Regence

2026 CERTIFICATION TRAINING QUICK START GUIDE

Access Training Site:

Login	Training Site Link
Username	National Producer Number (NPN)
Password	Select "Forgot password?" as needed.

Supported Browsers:

Chrome, Microsoft Edge, Safari

For technical support, contact:

Medicare Agent Support	(800) 557-0555
Select "Request Support"	Top right corner on training site page.
Local Medicare Broker Manager	ID, OR, UT, WA

Certification Deadlines:

Existing Agents	September 30, 2025
New Agents	Within 30-days of the certification invitation date. New agents who complete the 2026 certification training will also be certified for the remainder of 2025. No additional certification training is required.

Registration for new users:

First time visitors

1 Click here to register

Returning users

Username:

Password:

Log In

Forgot password?
Forgot username?

New User Registration

You should have received your registration credentials in a welcome email. If you didn't receive it, resend your registration email.

**2** **Register to Complete Regence Medicare Certification**

Registration ID: National Producer Number (NPN)
Access Code: Regence2026

Continue

3 Select Lookup NPN using NIPR.
Enter SSN, Last Name and select Submit Query.
Name and NPN will display.
If no results found, search by License. Enter license number, select a state from teh drop-down menu and select Submit Query.

4 Complete sections on profile page, select Register.
Create and confirm password.
Set security question and answer.
Select Register.
*CMS training provider will be updated on the Certifications page.

Basic navigation:

1. Certification training modules
2. Certificate of Completion
3. Training slides, quick start guides, CMS publications
4. Submit request for technical support
5. Update contact information, password, security question.
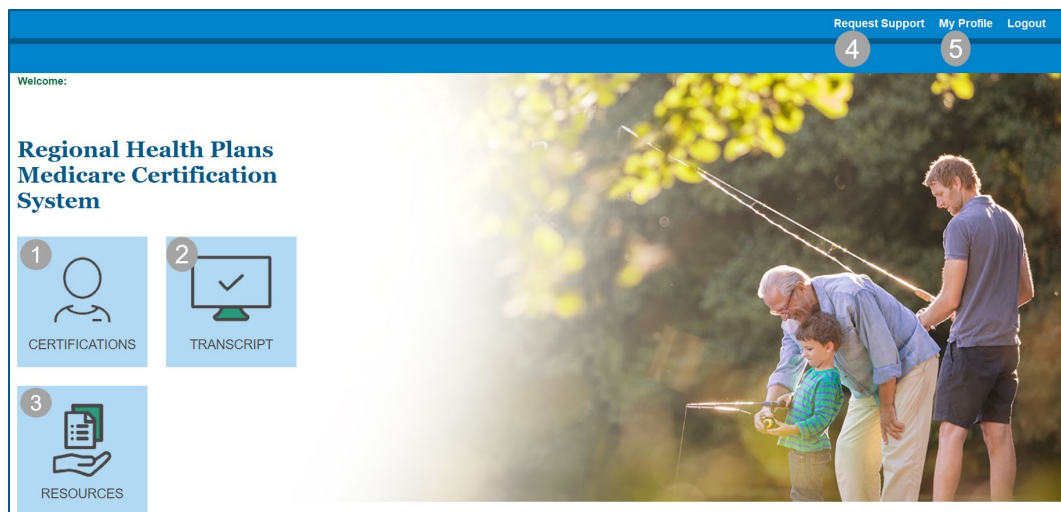
Training instructions:

Select the Certifications tile on the home screen. Courses must be completed in sequential order.

1. Select the first course title to begin and complete the first 3 attestations.

2. If your AHIP certificate has not yet been added to your training profile, click **AHIP Medicare Training** to transmit your AHIP certificate, allow 24 hours for transmission, or select **Click here** to manually upload your AHIP certificate.

3. Complete the **2026 Medicare Sales Training & Certification** and **Final Exam**.

Medicare Core, Compliance, and FWA:

Regence only accepts **AHIP Medicare + Fraud, Waste, and Abuse Training** to satisfy the national training requirement. IMPORTANT: The certificate must include Fraud, Waste, & Abuse.

- AHIP Medicare Training will show **Complete** when certificate is received.

AHIP Certificate upload:

To manually upload the AHIP certificate from your computer, select **Click here** to import your Medicare Certificate of Completion
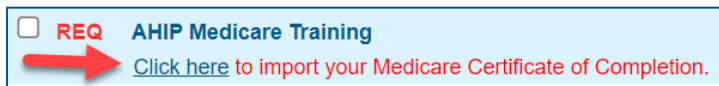
1. Enter training completion date.
2. Select Choose File, locate folder, click file name and Open.
3. Check the attestation box and submit.

Certificate will show a "pending" status until approved (*within 24 hours*). Users can continue with training up to the final exam while AHIP is in a pending status.

Training completion:

Select each module in sequential order by clicking the course title. Each module must show **Complete** before being able to progress to the next section. At the end of each course, click **Complete this Program**. Refresh browser if needed (Ctrl + F5 or click ↻ in your browser window) and move to the next module.

Agents have 3 attempts to pass the Final Exam of 20 questions. After Completing the exam, select Submit. Upon achieving a passing score, select **View Answer Feedback** and **View Results Summary** for Testing results.

Resources & Transcripts

Select **Resources** on the top toolbar to access training slides, quick start guides, and CMS publications. All documents are available for download.

A Ready to Sell email notification will be sent after successful completion of the final exam. You can also print a certificate. Select the **Transcript** tile from the home page and select **Print Certificate** to download the certificate of completion. All courses must show complete.

Congratulations!