

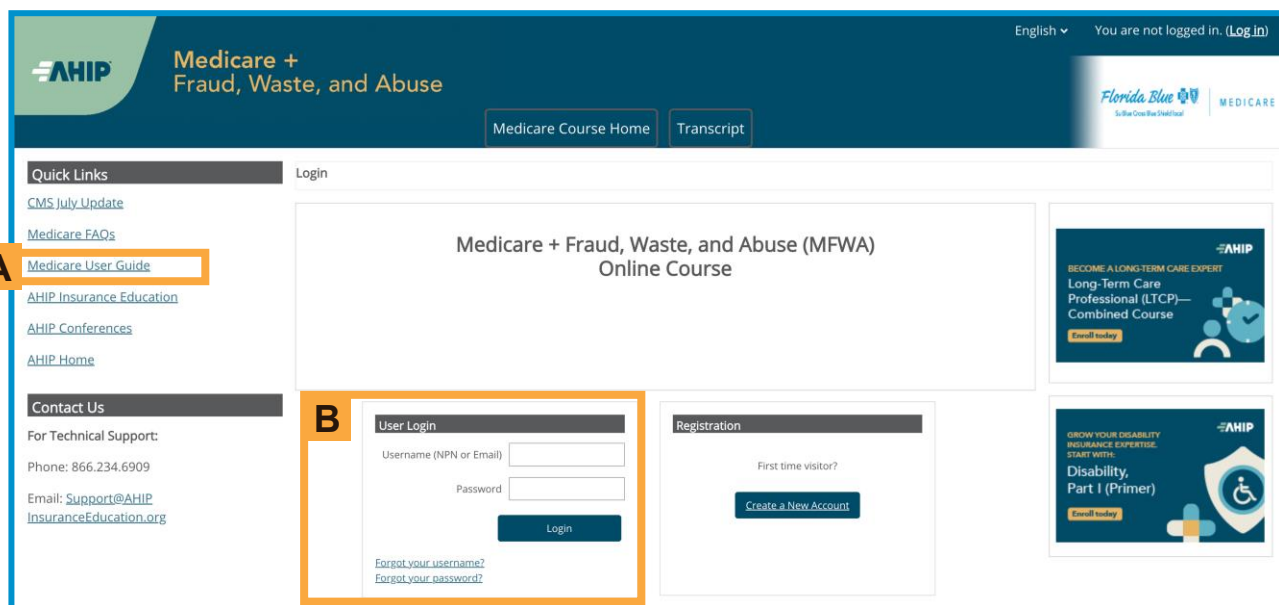
AHIP Medicare & Florida Blue Product Training – Externals

Web registration instructions for external agents

Instructions: Follow the steps in this guide to access and complete your AHIP Medicare and Florida Blue Product Certification Training. If you experience issues with registration, contact the Agent Support Center at 800-267-3156.

How to access AHIP Medicare training

1. Open Google Chrome and navigate to the AHIP site at www.ahipmedicaretraining.com/clients/floridablue.
2. Log in:
 - A. If you're new to the site, select "Medicare User Guide" for instructions on how to complete the AHIP site registration/validation process before selecting "Create a New Account".
 - B. If you're a returning user, scroll down to enter your username and password. Then select "Login".



The screenshot shows the AHIP Medicare + Fraud, Waste, and Abuse (MFWA) Online Course website. The page has a dark blue header with the AHIP logo and the text "Medicare + Fraud, Waste, and Abuse". Below the header are buttons for "Medicare Course Home" and "Transcript". The main content area is titled "Medicare + Fraud, Waste, and Abuse (MFWA) Online Course". On the left, there is a sidebar with "Quick Links" and "Contact Us" sections. The "Quick Links" section includes links for "CMS July Update", "Medicare FAQs", "Medicare User Guide" (highlighted with a red box labeled 'A'), "AHIP Insurance Education", "AHIP Conferences", and "AHIP Home". The "Contact Us" section provides technical support information. The main content area features a "User Login" form (highlighted with a red box labeled 'B') with fields for "Username (NPN or Email)" and "Password", and a "Login" button. Below the login form are links for "Forgot your username?" and "Forgot your password?". To the right of the login form is a "Registration" form with a "Create a New Account" button. There are also promotional banners for "Long-Term Care Professional (LTCP) Combined Course" and "Disability, Part I (Primer)".

AHIP Medicare and Florida Blue Product Training



Web registration instructions for external agents

- From your AHIP profile page, select “Checkout” to enroll and pay for the current AHIP Medicare Training.

Shopping Cart

20XX AHIP Medicare Training (Initial)

Price: \$125.00

Subtotal	\$125.00
Promo Code	\$0.00
Grand Total	\$125.00

Enter promo code

CE Credit

You must complete and pass the Final Exam in order to purchase credits.



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

- Enter your billing information, then select “Continue” to input your credit card information. When finished, select “Pay Now” to process your payment.

City * Madison

State/Province * Wisconsin

Zip/Postal Code * 53703

Country * United States

Phone Number * 4144059124

Payment Information

Credit Card (Payflow Link)

Please do not refresh the page until you complete payment.

Pay with credit or debit card

Card number

Expiration date /

CSC

What is this ?

AHIP Medicare and Florida Blue Product Training



Web registration instructions for external agents

- An order confirmation page will appear. Select “Go to my courses” to return to your AHIP profile page.

Order Processing Complete

Your order has been processed successfully. Click on the **Go to my courses** button below to access your training.

Items Ordered

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

[Go to my courses](#)

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

Quick Links

[CMS July Update](#)

[Medicare FAQs](#)

[Medicare User Guide](#)

[AHIP Insurance Education](#)

Contact Us

For Technical Support:

Phone: 866.234.6909

Email: Support@AHIPInsuranceEducation.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

20XX AHIP Medicare Training (Initial)

← Select this link to begin the course



Note: Select the “Medicare User Guide” from the Quick Links menu and review pages 7-20 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

AHIP Medicare and Florida Blue Product Training



Web registration instructions for external agents

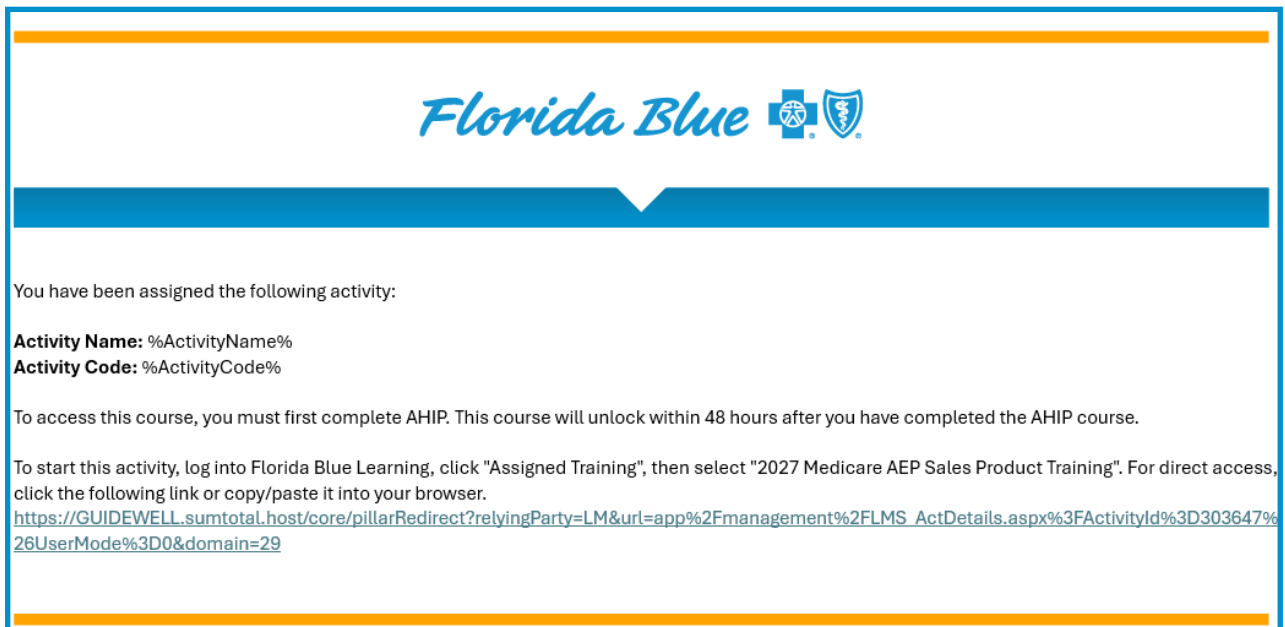
How to transfer completed AHIP scores to Florida Blue

1. After finishing the AHIP Medicare Training, select the “Transmit” link on your AHIP profile page to send your scores to Florida Blue.



2. 48 hours after you have transmitted your AHIP scores to Florida Blue, you will receive an email notifying you that the 2027 Product Training is available in your Florida Blue Learning account.

To access the course, you can select the direct link provided in the email or follow the instructions starting on Page 5 to access the training from Florida Blue Learning.



AHIP Medicare and Florida Blue Product Training



Web registration instructions for external agents

How to access AEP Medicare Product Training via web browser



Tips for a successful training

- Use Google Chrome
- Close all other browser windows before accessing the training

1. There are two options to access training in Florida Blue Learning. Just remember that **training is inaccessible until Florida Blue receives your AHIP Scores.**

A. For direct access to training, select the following link:

[Medicare AEP Sales Product Training](#).

Log in to Florida Blue Learning if prompted.

A screenshot of a login form titled "Sign in" for the URL "https://pmlogin.bcbsfl.com". The form contains two input fields: "Username" and "Password". Below the fields are two buttons: "Cancel" and "Sign In". The "Sign In" button is highlighted with a blue border.

B. Or, follow the steps starting on [page 10](#) of this guide to access the training through AgentPortal.

Once you've accessed the training, proceed to step 2.

2. On the Product Certification Training page, select "Register".

A screenshot of a curriculum page titled "2027 MEDICARE AEP SALES PRODUCT TRAINING". On the left is a circular logo for "AEP Medicare Certification 2027" featuring a handshake. Below the logo is a heart icon and a share icon. On the right side of the curriculum card, a blue "REGISTER" button is highlighted with a blue border. At the bottom of the page, there is a navigation bar with "2027 Medicare AEP Sales Product Training" selected, and "DETAILS" and "ACTIVITIES" options. The word "Assigned" is visible in the bottom right corner.



Important: Make sure to disable your pop-up blockers before you start.

AHIP Medicare and Florida Blue Product Training



Web registration instructions for external agents

3. Choose your preferred language track, then select “Submit”.

The screenshot displays the registration interface for the 2027 Medicare AEP Sales Product Training. On the left, there is a sidebar with the course title and a 'Curriculum' section indicating 'No Estimated Duration'. The main area is titled 'TRACKS' and prompts the user to 'Choose a track'. Two options are available: 'Track 1 : English' (selected) and 'Track 2 : Spanish'. The English track details are shown in a table below:

Activity Name	Issues
2027 Medicare AEP Sales Product Training	
English Track	
2027 Product Certification	

At the bottom right, there are 'CANCEL' and 'SUBMIT' buttons, with the 'SUBMIT' button highlighted in orange.

4. A confirmation message will appear at the top of the screen. Select “Start Activity” to begin the training.

The screenshot shows a confirmation message at the top: 'Congratulations! You have completed the registration process. Please look at the details below for more information about your registration status and activity progress.' Below this, the curriculum details for '2027 MEDICARE AEP SALES PRODUCT TRAINING' are displayed. On the left is the 'AEP Medicare Certification 2027' logo. On the right, there is a progress bar at 0% and a 'START ACTIVITY' button highlighted in orange. The status 'In progress - Registered' is shown at the bottom right.



Important: Make sure to disable your pop-up blockers before you start.

AHIP Medicare and Florida Blue Product Training



Web registration instructions for external agents

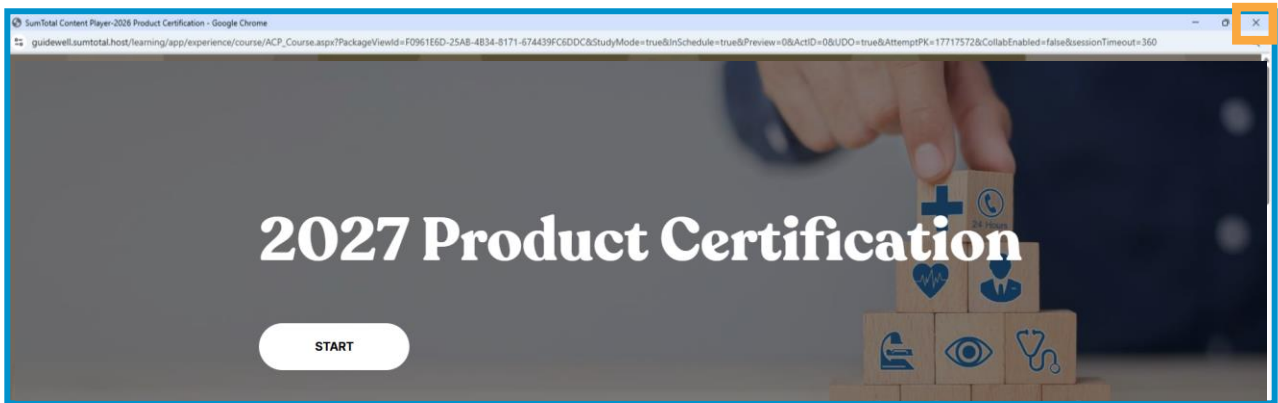


Important Update Regarding Product Training

This year, Product Certification training has been updated to a streamlined two-phase approach. Instead of self-paced lessons with quizzes, agents will receive a downloadable Product Guide that provides a general summary of our Florida Blue Medicare Products, followed by in-depth training sessions later in the year. **To receive training credit, agents must follow all lesson instructions**—including downloading the guide and completing the attestation. This format ensures accuracy and provides timely, relevant resources.

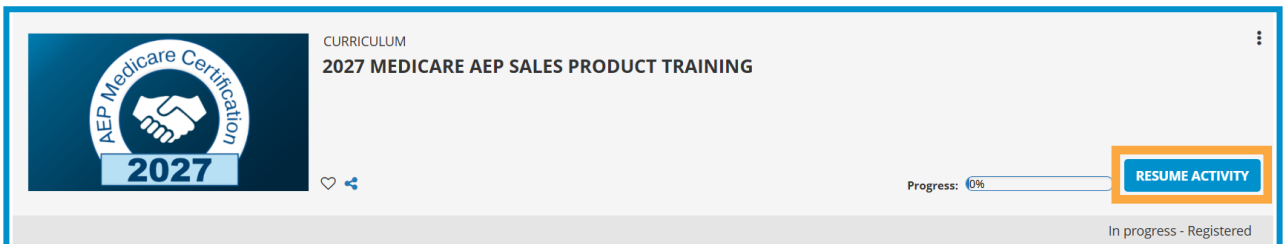
Note that information in our downloadable guide is high-level and subject to change.

5. To pause training and save your progress, select the “x” to close the window.



Important: If the training times-out due to inactivity, your progress may be lost.

6. To resume training, repeat step 1 and select “Resume Activity” to continue training.



AHIP Medicare and Florida Blue Product Training



Web registration instructions for external agents

- After completing your training, the page below displays. Confirm that the “Topic Status” is “Completed”, then select “OK”.

GENERAL

Content type: SCORM 2004
Total score: N/A
Elapsed time: Minute(s) 42, Second(s) 0
Status: Completed

First launch date: Thursday, June 5, 2025 1:46:21 PM EDT
Completion date: Thursday, June 5, 2025 3:09:53 PM EDT
Percent complete: 100%

Name	Topic Status	Score %	Time in Topic
20## Product Certification	Completed	---	Minute(s): 42, Second(s): 0

OK

Canceling registration

If you started training in the wrong language, you must cancel your registration to choose the right one. Be advised that all progress will be lost the moment you cancel registration.

- Choose the “More Actions” icon (⋮) and select “Cancel Registration”.

CURRICULUM
2027 MEDICARE AEP SALES PRODUCT TRAINING

Register
Cancel registration
Manage Assignments
Print

Progress: 0%

In progress - Registered

2027 Medicare AEP Sales Product Training

DETAILS ACTIVITIES

- Select “Confirm Cancellation”.

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

- Curriculum
 - 2027 Medicare AEP Sales Product Training
- Objective
 - English Track
- CBT **IN PROGRESS**
 - 2027 Product Certification

BACK CONFIRM CANCELLATION



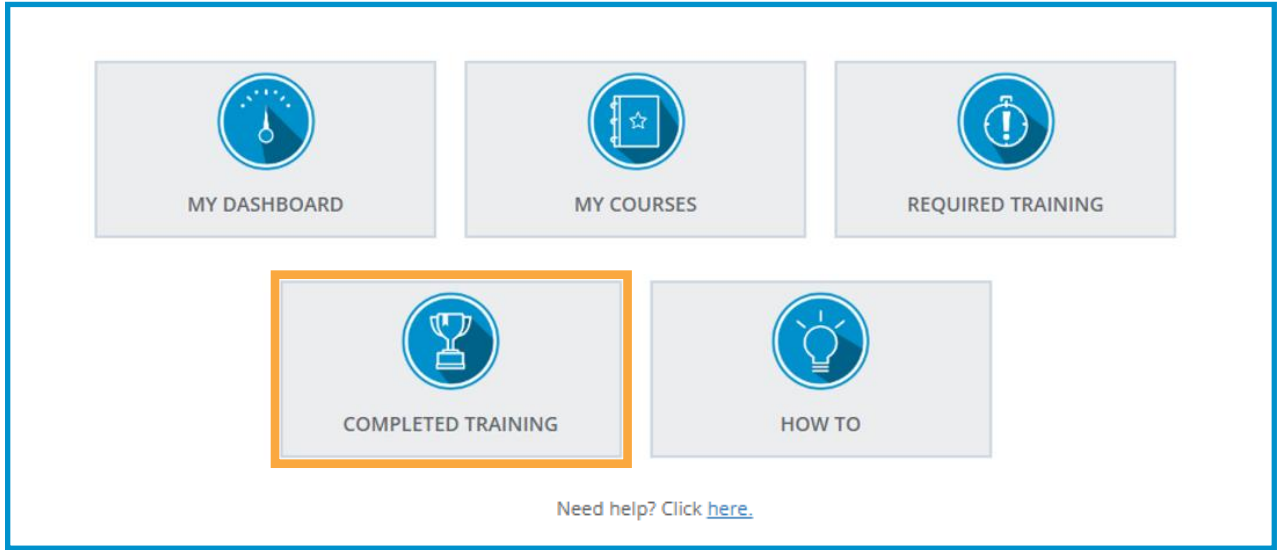
Note: You cannot cancel registration after completing the training.


AHIP Medicare and Florida Blue Product Training

Web registration instructions for external agents

How to access your AEP training certificate

1. From the Florida Blue Learning homepage select "Completed Training".



2. On the Training Transcripts page, find the 2027 Medicare AEP Sales Product Training course you just finished. Then, select the certificate icon () to the left of the course title to view or download your certificate.

TRAINING TRANSCRIPT

[PRINT](#) [EXPORT TO PDF](#)


Select a year or date range to filter completed training records.

Date Range

Start Date End Date [REFRESH](#)

ACTIVITIES

This is where you will find completions for activities.

Activity	Estimated Credit Hours	Completion Date ▼	Expiration Date	Score	Attended Duration	Start Date
 Curriculum: 2027 Medicare AEP Sales Product Training		6/2/2026			Day(s): 0, Hour(s): 0, Minute(s): 4, Second(s): 54	6/2/2026

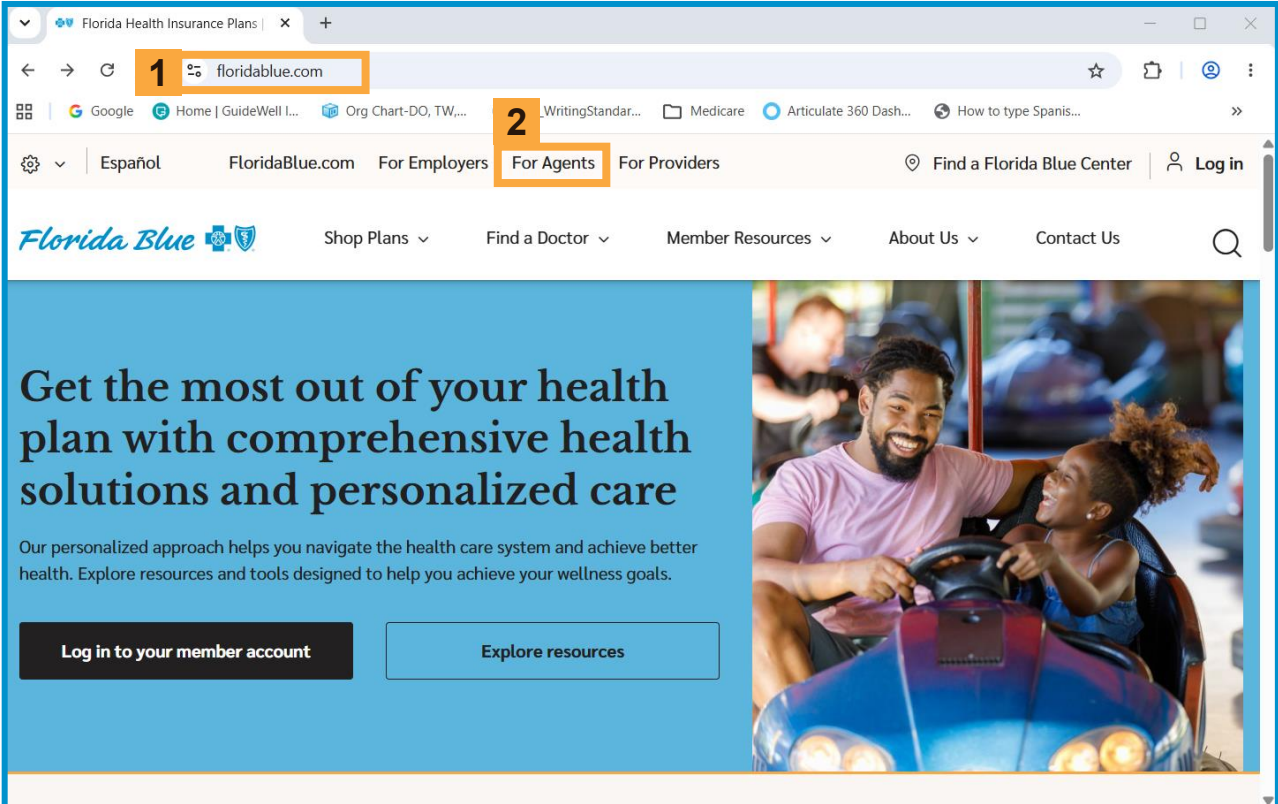
AHIP Medicare & Florida Blue Product Training – Externals

Optional AgentPortal instructions for external agents

Instructions: If the direct link to training on page 5 does not work (and you completed AHIP training and transmitted your scores over 48 hours ago), you can follow the steps from pages 10 - 15 to access Florida Blue Product Certification Training from your AgentPortal. If you experience issues with registration, contact the Agent Support Center at 800-267-3156.

How to access AEP Medicare Product Training via AgentPortal

1. Open Google Chrome and navigate to the Florida Blue site at www.floridablue.com
2. Select For Agents



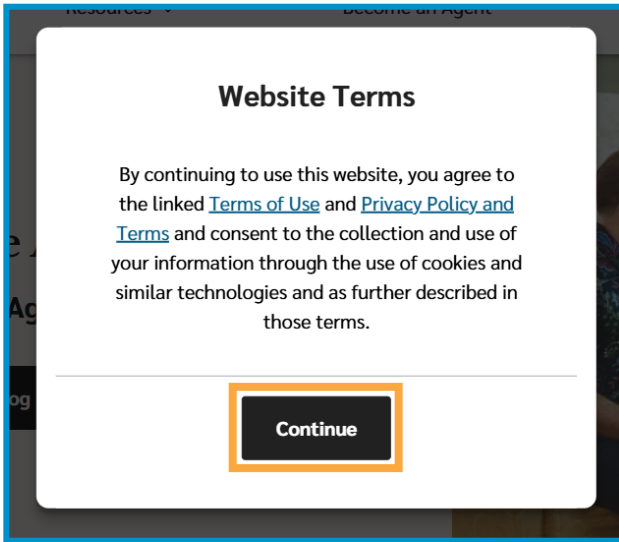
The screenshot shows a web browser window with the Florida Blue website. The address bar shows 'floridablue.com' with a red box and the number '1' next to it. The navigation menu includes 'Español', 'FloridaBlue.com', 'For Employers', 'For Agents' (highlighted with a red box and the number '2'), and 'For Providers'. Below the navigation menu, there is a main banner with the text 'Get the most out of your health plan with comprehensive health solutions and personalized care' and a 'Log in to your member account' button. To the right of the banner is a photograph of a man and a young girl riding a blue go-kart.

AHIP Medicare and Florida Blue Product Training

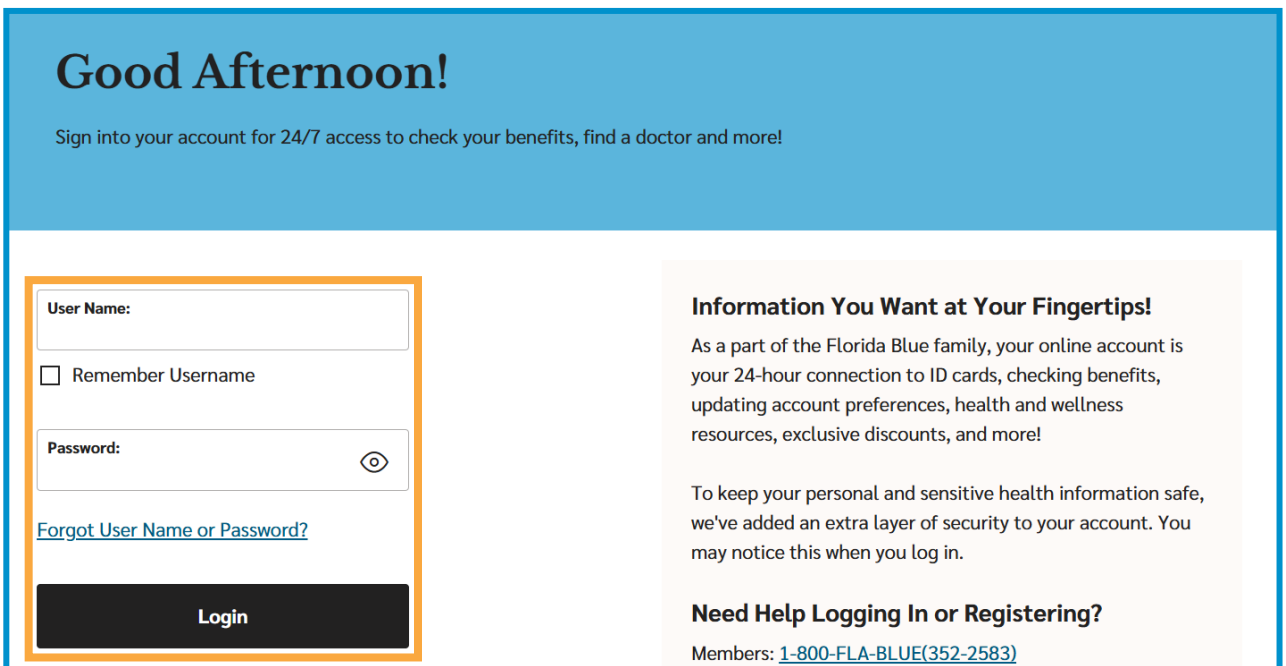


Optional AgentPortal instructions for external agents

- If you're prompted to agree to the Website Terms, select Continue. Then, select Login.



- Input your username and password. Then, select Login.

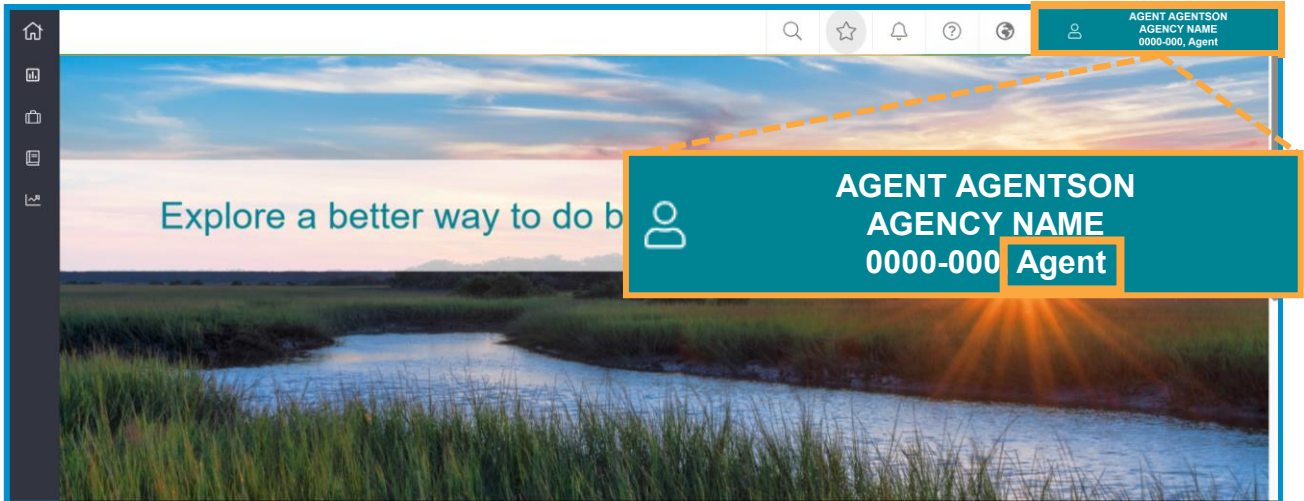


AHIP Medicare and Florida Blue Product Training



Optional AgentPortal instructions for external agents

- From the AgentPortal landing page, confirm the agent profile status says “Agent” at the bottom, then proceed to step 6 on the following page.



Note for Agency Owners: If your profile status says Agency Owner, a pop-up will automatically appear requiring you to select a User Role. Use the dropdowns to select:


- **Role:** Agent
- **Agency:** Your Agency
- Then select Apply

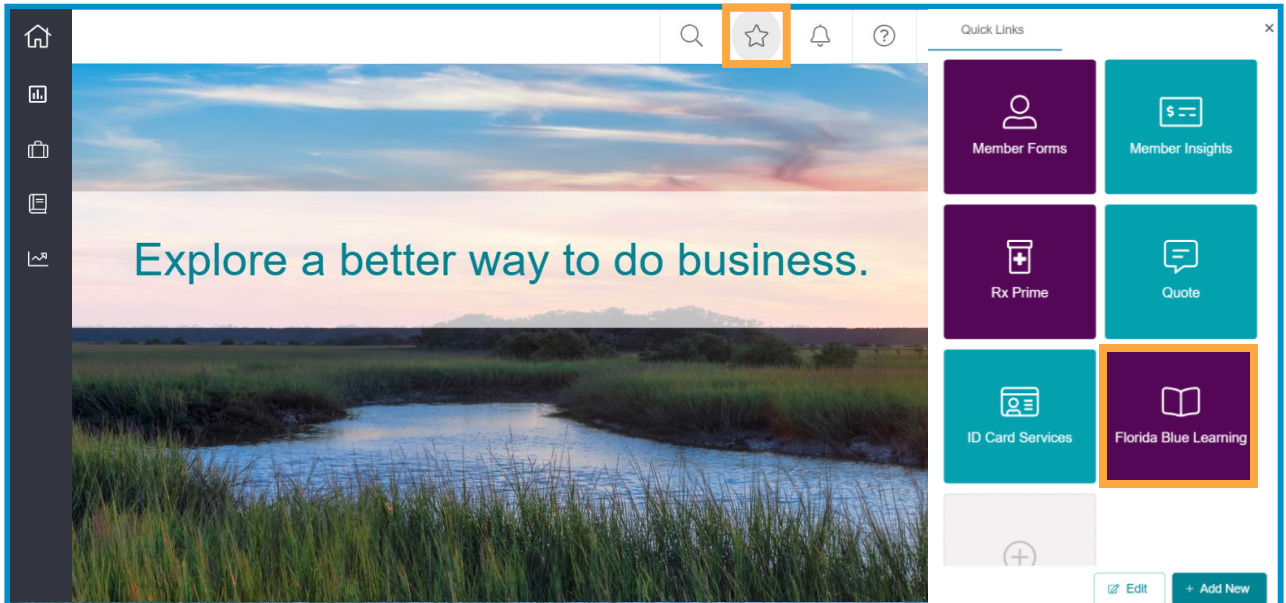
The screenshot shows a 'Select User Role' pop-up form. The form has a 'Back' button in the top right corner. Below the title, there are two dropdown menus: 'Role' with 'Agent' selected and 'Agency' with 'FMO -' selected. Below the dropdowns, there is a checkbox labeled 'Default to these settings upon login?' which is currently unchecked. At the bottom of the form, there are two buttons: 'Cancel' and 'Apply'.

AHIP Medicare and Florida Blue Product Training

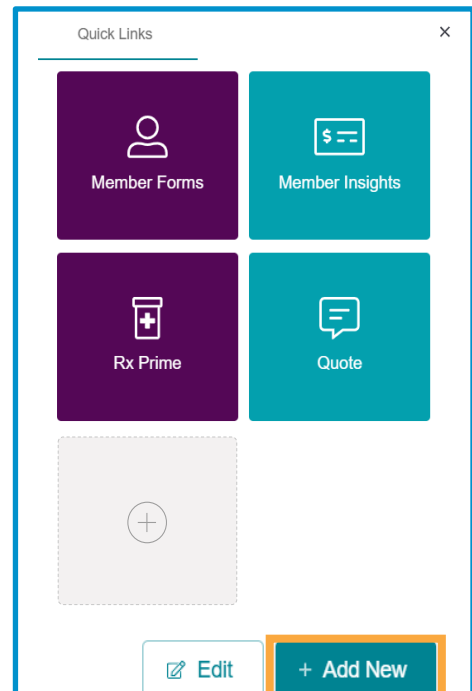


Optional AgentPortal instructions for external agents

- From the AgentPortal landing page, select the star-shaped, favorites icon () from the top menu.
- Your favorited list of Quick Links will appear on the right. Select the Florida Blue Learning icon.



Note: If the Florida Blue Learning icon does not appear, select Add New to customize the icons in your Quick Links to include the Florida Blue Learning icon.

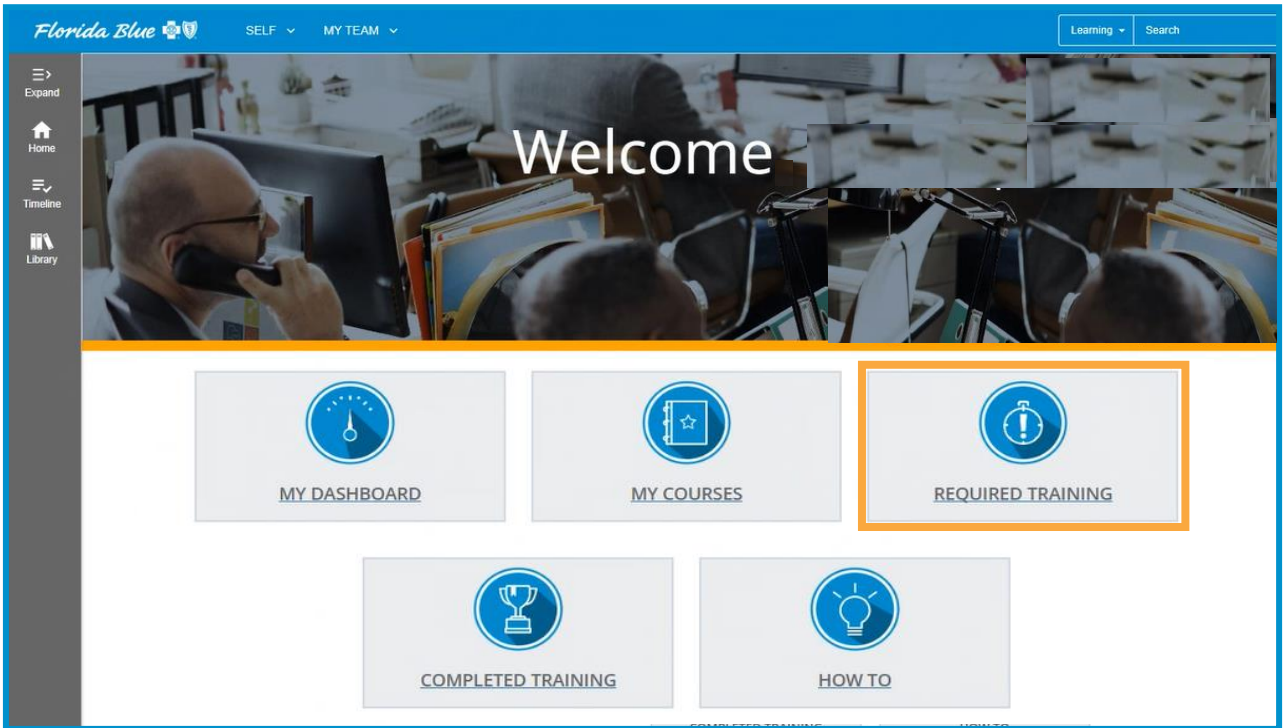


AHIP Medicare and Florida Blue Product Training

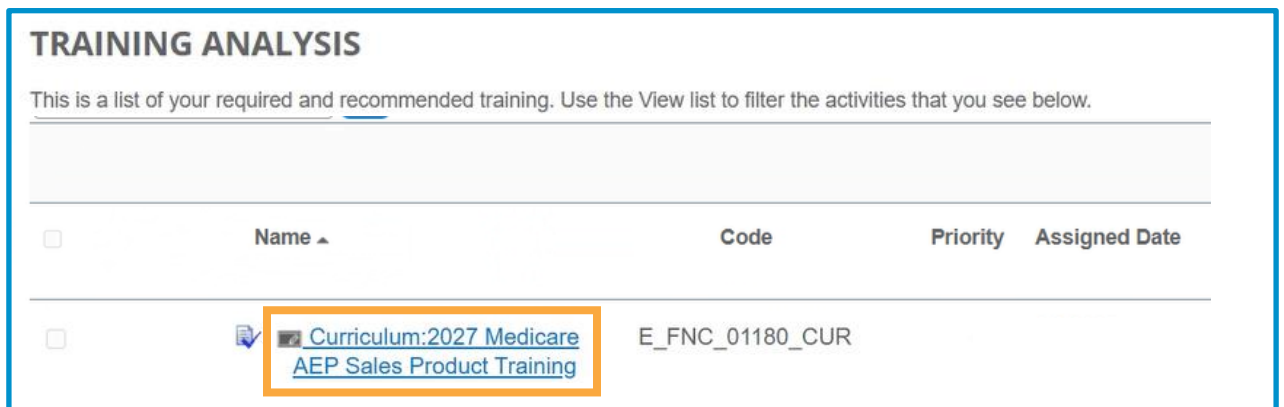


Optional AgentPortal instructions for external agents

8. From the Florida Blue Learning landing page, select Required Training.



9. Select the title for the 2027 Medicare AEP Sales Product Training.



Note: You may now return to [page 5](#) of this guide to complete the steps for accessing training.