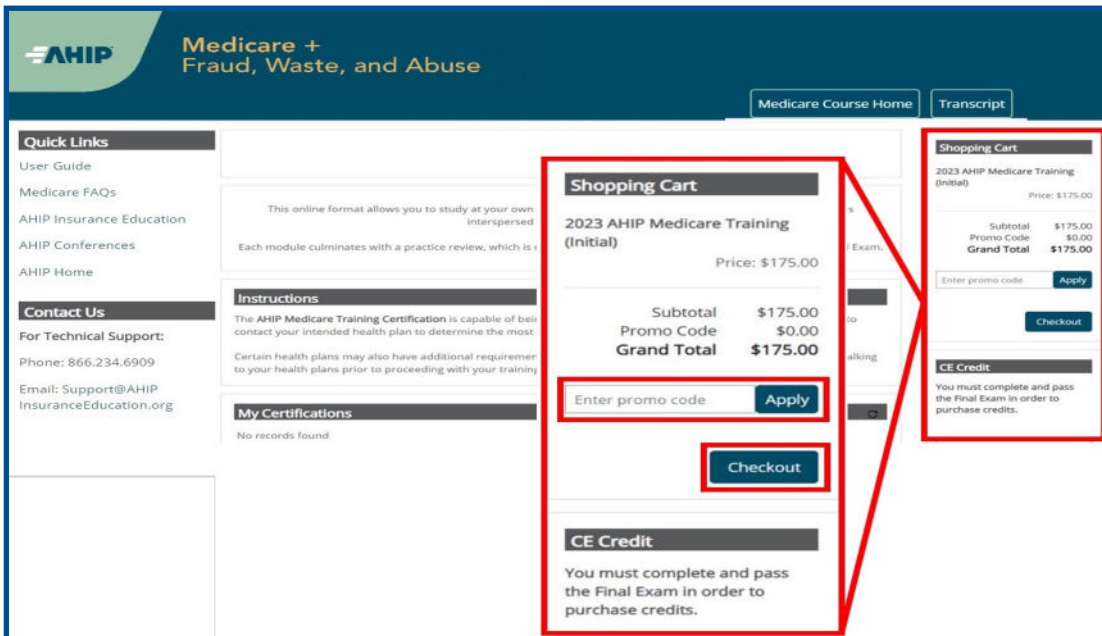
Username: 00000

**Continue to Home**



## Step 7

If you receive the following message upon logging in/creating your account, click **Continue** to proceed to your AHIP profile page.



## Step 8

From your AHIP profile page, the current *AHIP Medicare Training* course will appear in your shopping cart.

**Note:** If using our Florida Blue AHIP link ([www.ahipmedicaretraining.com/clients/floridablue](http://www.ahipmedicaretraining.com/clients/floridablue)), you will receive a reduced course price of \$125.

# Step 9

Enter your payment and billing information, then click Continue to input your credit card information.

When finished, click **Pay Now** to process your payment

The screenshot shows a payment form with two main sections: 'Billing information' and 'Payment information'. The 'Billing information' section includes a checkbox for 'Copy profile information', and input fields for First Name (Joe), Last Name (John), Company, Street Address (123 S Main St), City (Madison), State/Province (Wisconsin), Zip/Postal Code (53703), Country (United States), and Phone Number (4144059124). The 'Payment information' section includes a warning message: 'Please do not refresh the page until you complete payment.' Below this is a section for 'Pay with credit or debit card' with fields for Card number, Expiration date (mm/yy), and CSC. A 'Pay Now' button is highlighted with a red box. A 'Continue' button at the bottom of the form is also highlighted with a red box.

# Step 10

An order confirmation page will appear. Click **Go to my courses** to return to your AHIP Profile page.

The screenshot shows an order confirmation page titled 'Order Processing Complete'. The page includes the order number 'Order #00000932' and a receipt icon. A message states: 'Your order has been processed successfully. Click on the Go to my courses button below to access your training.' Below this is a table of items ordered:

Product Name	Price	Qty	Subtotal
2021 AHIP Medicare Training (Initial)	\$175.00	Ordered: 1	\$175.00
		Subtotal	\$175.00
		Promo Code	\$0.00
		<b>Grand Total</b>	<b>\$175.00</b>

A 'Go to my courses' button at the bottom of the page is highlighted with a red box.

**Medicare +  
Fraud, Waste, and Abuse**

Medicare Course Home Transcript

**Quick Links**

User Guide

AHIP Insurance Education

AHIP Conferences

AHIP Home

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InsuranceEducation.org

**CE CREDITS DISCLAIMER**

For all students who are interested in receiving CE credits, in order to be eligible for CE credits, prior to taking the final exam you must click on the button that says "Yes, take the exam with CE". In addition to selecting this

This online format allows you to study at your own pace by viewing learning modules made up of content

Each module culminates with a practice review, which is designed to reinforce learning and p

**Instructions**

The AHIP Medicare Training Certification is capable of being shared amongst numerous health plans. Please be sure to c  
appropriate method for transmitting your results.

Certain health plans may also have additional requirements or limitations in place, as such we strongly recommend talki  
training.

**My Certifications**

20## AHIP Medicare Training (Initial)

Click this link to begin the course

## Step 11

Select the **AHIP Medicare Training** course title from the **My Certifications** section of your profile page to begin training.

**Note:** Click the **User Guide** from the **Quick Links** menu and review pages 7-20 of the *AHIP Medicare Training Course User Guide* for details regarding how to:

- Navigate through the training
- Access and complete the Final Exam
- Apply for Continuing Education credits
- Complete compliance training
- Access your Certificate of Completion

## Step 12

Upon completion of the AHIP Medicare Training, you are required to transmit your scores to Florida Blue. To do this, click the **Transmit** link from **the AHIP Course Completion** section of your AHIP profile page.

**NOTE:** 24 hours after you have transmitted your AHIP scores to Florida Blue, the 20## Product Training will become available in your Florida Blue Learning account.

**AHIP Course Completion**

- XYZ Health (Transmit)

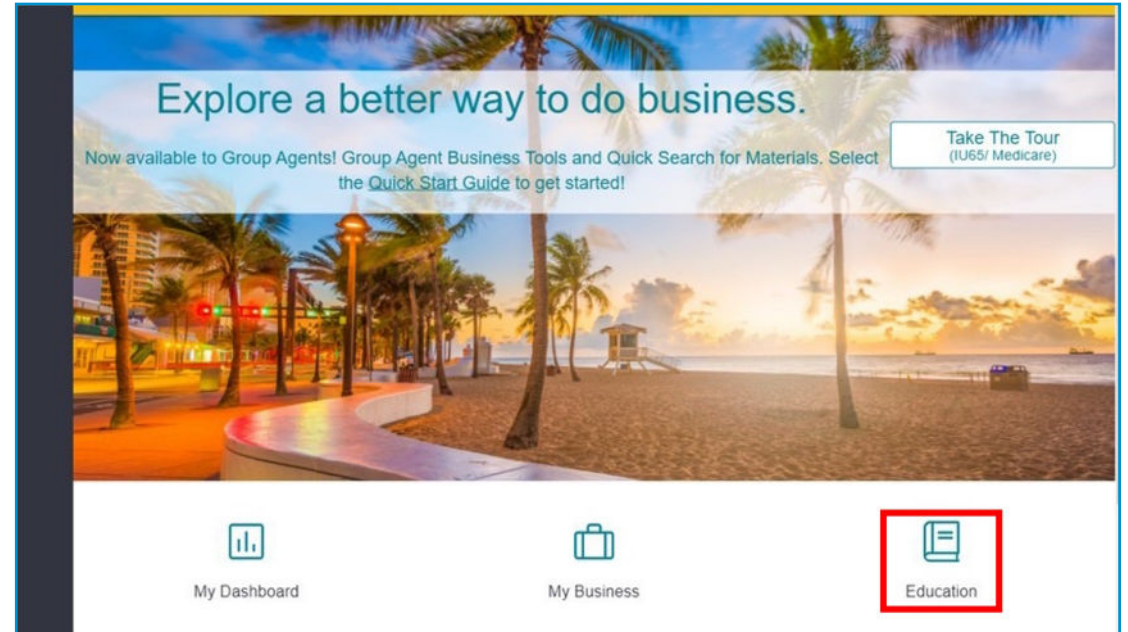




How to access the AEP Medicare Product  
Training in Florida Blue Learning (accessible 24  
hrs after transmitting your scores from AHIP to  
Florida Blue)

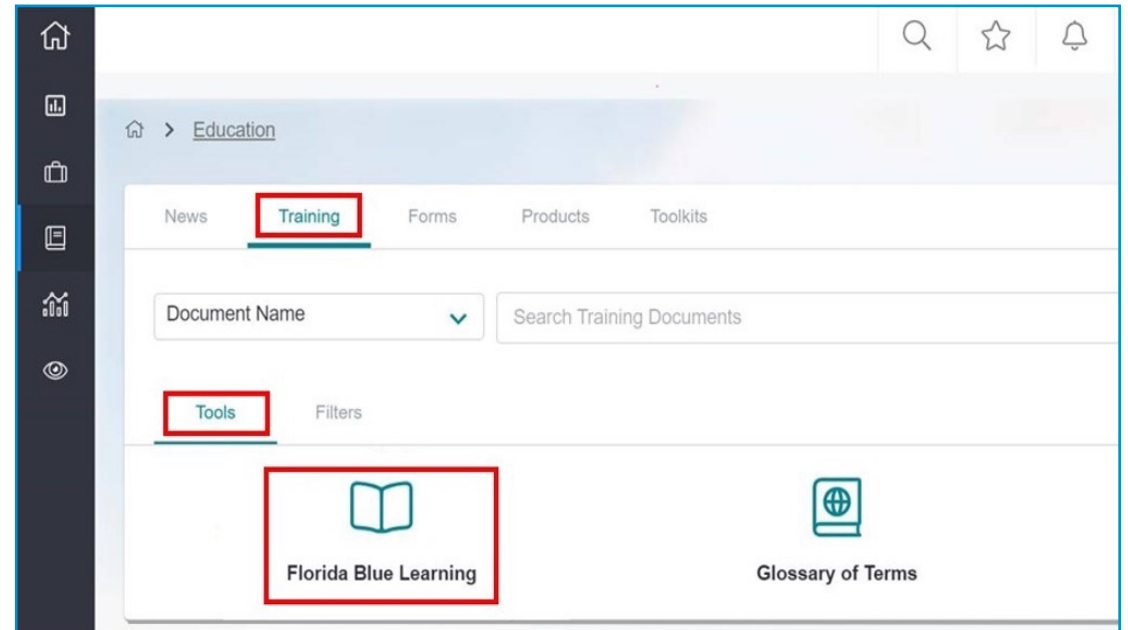
# Step 1

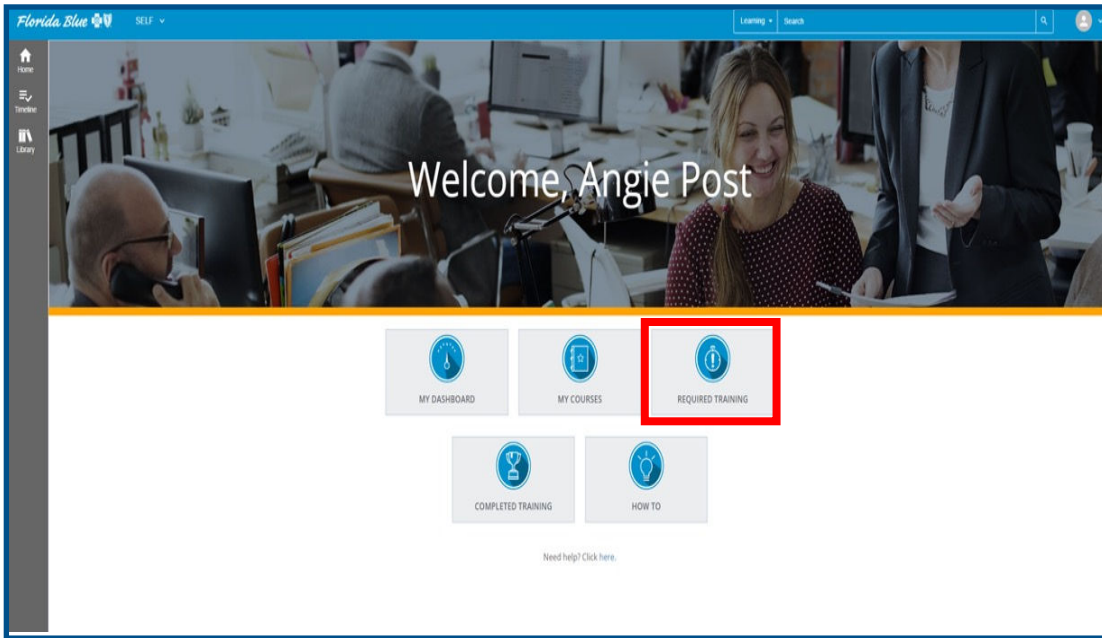
Log into Agent Portal External (APE), then select the **Education** icon from the homepage.



# Step 2

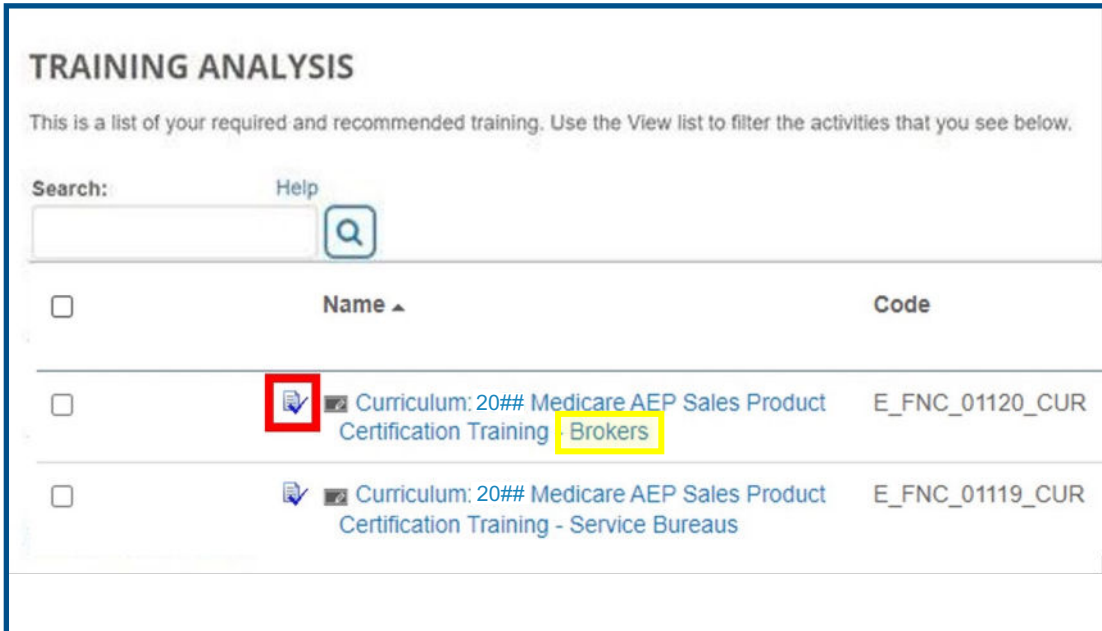
Select the Training tab, then **Tools > Florida Blue Learning**






## Step 3

From the Florida Blue Learning Homepage, click **Required Training**.



## Step 4

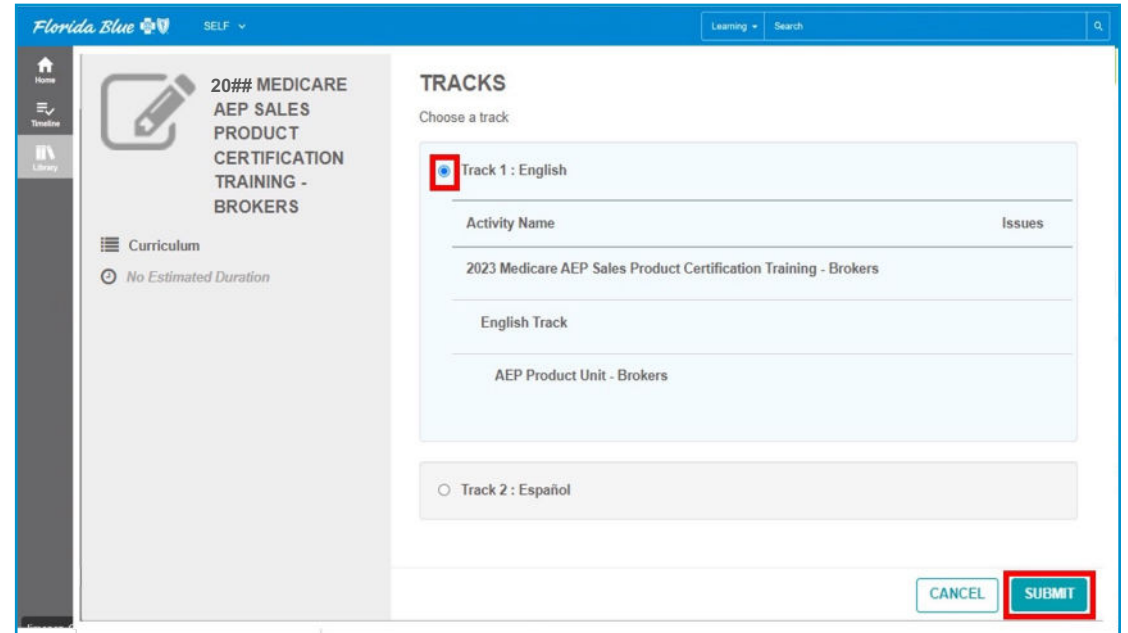
Click the registration icon () for the curriculum titled, *Medicare AEP Sales Product Certification Training* from the course list displayed (select **Brokers** to only see content customized for your role).

**Note:** If you have already registered for Product Training, the registration icon will no longer show and you can simply click the curriculum title link itself for *Medicare AEP Sales Product Certification Training* to return to the curriculum page.

## Step 5

Click the radio button to select a language track - you have the option to complete product certification in either English (Track 1) or Spanish (Track 2).

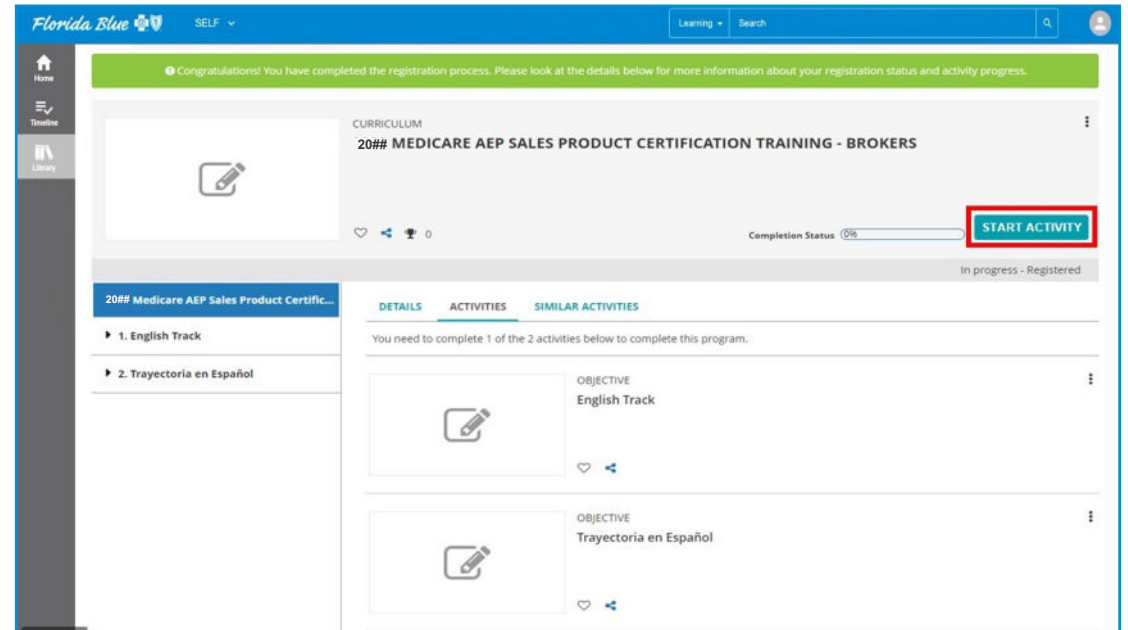
Once you have selected a track, scroll down and click **Submit**.

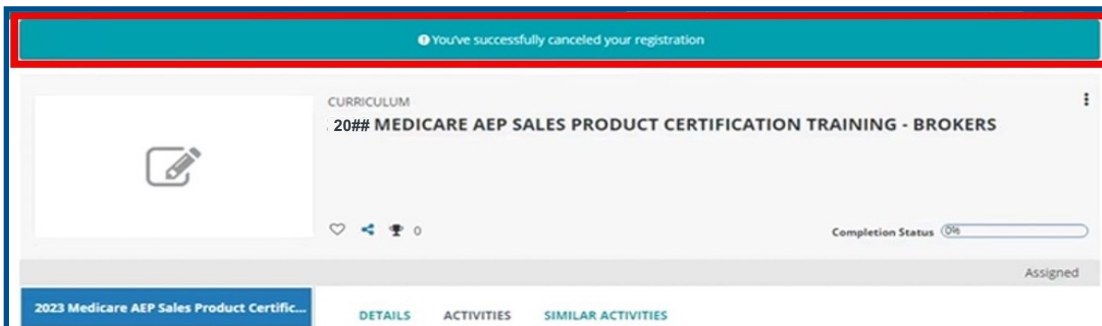
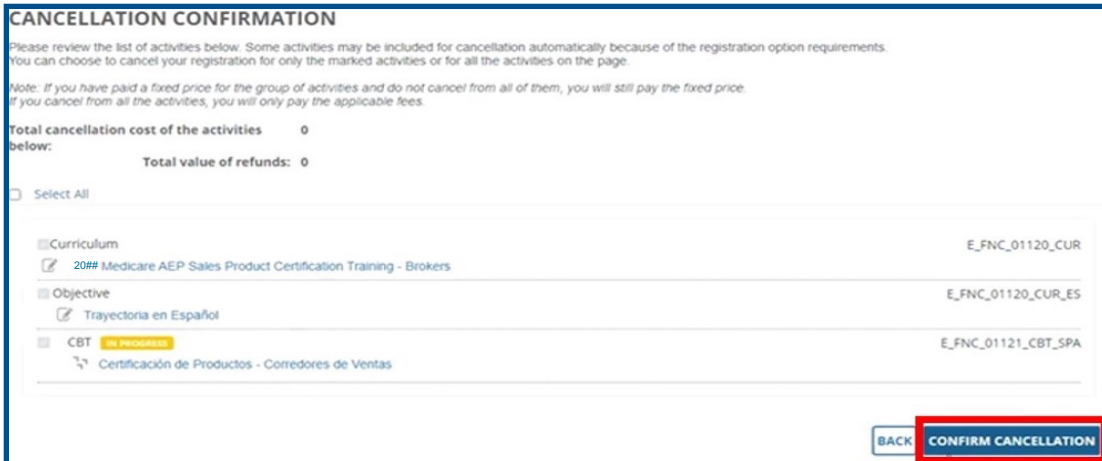
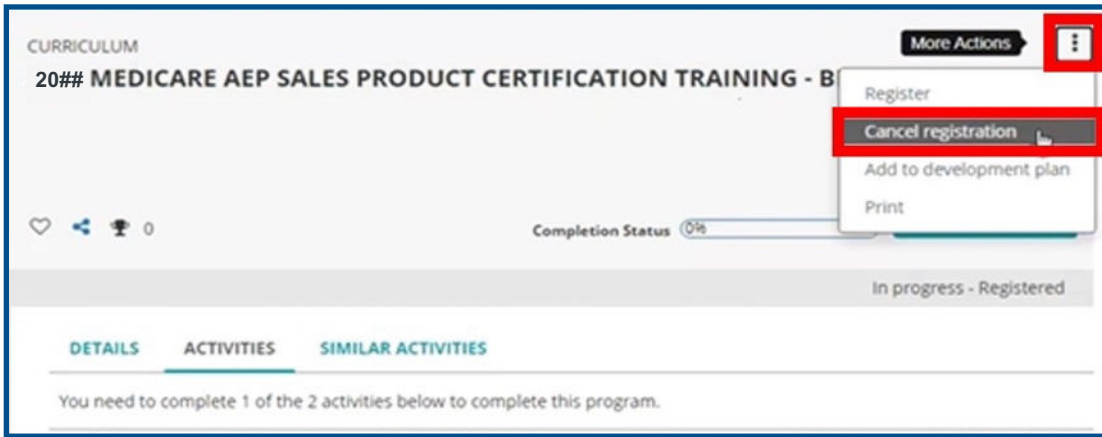


## Step 6

A green registration confirmation message will display at the top of the screen. Then click **Start Activity** to begin the curriculum.

**Note:** Both language tracks will still appear on this page, but once you have registered for your preferred language Track, that is the version that will launch once you click Start Activity.





# To Cancel Registration

If after registering you notice that you selected the wrong language track by mistake, or the wrong language track launches, you can simply cancel your registration by:

- Clicking the **More Actions** button on the right
- Then select **Cancel Registration**
- Click **Confirm Cancellation**
- A confirmation message will appear

Canceling registration will allow you to repeat steps 3 - 6, so that you can restart the activity in your desired language.

**Note:** You will *not* be able to cancel registration after you have successfully completed the training.



# Step 7

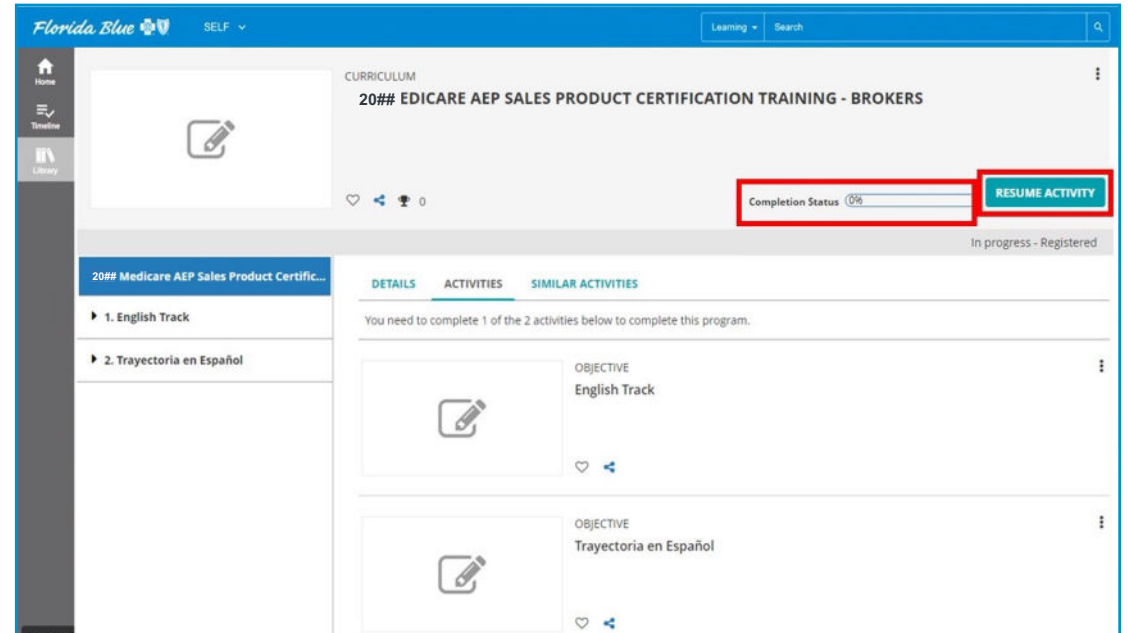
After starting the training, you can stop at any point during the lesson and return at a later time by closing the lesson, then repeating steps 1-6 when you are ready to resume the lesson.

Upon returning to the curriculum page, the unfinished course will show a Resume Activity button next to the course title. Click **Resume Activity** to re-open and continue the lesson from where you left off.

**Note:** The Completion Status meter will show 100% once you have completed one of the two available language tracks.

## WARNING:

You must close the lesson by clicking the X on the window to properly stop and save your progress. **If you allow the training to time-out due to inactivity, your progress may be lost, and you'll be prompted to start from the beginning upon returning.**



### Course Navigation Tips

- Once the course page opens, begin by clicking the **START TRAINING** button
- To consume content:
  - Scroll down to advance
  - Scroll up or click a topic from the left navigation menu to see previously viewed content
  - Click the play button to watch videos:
  - Click the Continue button to advance:
    - Note that on certain pages the Continue button will not appear until the content above it is completed (e.g., video is watched till the end, all check boxes are checked, or all quiz questions are answered, etc.)
- You will earn a blue checkmark in the left navigation menu for each section as you complete it
- Any sections marked as **OPTIONAL** are not required, and you can still successfully complete the course should you choose to skip an optional lesson