

All individual agent training for plan year 2021 now available

The Federally-facilitated Marketplace (FFM) training for individual products is now accessible, so let the annual individual agent training begin!

[PinPoint](#) again will be the system used to track both under-65 (U-65) and over-65 (O-65) annual training requirements.

The FFM training was released on August 19, 2020. After completing the required FFM training, agents can access PinPoint to track FFM completion and complete required product training. Also, agents can renew their Arkansas Exchange Producer License (**Note:** Remember, this is **not** the same as the FFM certification. See the additional instructions below).

*(**Helpful hint:** When you're going through the online product training, the resource section will assist with your comprehension of the online trainings and will be helpful when taking your test!)*

Medi-Pak[®] Choice milestones

Returning agents who have a Medi-Pak[®] Choice (O-65) appointment can access [PinPoint](#) to:

- Complete their annual Medicare training. See the instructions below if you've already completed this training through America's Health Insurance Plans (AHIP)
- Take the Arkansas Blue Cross 2021 online product trainings
- Take the test

***Helpful Hint:** When you're going through the online product training, take notice of the resource section to assist with your comprehension of the online trainings. The resource section will be helpful when taking your test!*

Individual U-65 milestones

As of today, we have not received information on when the Federally-facilitated Marketplace (FFM) training will be released. When it is released, you can access PinPoint to track when you've been identified as having completed your FFM training. When more information is available, we will email you additional details on how to complete your FFM training and renew your Arkansas Exchange Producer License.

On August 24, 2020, the 2021 Arkansas Blue Cross U-65 content will be available. Agents will be required to take the Individual U-65 Product Training and Self-Assessment.

Zoom meetings

Instead of having face-to-face meeting this year, we will have Zoom meetings. [Dates and times](#) are listed on our agent blog.

Accessing PinPoint

Returning PinPoint users (you're all returning PinPoint users if you're currently appointed sell U-65 and/or O-65 products) [visit the website here](#).

Your username will be your National Producer Number (NPN). Your password is unchanged from the one you set last year. (If you have forgotten, just use the **Forgot password** link and follow the instructions.)



Once you log in, select the **Certifications** icon to see your assigned tracks.



Based on your appointment (U-65 and/or O-65) you will see two tracks: Individual MA-Arkansas and/or Individual U-65 Arkansas. If you do not see a track assigned to you, and you think it should be there, email srfeemster@arkbluecross.com to research. Tracks are assigned based on your current appointment authority.

Annual Requirement Year:

Individual MA - Arkansas (click to expand or collapse)

	Status
<input type="checkbox"/> REQ Medicare Advantage Certification If you have completed your Medicare Training through AHIP, click here .	Incomplete
<input type="checkbox"/> REQ Arkansas Individual Value of Blue Coming Soon	Incomplete
<input type="checkbox"/> REQ Arkansas Individual Medicare Advantage & Medicare Supplement Plans Coming Soon	Incomplete
<input type="checkbox"/> REQ Arkansas Individual Self-Assessment Coming Soon	Incomplete

Individual U-65 - Arkansas (click to expand or collapse)

	Status
<input type="checkbox"/> REQ Individual U65 Product Training Coming Soon	Incomplete
<input type="checkbox"/> REQ Individual U65 Self-Assessment Coming Soon	Incomplete
<input type="checkbox"/> REQ 2021 Plan Year FFM Completion Coming Soon	Incomplete
<input type="checkbox"/> REQ Exchange Producer License Renewed Through September 2021 Coming Soon	Incomplete

Individual Medicare Advantage – Arkansas track

AHIP Medicare Advantage & Fraud, Waste and Abuse modules: If you have already taken the AHIP Medicare Advantage and Fraud, Waste and Abuse (FWA) modules for plan year 2021, Arkansas Blue Cross will accept AHIP’s 2021 training as a substitute for the PinPoint Medicare and FWA training, but **you will have to tell AHIP to transmit your completion results** to Arkansas Blue Cross. It just requires some simple steps:

1. Visit [this AHIP page](#)
2. You’ll be prompted to transmit your completed courses to Arkansas Blue Cross and will see confirmation of this transmittal (there is no cost to you to transmit completed module results).
3. You also can complete the Medicare Advantage and FWA training through PinPoint. The cost is \$89.95. There isn’t a cost to set up a PinPoint account or send your AHIP Medicare Advantage training results to us.

(Important note: Do not pay \$89.95 if you already completed AHIP. If you have completed the 2021 AHIP training, see steps 1 and 2 above to transmit your AHIP results.)

Click here if you wish to take the Pinpoint core course.

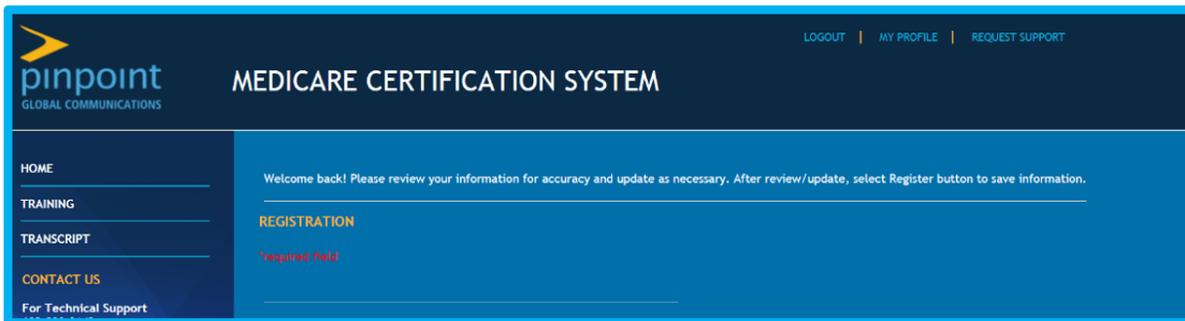
Annual Requirement Year: 2021

Individual MA - Arkansas (click to expand or collapse)

	Status
<input checked="" type="checkbox"/> REQ Medicare Advantage Certification If you have completed your Medicare Training through AHIP, click here .	Complete
<input type="checkbox"/> REQ Arkansas Individual Value of Blue Coming Soon	Incomplete
<input type="checkbox"/> REQ Arkansas Individual Medicare Advantage & Medicare Supplement Plan Coming Soon	Incomplete
<input type="checkbox"/> REQ Arkansas Individual Self-Assessment Coming Soon	Incomplete

Click here if you wish to upload your AHIP training. You may upload your training certificate here, or Arkansas Blue Cross will update this for you. Please be patient, as it can take 1-2 business days for the step to be marked as complete.

PinPoint Medicare Certification System: If you take the PinPoint course to get your certification, select the appropriate link, and you will be redirected to the national annual certification. Farm Bureau agents and internal reps, for instance, will take this course. This page should look familiar to you.



pinpoint GLOBAL COMMUNICATIONS

MEDICARE CERTIFICATION SYSTEM

LOGOUT | MY PROFILE | REQUEST SUPPORT

HOME

TRAINING

TRANSCRIPT

CONTACT US
For Technical Support

Welcome back! Please review your information for accuracy and update as necessary. After review/update, select Register button to save information.

REGISTRATION

*required field

Individual Medicare Advantage and Medicare Supplement course: After completing the Medicare Advantage certification course, you will be able to take the *Individual Medicare Advantage and Medicare Supplement* course.

Upon completion this course, you will get three attempts to pass the test. **(Note: Refer to the resource section for supplementary materials that may assist with the test and training.)** If you fail the test two times, contact your Individual Products representative **prior** to starting your third and final attempt.

Individual U-65 track

Below are instructions agents should follow. We will check the FFM completion list daily and update this course as complete (beginning August 28, 2020) for any agent who is on this list and registered with PinPoint.

Accessing online training: To access the training module, visit [the CMS portal](#). If you have trouble logging in or have been locked out, you can call the CMS support desk at **855-267-1515**, and they will reset/unlock your account. Many of you will need to do this, as passwords must be changed every 60 days. Arkansas Blue Cross is unable to help resolve these issues. Once you've accessed the CMS portal, choose one of two training vendors. The Marketplace Learning Management System (MLMS) is free. No continuing education units are offered with this vendor, but it will satisfy your Arkansas Blue Cross certification requirements.

[Plan Year 2021 Agent/Broker Training Options](#)

Agents and brokers have new options to complete Individual Marketplace and/or SHOP Marketplace training for the 2021 plan year. These include third-party vendors. Third-party vendor training may be approved for continuing education units (CEUs). Select ""Learn More"" next to each vendor's listing to obtain information about pricing and CEUs. Please contact the vendor for more information, or if you are having difficulty accessing the vendor's site.

CMS continues to offer training at no charge through its Marketplace Learning Management System (MLMS), but no CEUs are available through the MLMS.

America's Health Insurance Plans	Learn More	Access Training	800-984-8919
Marketplace Learning Management System (CMS)		Return to Training	MLMSHelpDesk@cms.hhs.gov

[Return to Agent Broker Registration Status Page](#)

FFM training: You will not satisfy this requirement and cannot market or sell 2021 products until your National Producer Number (NPN) is on the [FFM Completion List for 2021](#). Arkansas Blue Cross will check this list every business day, but it may take one to three business days to see your completion status reflected on your PinPoint dashboard. We look at the same list, and this must be complete before you can be renewed for 2021. The process for checking whether the FFM shows you as complete is detailed below.

Exchange Producer License

You must complete the FFM training before renewing your Exchange Producer License, and we recommend you wait one business day after completing the FFM certification. The Arkansas Insurance Department cannot process your renewal application until they confirm you have completed your 2021 FFM training. They check the same list that we do to confirm you have completed your FFM training.

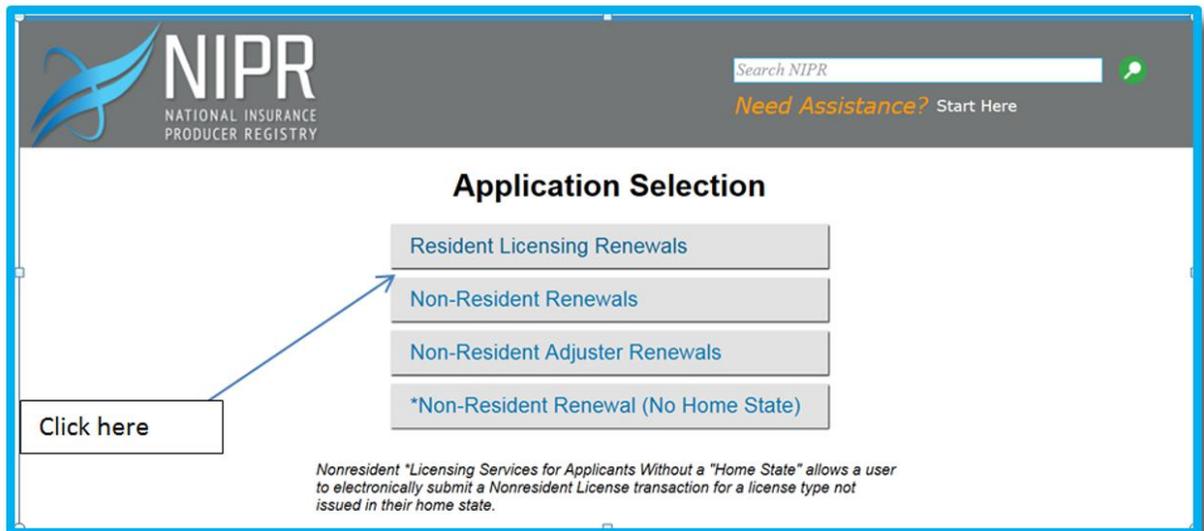
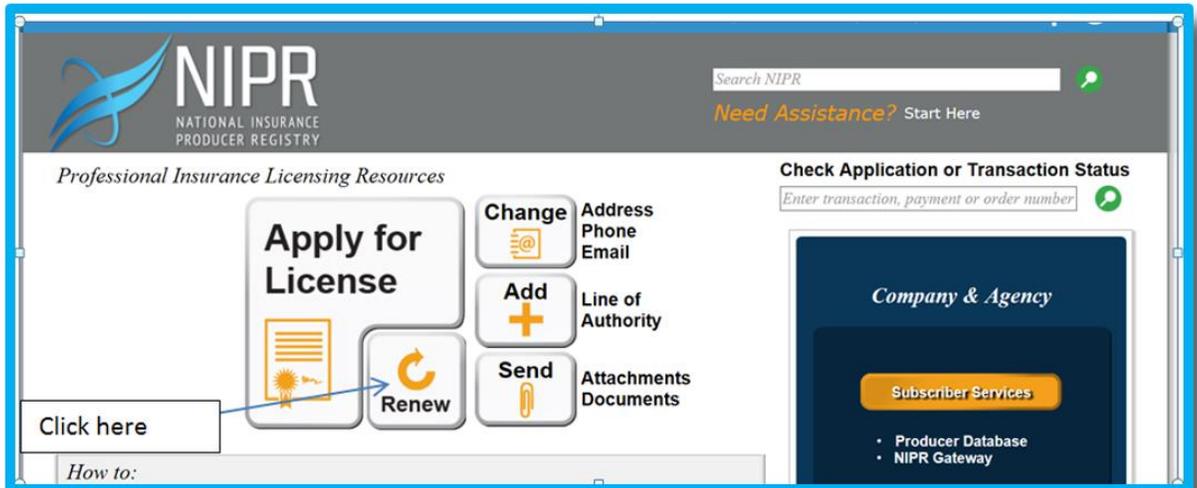
All Arkansas Exchange Producer licenses are set to expire the end of September, so it is imperative that you are proactive in getting this license renewed. Arkansas Blue Cross will not be able to renew your individual U-65 appointment unless this is renewed.

Detailed instructions on how to renew your 2021 exchange producer license are outlined in the next section.

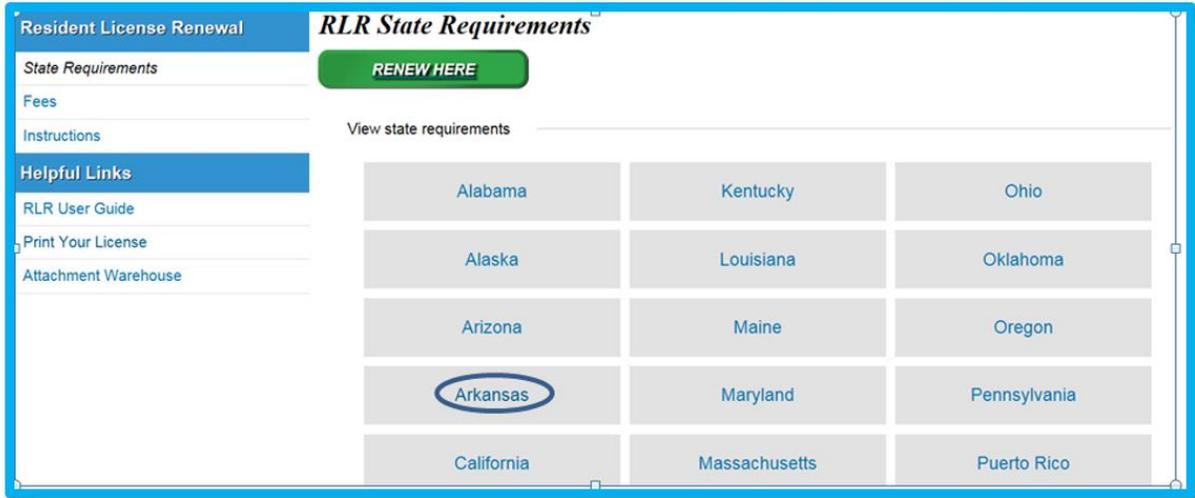
Detailed Exchange Producer License Renewal

Start at the [National Insurance Producer Registry \(NIPR\) site](#).

1. Select **Renew** and then **Resident Licensing Renewals**.



2. Select **Arkansas** as your state.



Resident License Renewal *RLR State Requirements*

State Requirements **RENEW HERE**

Fees

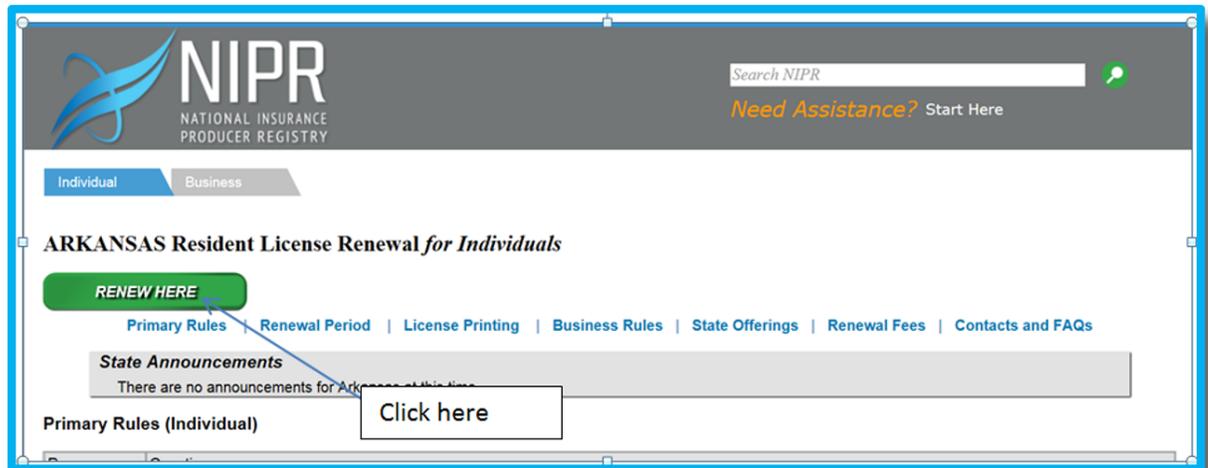
Instructions View state requirements

Helpful Links

- RLR User Guide
- Print Your License
- Attachment Warehouse

Alabama	Kentucky	Ohio
Alaska	Louisiana	Oklahoma
Arizona	Maine	Oregon
Arkansas	Maryland	Pennsylvania
California	Massachusetts	Puerto Rico

3. Choose the green **Renew Here** button.



 **NIPR**
NATIONAL INSURANCE PRODUCER REGISTRY

Search NIPR 

Need Assistance? Start Here

Individual Business

ARKANSAS Resident License Renewal for Individuals

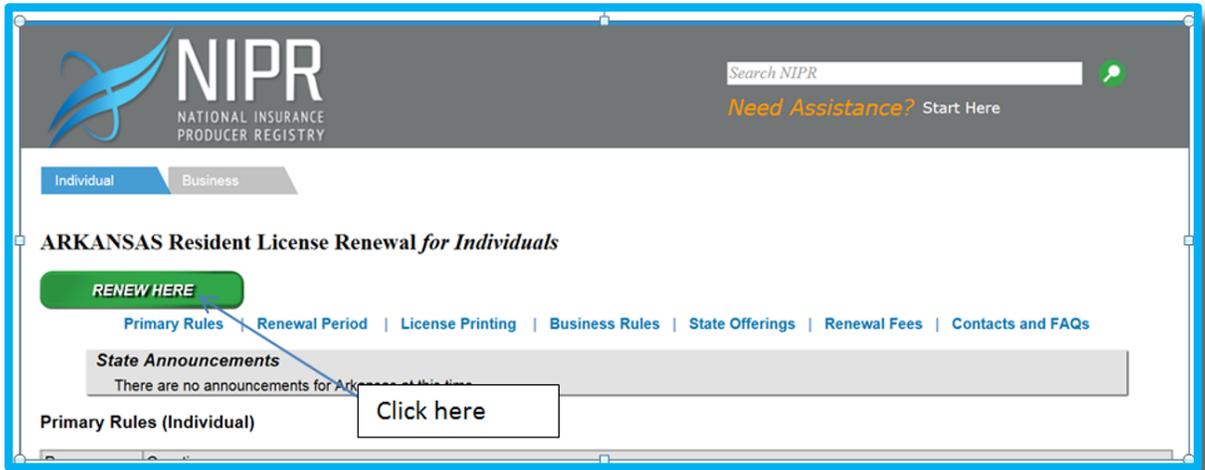
RENEW HERE

[Primary Rules](#) | [Renewal Period](#) | [License Printing](#) | [Business Rules](#) | [State Offerings](#) | [Renewal Fees](#) | [Contacts and FAQs](#)

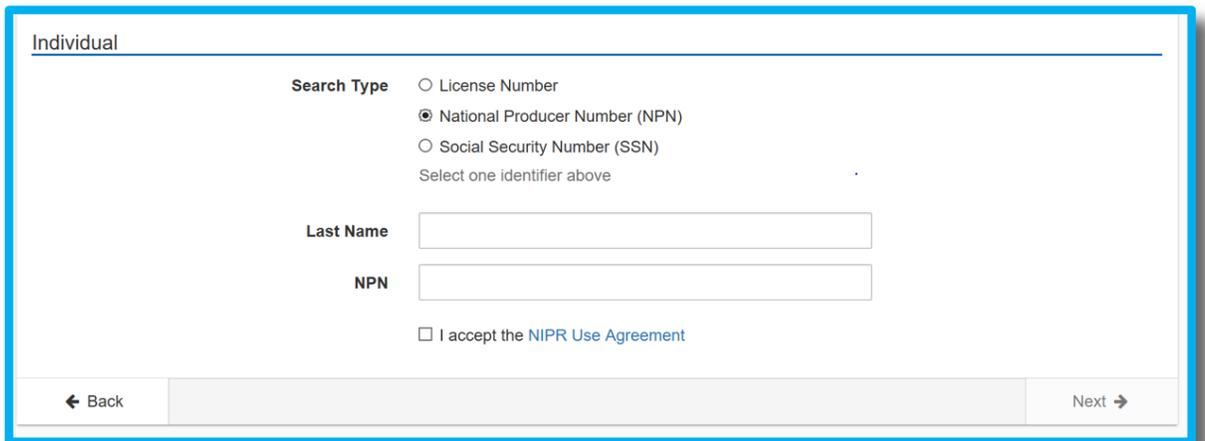
State Announcements
There are no announcements for Arkansas at this time.

Primary Rules (Individual) Click here

4. Select **Individual** and then select the **Next** button.



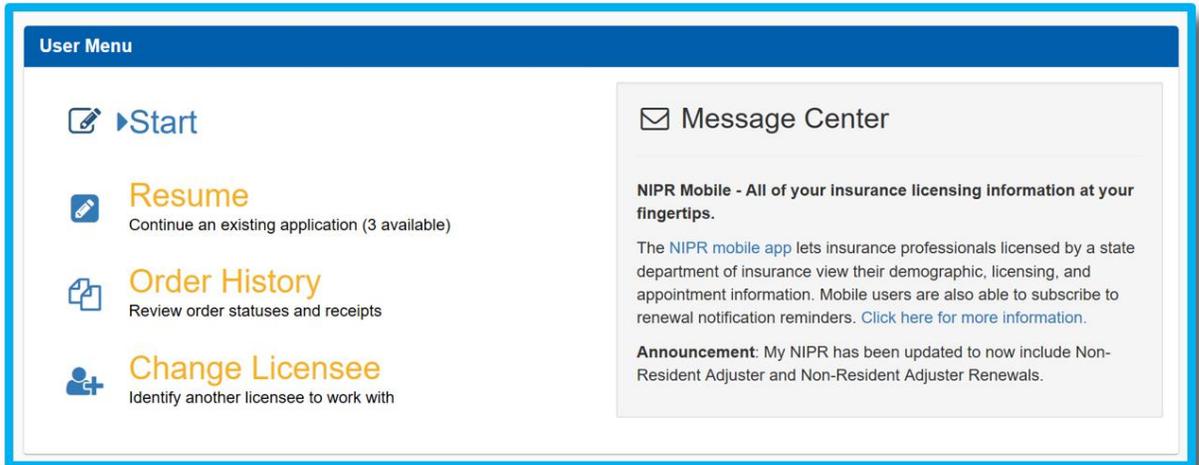
5. Enter your **last name** and **NPN** and then select **Next** after accepting the **NIPR Use Agreement**.



The screenshot shows the NIPR website's search form for an individual. The form is titled 'Individual' and includes the following elements:

- Search Type:** A dropdown menu with three options: 'License Number', 'National Producer Number (NPN)' (selected), and 'Social Security Number (SSN)'. Below the dropdown is the text 'Select one identifier above'.
- Last Name:** A text input field.
- NPN:** A text input field.
- I accept the NIPR Use Agreement:** A checkbox.
- Navigation:** A 'Back' button on the left and a 'Next' button on the right.

6. Select **Start**.



The screenshot shows a 'User Menu' with a blue header. On the left, there are four menu items: 'Start' (with a pencil icon and a right-pointing arrow), 'Resume' (with a pencil icon), 'Order History' (with a document icon), and 'Change Licensee' (with a person icon). On the right, there is a 'Message Center' section with a message icon, containing text about the NIPR Mobile app and an announcement regarding license updates.

7. Select **what you want to do** (as shown below) and select **Next**.



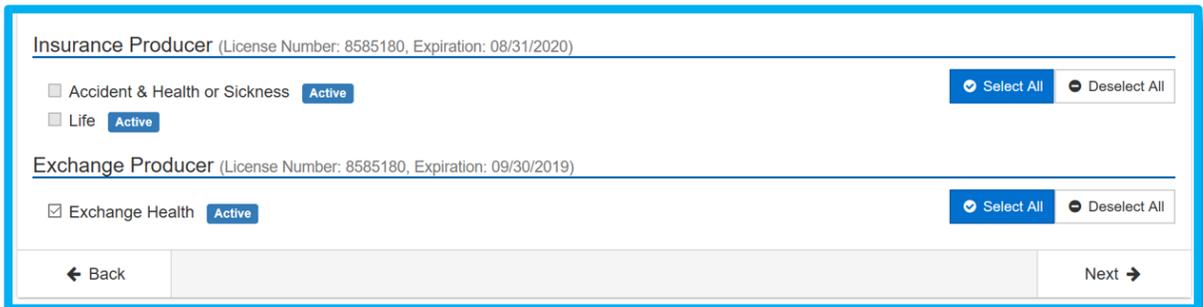
The screenshot shows a form with three sections: 'Product Type', 'Application Type', and 'Residency Type'. Each section has radio button options. 'Product Type' has 'Producer Licensing' selected. 'Application Type' has 'Renewal' selected. 'Residency Type' has 'Resident' selected.

Product Type	<input checked="" type="radio"/> Producer Licensing
	<input type="radio"/> Adjuster Licensing
	<input type="radio"/> Contact Change Request (Change Address, Phone, or Email)
Application Type	<input type="radio"/> Initial
	<input checked="" type="radio"/> Renewal
	<input type="radio"/> Add Line Of Authority
Residency Type	<input checked="" type="radio"/> Resident
	<input type="radio"/> Non-Resident
	<input type="radio"/> Non-Resident (No Home State)

8. Select **Arkansas** and select **Next**.

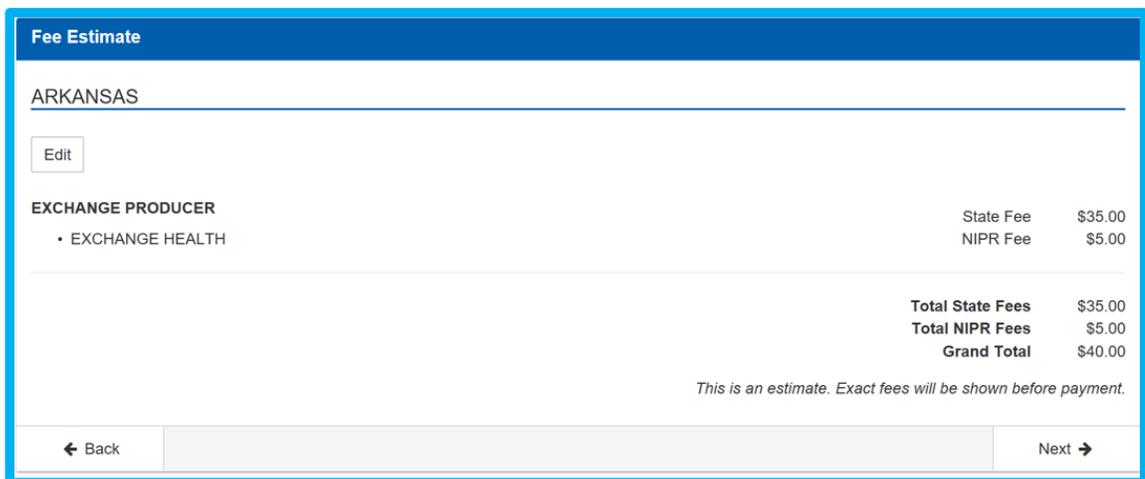


9. Select **Exchange Health** and then select **Next**.



If you have trouble, call NIPR Support at **855-674-6477**. Arkansas Blue Cross support staff are unable to help.

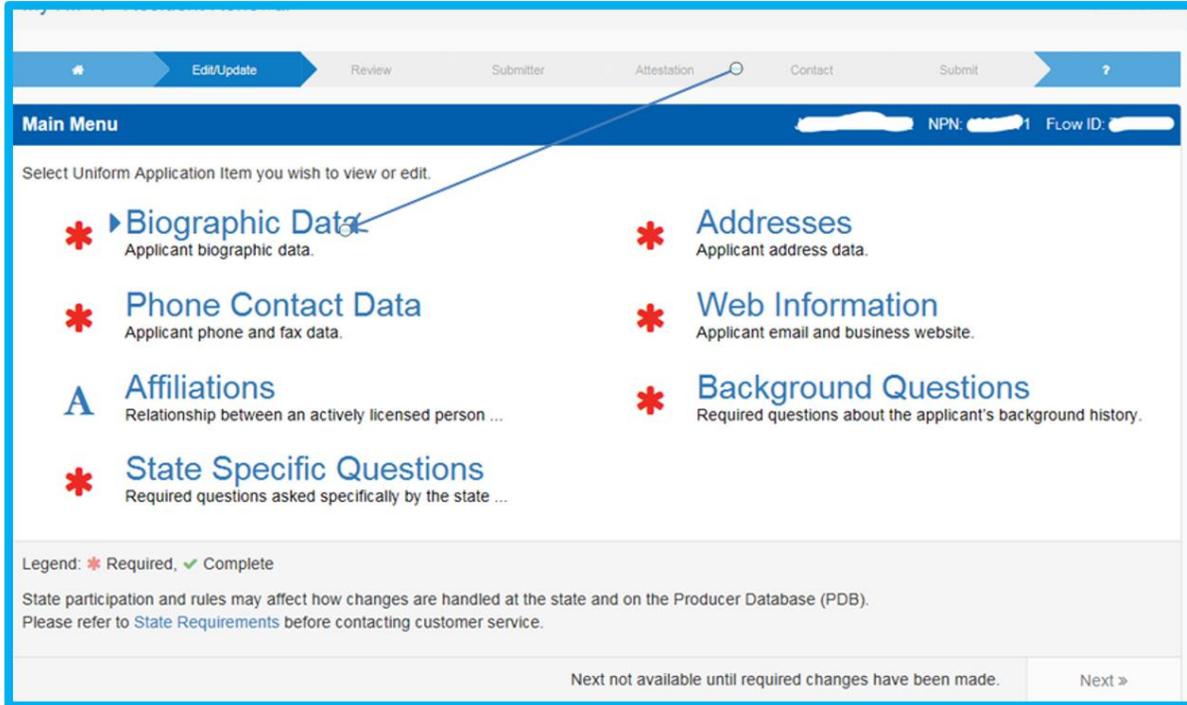
10. Review the **fee estimate**.



EXCHANGE PRODUCER		
• EXCHANGE HEALTH	State Fee	\$35.00
	NIPR Fee	\$5.00
	Total State Fees	\$35.00
	Total NIPR Fees	\$5.00
	Grand Total	\$40.00

This is an estimate. Exact fees will be shown before payment.

11. Begin your application by clicking on **Biographic Data**, and the system will take you through all the sections listed below.



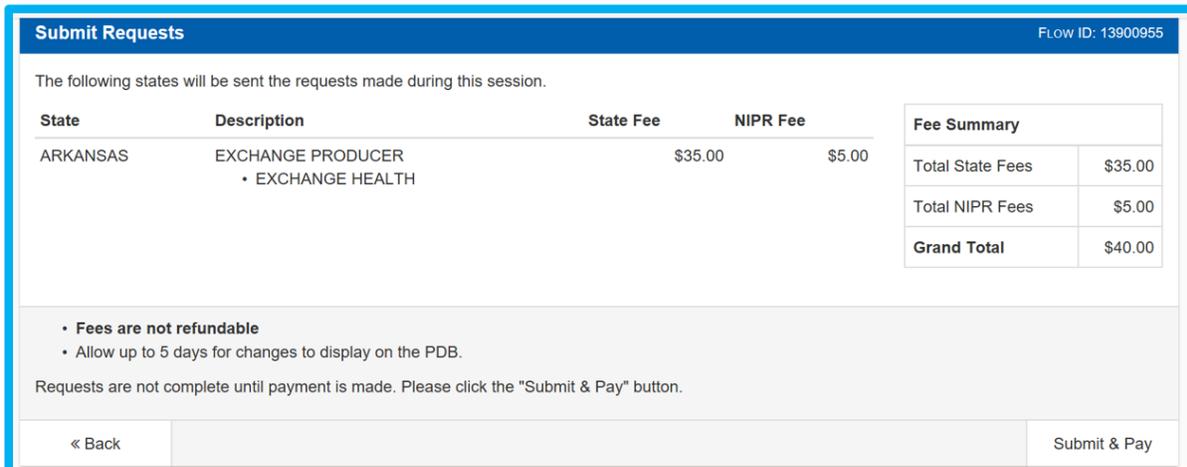
The screenshot shows a web application interface with a navigation bar at the top containing 'Edit/Update', 'Review', 'Submitter', 'Attestation', 'Contact', and 'Submit'. Below the navigation bar is a 'Main Menu' section with the following items:

- Biographic Data** (marked with a red asterisk): Applicant biographic data.
- Addresses** (marked with a red asterisk): Applicant address data.
- Phone Contact Data** (marked with a red asterisk): Applicant phone and fax data.
- Web Information** (marked with a red asterisk): Applicant email and business website.
- Affiliations** (marked with a blue 'A'): Relationship between an actively licensed person ...
- Background Questions** (marked with a red asterisk): Required questions about the applicant's background history.
- State Specific Questions** (marked with a red asterisk): Required questions asked specifically by the state ...

Legend: * Required, ✓ Complete
State participation and rules may affect how changes are handled at the state and on the Producer Database (PDB). Please refer to [State Requirements](#) before contacting customer service.

Next not available until required changes have been made. Next »

Once finished, it will look like the screenshot below ...



The screenshot shows the 'Submit Requests' page with the following table:

State	Description	State Fee	NIPR Fee
ARKANSAS	EXCHANGE PRODUCER • EXCHANGE HEALTH	\$35.00	\$5.00

Fee Summary

Total State Fees	\$35.00
Total NIPR Fees	\$5.00
Grand Total	\$40.00

• Fees are not refundable
• Allow up to 5 days for changes to display on the PDB.

Requests are not complete until payment is made. Please click the "Submit & Pay" button.

« Back Submit & Pay

Your renewal application will begin processing. For most, the only verification to be done by the Arkansas Insurance Department is confirmation that you have completed the FFM training for 2021. They will check the same FFM completion list illustrated above.



After your Exchange License is renewed by the Arkansas Insurance Department, it will be reflected on the National Insurance Producer Registry (NIPR) Producer Database (PDB). PinPoint will check for completions on a nightly basis, so within one or two business days of approval, this will be marked as complete within your PinPoint portal.