SYSTEM REQUIREMENTS
- Platform: PC or iPad
- Browsers:
  - Google Chrome
  - Microsoft Edge
  - Firefox

SUPPORT
Please email govtprogsalesoversight@bluecrossmn.com with questions regarding site access or navigation, certification requirements, or course content.

Contact the online Help Desk by clicking on the **Request Support** link located on the upper right side of your screen for course accessibility and/or system problems.

TRAINING ACCOUNT SET-UP
Access the Blue Cross Online Training Center through your welcome email or at:
https://bcbsofminnesota.pinpointglobal.com/Apps/Medicare/default.aspx

> **If you are a returning user, skip to step 5** (page 3)**.**
> **If you are a new user, continue to step 1 below.**

1. Access the training system as a **First Time Visitor**. From the upper left-hand corner, select **Click here to register**.
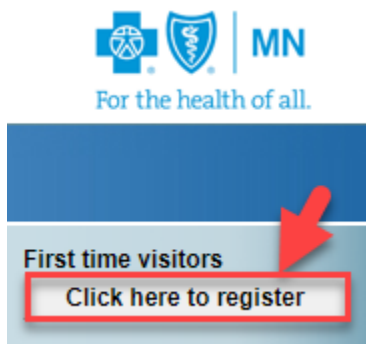
2. Enter your **Registration ID** and click "Continue".
   - For **licensed users**, your Registration ID = your National Producer Number (NPN)
   - For **unlicensed users**, your Registration ID = unique number assigned to you by Sales Oversight

3. You will be required to confirm your NPN through the National Insurance Producer Registry (NIPR).

- For Licensed users, use the **Lookup NPN using NIPR** button to research and populate NPN information. This information must be populated using the lookup tool - you cannot type it yourself.

- Unlicensed users check the box **I do not have an NPN** and a username will be generated for you.

Registration
*required field

Confidential Information
NPN must match the data provided by the NIPR website to ensure unique ID information.
Please click Lookup NPN using NIPR to populate your National Producer Number.
National Producer Number:* [   ] [Lookup NPN using NIPR]
Please save your NPN in a secure location, as it will become your username.
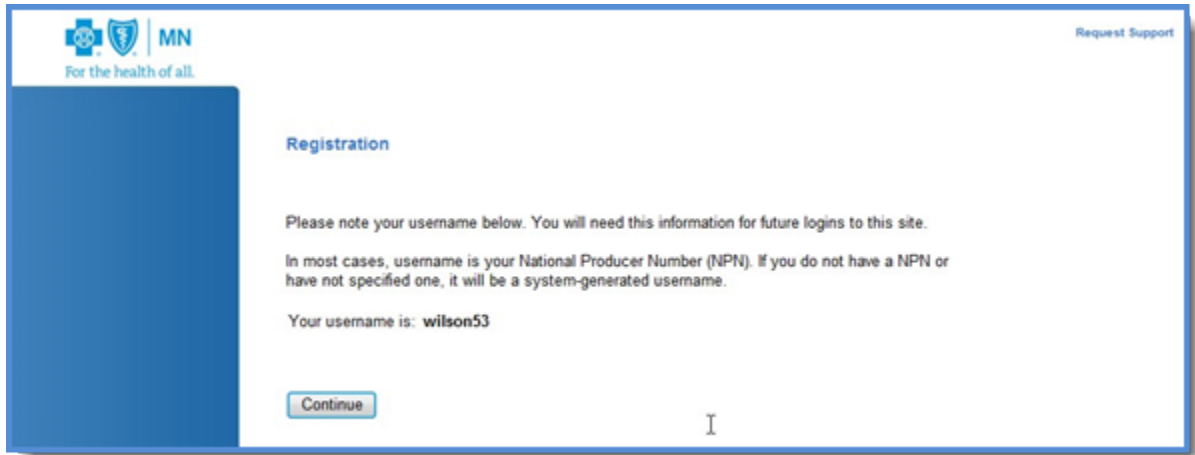
[Submit]

4. From the **Registration** page, complete all required fields shown with a red asterisk *****:

Registration
*required field

Confidential Information
NPN must match the data provided by the NIPR website to ensure unique ID information.
Please click Lookup NPN using NIPR to populate your National Producer Number.
National Producer Number:* [   ] [Lookup NPN using NIPR]
Please save your NPN in a secure location, as it will become your username.

Personal Information
First Name:* [   ]
Middle Initial: [   ]
Last Name:* [   ]
Suffix: [   ]
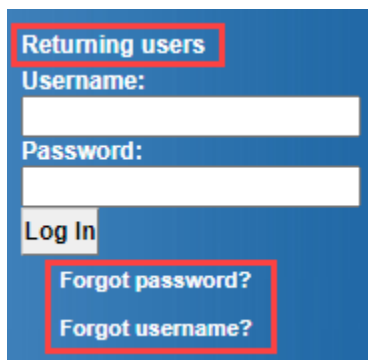E-mail:* [   ]
Confirm E-mail:* [   ]

You will now be provided with your username for the training site. Please keep this for your records. Click the **Continue** button to proceed to the **Home** page.

5. To login to the site as a returning user, enter your Username and password in the **Returning users** section.

   Username = NPN (or system generated username)
   Password = Unique password you had originally created

If you have forgotten either of these, use the **Forgot password** and **Forgot username** tools to retrieve them.

TRAINING INSTRUCTIONS

A. Pinpoint Medicare Core Training
To begin certification and take Pinpoint's Medicare Core Training, continue to step 1 below.

NOTE: If you have completed the Medicare Core training through AHIP, skip to section B: *AHIP Certificate Upload* **on page 5**

1. Once you have successfully logged in, you will be brought to the **Home** page. From the **Training Tracker** you can launch your first course. Courses must be completed in the order displayed. You can print slides by selecting **Certifications** from the left panel.

2. From either the **Training Tracker** on the home page or **Certifications** page, click **Pinpoint Medicare Core Training.** A new window will open for you to complete registration for the core training. Some information will cross over from the previous registration page. Complete the following sections and click **Register**:

   - Company information
   - Agree to Legal terms of service
   - Agree to Privacy statement
   - Create password (this can be the same password used on previous page)
   - Credit card information (if prompted)

To launch your training, click on the title **2026 PART 1 – ORIGINAL MEDICARE BASICS**

3. Upon completion of the three required courses and Medicare Final Exam, close the browser window to return to the Blue Cross training site. You will then complete the required Blue Cross product specific courses.

    Click the link under the **Training Tracker** to launch your next course. Once you complete the module, click on the button **SUBMIT COMPLETION AND EXIT** to return to your **Training Tracker** and complete the next module or exam. You must view EVERY slide in the product module to receive credit and unlock the next product module.

B. **AHIP certificate upload**

    Blue Cross and Blue Shield of Minnesota will accept completion of the *2026 AHIP Medicare + Fraud, Waste, and Abuse online course* to satisfy the Medicare basics training requirement. If you upload a valid certificate, you will only be required to complete the Blue Cross product training.

    You must also complete the Blue Cross product training to be considered certified to market, sell or service Blue Cross products for the 2026 plan year.

    Blue Cross Sales Oversight will manually review the uploaded certificate to determine whether it is valid. Invalid certificates will be denied.

    Note: the "Transmit to Blue Cross and Blue Shield of Minnesota" feature in AHIP is not set up to transmit data to Blue Cross. Please be sure to upload a copy of the certificate to the Pinpoint Global training site to proceed with the Blue Cross product training.

    1. From the **Certifications** page, choose 'click here' to upload your AHIP certificate.

2026 Individual Medicare (click to expand or collapse)

		Status
☐ **REQ**	**Pinpoint Medicare Core Training**	Incomplete
	If you have completed your Medicare Training through AHIP, click here. ⬅	
☐ **REQ**	**Blue Cross Product Portfolio**	Incomplete
☐ **REQ**	**Enrollment and Disenrollment**	Incomplete
☐ **REQ**	**Blue Cross Product Exam**	Incomplete

2. From the pop-up box:
   a. Enter the date you completed the *2026 AHIP Medicare + Fraud, Waste, and Abuse online course* you are uploading
   b. Click Browse to search your computer and upload your AHIP certificate
   c. Check the box to attest that you are uploading a valid 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: *

Must be in mm/dd/yyyy format.

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

Certification Training Provider: *

-- Select Vendor --

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

3. Click "Submit". If the file was successfully uploaded, you will receive this message.

Note: This certificate will be in a "Pending" status until Blue Cross Sales Oversight reviews the certificate. You will be allowed to continue with the training.

Certificate uploaded successfully

OK
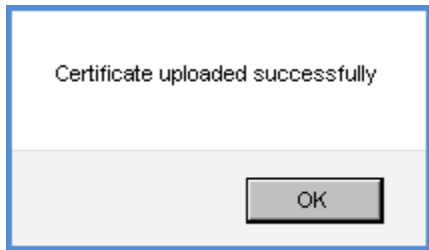
4. Click **Home** or **Certifications** from the left-hand navigation panel to access the first Blue Cross product course.

PRINT TRAINING COMPLETION CERTIFICATE

You must complete all Blue Cross courses and Blue Cross Product Exam in order to print your Blue Cross Medicare Certification certificate. To print your certificate:

1. Select **Transcript** to view the list of completed courses
2. Click the **Print Certificate** to view and print your 2026 Blue Cross Medicare Certificate of Completion