



6/20/2025
A25- 122205
External Only

2026 Florida Blue Medicare AEP Sales Certification Training

Sales Audience: ☒ Medicare

Summary

Agents planning to sell Florida Blue Medicare (FBM) products for the 2026 plan year must complete the 2026 FBM AEP Sales Certification training before marketing or selling to Medicare beneficiaries. This year, the training will launch on Friday, June 20th in English and July 11th in Spanish. Upon completion of the required training, new and returning sales agents will be able to sell 2026 plans and 2025 plans for the remainder of the current year.

Details

To sell Florida Blue Medicare products for 2026, agents must complete the 2026 FBM AEP Sales Certification training launching on June 20th. Upon completing the training, both new and returning agents will be certified to sell 2026 plans, as well as 2025 plans for the remainder of the current year.

- English Language Launch Date: Friday, June 20, 2025
- Spanish Language Launch Date: Friday, July 11, 2025
- Review the **Registering for 2026 Medicare AEP Sales Certification for CGAs** job aid in the Medicare Agent Toolkit or Florida Blue Learning for detailed instructions on how to access and complete the training in Florida Blue Learning.
- Agents that complete the training and pass the final exam with a score of 85% or higher will be awarded 6 continuing education (CE) credits by the Florida Department of Financial Services and be deemed ready to sell.

Tips Before You Start Training

- Please use **Google Chrome** for all Florida Blue training. Turn off all pop-up blockers.
- Refer to the **Registering for 2026 Medicare AEP Sales Certification for CGAs** job aid for tips on how to register for Sales Certification Training.

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- 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 instructions provided in the **Registering for 2026 Medicare AEP Sales Certification for CGAs** job aid to exit and re-enter the training to ensure your progress is saved.

Next Steps

Have questions about training or CMS certification? View our **FAQs** below.

- Be sure to register and complete the 2026 Florida Blue Medicare AEP Sales Certification training as soon as it is available so you're ready to sell Florida Blue Medicare products when the Annual Enrollment Period (AEP) begins, October 15th.
- Check future SNAs for CMS and Product updates prior to the AEP 2026 selling season
- Attend Fall Launch events leading up to AEP for product updates.
- Note these important dates:

Date	Event
June 20, 2025	2026 Florida Blue Medicare AEP Sales Certification Training is available in Florida Blue Learning in ENGLISH
July 11, 2025	2026 Florida Blue Medicare AEP Sales Certification Training is available in Florida Blue Learning in SPANISH
October 1, 2025	AEP marketing begins
October 15, 2025	AEP selling begins

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Frequently Asked Questions - CGAs

Training timeline questions

- 1. When should I complete the certification to sell during AEP?**
AEP marketing begins October 1st and AEP selling begins October 15th. You must complete your certification before you can sell 2026 Medicare products during AEP.
- 2. How long does the 2026 FBM Sales Certification Training take to complete?**
It will take approximately 6-7 hours to complete the training if you choose to complete all units in one sitting (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 15th.
 - **Newly appointed agents:** Once you have been appointed you will have 30 days from the date your appointment is approved to complete your certification.
- 4. How many times can I take the final exam?**
You will have 3 attempts to pass the final exam with a score of 85% or higher. The last exam taken is the score that will be counted.

General questions

- 5. Do I have to complete all units within the Product curriculum?**
You are required to complete all mandatory units, but you have the choice to skip any units that are specifically labeled as "OPTIONAL".
- 6. 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.
- 7. What will the 2026 Florida Blue Medicare Product Training cost me?**
There is no cost to you.

Technical questions

- 8. What should I do if I have 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 for any other questions you have.
- 9. What browser should I use to access Florida Blue Learning?**
Please use Google Chrome for all Florida Blue training.
- 10. Do I have to complete the entire training curriculum at one time?**
No, you may start and exit the training at any time, just be sure to follow the instructions provided in the **Registering for 2026 Medicare AEP Sales Certification for CGAs** job aid for detailed directions on how to exit the course in order to save your progress and return where you left off.

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

11. 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 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.