

Anthem Blue Cross and Blue Shield Medicare Certification Training

Frequently Asked Questions

First Time Certification –

- Brokers certifying to sell Medicare Advantage plans for the first time will need to complete all 5 modules of AHIP Medicare Training before taking the AHIP Final Exam

Re-Certification for Current Brokers –

- A broker who is recertifying is only required to take Parts 4 and 5 of the AHIP Medicare Training. However, the final exam will still test you on content from **ALL 5 Parts** of AHIP Medicare Training. Therefore, reviewing all 5 parts before you start the Final Exam is recommended.

How Much Time Should I Set Aside to Review Certification Modules?

- There are two sets of modules -
 - AHIP Medicare Training has five modules and takes approximately 4-6 hours to complete
 - Additional Anthem-specific modules take approximately 2-2.5 hours to complete.
- You can exit and save your progress when viewing the modules for both AHIP-authored and Anthem-authored content. When you return to the module, you will have the option to resume where you left off.

What do I need to know about the AHIP Medicare Certification Training Final Exam?

- The AHIP Medicare Certification Training Final Exam must be completed within a **two-hour time limit!**
 - You have three attempts per registration to pass the exam.
 - Successful completion requires a score of 90% or better.
 - Allowing the timer to expire will result in an automatic submission, counting toward your three attempts per registration.
 - Clicking the Submit button to submit your answers to the questions will also count as an attempt.
 - If you start the exam (but do not finish it) and exit the exam **prior** to the timer expiring, your answers will not be saved and you will need to start over. This scenario would not count as an attempt.
 - You must pay another registration fee and **repeat all five Parts of the AHIP Medicare training again** if you do not score 90% or better after three attempts. **You will then have another three attempts to pass the final exam.**
- The required AHIP Fraud, Waste and Abuse (FWA) modules will be available to you **after** passing the AHIP final exam.
 - Each of these three FWA modules has its own assessment built into the module and requires a score of 70% or better to pass. The number of attempts on the FWA modules is unlimited.

- Anthem authored modules (compliance and product) allow unlimited assessment attempts to achieve a passing score. There are no separate fees for the Anthem content.
 - The **Risk Prevention** and **Tools for Compliant Selling** modules require a score of 100% to pass.
 - The remaining **Anthem compliance and product modules** require a score of 90% or better to pass.
 - The product modules will not be available until you complete all required compliance modules, including AHIP.

What happens after I successfully pass the exams and assessments?

- You may **generate an AHIP completion certificate for the AHIP Medicare and FWA training.**
- You may **generate a completion certificate for the Anthem Compliance training portion** (which also includes AHIP and FWA), and each of the Product types (HMO, PPO, SNP and PDP) you have successfully completed.
- **If you have completed the requirements to be considered “Ready to Sell” (passed the certification training, and have a current license, and appointment),** you will receive an automated email from Anthem listing the product types for which you are “Ready to Sell”. At that point, you will be granted CustomPoint access where you can access sales and marketing materials.