

# REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

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

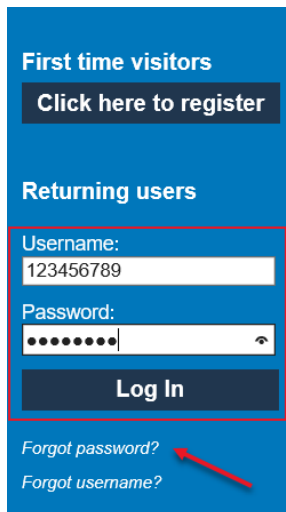
Technical Support: Call Regence Medicare Producer Support at 1-800-557-0555

## SUPPORTED BROWSERS

- Chrome (***PREFERRED***)
- Internet Explorer (NOT including Microsoft Edge)

## HOW TO SIGN IN

**EXISTING USERS (applies to users who completed the Regence 2019 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:  
••••••••

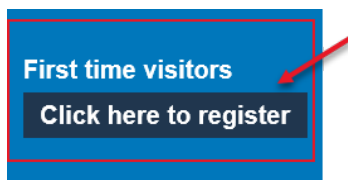
Log In

[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



# REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

2. Enter your Registration ID (**your NPN**) and Access Code (**Regence2020**) 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:  x  
Access Code:

←

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:

SSN:    ←

Last Name:  ←

←

←

## REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

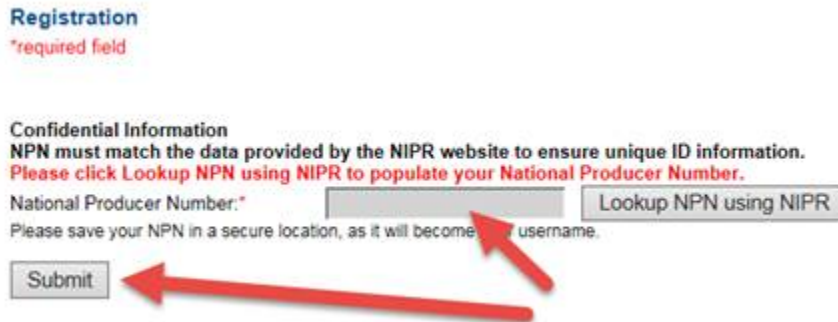
- Your NPN will then auto-populate in this field – click ‘SUBMIT’

**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: \*

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



- 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 Regence2020 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 (ONLY select states you are appointed to sell in), and security question then answer the question about accessing Employer Group Health Plan Training (**NOTE: The Employer Group Health Plan Training is for the Employer MA plans, known as EGWP. This training is optional**). 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. **HELPFUL TIP:** 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.
- **Verify that the 'Annual Requirement Year' is set to 2020.** If not, click on the down arrow and select 2020 from the list before you begin.
- 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:

### Regence Certification Track (click to expand or collapse)

	Status
<input type="checkbox"/> <b>REQ</b> Regence 2020 Agent Certification 	Incomplete
<input type="checkbox"/> <b>REQ</b> Medicare Compliance Addendum	Incomplete
<input type="checkbox"/> <b>REQ</b> Medicare Training Your license requires that you complete this version of the Medicare training.	Incomplete
<input type="checkbox"/> <b>REQ</b> 2020 Regence Plan Training To print slides from this module <a href="#">click here.</a>	Incomplete
<input type="checkbox"/> <b>REQ</b> 2020 Idaho PPO_HMO Training To print slides from this module <a href="#">click here.</a>	Incomplete
<input type="checkbox"/> <b>REQ</b> 2020 Idaho PDP Training To print slides from this module <a href="#">click here.</a>	Incomplete
<input type="checkbox"/> <b>REQ</b> 2020 Oregon PPO_HMO Training To print slides from this module <a href="#">click here.</a>	Incomplete
<input type="checkbox"/> <b>REQ</b> 2020 Oregon and Washington PDP Training To print slides from this module <a href="#">click here.</a>	Incomplete
<input type="checkbox"/> <b>REQ</b> 2020 Utah PPO Training To print slides from this module <a href="#">click here.</a>	Incomplete
<input type="checkbox"/> <b>REQ</b> 2020 Utah PDP Training To print slides from this module <a href="#">click here.</a>	Incomplete
<input type="checkbox"/> <b>REQ</b> 2020 Washington PPO_HMO Training To print slides from this module <a href="#">click here.</a>	Incomplete
<input type="checkbox"/> <b>REQ</b> 2020 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.

# REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

- All training courses open in a separate tab. To return to the Regence Training Tracker, close the tab.

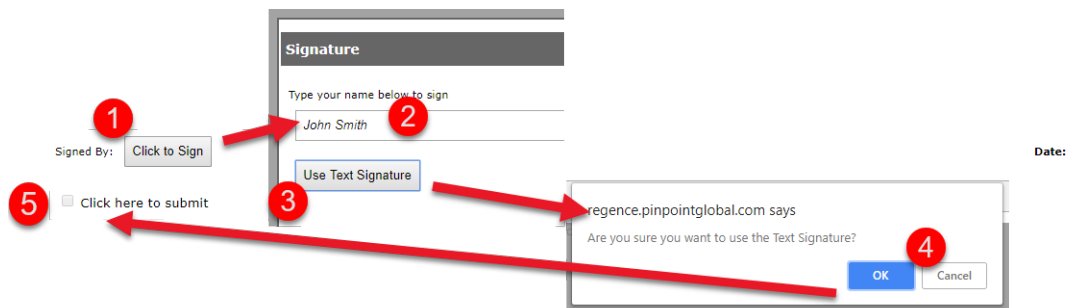
## CHROME



## INTERNET EXPLORER

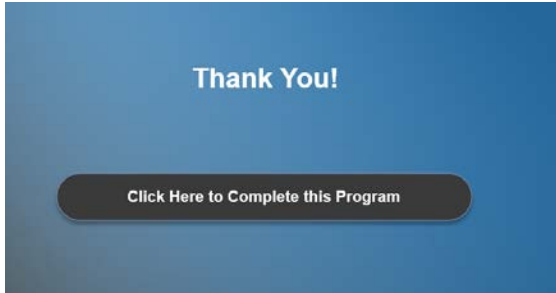


- The 2020 Agent Certification (step 1) and Medicare Compliance Addendum (step 2) will open in a new tab – to complete these steps: read the information then follow the steps below (NOTE: screenshot on next page):
  1. Click 'CLICK TO SIGN' (NOTE: you may need to scroll down the page using the bar on the far right of the screen, or by typing CTRL + – (minus) to zoom out and decrease the text size.)
  2. On the Signature pop-up, type your name to sign (NOTE: your name may be prepopulated)
  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



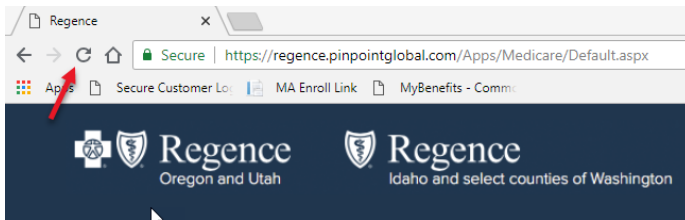
- **IMPORTANT:** Make sure you have viewed **ALL** slides for each course before returning to the training tracker. The final slide of each course says, "Thank you! Click Here to Complete this Program" (screenshot below). The course will close, and you will return to the training tracker by clicking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

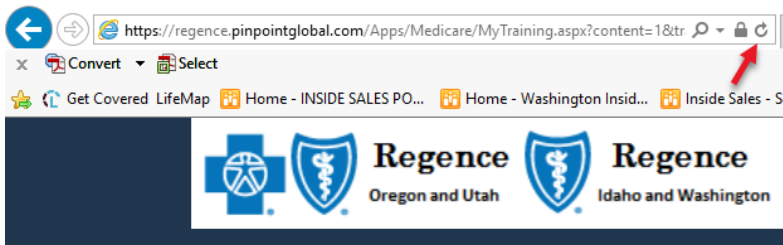


- While watching the course slides, you must watch the slide until it reaches the end of the allotted time before you can click 'NEXT' (or ">" button) and proceed to the next slide. Agents will not have the ability to jump ahead.
- If, after completing the course, the status doesn't automatically update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

### CHROME



### INTERNET EXPLORER



- Course slides can be downloaded, saved, and printed by clicking 'CLICK HERE' under the course name to help review and study the course materials. **IMPORTANT:** to complete the actual course, click on the course name (E.G. 2020 Regence Plan Training). Clicking on "click here" next to the print slides option will not complete the course and users will not be able to proceed until the actual course is complete.

# REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

☑ **REQ** 2019 Regence Plan Training  
To print slides from this module [click here](#).

☑ **REQ** 2019 Idaho PPO\_HMO Training  
To print slides from this module [click here](#).

☑ **REQ** 2019 Oregon PPO\_HMO Training  
To print slides from this module [click here](#).

☑ **REQ** 2019 Utah PPO Training  
To print slides from this module [click here](#).

☑ **REQ** 2019 Washington PPO\_HMO Training  
To print slides from this module [click here](#).

- Agents are allowed 3 attempts to pass the 2020 Regence Plan Specific Final Exam with an 85% or higher.
- Once you pass the exam, 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. **NOTE:** You will not be able to view the questions/answers until you pass the exam.

**Results Summary**  
Score:  
Completion: **Passed**

**Plan Specific Final Exam**

1. **QUESTION**  
**ANSWERS:**  
A.  
B.  
C. (incorrect)  
D.

2. **QUESTION**  
**ANSWERS:**  
A.  
B.  
C. (correct)  
D.

View Answer Feedback Exit Exam 8/2/2018 8:42 PM

Submit View Results Summary



# REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

## HOW TO UPLOAD AHIP CERTIFICATE

1. 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](#)".

Regence Certification Track (click to expand or collapse)

	Status
<input checked="" type="checkbox"/> <b>REQ</b> Regence 2019 Agent Certification	Complete
<input checked="" type="checkbox"/> <b>REQ</b> Medicare Compliance Addendum	Complete
<input type="checkbox"/> <b>REQ</b> Medicare Training If you have completed your Medicare Training through AHIP, click <a href="#">here</a> .	Incomplete

2. 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 Certification Track (click to expand or collapse)

	Status
<input checked="" type="checkbox"/> <b>REQ</b> Regence 2020 Agent Certification	Complete
<input checked="" type="checkbox"/> <b>REQ</b> Medicare Compliance Addendum	Complete
<input type="checkbox"/> <b>REQ</b> Import Medicare Certificate Of Completion Switch to <a href="#">Pinpoint</a> 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: \* 2020

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)

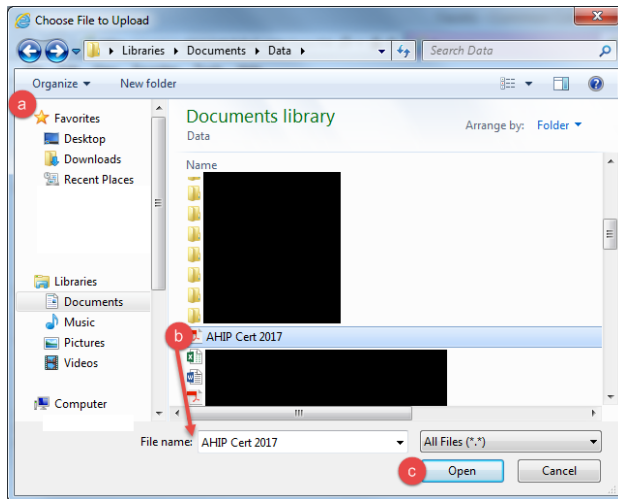
I attest that I have completed the Medicare course indicated and am uploading a valid certificate.

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

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



# REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS



6. Check the attestation box
7. 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.)

## OTHER IMPORTANT NOTES AND TIPS

- Agents can update their personal information (name, email, and address), licensed/appointed states, employer group health plan training selection (EGWP), 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':**

## REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

CE credits are available in the following states.  
States that have a "\*" require a monitoring affidavit.

**SELECT STATE(S)**

<input type="checkbox"/> Alaska *	<input type="checkbox"/> Arizona *	<input type="checkbox"/> Arkansas *	<input type="checkbox"/> Delaware	<input type="checkbox"/> District of Columbia *
<input type="checkbox"/> Georgia *	<input type="checkbox"/> Idaho	<input type="checkbox"/> Illinois	<input type="checkbox"/> Iowa *	<input type="checkbox"/> Kansas *
<input type="checkbox"/> Kentucky	<input type="checkbox"/> Maine	<input type="checkbox"/> Massachusetts *	<input type="checkbox"/> Michigan *	<input type="checkbox"/> Mississippi
<input type="checkbox"/> Missouri	<input type="checkbox"/> Montana *	<input type="checkbox"/> Nebraska *	<input type="checkbox"/> New Mexico	<input type="checkbox"/> North Carolina
<input type="checkbox"/> North Dakota	<input type="checkbox"/> Oregon	<input type="checkbox"/> Tennessee	<input type="checkbox"/> Utah	<input type="checkbox"/> Vermont *
<input type="checkbox"/> Virginia	<input type="checkbox"/> West Virginia *	<input type="checkbox"/> Wisconsin *	<input type="checkbox"/> Wyoming *	

**PROCEED TO CE PROCESS AND FINAL EXAM**

NOTE: Agents can elect to purchase CE credits after completing the final exam by logging back in and following the first 4 steps below. Then Instead of clicking on the final exam, click the orange "Ready to Submit CE" button at the bottom of the window and enter payment information.

- To purchase CE credits, follow the steps below:
  - After selecting the Medicare Final Exam, click 'PURCHASE FINAL WITH CE CREDITS'
  - 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)', then click "ATTESTATION".
  - Click the 'I AGREE' on the attestation statement, then close the browser tab to return to the previous screen.
  - 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 previously elected to purchase CE credits but change your mind and decide to proceed without purchasing CE credits, click 'NO' on the pop-up asking if you want to complete the CE Purchase if prompted, then click on the Final Exam from the Medicare Certification Training tracker.

# REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

The screenshots illustrate the Medicare Certification System interface. Key elements include:

- Home Page:** Shows the system name and a navigation menu with options like HOME, TRAINING, TRANSCRIPT, and CONTACT US. A note states: "The Final Exam consists of fifty (50) randomly selected questions from the training modules. You must achieve a eighty-five percent (85%) passing grade for successful completion." Buttons for "TAKE FINAL WITHOUT CE CREDITS" and "PURCHASE FINAL WITH CE CREDITS" are visible.
- State Selection:** A grid of state checkboxes is shown, with "Oregon" selected. A "PROCEED TO CE PROCESS AND FINAL EXAM" button is at the bottom.
- License Information:** A table displays license details for Oregon:
 

State	Hours	Cost	Notes	Purchase Date	License Number	Expiration Date
Oregon	8	128.00				
- Attestation Statement:** A form where the user affirms that they have personally completed the training course. A "SUBMIT" button is at the bottom right.
- Final Exam Status:** A table showing the completion status of requirements:
 

Req	Attestation	Medicare Final Exam	Date Completed
<input checked="" type="checkbox"/>	REQ ATTESTATION		8/7/2018
<input checked="" type="checkbox"/>	REQ MEDICARE FINAL EXAM		8/7/2018
- Payment Form:** A form for entering credit card information, including fields for Card, Exp. Month, Exp. Year, and Card Security Code (CSC). A "PURCHASE" button is at the bottom.

- 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 Attestations or final exam(S), you do not see a SUBMIT button on the bottom 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 Regence Medicare Certification System 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.
- Agents who completed the Medicare training thru Pinpoint can print a separate certificate that does not include the Regence plan training from the Pinpoint Medicare Certification System. Click on "Medicare Training" from the Regence Certification Track, then click "Print Certificate" below the Medicare Final Exam.
- Agents will receive email communications from Pinpoint confirming that their training is complete, or AHIP certificate has been approved/denied.