

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

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.

The screenshot shows the AHIP Medicare + Fraud, Waste, and Abuse website. The header includes the AHIP logo, the text "Medicare + Fraud, Waste, and Abuse", and a language dropdown set to "English". A user status indicator says "You are not logged in. (Log In)". Navigation links for "Medicare Course Home" and "Transcript" are visible. A "Quick Links" sidebar on the left contains links for "User Guide", "Medicare FAQs", "AHIP Insurance Education", "AHIP Conferences", and "AHIP Home". A "Contact Us" section provides technical support information: "For Technical Support: Phone: 866.234.6909, Email: Support@AHIPInsuranceEducation.org". The main content area features a "Login" section, a "Medicare + Fraud, Waste, and Abuse (MFWA) Online Course" title, and a promotional banner for the 2024 training. A red text box states: "AHIP's 2024 Medicare + Fraud, Waste and Abuse Training will no longer be available as of Thursday, June 20 at 11:59 pm ET. For those currently enrolled in the training, and have yet to complete the certification, please do so prior to the close of this year's program. AHIP will be launching the new 2025 Medicare Certification on June 24th." Below this is a section titled "Why You Should Choose AHIP for Your MFWA Training" with introductory text.

This screenshot shows the registration and login forms on the AHIP website. The header is identical to the previous screenshot. Below the navigation, a notice states: "In some states digital and online educational courses are subject to sales tax. If these tax laws apply to your state, you'll see the sales taxes added at checkout starting June 1, 2024. If you have any questions or concerns about this change, please don't hesitate to reach out to AHIP's support team at Support@AHIPInsuranceEducation.org." A "Ready to Get Started?" section includes the text: "Contact your plan administrator for training requirements and enrollment discounts if applicable." The registration and login forms are highlighted with a red border. The "User Login" form has fields for "Username (NPN or Email)" and "Password", with a "Login" button and links for "Forgot your username?" and "Forgot your password?". The "Registration" form has a "First time visitor?" checkbox and a "Create a New Account" button.

AHIP Medicare +
Fraud, Waste, and Abuse

English

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.

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

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**

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

For Technical Support:

Phone: 866.234.6909

Email: Support@AHIP InsuranceEducation.org

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

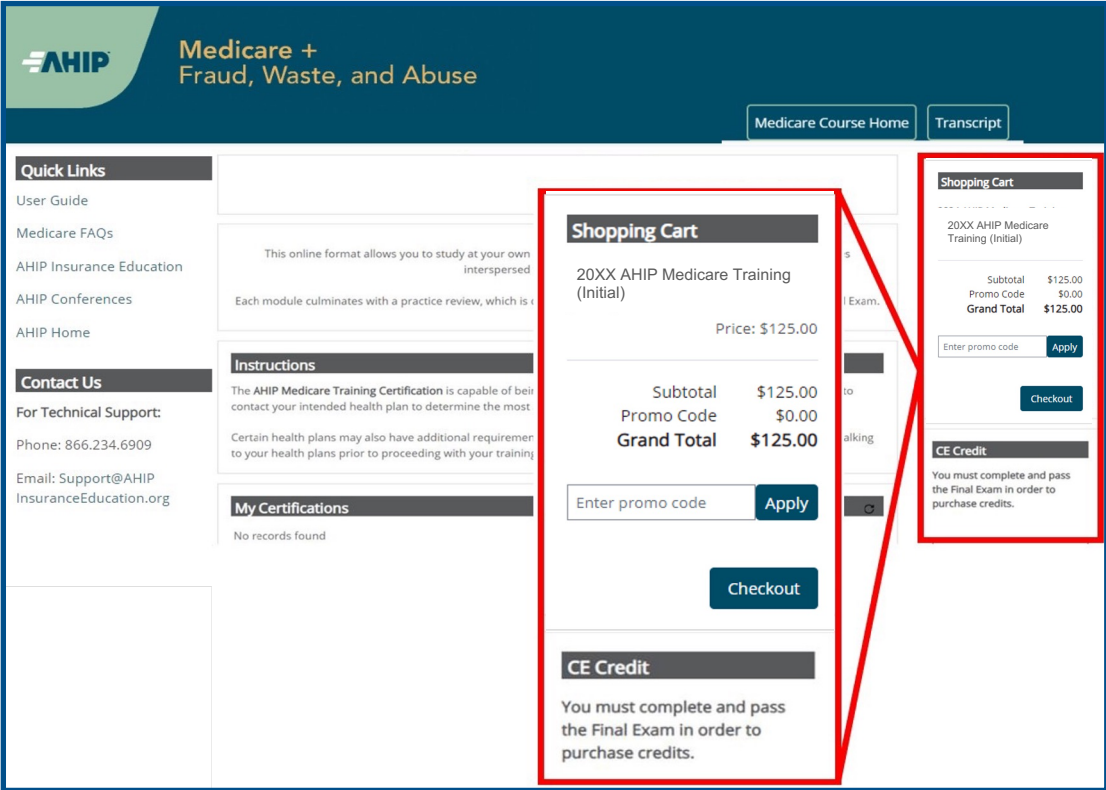
Step 7

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), 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 two-column payment form. The left column is titled "Billing Information" and contains fields for: Copy profile information (checkbox), 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 right column is titled "Payment Information" and contains a warning: "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 "What is this?" link is also present. At the bottom of the form, a "Continue" button is highlighted with a red box in the left column, and a "Pay Now" button is highlighted with a red box in the right column.

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. At the top left is "Order #00000932" and at the top right is "Receipt". The main heading is "Order Processing Complete" with a sub-message: "Your order has been processed successfully. Click on the **Go to my courses** button below to access your training." Below this is a table titled "Items Ordered".

Product Name	Price	Qty	Subtotal
20XX AHIP Medicare Training (Initial)	\$125.00	Ordered: 1	\$125.00
		Subtotal	\$125.00
		Promo Code	\$0.00
		Grand Total	\$125.00

At the bottom of the page, a "Go to my courses" button is highlighted with a red box.

AHIP Medicare +
Fraud, Waste, and Abuse

Medicare Course Home Transcript

Quick Links

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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

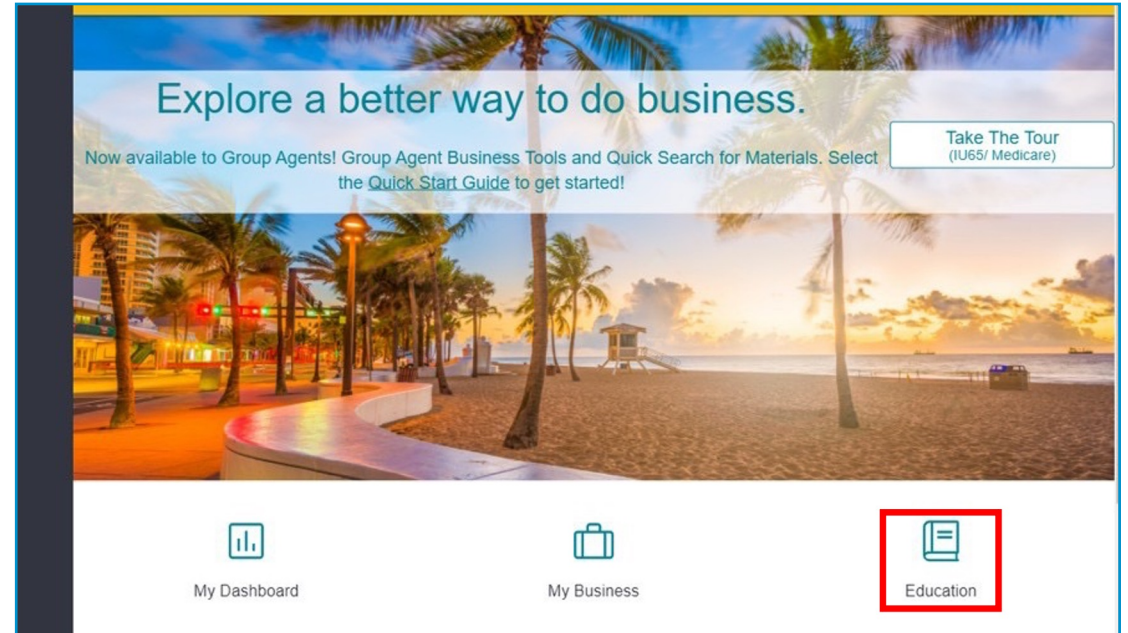
- XYZ Health (Transmit)



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

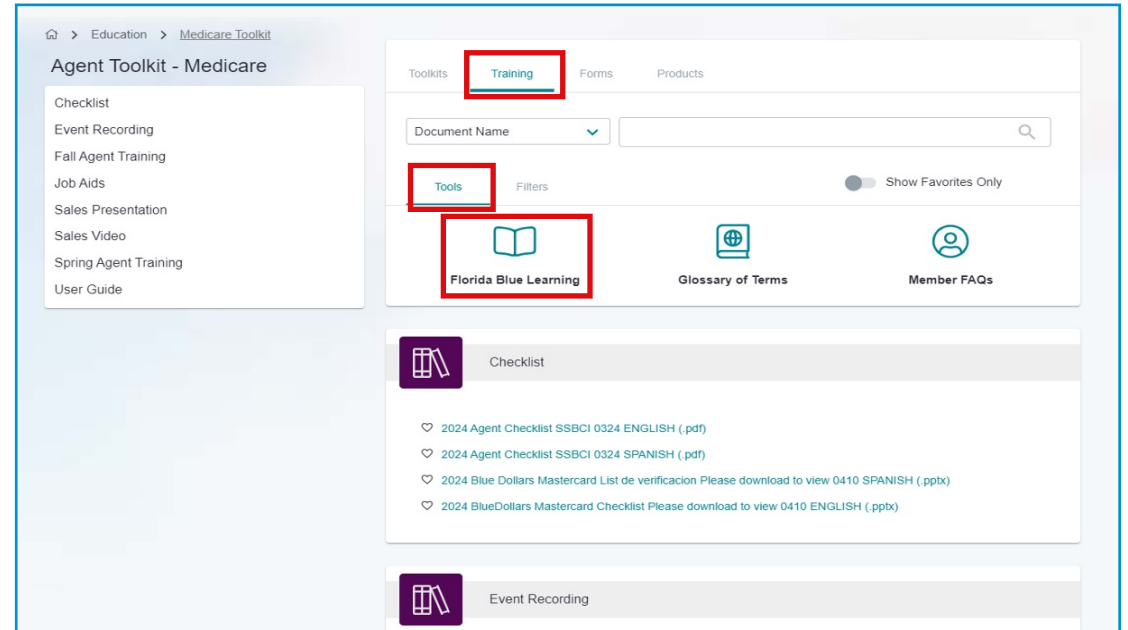
Step 1

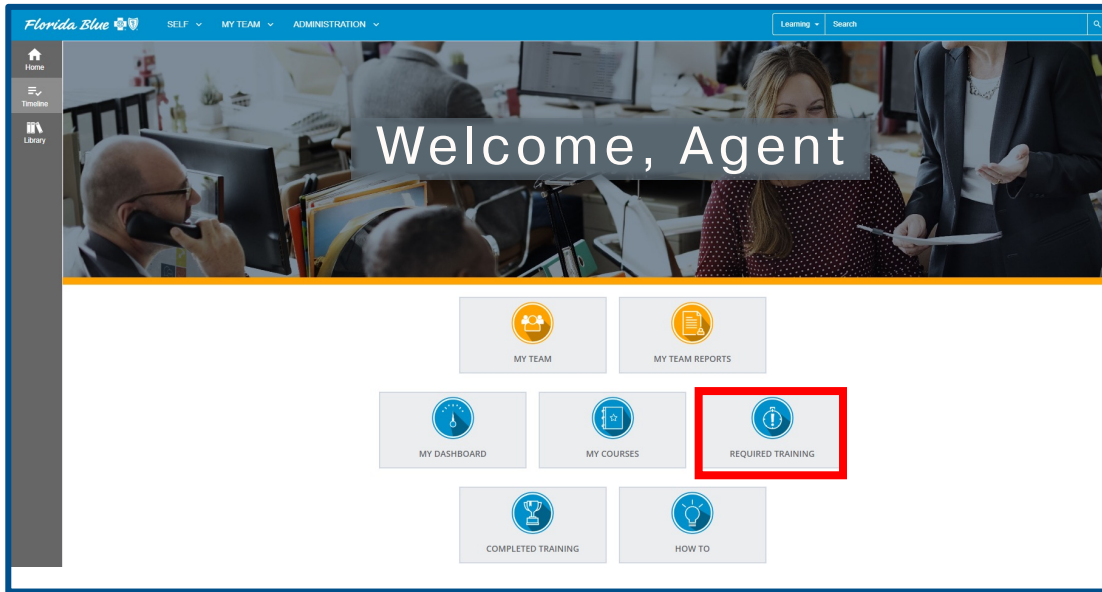
Log into Agent Portal External (APE), then select the **Education** icon from the homepage.



Step 2

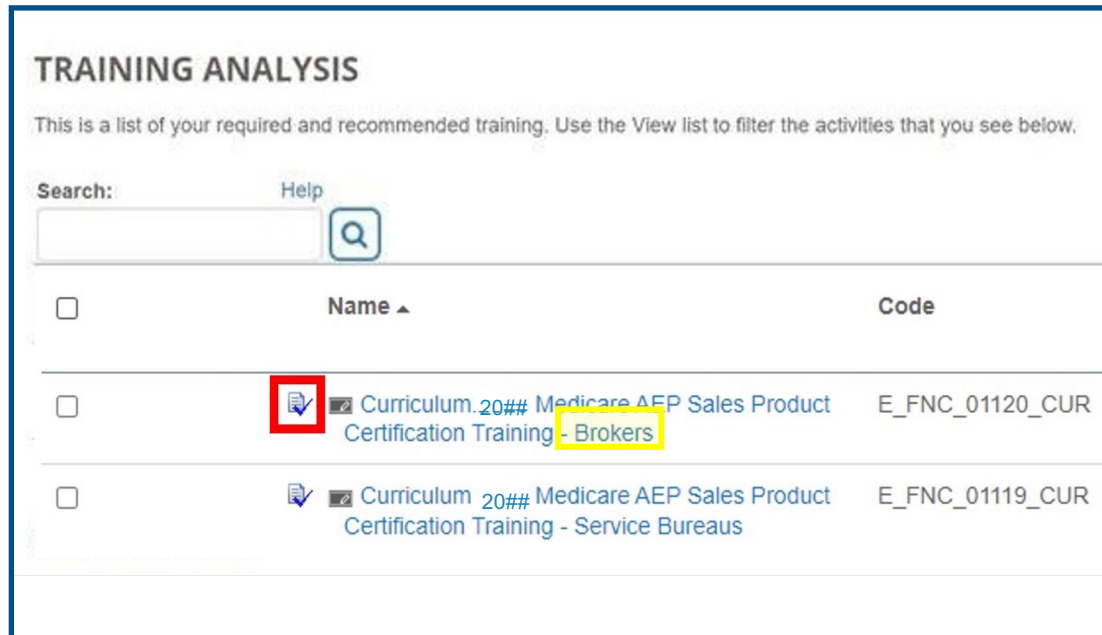
Click the **Toolkits** tab, click **Medicare Agent Toolkit**, click **Training** tab, and then click **Florida Blue Learning**.






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**.

Florida Blue SELF

Learning Search

Home
Timeline
Library

20XX MEDICARE AEP SALES PRODUCT CERTIFICATION TRAINING-BROKERS

Curriculum
No Estimated Duration

TRACKS

Choose a track

Track 1 : English

Activity Name Issues

20XX Medicare AEP Sales Product Certification Training – Brokers

English Track

AEP Product Unit - Brokers

Track 2 : Español

CANCEL 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.

Florida Blue SELF

Learning Search

Home
Timeline
Library

CONGRATULATIONS! You have completed the registration process. Please look at the details below for more information about your registration status and activity progress.

CURRICULUM

20## MEDICARE AEP SALES PRODUCT CERTIFICATION TRAINING - BROKERS

Completion Status 0%

START ACTIVITY

In progress - Registered

20## Medicare AEP Sales Product Certific...

DETAILS ACTIVITIES SIMILAR ACTIVITIES

You need to complete 1 of the 2 activities below to complete this program.

OBJECTIVE English Track

OBJECTIVE Trayectoria en Español

CURRICULUM

20## MEDICARE AEP SALES PRODUCT CERTIFICATION TRAINING - BROKERS

Progress: 0%

In progress - Registered

DETAILS ACTIVITIES SIMILAR ACTIVITIES

CANCELLATION CONFIRMATION

Please review the list of activities below. Some activities may be included for cancellation automatically because of the registration option requirements. You can choose to cancel your registration for only the marked activities or for all the activities on the page.

Select All

<input type="checkbox"/> Curriculum	E_FNC_01157_CUR
<input checked="" type="checkbox"/> 20## Medicare AEP Sales Product Certification Training - Brokers	
<input type="checkbox"/> Objective	E_FNC_01146_CUR_ESP
<input checked="" type="checkbox"/> Trayectoria en Español	
<input checked="" type="checkbox"/> CBT IN PROGRESS	B_FNC_02337_CBT_SPA
<input type="checkbox"/> Certificación de Productos 20##	

BACK CONFIRM CANCELLATION

You've successfully canceled your registration

CURRICULUM

20## MEDICARE AEP SALES PRODUCT CERTIFICATION TRAINING - BROKERS

Progress: 0%

Assigned

20## Medicare AEP Sales Product Certific... DETAILS ACTIVITIES

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

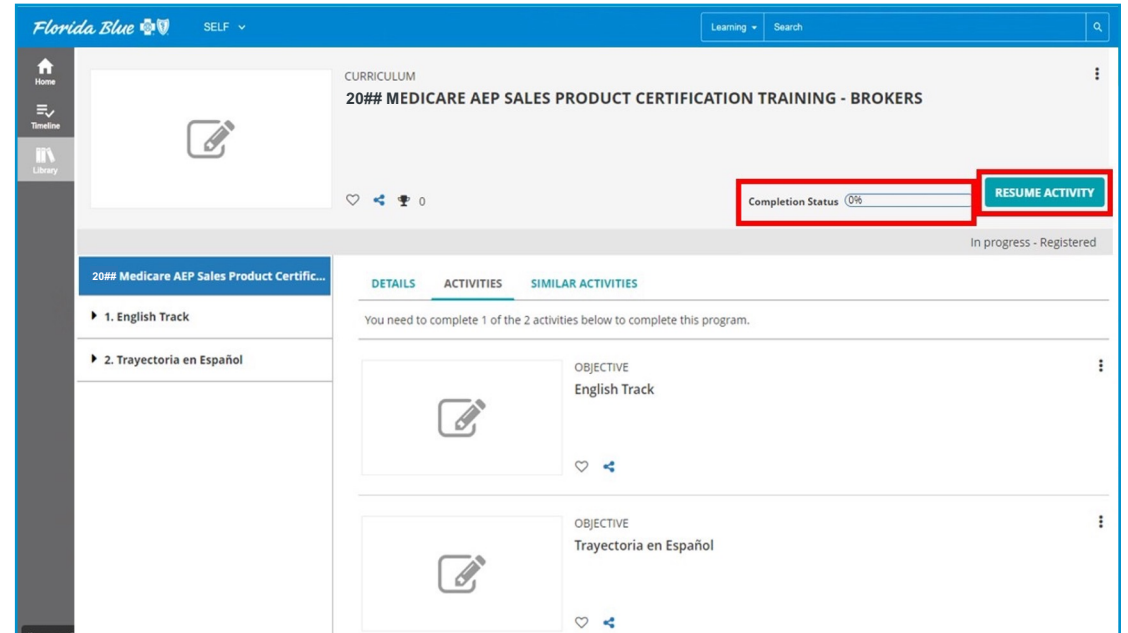
After starting the training, you can stop at any point during the lesson and return at a later time by closing the lesson, then repeating steps 1-6 when you are ready to resume the lesson.

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