

# Individual training plan for Plan Year 2024

August 16, 2023

It's training time again. [PinPoint](#) will be the system used to track both under-65 (U-65) and over-65 (O-65) annual training requirements. Learn more about the various milestones and training tracks below.

## Medi-Pak Choice and Medicare Advantage milestones

Returning agents who have a Medi-Pak® Choice and Medicare Advantage (O-65) appointment can access [PinPoint](#) to:

- Complete your annual Medicare training (*See the instructions below if you've already completed this training through America's Health Insurance Plans (AHIP)*)
- Participate in Arkansas Blue Medicare 2024 online product trainings
- Take the product certification exam

**Helpful hint:** When you're going through the online product training, take notice of the resource section to assist with your comprehension of the online trainings. The resource section will be helpful when taking your test.

## Individual U-65 milestones

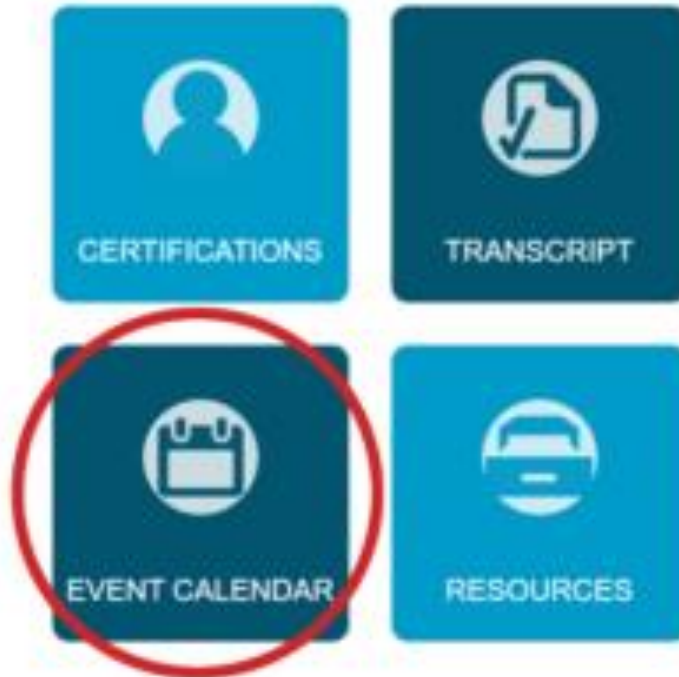
At the end of August, the 2024 Arkansas Blue Cross U-65 content will be available. Agents will be required to take the Individual U-65 Product Training and corresponding Self-Assessment.

## Face-to-face meetings

We will have face-to-face trainings for agents again this year. While the face-to-face meetings are not required for certification to sell our individual products, they do provide a good opportunity to learn more and ask questions about our 2024 individual plans. This year, we will have meetings in Little Rock (9/18), Springdale (9/20) and Jonesboro (9/26). Agents can register for face-to-face training meetings on [PinPoint](#) under the Event Calendar.

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### Accessing PinPoint

Returning PinPoint users (you're all returning PinPoint users if you're currently appointed sell U-65 and/or O-65 products) [visit the website here](#).

Your username will be your National Producer Number (NPN). Your password is unchanged from the one you set last year. (If you have forgotten, use the **Forgot password** link and follow the instructions.)



My Account  
[Click Here to Register](#)

Returning users

Username

Password

[Log In](#)

Forgot password?

Forgot username?

Member of the Arkansas Blue Cross and Blue Shield of Arkansas  
Certification System

The Arkansas Blue Cross and Blue Shield of Arkansas  
Certification System is a web-based system that provides  
certification information for all Arkansas Blue Cross and  
Blue Shield of Arkansas members. It is used to track  
member certification status and to provide a self-assessment  
tool to help members track their certification status.

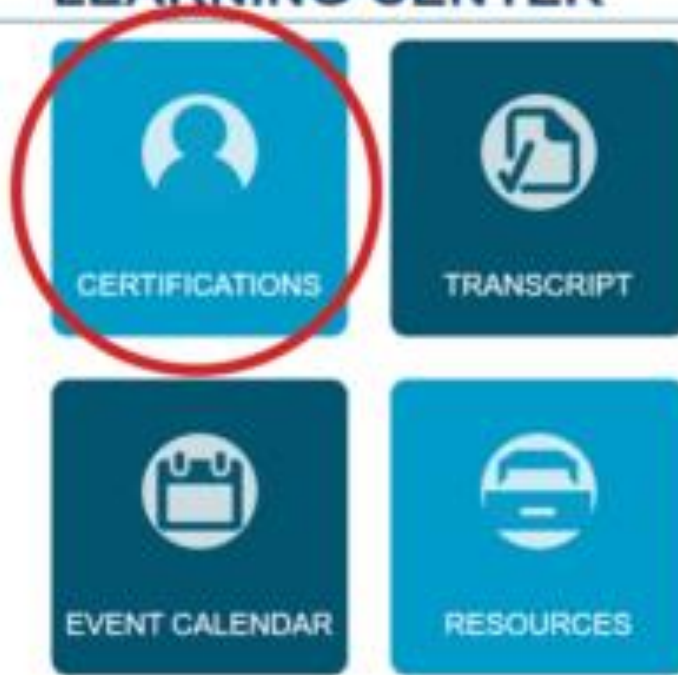
As a user, you will be able to view your certification  
status, track your certification progress, and receive  
notifications for when your certification expires or  
when you are eligible for a renewal.



Once you log in, select the *Certifications* icon to see your assigned tracks.

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Based on your appointment (U-65 and/or O-65) you will see two tracks: Individual MA-Arkansas and Individual U-65 Arkansas. If you do not see a track assigned to you, and you think it should be there, email [djhodge@arkbluecross.com](mailto:djhodge@arkbluecross.com) to research. Tracks are assigned based on your current appointment authority.

Arkansas Blue Cross and Blue Shield is committed to providing annual sales training that helps protect beneficiaries from inappropriate sales or misinformation. The Centers for Medicare & Medicaid Services (CMS) requires annual training on Medicare rules, regulations, product specific training and compliance. You will also be tested to demonstrate your knowledge of the information provided.



**PLEASE NOTE:** You may need to refresh this page by pressing CTRL F5 in order for your completion to appear for recently completed courses.

Annual Requirement Year: 2024

### Individual MA - Arkansas (click to expand or collapse)

	Status
<input type="checkbox"/> <b>REQ</b> Medicare Advantage Certification If you have completed your Medicare Training through AHIP, click <a href="#">here</a> .	Incomplete
<input type="checkbox"/> <b>REQ</b> Arkansas Blue Medicare 2024	Incomplete
<input type="checkbox"/> <b>REQ</b> Arkansas Blue Medicare Individual Self-Assessment	Incomplete

### Individual U-65 - Arkansas (click to expand or collapse)

	Status
<input type="checkbox"/> <b>REQ</b> Individual U65 Product Training <b>Coming Soon</b>	Incomplete
<input type="checkbox"/> <b>REQ</b> Individual U65 Self-Assessment <b>Coming Soon</b>	Incomplete
<input type="checkbox"/> <b>REQ</b> 2024 Plan Year FFM Completion <b>Coming Soon</b>	Incomplete
<input type="checkbox"/> <b>REQ</b> Exchange Producer License Renewed Through September 2024 <b>Coming Soon</b>	Incomplete

## Individual Medicare Advantage – Arkansas training track

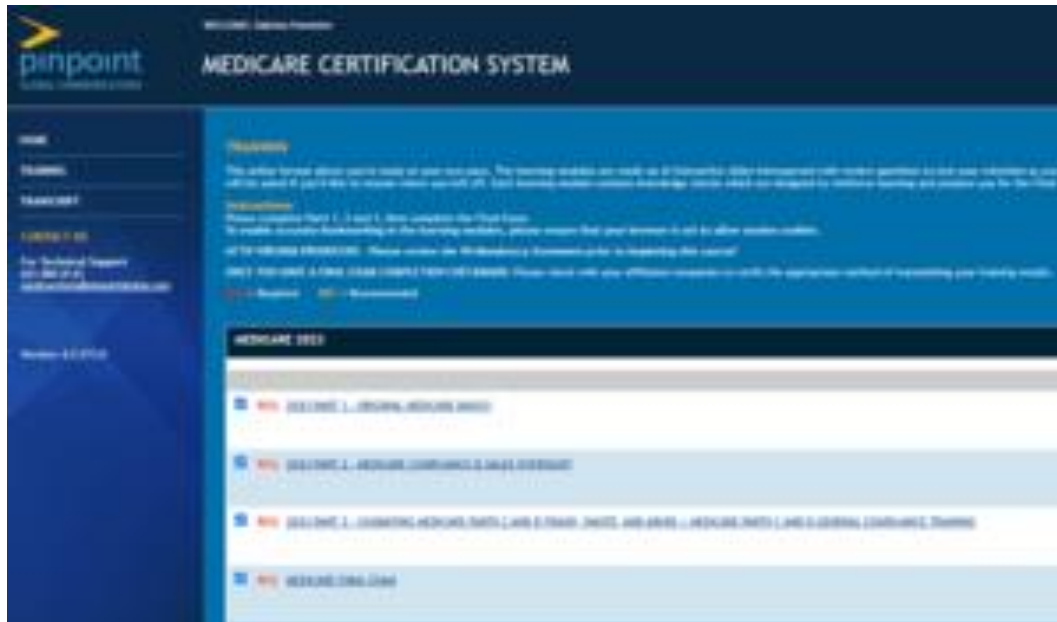
**AHIP Medicare Advantage & Fraud, Waste and Abuse modules:** If you have already taken the AHIP Medicare Advantage and Fraud, Waste and Abuse (FWA) modules for Plan Year 2024, Arkansas Blue Cross will accept AHIP's 2024 training as a substitute for the PinPoint Medicare and FWA training, but you will be required to instruct AHIP to transmit your completion results to Arkansas Blue Cross. It requires a few simple steps:

1. Visit [this AHIP page](#)
2. Follow prompt to transmit your completed courses to Arkansas Blue Cross and see confirmation of the transmittal (there is no cost to you to transmit completed module results)

If you didn't complete AHIP's 2024 training as a substitute, you'll need to complete the Medicare Advantage and FWA training for Plan Year 2024 through PinPoint. The cost is \$89.95. There isn't a cost to set up a PinPoint account or send your already-completed AHIP Medicare Advantage training results to us.

**Important note:** Do not pay \$89.95 if you already completed AHIP. If you have completed the 2024 AHIP training, see the steps above to transmit your AHIP results.

**PinPoint Medicare Certification System:** If you take the PinPoint course to get your certification, select the appropriate link, and you will be redirected to the national annual certification.



**Individual Medicare Advantage and Medicare Supplement course:** After completing the Medicare Advantage certification course, you will be able to take the *Individual Medicare Advantage and Medicare Supplement* course. Upon completion of this course, you will get three attempts to pass the test.

**Helpful hint:** Refer to the resource section for supplementary materials that may assist with the test and training. If you fail the test two times, contact your Individual Product Representative **prior** to starting your third and final attempt.

We wish you the best and thank you for supporting our products.

Have a great enrollment season!