

# SALES NEWS

Florida Blue   
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SNA – External Brokers (Sales Audience: EMOs, FMOs)

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## 2023 FLORIDA BLUE MEDICARE PRODUCT TRAINING

### Summary

Agents planning to sell Florida Blue Medicare products for the 2023 plan year must complete AHIP and *Medicare AEP Sales Product Certification* training before marketing or selling to Medicare beneficiaries. This year, **product training will launch on Friday, July 8<sup>th</sup> in both English and Spanish.** Upon completion of the required training, newly onboarded sales agents will be able to sell 2023 plans and 2022 plans for the remainder of the current year.

### Details

To become certified to sell Florida Blue Medicare products for 2023:

- Agents must first complete the 2023 AHIP Medicare Training certification online. Review the [AHIP & FBL Registration Job Aid](#) for instructions to guide you through the process of accessing AHIP Medicare Training and transferring your completed AHIP scores to Florida Blue. **Note:** You must click “Start” to view the job aid.
- The following business day after transmitting your scores from AHIP to Florida Blue, you will be able to access and complete Florida Blue’s *2023 Medicare AEP Sales Product Certification* training. This year training will be available in English and Spanish on July 8<sup>th</sup>, 2022. Please review the [AHIP & FBL Registration Job Aid](#) for detailed instructions on how to access and complete *2023 Medicare AEP Sales Product Certification* in Florida Blue Learning. **Note:** You must click “Start” to view the job aid.

### Tips Before You Start Training

- Please use **Google Chrome** for all Florida Blue training.
- Refer to the last page of the [AHIP & FBL Registration Job Aid](#) for tips on how to navigate within the product training platform. **Note:** You must click “Start” to view the job aid.
- Training materials include videos, activities, and downloadable resources that summarize the main points covered in the course – Note that downloadable documents are provided at the end of the training.
- You can start and stop the training as needed, just follow the instruction provided in the [AHIP & FBL Registration Job Aid](#) to exit and re-enter the training to ensure your progress is saved. **Note:** You must click “Start” to view the job aid.

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## Next Steps

- **Have questions about training or CMS certification?** View our [FAQs](#).
- Be sure to register and complete the AHIP Medicare Training and Florida Blue's AEP Sales Product certifications as soon as they are available so you're ready to sell Florida Blue Medicare products when AEP begins, October 15.
- Note these important dates:

Date	Event
June 20, 2023	2023 AHIP Medicare Training is available online
July 8, 2023	Florida Blue's AEP Sales Product certification launches in GuideWell Learning (available in both English and Spanish)

## 2023 AHIP & Florida Blue Medicare Product Training Frequently Asked Questions (External)

### Training timeline questions

1. **When should I complete the certification to sell during AEP?**  
AEP marketing begins October 1 and AEP selling begins October 15. You must complete your certification before you can sell Medicare products during AEP.
2. **How long does the Florida Blue Product certification take to complete?**  
It will take approximately 2 – 3 hours to complete Product certification if you choose to complete all units (including optional units).
3. **How long do I have to complete my CMS certification?**
  - **Currently appointed agents:** Complete your training before AEP begins on October 15.
  - **Newly appointed agents:** Start when appointed and you'll have 30 days from the date your appointment is approved to complete your certification.

### General questions

4. **Do I have to complete all units within the Product Certification curriculum?**  
You must complete all required units, with the option to only skip those units marked as "OPTIONAL".
5. **What if I only sell EGWP (Group Medicare), do I still have to be certified?**  
Yes, you must complete all required units to be certified to sell Florida Blue Medicare Products.
6. **What will the 2023 Florida Blue Medicare Product Training cost me?**  
There is no cost to you.

### Technical questions

7. **What should I do if I am having technical issues?**  
If you are having technical issues with Florida Blue Learning, first make sure to clear your cache and turn off your pop-up blocker. Make sure to use Google Chrome. Call Florida Blue's Agent Service Center at 800-267-3156 with any other questions you have.

**8. What browser should I use to access Florida Blue Learning?**

Please use Google Chrome for all Florida Blue training.

**9. Do I have to complete the entire Product Training at one time?**

No, you may start and exit the training at any time, just be sure to follow the instructions provided in the [AHIP & FBL Registration Job Aid](#) for detailed instructions on how to exit the course in order to save your progress and return where you left off. **Note:** You must click “Start” to view the job aid.

Please note that you will not be designated as “ready to sell” until you complete the training in full.

**10. What if I want to review the materials after I have completed the curriculum?**

You can review each lesson and its supporting materials as many times as you want. When you click the “Start” button for the particular training you would like to review, you will be prompted to select either a “Restart” or “Review” button. Restart will override your previous completion data, so we recommend you select Review.

Furthermore, at the end of the training you will be provided with downloadable resources and transcripts that summarize the key points of the training. You’re encouraged to save these documents to your computer for future reference.