

# 2021 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 OR REGISTER

**EXISTING USERS (applies to users who completed the Regence 2020 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:  
.....

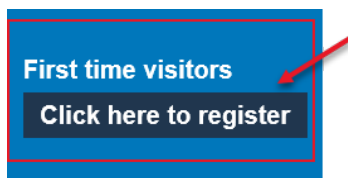
Log In

[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 (**Regence2021**) 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:

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:  




## 2021 REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

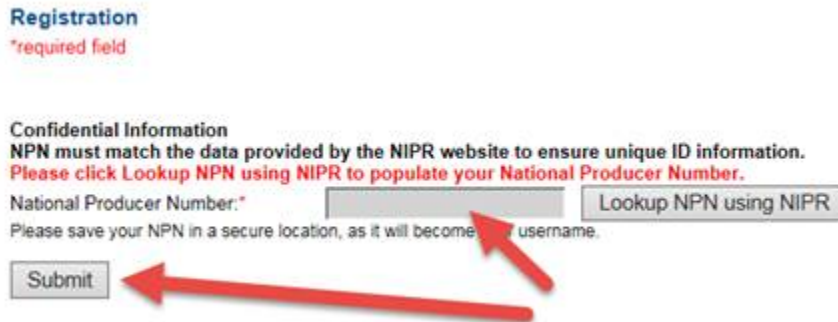
- Your NPN will then auto-populate in the 'National Producer Number' field – click 'SUBMIT'

**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.

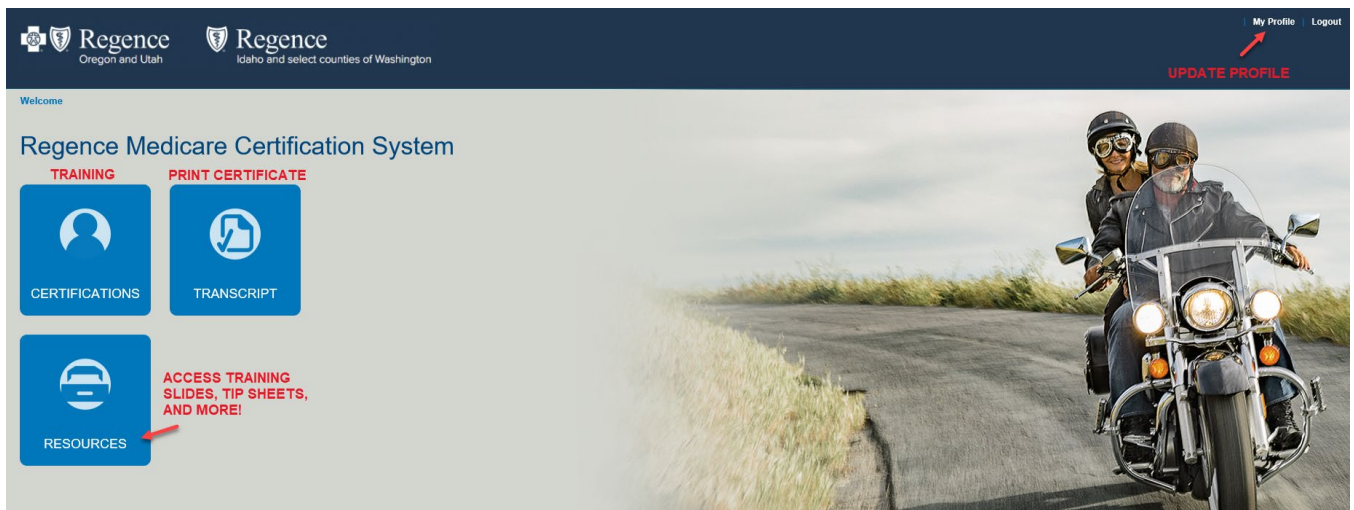


- The next page allows you to complete the registration where you verify your contact information, check the plans you are appointed for, create a password and set-up a security question.

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 Regence2021 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 Regence Medicare Certification System:



## 2021 REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

- From the home page, click the 'CERTIFICATIONS' tile to begin - You will be directed to the My Certifications page 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 2021.** If not, click on the down arrow next to Annual Requirement Year and select 2021 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:

REQ = Required Course REC = Recommended Course

Regence Certification Track (click to expand or collapse)		Status	Date Completed
<input type="checkbox"/>	<b>REQ</b> Regence 2021 Agent Certification 	Incomplete	
<input type="checkbox"/>	<b>REQ</b> Medicare Compliance Addendum	Incomplete	
<input type="checkbox"/>	<b>REQ</b> Medicare Training If you have completed your Medicare Training through AHIP, <a href="#">click here</a> .	Incomplete	
<input type="checkbox"/>	<b>REQ</b> 2021 Regence Plan Training To print slides from this module <a href="#">click here</a> .	Incomplete	
<input type="checkbox"/>	<b>REQ</b> 2021 Idaho PPO_HMO Training To print slides from this module <a href="#">click here</a> .	Incomplete	
<input type="checkbox"/>	<b>REQ</b> 2021 Idaho PDP Training To print slides from this module <a href="#">click here</a> .	Incomplete	
<input type="checkbox"/>	<b>REQ</b> 2021 Oregon PPO_HMO Training To print slides from this module <a href="#">click here</a> .	Incomplete	
<input type="checkbox"/>	<b>REQ</b> 2021 Oregon and Washington PDP Training To print slides from this module <a href="#">click here</a> .	Incomplete	
<input type="checkbox"/>	<b>REQ</b> 2021 Utah PPO Training To print slides from this module <a href="#">click here</a> .	Incomplete	
<input type="checkbox"/>	<b>REQ</b> 2021 Utah PDP Training To print slides from this module <a href="#">click here</a> .	Incomplete	
<input type="checkbox"/>	<b>REQ</b> 2021 Washington PPO_HMO Training To print slides from this module <a href="#">click here</a> .	Incomplete	
<input type="checkbox"/>	<b>REQ</b> 2021 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.

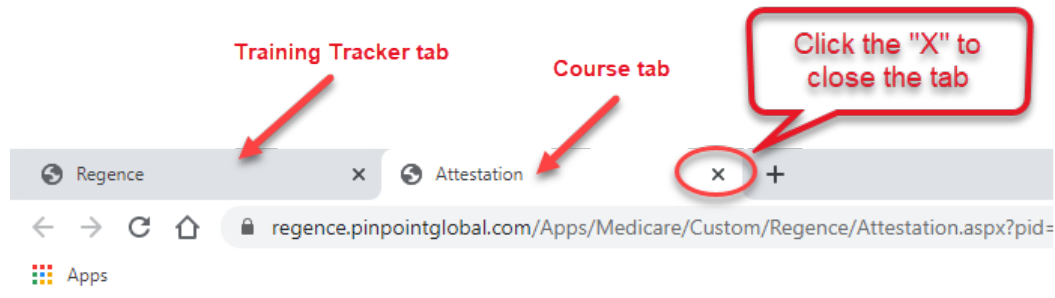
### WHILE COMPLETING TRAINING

- **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/NAHU certificate into Pinpoint. **NOTE:** After the AHIP/NAHU certificate is uploaded and the status shows "pending", users may continue on with the Regence Plan Training.

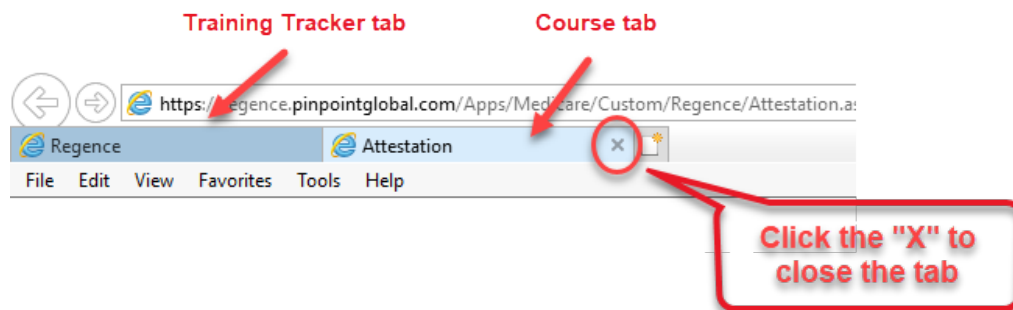
## 2021 REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

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

### CHROME



### INTERNET EXPLORER



- The 2021 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 (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) - Click 'USE TEXT SIGNATURE'
  3. On the pop-up warning, click "OK" to use the text signature – this closes the pop-up and brings you back to the attestation
  4. Click on the box 'CLICK HERE TO SUBMIT', then close the tab
  5. When complete, your name will appear in the "signed by" field, and the signature date will appear. Close the tab to return to the Regence Training Tracker.

## 2021 REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

**Signature**

Type your name below to sign

Agent Name

Use Text Signature

regence.pinpointglobal.com says

Are you sure you want to use the Text Signature?

OK Cancel

Signed By:

Click here to submit

Date:

Completed, signed form - close the tab to return to the training tracker.

Signed By: Agent Name Date: 7/9/2020

- To complete the Regence plan training courses, click on the name of the course. The course slides contain audio. **IMPORTANT:** If there is no audio while reviewing course slides, you may have selected the print slides option instead of the actual course. This feature allows users to save/print the course materials for later review, but users will not be able to proceed until the actual course is complete.

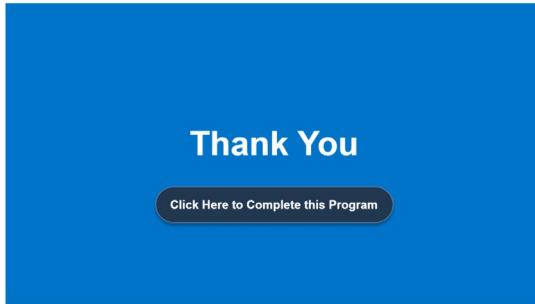
- REQ** 2021 Regence Plan Training [To print slides from this module click here.](#)
- REQ** 2021 Idaho PPO\_HMO Training [To print slides from this module click here.](#)
- REQ** 2021 Idaho PDP Training [To print slides from this module click here.](#)
- REQ** 2021 Oregon PPO\_HMO Training [To print slides from this module click here.](#)
- REQ** 2021 Oregon and Washington PDP Training [To print slides from this module click here.](#)
- REQ** 2021 Utah PPO Training [To print slides from this module click here.](#)
- REQ** 2021 Utah PDP Training [To print slides from this module click here.](#)
- REQ** 2021 Washington PPO\_HMO Training [To print slides from this module click here.](#)
- REQ** 2021 Plan Specific Final Exam


Click here to complete the course.

Click here to save/print the course slides for review after the course is complete

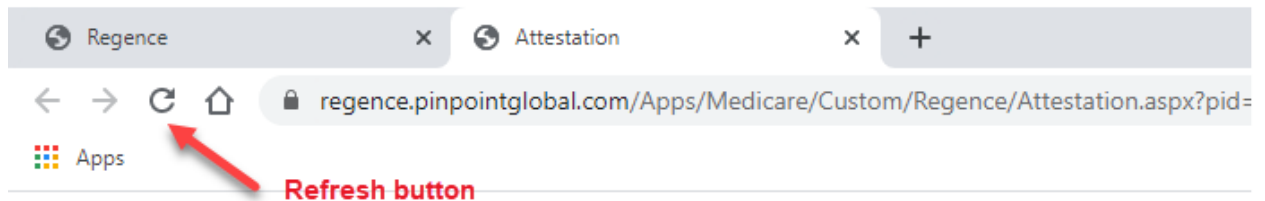
- While watching the course slides, you must watch each slide until it reaches the end of the allotted time before you can click the right arrow (“>”) and proceed to the next slide. Agents will not have the ability to jump ahead.
- IMPORTANT:** Make sure you have viewed **ALL** slides for each course before returning to the training tracker. The final slide of each course says, “Thank you! Click Here to Complete this Program” (screenshot on the next page). After you click the button, the course will close and you will return to the training tracker. NOTE: if the course is closed prior to reviewing ALL slides, the course is considered “Incomplete”.

# 2021 REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

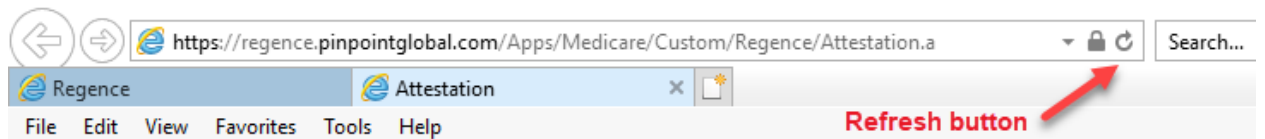


- If, after completing the course, the status doesn't automatically update to complete, click the refresh  button from the Regence Certification Track page. If the status still does not update to complete, try closing out of the program and logging back in.

## CHROME



## INTERNET EXPLORER



- Agents are allowed 3 attempts to pass the 2021 Regence Plan Specific Final Exam with an 85% or higher.
- Once you pass the exam, click '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.

# 2021 REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

The screenshot shows two panels. The left panel, titled "Results Summary", displays "Score:" and "Completion: Passed" in green. Below this are buttons for "View Answer Feedback" and "Exit Exam", and a timestamp "8/2/2018 8:42 PM". The right panel, titled "Plan Specific Final Exam", shows two questions. Question 1 has answers A, B, C, and D, with C marked as "(incorrect)". Question 2 has answers A, B, C, and D, with C marked as "(correct)". Red arrows point from the "View Answer Feedback" button to the question details and from the "Exit Exam" button to the "View Results Summary" button at the bottom.

- Once the training is complete, users can save/print a copy of the certificate from the Transcript screen.

## HOW TO UPLOAD AHIP/NAHU CERTIFICATE

**IMPORTANT:** Certificates must be saved to your computer folders in one of the following valid file formats: PDF (.pdf), GIF (.gif), JPG (.jpg).

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".

The screenshot shows a table titled "Regence Certification Track" with a sub-header "(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 is unchecked and marked "Incomplete". A red arrow points to the word "here" in the description of the "Medicare Training" row, which is circled with a red "1".

Regence Certification Track (click to expand or collapse)		
		Status
<input checked="" type="checkbox"/>	REQ Regence 2021 Agent Certification	Complete
<input checked="" type="checkbox"/>	REQ Medicare Compliance Addendum	Complete
<input type="checkbox"/>	REQ Medicare Training If you have completed your Medicare Training through AHIP, click <u>here</u> .	Incomplete



## 2021 REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

- That will change the title of the course to IMPORT MEDICARE CERTIFICATE OF COMPLETION – click on ‘IMPORT MEDICARE CERTIFICATE OF COMPLETION’ and a new tab will open **IMPORTANT: 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 2021 Agent Certification	Complete
<input checked="" type="checkbox"/> <b>REQ</b> Medicare Compliance Addendum	Complete
<input type="checkbox"/> <b>REQ</b> <b>Import Medicare Certificate Of Completion</b> ✓ Switch to <u>Pinpoint</u> as your Medicare provider. ✗	Incomplete

- Select the Completion year from the drop-down menu
- Enter the completion date shown on your AHIP/NAHU Certificate
- Click on the drop-down menu and select AHIP /NAHU from the list of Training Providers
- Click ‘BROWSE’ to open your computer folders

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: \* 3 2021

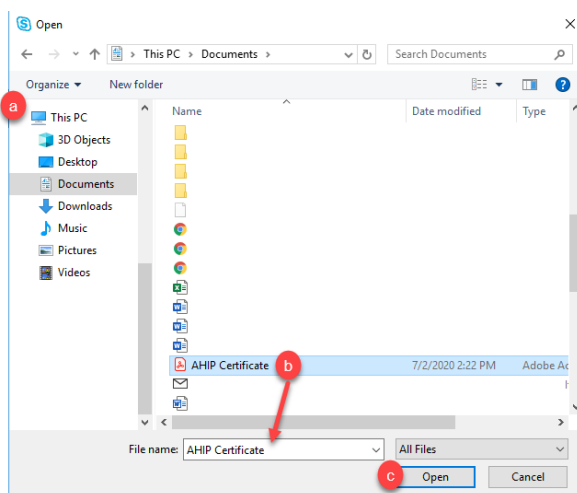
Date Completed: \* 4  
Must be in mm/dd/yyyy format.  
NOTE: Completion date must match the completion date that is on the certificate.

Certification Training Provider: \* 5 AHIP The certification must include Fraud, Waste & Abuse to be approved.

Browse 6

Valid file extensions are: PDF(.pdf), GIF(.gif), JPG(.jpg)

- 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’



## **2021 REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS**

7. Check the attestation box
8. 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.)



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*

Submit

### **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'.
- 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. This is confirmation that all training has been completed. Agents do NOT receive a separate email from Regence/Asuris confirming they are "ready to sell".

## **2021 REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS**

- 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. **IMPORTANT: CE credits are NOT available to agents who complete the Medicare training in AHIP/NAHU.** 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':**
  - ✓ **Oregon:** 8 health credits
  - ✓ **Idaho:** 8 health credits
  - ✓ **Utah:** 8 accident and health credits (to be completed within 90-days of taking final exam)
  - ✓ Additional states may be available, PENDING approval from the state

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.

# 2021 REGENCE PINPOINT CERTIFICATION TRAINING INSTRUCTIONS

pinpoint  
GLOBAL COMMUNICATIONS

LOGOUT | MY PROFILE | REQUEST SUPPORT

**MEDICARE CERTIFICATION SYSTEM**

HOME

TRAINING

TRANSCRIPT

CONTACT US

For Technical Support:  
603.880.2143  
medicarehelp@pinpointglobal.com

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.

Note: If you close the window, your answers will not be saved and you will need to re-start the exam.

This Pinpoint training program qualifies for CE credits in most states (additional fees apply). If you wish to apply for CE credits, please click the "Purchase Final with CE Credits" button below and follow the instructions.

**TAKE FINAL WITHOUT CE CREDITS**

**PURCHASE FINAL WITH CE CREDITS**

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

SELECT STATE(S)

Alaska \*     Arkansas \*     District of Columbia \*     Georgia \*     Illinois \*  
 Iowa \*     Kansas \*     Maine \*     Massachusetts \*     Michigan \*  
 Mississippi \*     Missouri \*     Montana \*     Nebraska \*     New Mexico \*  
 North Carolina \*     North Dakota \*     Oregon \*     Utah \*     Vermont \*  
 Virginia \*     West Virginia \*     Wisconsin \*

**PROCEED TO CE PROCESS AND FINAL EXAM**

Step 1: Begin by entering your license number for the state(s) selected below.

State	Hours	Cost	Notes	Purchase Date	License Number	Expiration Date
Oregon	8	\$28.00				

**UPDATE LICENSE ID(S)**

Step 2: Carefully review any state specific requirements and monitoring guidance where applicable below.

Step 3: Under the Medicare banner, complete all linked items in the order they appear. **IMPORTANT: You may need to refresh the page (F3) in order to see your checkmark indicating completion.** Please be sure you download and meet the monitoring requirements for any states requiring monitoring, prior to taking the exam.

Step 4: After completing the final exam, click the now available "Submit CE" button. **There is typically an additional fee to have your score submitted for CE processing.** Clicking the Ready to Submit CE button will take you to the e-commerce page where you can pay to have your score submitted for CE. If you do not click on this button your score will not be submitted for CE processing.

	REQ. ATTENTION	Date Completed
<input checked="" type="checkbox"/>	REQ. ATTENTION	8/2/2018
<input checked="" type="checkbox"/>	REQ. MEDICARE FINAL EXAM	8/2/2018

**READY TO SUBMIT CE**

**Attestation Statement**

By downloading the following agreement(s) and proceeding to the exam, you affirm that you've personally completed the training course. Further, you affirm that the course examination will be completed without assistance from any outside source or individual, or the use of any study or reference materials, and understand that a violation of such standards shall result in the loss of course credit.

I Agree

**SUBMIT**

To purchase, please enter your credit card information below:

State	Hours	Cost
Oregon CE Purchase	8	\$28.00

Total: \$28.00

Card:

Card Number:

Expiration Month:

Expiration Year (YYYY):

Card Security Code (CSC):

ALL CE PURCHASES FROM THIS SITE WILL BE LISTED UNDER NATIONAL UNDERWRITERS ON YOUR CREDIT CARD STATEMENT.

ONCE YOU CLICK 'PURCHASE' YOU WILL BE CHARGED FOR THE CREDITS. NOTE: PLEASE ONLY CLICK 'PURCHASE' ONCE. CLICKING MORE THAN ONCE MAY RESULT IN MULTIPLE CHARGES TO YOUR ACCOUNT.

**PURCHASE**