

REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

Certification Training Link: <https://regence.pinpointglobal.com/Apps/Medicare/default.aspx>

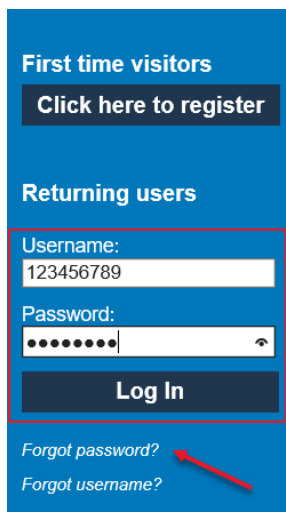
Technical Support: Call Regence Medicare Producer Support at 1-800-557-0555

SUPPORTED BROWSERS

- Chrome
- Internet Explorer (NOT including Microsoft Edge)

HOW TO SIGN IN

EXISTING USERS (applies to users who completed the Regence 2018 certification training in Pinpoint): login using your credentials from last year and click 'LOG IN'. NOTE: The username is your National Producer Number (NPN).



First time visitors
Click here to register

Returning users

Username:
123456789

Password:
.....

Log In

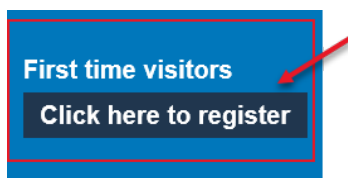
[Forgot password?](#)

[Forgot username?](#)

If you cannot remember your password, click 'FORGOT PASSWORD?' and follow the prompts to reset your password.

NEW USERS (includes agents who were not previously certified with Regence/Asuris) If you have never registered for the Regence Certification training in Pinpoint, you will need to complete the steps below.

1. Click 'CLICK HERE TO REGISTER' in the blue banner to the left



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2. Enter your Registration ID (**your NPN**) and Access Code (**Regence2019**) then click 'CONTINUE'

New User Registration

You should have received your Registration credentials in a welcome email address. If not, [click here](#) to resend the information to your email.

Register to Complete Regence Medicare Certification

Registration ID:

Access Code:

Already registered? [Click here](#) to login.

Why Certify?

The Centers for Medicare & Medicaid Services (CMS) requires plan sponsors to provide training and testing on Medicare rules, regulations and compliance-related information on the products they intend to sell.

You are required to complete annual Medicare and product certification if you are responsible for marketing, selling or servicing Regence.

3. The next screen will prompt you to Lookup NPN to verify the data entered into Pinpoint on your behalf – this is part of the registration process. Click 'LOOKUP NPN USING NIPR'

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:*

Please save your NPN in a secure location, as it will become your username.

4. On the pop-up window, enter your SSN and Last Name then click 'SUBMIT QUERY'. Your name/NPN should appear in the bottom as a result...once a result is found, click 'USE THIS NPN'. If no results found searching by SSN & Last Name, search by License instead.

The National Producer Number (NPN) is a unique number that identifies each producer in the Producer Database (PDB). It was created to provide a solution to privacy issues surrounding the use of the Social Security Number.

The NPN is up to a 10-digit number, without leading zeros which is assigned to individual producers and some agencies.

Producers and Agencies have their NPN's assigned automatically at the time of their addition to the PDB.

To find your NPN, use one of the search options below:

Search by SSN & Last Name

Search by License

SSN:

Last Name:

Reset

Submit Query

Cancel

Use this NPN

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5. Your NPN will then auto-populate in this field – click 'SUBMIT'

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](#)

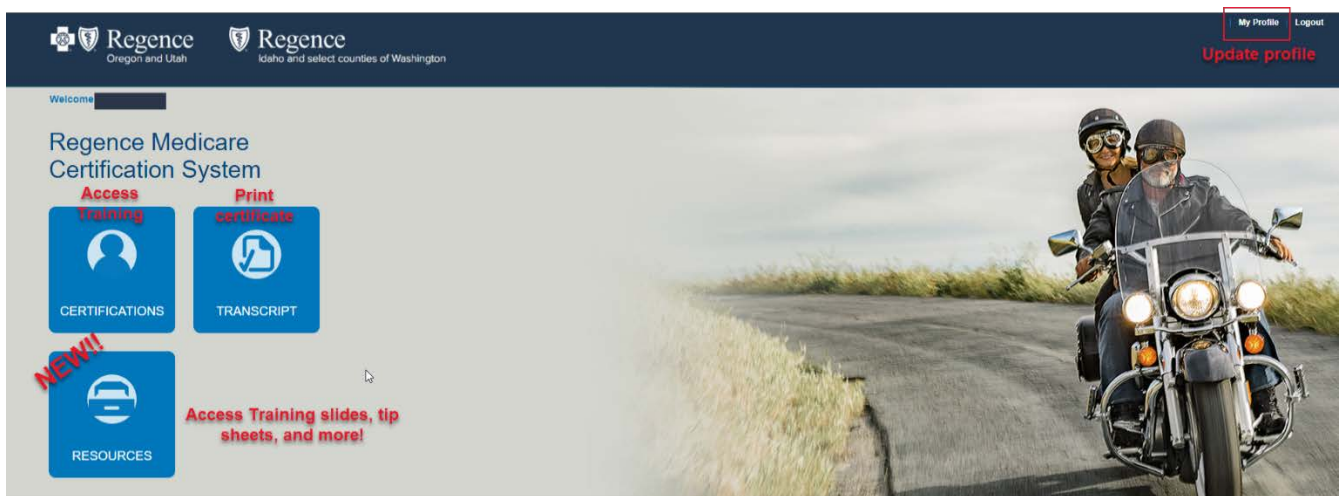
Please save your NPN in a secure location, as it will become your username.

6. The next page allows you to complete the registration where you verify your contact information, check the plans you are appointed for, create a password, and set-up a security question.

NOTE: If you get an error message when attempting to register that “The preregistration information was not found”, **try re-entering your NPN as the Registration ID and Regence2019 as the Access Code (capital “R” and no dashes or spaces).** If you continue to get the error, please call Technical Support at 1-800-557-0555.

HOW TO START THE TRAINING

- Upon first login, agents are taken to the My Profile page to update their information – verify your name, email, address, states appointed to sell within the Regence/Asuris service areas, and security question then answer the question about accessing Employer Group Health Plan Training. Once complete, click 'SUBMIT' – you will be taken to the new Regence Medicare Certification System:



REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

- From the home page, click the 'CERTIFICATIONS' tile to begin - You will be directed to your transcript where the list of courses will appear in the Regence Certification Track.
NEW: agents can access training materials, tip sheets, and more in the Resources tile. Once training is complete, agents can also access their Certificate of Completion from the Transcript tile.
- Click on the first course to get started – the training will open in a new tab (**NOTE:** state specific training will appear based on the licensed states selected during registration and can be updated in "My Profile").

Annual Requirement Year: 2019 ▼

| Regence Certification Track (click to expand or collapse) | | |
|---|--|------------|
| | | Status |
| <input type="checkbox"/> REQ | Regence 2019 Agent Certification | Incomplete |
| <input type="checkbox"/> REQ | Medicare Compliance Addendum | Incomplete |
| <input type="checkbox"/> REQ | Medicare Training If you have completed your Medicare Training through AHIP, click here . | Incomplete |
| <input type="checkbox"/> REQ | 2019 Regence Plan Training | Incomplete |
| <input type="checkbox"/> REQ | 2019 Idaho PPO_HMO Training | Incomplete |
| <input type="checkbox"/> REQ | 2019 Oregon PPO_HMO Training | Incomplete |
| <input type="checkbox"/> REQ | 2019 Utah PPO Training | Incomplete |
| <input type="checkbox"/> REQ | 2019 Washington PPO_HMO Training | Incomplete |
| <input type="checkbox"/> REQ | 2019 Plan Specific Final Exam | Incomplete |

- If you need to close the training and come back later, log in and click on the Certification tile to get back to the Certification track.

WHILE COMPLETING TRAINING

- Users must complete each course in sequential order, you cannot skip ahead or proceed until the prior course status updates to "Complete".** Even if you completed AHIP, you must complete the first 2 steps before you can upload your AHIP certificate into Pinpoint.
- All training courses open in a separate tab. To return to the Regence Training Tracker, close the tab.

CHROME

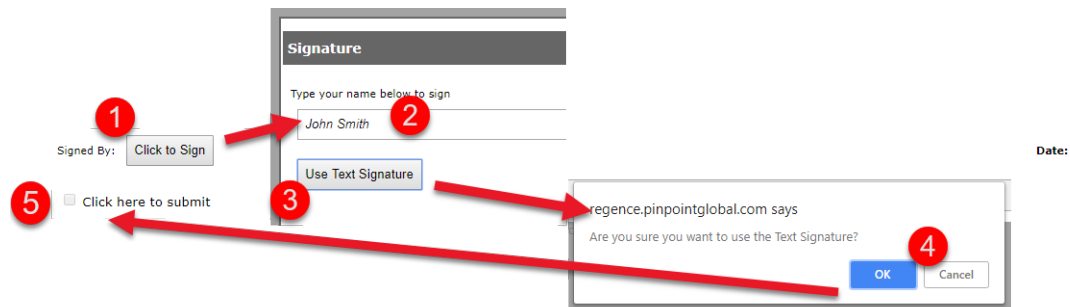


REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

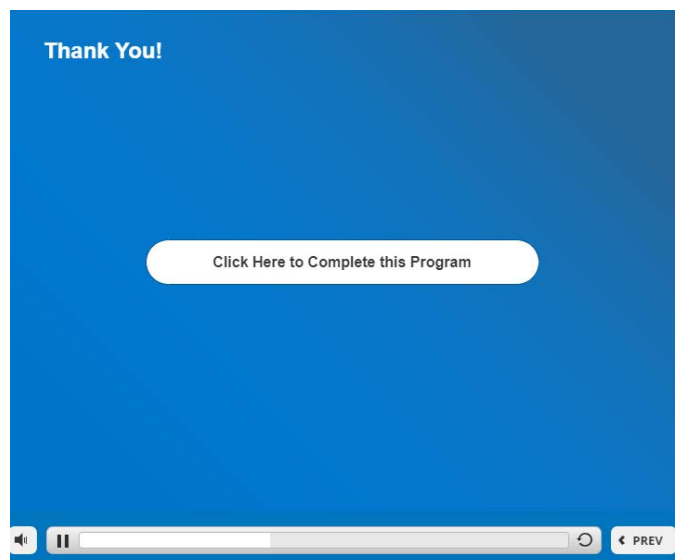
INTERNET EXPLORER




- The 2019 Agent Certification (step 1) and Medicare Compliance Addendum (step 2) will open in a new tab – to complete these steps: read the information then follow the steps below (NOTE: screenshot on next page):
 1. Click 'CLICK TO SIGN'
 2. On the Signature pop-up, type your name to sign
 3. Click 'USE TEXT SIGNATURE'
 4. On the pop-up warning, click "OK" to use the text signature – this closes the pop-up and brings you back to the attestation
 5. Click on the box 'CLICK HERE TO SUBMIT', then close the tab



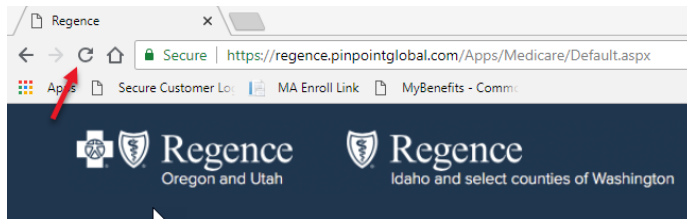
- **IMPORTANT:** Make sure you have viewed **ALL** slides for each course before returning to the training tracker. The final slide of each course says, "Thank you! Click Here to Complete this Program" (screenshot below). The course will close, and you will return to the training tracker by clicking the button to complete the program. NOTE: if the course is closed prior to reviewing ALL slides, the course is considered "Incomplete".



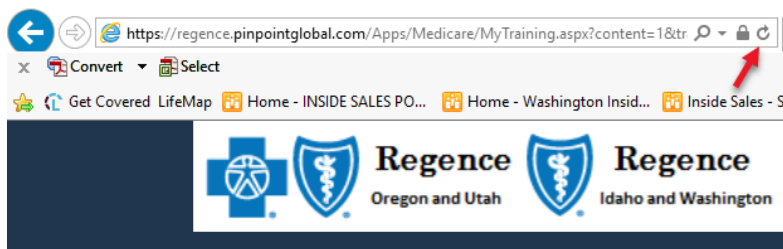
REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

- While watching the course slides, you must watch the slide until it reaches the end of the allotted time before you can click 'NEXT' (or ">" button) and proceed to the next slide. Agents will not have the ability to jump ahead.
- If, after completing the course, the status doesn't automatically update to complete, click the refresh  button from the Regence Certification Track page.

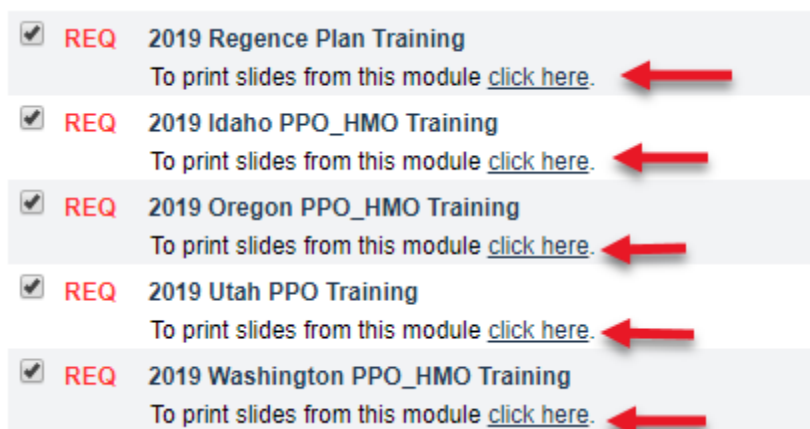
CHROME



INTERNET EXPLORER



- Once all Regence plan training courses are complete, slides can be downloaded, saved, and printed by clicking 'CLICK HERE'.



- Agents are allowed 3 attempts to pass the 2018 Regence Plan Specific Final Exam with an 85% or higher.

REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

- Once the exam is complete and scored, click the “View Answer Feedback” to review which questions you got correct or incorrect. Once complete, click “View Results Summary”, then click “Exit Exam” to return to the Regence Certification Track.

The screenshot displays two side-by-side panels. The left panel, titled "Results Summary", shows a "Score:" and "Completion: Passed" in green. At the bottom, there are buttons for "View Answer Feedback" and "Exit Exam", along with a timestamp "8/2/2018 8:42 PM". The right panel, titled "Plan Specific Final Exam", shows two questions. Question 1 is labeled "1. QUESTION" and "ANSWERS:" with options A, B, C, and D. Option C is marked "(incorrect)". Question 2 is labeled "2. QUESTION" and "ANSWERS:" with options A, B, C, and D. Option C is marked "(correct)". At the bottom of the right panel, there are buttons for "Submit" and "View Results Summary". Red arrows indicate the flow from the "View Answer Feedback" button in the Results Summary panel to the exam questions, and from the "View Results Summary" button in the exam panel back to the Results Summary panel.

HOW TO UPLOAD AHIP CERTIFICATE

- After completing the first 2 courses, click ‘HERE’ under the Medicare Training course step where it says “If you have completed your Medicare Training through AHIP, click [here](#)”.

The screenshot shows a table titled "Regence Certification Track (click to expand or collapse)". The table has three columns: a checkbox, a course name, and a status. The first two rows are checked and marked "Complete". The third row, "Medicare Training", is unchecked and marked "Incomplete". Below the table, there is a link that says "If you have completed your Medicare Training through AHIP, click [here](#)". A red arrow points to this link, and a red circle with the number "1" is next to it.

| | Regence Certification Track (click to expand or collapse) | Status |
|-------------------------------------|---|------------|
| <input checked="" type="checkbox"/> | REQ Regence 2019 Agent Certification | Complete |
| <input checked="" type="checkbox"/> | REQ Medicare Compliance Addendum | Complete |
| <input type="checkbox"/> | REQ Medicare Training | Incomplete |

If you have completed your Medicare Training through AHIP, click [here](#)

- That will change the title of the course to IMPORT MEDICARE CERTIFICATE OF COMPLETION – click on the name of the course and a new tab will open (**NOTE:** Do not click on “Switch to Pinpoint as your Medicare provider” unless you want to complete the Medicare Core Training provided by Pinpoint).

REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

Regence Certification Track (click to expand or collapse)

| | | Status |
|--|--|----------|
| <input checked="" type="checkbox"/> REQ | Regence 2019 Agent Certification | Complete |
| <input checked="" type="checkbox"/> REQ | Medicare Compliance Addendum | Complete |
| <input type="checkbox"/> REQ | Import Medicare Certificate Of Completion | |

Switch to [Pinpoint](#) as your Medicare provider.

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: * 2019

Date Completed: *
Must be in mm/dd/yyyy format.
NOTE: Completion date must match the completion date that is on the certificate.

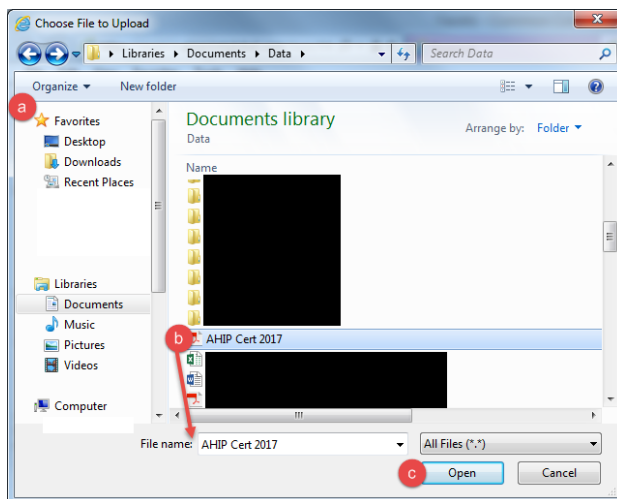
Certification Training Provider: * AHIP *The Certificate must include **Fraud, Waste and Abuse** to be approved.*

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

- Enter the completion date shown on your AHIP Certificate
- Click on the drop-down menu and select AHIP from the list of Training Providers
- Click 'BROWSE' to open your computer folders
 - Find and select the folder your AHIP certificate was saved to
 - Click on the file name to select it – it will appear in the File Name field below
 - Click OPEN



- Check the attestation box
- Click 'SUBMIT' (NOTE: your certificate will be reviewed for approval – the status will show "Pending" until it's been approved. If rejected, you will receive an email from Pinpoint.)

REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

OTHER IMPORTANT NOTES AND TIPS

- Agents can update their personal information (name, email, and address), licensed/appointed states, password, and password recovery security question by clicking 'MY PROFILE' on the top right corner of the screen. Make the appropriate corrections, then click 'SUBMIT'.
- If you complete the Medicare Training through Pinpoint:
 - Pinpoint Medicare Training ONLY: Agents are allowed unlimited attempts to pass the final exam with an 85% or higher.
 - On the Registration step in the Pinpoint Medicare Certification System, there is an attestation that **only** applies to SilverScript agents who are completing their certification training in Pinpoint as well. If you are not appointed for SilverScripts, you may leave the box unchecked and proceed with training.

■ SILVERSCRIPTS MEMBERS ONLY: Please send SilverScript my National Training completion transcript. I understand that the credit will be automatically applied within 2 business days. I also understand that I still have to take the SilverScript Product & Process course through the SilverScript Agent Portal.

- CE credits are available to purchase in certain states (list below) for agents completing the Medicare training in Pinpoint. **NOTE: CE credits are NOT available to agents who complete the Medicare training in AHIP.** Agents will be asked if they want to purchase CE credits before taking Pinpoint's Medicare training final exam – **if you are in a state that does not offer CE credits, click 'TAKE FINAL WITHOUT CE CREDITS':**

WITHIN REGENCE/ASURIS SERVICE AREAS

- OR - 8 hours (\$28)
- UT - 8 hours (\$28)

OTHER STATES

- AZ - 8 hours (\$20) – requires monitoring affidavit
- AR - 8 hours (\$28) – requires AR specific monitoring affidavit
- DC – 8 hours (\$28) – requires monitoring affidavit
- GA - 2 hours (\$28) – requires monitoring affidavit
- IL – 8 hours (\$28)
- IA - 8 hours (\$28) – requires IA specific monitoring affidavit
- KS – 8 hours (\$28) – requires monitoring affidavit
- ME - 8 hours (\$20)
- MA – 8 hours (\$24) – requires monitoring affidavit
- MI – 8 hours (\$28) – requires monitoring affidavit
- MS - 8 hours (\$24.75)
- MO – 8 hours (\$28) – requires monitoring affidavit

REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

- MT – 8 hours (\$28) – requires monitoring affidavit
 - NE – 8 hours (\$28) – requires NE specific monitoring affidavit
 - NM – 8 hours (\$36) – requires monitoring affidavit
 - NC - 8 hours (\$33.20)
 - ND - 8 hours (\$28)
 - VT - 8 hours (\$32) – requires monitoring affidavit
 - VA - 8 hours (\$20) – requires monitoring affidavit
 - WV - 8 hours (\$32) – requires monitoring affidavit
 - WI - 8 hours (\$28) – requires monitoring affidavit
- To select CE credits, follow the steps below:
- click 'PURCHASE FINAL WITH CE CREDITS'
 - From the pop-up, select the state your residential insurance license is based from, then click 'PROCEED TO CE PROCESS AND FINAL EXAM'.
 - Enter your License Number and Expiration Date, click 'UPDATE LICENSE ID(S)', the click "ATTESTATION".
 - Click the 'I AGREE' on the attestation statement, then click 'SUBMIT'
 - Click 'MEDICARE FINAL EXAM' – you will then be prompted to enter your credit card information, then click 'PURCHASE' to finalize the transaction.
 - NOTE: If you elect to take the exam without purchasing CE credits, click 'NO' on the pop-up asking if you want to complete the CE Purchas, then click on the Final Exam from the Medicare Certification Training tracker.

The screenshots illustrate the following steps:

- Step 1:** Selecting a state for CE credits. The 'PURCHASE FINAL WITH CE CREDITS' button is highlighted. A list of states is shown, with 'Alabama' selected. The 'PROCEED TO CE PROCESS AND FINAL EXAM' button is highlighted.
- Step 2:** Entering license information. The 'UPDATE LICENSE ID(S)' button is highlighted. A table shows the license details:

| Date | Hours | Cost | Notes | Purchase Date | License Number | Expiration Date |
|------------|-------|---------|-------|---------------|----------------|-----------------|
| 07/01/2018 | 8 | \$28.00 | | | | |
- Step 3:** Completing the attestation statement. The 'READY TO SUBMIT CE' button is highlighted. The attestation statement is shown with the 'I AGREE' button highlighted.
- Step 4:** Purchasing the CE credits. The 'PURCHASE' button is highlighted. A table shows the purchase details:

| To purchase, please enter your credit card information below: | Type | Hours | Cost |
|---|------|-------|---------|
| Online CE Purchase | | 8 | \$28.00 |

REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

- While in the final exam(s), DO NOT CLOSE THE WINDOW/BROWSER as this will count as an attempt against you. Do not proceed to the final exam until you have enough time to complete the exam at once.
- If, while in the final exam(S), you do not see a SUBMIT button on the bottom left corner of the window, type CTRL + – (minus) to zoom out and decrease the text size.
- Agents will be able to print a certificate once their training is complete. From the Home screen, click on the 'TRANSCRIPT' tile; or from the Certification Track click "TRANSCRIPT" from the menu option at the top. Then, click 'PRINT CERTIFICATE'. NOTE: If you uploaded AHIP, you will not be able to print your certificate until *after* the AHIP certificate is approved.