



SENIOR MARKET
ADVISORS

2022
CARRIER
CERTIFICATIONS
GUIDES



2022 CARRIER CERTIFICATIONS GUIDES

Table of Contents

BayCarePlus	3
BCBS of TN.....	6
Brand New Day.....	8
Essence.....	11
Gateway Health	12
Health Now	15
Imperial Health	18
John Hopkins	19
Kaiser Permanente	21
Memorial Hermann	22
Scan Health.....	23
Shared Health MS	24

HOW TO CERTIFY

BAYCAREPLUS

Directions

Examples of BayCarePlus Certification

1

Login to your portal

Email Address or NPN

[Forgot Login ID?](#)

Password

[Forgot Password?](#)

Log in

Step 1:

- Visit <https://producer.baycareplus.org/>.
- Login with Email or Pin Number and Password then click **Log In**.

2 Welcome, Jeffrey Pitta

This is your BayCarePlus producer portal dashboard.

1 It looks like you aren't yet certified

Before you can begin selling BayCarePlus plans, you need to get certified as a producer.

[Get Certified for 2022 BayCarePlus MAPD plan\(s\)](#)

Step 2:

- Click **Get Certified for 2022 BayCarePlus** as a **Producer** on your portal dashboard to recertify.
- *Note: You will not receive a new link from us and 2022 onboarding opens up on 07/15/21.*

3

Welcome to Producer Onboarding!

This module will assist you in your annual certification for our Medicare Advantage plans. You must complete this process to be deemed Ready to Sell (RTS) for the plan year. If you are unable to complete this process in one sitting, you can leave at any time and your progress will be saved. Upon completion the requirements, you will receive an email confirmation that you are RTS. Please do not market or sell any plans until you receive RTS confirmation from us.

To get started, please confirm the information below and enter your Social Security number. We will use it to confirm your identity and request your Producer Database (PDB) Report so we can gather your information from the National Insurance Producer Registry (NIPR).

If you have any issues, please reach out to Producer Support at the number above or email [Producer Support](#). We appreciate your partnership and look forward to a productive selling season!

What you'll need to complete your onboarding:

- ✓ Social Security Number
- ✓ Error & Omission Insurance Policy Information
- ✓ AHIP Certification
- ✓ 30-45 Minutes to complete product training

To get started, please enter your SSN below. We will pre-fill your information from National Insurance Producer Registry (NIPR):

National Producer Number (NPN)

8356574

Step 3:

- This module will assist you in your annual certification for our Medicare Advantage plans.
- You will need:
 - Social Security Number
 - Error & Omission Insurance Policy Information
 - AHIP Certification
 - 30-45 Minutes to complete product training
- Submit your information by clicking **Submit**.



HOW TO CERTIFY

BAYCAREPLUS

Directions

Examples of BayCarePlus Certification

4 AgencyOnlyPay Producer Onboarding

Please complete the form below. All fields are required unless marked optional. You must complete each step of the process before you can advance to the next one. Each completed step will show a green check mark. Click "Continue and Save" after you complete each step to save your progress in case you need to leave the site and return later.

Getting Started

General Info

Contact Info

Licenses

Background Check

Insurance

AHIP

General Information

Please verify the information we have on file for you:

First Name

Middle - optional

Last Name

No Middle Name

5 AgencyOnlyPay Producer Onboarding

Please complete the form below. All fields are required unless marked optional. You must complete each step of the process before you can advance to the next one. Each completed step will show a green check mark. Click "Continue and Save" after you complete each step to save your progress in case you need to leave the site and return later.

Getting Started

General Info

Contact Info

Licenses

Background Check

Insurance

AHIP

Compliance Policies

Sales Policies

Contact Information

Please verify the contact information we have on file for you:

Primary Address

Address Line 1

Address Line 2 - optional

City

6 AgencyOnlyPay Producer Onboarding

Please complete the form below. All fields are required unless marked optional. You must complete each step of the process before you can advance to the next one. Each completed step will show a green check mark. Click "Continue and Save" after you complete each step to save your progress in case you need to leave the site and return later.

Getting Started

General Info

Contact Info

Licenses

Background Check

Insurance

AHIP

Compliance Policies

Sales Policies

Product Training

Sign Documents

Licenses for BayCare Sales Area

Florida State License

License Number

License Class

Effective Date

Expiration Date

License LOA

We are only showing the licenses for the states where we offer a product. To become 'Ready to Sell', you need to have an active license in at least one of these states. Please note: you will only be appointed to sell and receive commissions for those states in which you have an active license.

Return to Dashboard

Previous

Continue and Save

Step 4:

- Enter your general information, NPN, and primary contact.
- Click **Continue and Save**.

Step 5:

- Enter your Contact information.
- Click **Continue and Save**.

Step 6:

- Review the **Licenses for BayCare Sales Area**.
- Click **Continue and Save**.



HOW TO CERTIFY

BAYCAREPLUS

Directions

Examples of BayCarePlus Certification

7 AgencyOnlyPay Producer Onboarding

Please complete the form below. All fields are required unless marked optional. You must complete each step of the process before you can advance to the next one. Each completed step will show a green check mark. Click "Continue and Save" after you complete each step to save your progress in case you need to leave the site and return later.

- Getting Started
- General Info
- Contact Info
- Licenses
- Background Check
- Insurance
- AHIP
- Compliance Policies
- Sales Policies
- Product Training
- Sign Documents

Background Check

As part of the 'Ready to Sell' approval, a background check is performed. Please read and sign the agreements below to allow us to start the process.

<input checked="" type="checkbox"/> Authorization Agreement	Review
<input checked="" type="checkbox"/> Disclosure Agreement	Review
<input checked="" type="checkbox"/> FCRA Agreement	Review

Once you have completed the above agreements, click 'Start Background Check' below to begin the check process. This check can take several minutes or longer to be completed and returned. This registration step will be marked as completed once the check is completed.

[Return to Dashboard](#)

8 AgencyOnlyPay Producer Onboarding

Please complete the form below. All fields are required unless marked optional. You must complete each step of the process before you can advance to the next one. Each completed step will show a green check mark. Click "Continue and Save" after you complete each step to save your progress in case you need to leave the site and return later.

- Getting Started
- General Info
- Contact Info
- Licenses
- Background Check
- Insurance
- AHIP
- Compliance Policies
- Sales Policies
- Product Training
- Sign Documents

Insurance

Please enter your Error & Omission insurance information

Insured Company	<input type="text"/>
Policy Number	<input type="text"/>
Effective Date	<input type="text"/>
Expiration Date	<input type="text"/>
Per Occurrence Limit	<input type="text"/>
Aggregate Limit	<input type="text"/>

[Return to Dashboard](#)

Step 7:

- Review and sign documents in your Background Check:
 - Authorization Agreement
 - Disclosure Agreement
 - FCRA Agreement
- Click **Continue and Save**.

Step 8:

- Enter your **Error & Omission insurance information**.
- Click **Continue and Save**.



HOW TO CERTIFY

BAYCAREPLUS

Directions

Step 9:

- To become Ready to Sell (RTS), you will need to complete America's Health Insurance Plans (AHIP) Marketing Medicare Advantage and Fraud, Waste, and Abuse certifications. If you have not completed the certification, please click here to visit [AHIP](#).
- Authorize your **Signature** and **AHIP Completion Date**.
- Click **Continue and Save**.

Examples of BayCarePlus Certification

9 Getting Started

- General Info
- Contact Info
- Licenses
- Background Check
- Insurance
- AHIP**
- Compliance Policies
- Sales Policies
- Product Training
- Sign Documents

[Return to Dashboard](#)

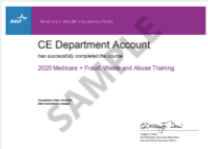
AHIP

Read and complete below:

In order to become Ready to Sell, you will need to complete America's Health Insurance Plans (AHIP) Marketing Medicare Advantage and Fraud, Waste and Abuse certifications. If you have not completed the certification, please click here to visit [AHIP](#).


Once you have completed AHIP and sent your score to BayCare, please click here to refresh your AHIP certificate.

If you have your completed AHIP certificate, please upload it here. Enter the date that you completed the AHIP training below and only upload the certificate for the most current plan year as shown.



(Sample Certificate)

Upload your AHIP certificate



You are attesting that you have completed the course requirements in accordance with CMS guidelines as presented in the program. When approved, you will be able to proceed to the next component of the training.

Authorization Signature

AHIP Completion Date

10 Getting Started

- General Info
- Contact Info
- Licenses
- Background Check
- Insurance
- AHIP
- Compliance Policies
- Sales Policies**
- Product Training
- Sign Documents

[Return to Dashboard](#)

Sales Policies

Please read and sign the following:

BayCare

Sales Policy and Procedures (P&Ps) Acknowledgement

I understand that it is my responsibility to be aware of the information contained in these P&Ps, and that I am expected to abide by these P&Ps as a condition of my contract with BayCare. If I have questions at any time regarding this information, I will consult with the BayCare Sales Department.

I also acknowledge and understand that, although these documents reflect BayCare's current policies regarding Sales, it may be necessary to make changes from time to time, at BayCare's discretion, to best serve the needs of the organization. I understand that once modified, the P&Ps will be available on the producer portal and I will be responsible for reading and attesting to the revised policy.

- ☐ Sales Training
- ☐ Sales and Marketing Guidelines
- ☐ Sales Oversight
- ☐ Marketing/Sales Educational Events
- ☐ Sales to Vulnerable Individuals
- ☐ Broker/Agent Appointment and Termination
- ☐ Sales Code of Ethics

By electronically signing this Acknowledgement Form, I hereby acknowledge that I have read and understand the content of the documents that comprise the BayCare Sales policies and procedures (P&Ps) outlined above.

Step 10:

- Review the **Sales Policy and Procedures (P&Ps) Acknowledgements**:
 - Sales Training
 - Sales and Marketing Guidelines
 - Sales Oversight
 - Marketing/Sales Educational Events
 - Sales to Vulnerable Individuals
 - Broker/Agent Appointment and Termination
 - Sales Code of Ethics
- **Authorize Signature**.
- Click **Continue and Save**.



HOW TO CERTIFY

BAYCAREPLUS

Directions

Examples of BayCarePlus Certification

11 BayCarePlus Producer Onboarding

Complete the form below. All fields are required unless marked optional. You must complete each step of the process before you can advance to the next step. Each completed step will show a green check mark. Click "Continue and Save" after you complete each step to save your progress in case you need to leave the site and return later.

Product Training

Before you can begin selling BayCare, you'll need to complete the product training courses below:

✓ **Producer Onboarding Product Training** [Review](#)

[Previous](#) [Continue and Save](#)

[Return to Dashboard](#)

Progress List:

- ✓ Getting Started
- ✓ General Info
- ✓ Contact Info
- ✓ Licenses
- ✓ Background Check
- ✓ Insurance
- ✓ AHIP
- ✓ Compliance Policies
- ✓ Sales Policies
- ✓ **Product Training**
- ✓ Sign Documents

Step 11:

- Complete the product training courses below:
 - **BayCarePlus - 2022 Program Training**
 - Answer 21 questions in a "test" after downloading learning documents.
 - **2022 Producer Certification Guide**
- Click **Continue and Save**.

12 BayCarePlus Producer Onboarding

Complete the form below. All fields are required unless marked optional. You must complete each step of the process before you can advance to the next step. Each completed step will show a green check mark. Click "Continue and Save" after you complete each step to save your progress in case you need to leave the site and return later.

Sign Documents

Sign the documents below to complete your onboarding:

📄 **Sign Producer Documents** [View and Sign](#)

Signed: (7/16/2021)

[Previous](#) [Continue and Save](#)

[Return to Dashboard](#)

Progress List:

- ✓ Getting Started
- ✓ General Info
- ✓ Contact Info
- ✓ Licenses
- ✓ Background Check
- ✓ Insurance
- ✓ AHIP
- ✓ Compliance Policies
- ✓ Sales Policies
- ✓ Product Training
- ✓ **Sign Documents**

Step 12:

- Sign the **Producer Documents** to complete your onboarding.
- Click **Continue and Save**.
- *Note: All Agents receive an RTS email once they're onboarded.*



HOW TO CERTIFY

BCBS OF TN

Directions

Examples of BCBS of TN Certification

1

Log in or register an account

Select your account type

Broker

Username

Password

Forgot Username/Password?

LOG IN

Step 1:

- Visit **bcbst.com**.
- Click on the **Log In/Register** to BlueAccess link then **Register Now**.
- Scroll down and select **Broker**.
- Enter your **Tax ID** (either the **agency's Tax ID** or your **Social Security Number**) and your email address.
- Select **Continue**, verify your information on the next screen and enter the additional information requested.

2

ACCESS ACCOUNT INFORMATION

Tax ID:

Information from
Step 1

Email Address:

User Name:

Password:

Retype Password:

Security Question:

What is your mother's maiden name? ▼

Security Answer:

First Name:

Last Name:

Telephone Number:

Company Name:

Continue >>

Step 2:

- Enter your Tax ID (either the agency's Tax ID or your Social Security Number) and your email address.
- Create a **Username** and **Password**.
- Create your **Security Question** and **Answer**.
- Select **Continue**, verify your information on the next screen and enter the additional information requested.
- Select **Continue**.



HOW TO CERTIFY

BCBS OF TN

Directions

Examples of BCBS of TN Certification

1



of Tennessee

plans for better health. plans for a better life.™

Thank you for registering for a broker account within BlueAccess!

Please click on the confirmation link below to activate your account

Step 3:

- You will receive a **Confirmation Email** from BCBS TN with a **temporary link**.
- Click the link provided and your account will be **activated**.



HOW TO CERTIFY

BRAND NEW DAY

Frequently Asked Questions

How do I log back in?

- Go to www.brandnewday.mindflash.com.
 - Enter the email address you received for the module invitation.
 - Password: Enter the password that you used when you first logged in (e.g. 1 lower case, 1 upper case, 1 character, 1 number)

I forgot my password, how do I reset my password?

- Go to www.brandnewday.mindflash.com
- Click on 'Forgot my password' and follow the prompts to completion.

How do I start the 2021 Agent Certification?

- Click on the 'Invited' tab on the My Courses section.
- Click on the drop down arrow '2021 Brand New Day Agent Certification' to see the module that is required to be completed.
- Scroll to the bottom of the screen below, then click "Get Started" to begin the course.

EXAMPLE OF BRAND NEW DAY CERTIFICATION HOMEPAGE

brand new day
HEALTHCARE YOU CAN FEEL GOOD ABOUT

English Shaina Popkin

My Courses

Search...

All (1) Invited (1) Completed (0)

▶ 2021 Brand New Day Agent Certi... 1

2021 Brand New Day Agent Certification

This course will certify you for 2021, if you are a new agent certifying for the first time this will also allow you to sell 2020 plans.

There is a PDF training document with all of the information from the video. You will need to pass the test with an 85% or better.

Please remember to email your agent documents to Marketing@universalcare.com if any of them have been recently renewed. These include:

- Agent Contract (for new agents)

Powered by Mindflash Privacy Policy



HOW TO CERTIFY

BRAND NEW DAY

Frequently Asked Questions

I'm lost and don't understand Mindflash. What do I need to do?

- You received an invitation by email from Marketing@Universalcare.com. Click on the link to register into the course by following the instructions in the email. Once you click on the link, Mindflash will prompt you to create a unique password.
- **You must complete the entire modules of the 2021 Agent Certification in order to receive a certificate.**
- Once you review the module, continue to the exam until you get to the end. You must receive an overall passing score of at least 85% to get your certificate.

I failed the exam, how do I retake it?

- If you did not receive a passing score of 85%, you can retake the course by logging in and clicking on 'My Courses'.
- Once you land on this page, you want to click on the drop-down arrow and select the course you want to retake.
- Once you click on the course, to the right you will see a blue button that says 'Retake'. You can retake the course up to 3 times.

I retook my exam 3 times and did not pass, what do I do?

- Email Marketing@Universalcare.com with the subject line: **"Mindflash – Broker Certification: Unlock Exam"**
- In the body of your email provide us with the following information:

Agent/Broker Name:	<i>John Smith</i>
FMO Name (if applicable):	<i>123Health FMO</i>
Re-attempting Course:	<i>All or Overview of Universal Care/Brand New Day</i>
Registered Email on Mindflash:	<i>JSmith@HealthFMO.com</i>
Best way to contact you: (e.g. email, cell, etc)	<i>Email</i>



HOW TO CERTIFY

BRAND NEW DAY

Frequently Asked Questions

I passed the exam, what's next?

- You've completed module and passed the exam with an 85% or higher. The next step is to send the following documents:
 - 1. 2021 AHIP or NAHU Certificate**
 - 2. CA Department of Insurance License**
 - 3. Errors & Omissions (E&O)**
 - 4. Agent Contract***
 - 5. W9, Direct Deposit Form and a Voided Check**

**If you are part of an FMO, please check with your FMO about the Contract with Brand New Day. Some will send that in on your behalf.*

In order to be certified with Brand New Day, you need to send in the required documents (in one email) to marketing@universalcare.com. Once you provide this information, the Broker Support team will process and you can begin to sell the plan.

We will contact you if there are any discrepancies with your application. If you have any questions please email marketing@universalcare.com or call **1-866-255-4795 ext. 2018**.



HOW TO CERTIFY

ESSENCE

Directions

- Before an agent is able to complete contracting, they must first attend a **F2F training**.
 - In order to sell Medicare Advantage plans, new producers **must attend** a face-to-face training hosted by Essence Healthcare and CoxHealth Medicare Plus sales teams. These trainings are generally held prior to the beginning of the Annual Enrollment Period (AEP) as a product roll-out meeting and then quarterly or monthly as needed throughout the year. This training covers topics such as compliance standards, marketing, sales and application processes, commissions, producer portal, and plan benefits. Trainings are held both virtually and in person.
 - It is not mandatory for re-certifying producers to attend face-to-face training, but it is helpful before completing the online recertification process.
- **AHIP Training**
 - All producers must successfully complete the most updated version of **AHIP certification**. The Centers for Medicare & Medicaid Services (CMS) requires that any producer who wants to sell Medicare Advantage Prescription Drug (MAPD) plans must complete a Medicare General Compliance and Fraud, Waste and Abuse training and certification. Only training and certification from AHIP will be accepted by Essence Healthcare.
 - A producer is allowed three attempts to pass with a minimum score of 90 percent.
 - Upon successful completion of the AHIP certification, it should be uploaded into the onboarding program.
- **Product Training**
 - Specific product training and testing must be successfully completed. A producer will receive information from the face-to-face training and the learning module to use when taking the CMS-required product assessment.
 - The test can be launched within the onboarding program of the producer portal.
 - A producer is allowed three attempts to pass with a minimum score of **85 percent**.



HOW TO CERTIFY

GATEWAY HEALTH

Directions

- Gateway certifications are done through the **No More Forms** link you have been provided in your onboarding email.
 - Follow the link and enter the necessary information to begin onboarding.
- It is highly recommended that the forms be completed in the order in which they are presented to the applicant. This will enable appropriate pre-population of information from one form to other forms in the package.
 - **Note:** if at any time you need to exit the process, simply click the **Save Draft** button and all information will be saved until your next visit to **NoMoreForms**.
- Whenever you have completed a form, simply choose **Return to Forms Package** so that you can complete the other forms in the package.
- If you have questions about the process? Call the Help Desk at **800-686-8279**.

Step 1:

Upload AHIP:

- You are REQUIRED to attach a copy of your AHIP certificate.
- Click on the hyperlink "Please click here to add (or view) attachments as necessary".
 - **You can view, edit, or print any form - by clicking its name.**
 - **You are required to attach a copy of your AHIP Certification.**
 - **There is 1 attachment for Gateway Health Plan Inc. Please click here to add (or view) attachments as necessary.**
- Browse your computer for your selling year **AHIP Certificate (.PDF File)**.
- Provide a descriptive name, *it is a best practice to save your AHIP certificate document with a descriptive name, such as your first and last name and the certification year.*
- Click **Add Attachment**.
- Click **Done**.



HOW TO CERTIFY

GATEWAY HEALTH

Directions

Examples of Gateway Health Certification

2 Select a file to attach:

Browse...

Provide a descriptive name:

Your attachments will be automatically scanned for viruses.

3

Selected File	Descriptive Title	Remove
2019 AHIP.pdf **	2018 AHIP	<input type="checkbox"/>

** Denotes Pending Attachment. Awaiting Form Submission.

For comments or questions please [email us](#) or contact our Help Desk at 800-686-8279 (8:00 am - 8:00 pm EST).
To view our Technical Support Center, please click [here](#).

☐ Select Return to Forms

Pending Attachment	Description
<input type="button" value="Return to Forms"/>	2019 AHIP

Step 2:

- o Please give each attachment a **descriptive name**.
- o Click the **Done** button when finished.

Step 3:

- o If you would like to remove an existing attachment, check the **Remove** box and click the **Remove** button.
- o Select **Return to Forms**

Step 4:

Medicare Training and Assessment:

- o The Gateway Medicare Advantage product training (both the training materials and the assessment) for the upcoming plan year is included in the application package
- o You must score **85% or higher** to pass the assessment.
- o Click on the **Medicare Advantage Training** link to access the training materials.



HOW TO CERTIFY

GATEWAY HEALTH

Directions

Examples of Gateway Health Certification

5

Return to Forms Package

6

Score as percent:

7

Submit Answers

7

Gateway Strategies LLC Captive Agent Pac Forms	
Medicare Advantage Training	printable
2018 Medicare Adv Assessment (Remaining Attempts: 4)	view assessment
Application	printable
AHIP Confirmation	printable
Authorization and Disclosure	printable
Captive Agent Assignment	printable
Return to smf Login	

Step 5:

Statements:

- Statements are available via the ICM system
- The first page of the commission statement lists the total amount paid for new enrollments and/or renewals, as well as the total sum payment;
- If a member dis-enrolls within **90 days of their effective date** the commission is **“charged back”** to Gateway Health Plan.

Step 6:

- Choose the Medicare Adv Assessment link to access the training test.

Step 7:

- After you have completed the assessment, choose **Submit Answers**.
- To view your score for the assessment, choose **View Assessment**.

Step 8:

- If you have passed the assessment, the status of the Medicare Advantage Assessment will show as Complete, Assessment Passed.
- If you have not passed the assessment, your remaining attempts will show next to the Medicare Adv Assessment link.

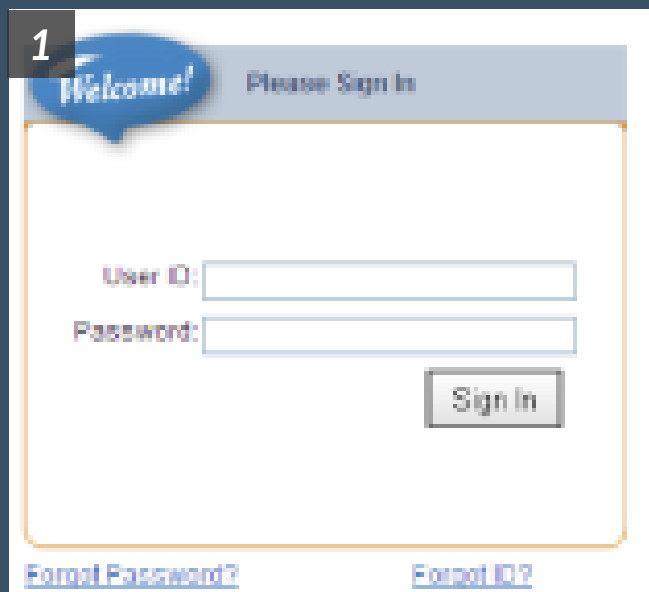
✓ HOW TO CERTIFY

HEALTH NOW

Directions

Examples of Health Now Certification

1



Welcome! Please Sign In

User ID:

Password:

Sign In

[Forgot Password?](#) [Forgot ID?](#)

2



How To Get The Most Out Of Learning

To-Do List
Work From Your To-Do List
Your to-do items are conveniently listed in due date order, so that you can easily plan your work.

Easy Links
Quickly Complete Tasks
The Easy Links are shortcuts to your most frequently performed tasks.

☐ Do not show this page every time I sign in
(Note: Page will automatically display if there is new content)

- Required Course and test include
 - Medicare Advantage Product Course
 - Medicare Advantage Product Test
- Agents must achieve a passing grade of 85% or better
- Agents will be given three chances to pass the test
- AHIP is required
 - AHIP should be transmitted using the link below
 - <https://www.ahipmedicaretraining.com/cipients/healthnow>

Step 1:

User Broker Learning Library

- Use the link below
 - <https://learninglibrary.plateau.com/learning/user/nativelogin.jsp>
- The Learning Library Sign-in page will display.
 - For first time users -
 - User ID: NPN
 - Password: training
 - For returning users -
 - Username: NPN
 - Password: your previously created password

Step 2:

- If you have forgotten your password, use the **“Forgot Password”** option and follow the instructions given on-screen to retrieve it.
- Once you have signed in, the learning center window will display with the **How To Get The Most Out Of Learning** dialog box.

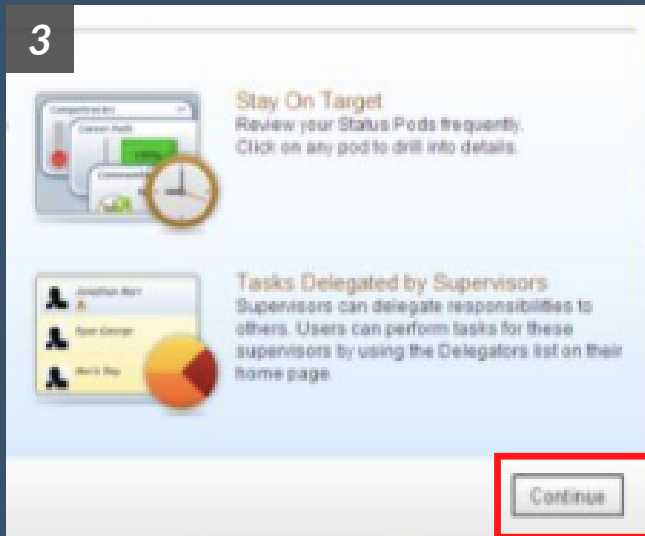
✓ HOW TO CERTIFY

HEALTH NOW

Directions

Examples of Health Now Certification

3

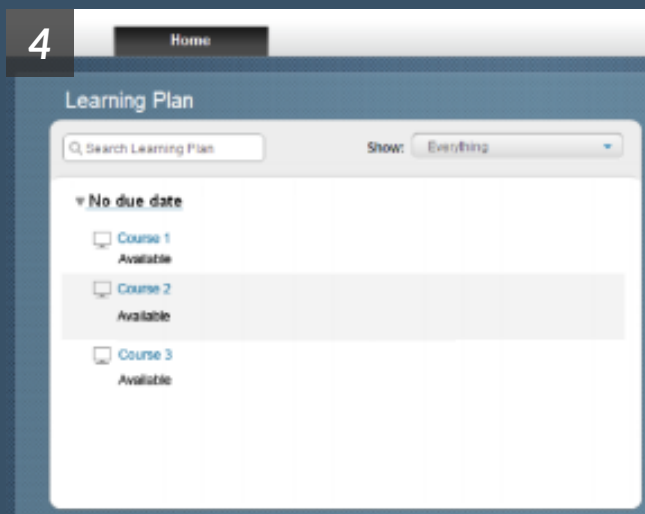


Step 3:

- Select **Continue**.

Accessing Training Materials - The Learning Plan area will list the training materials that have been assigned to you and that you must complete

4



Step 4:

Accessing an eLearning Course:

- To access an eLearning course, pass your mouse over the blue course title.
- A description of the course will display in a pop-up window.
- Complete **EACH** course.
- Once all courses have been completed, you will need to complete the test with an **85% or higher**.



HOW TO CERTIFY

IMPERIAL HEALTH

Directions

- Agents will receive an **email invite** to begin Imperial certifications.
- Click on the **link to register online** and complete all agent registration information.
 - Agent uploads required documents (**AHIP, DOI, and E&O**)
 - Agent signs **Agent/Agency Compensation** agreement.
 - The agent is now in **pending status = pending review** of documents uploaded.
 - Imperial approves all documents (AHIP, DOI, and E&O)
- The agent selects “Training” to start certifications
 - **Note** - Imperial training slides can be downloaded at the bottom of the screen to help with the exam!
 - Agents must click on each individual slide (58) to launch the exam.
- The exam is **25 questions**.
 - Agents must pass with an **85% (AZ, CA, TX)**.
- Agents can add multiple states for certification by uploading **non-resident DOI license**.



HOW TO CERTIFY

JOHN HOPKINS

Directions

EXAMPLE OF JOHN HOPKINS CERTIFICATION

1 miramar:agent

Welcome to Miramar:Agent

Miramar:Agent is a flexible, module-based software solution designed to assist government managed care organizations onboard agents, provide training, manage ongoing oversight activities, and pay commissions effectively and compliantly. Because every organization is unique, Miramar:Agent can be licensed as a complete solution or tailored to address specific needs.

[Need help? Click here.](#)

Log In

Username

Password

☐ Remember me? [Forgot your username or password?](#)

Log In

Register as an Agent

STEP 1:

- If you are a returning user to Miramar, use your username and password to login.

If you are a returning user, once logged in, select Register New and enter the registration code that was provided in your certification email.

- If you are new to Miramar, Register as a new user.

After entering your SSN, you will be asked to provide your registration code. John Hopkins registration code is 2021JHHG.

STEP 2:

- Programs that you are registered for will appear in the Active Programs section.

- Select Start to begin your certifications

- After all certifications have been completed, the carrier will begin processing your contract.

- Once your contract has been processed, you will receive a welcome email directly from the carrier.

- The welcome email will include your unique writing number. Once you receive your writing number, you are Ready to Sell.

- Note: It can take between 1-2 weeks to become appointed depending on the time of year.

2 miramar:agent

Search for agents by name, username, email, NPN, SSN or ID

Agent Dashboard

ACTIVE PROGRAMS

Best Health New Hire Program [Start](#)

READY TO SELL

Plan	Contract #	Contract Name	Start Date	Benefits	Effectively
No results					

[View All](#)

GROUPS

Plan	Group	Start Date	Writing Code
Best Health Plan, Inc	Lead Testing	07/25/2017	

[View All](#)

RECENT TRAINING

Plan	Course Name	Enrolled Date	Attempt	Score	Passed	Completed Date
No results						

[View All](#)



HOW TO CERTIFY

KAISER PERMANENTE

Directions

- The following two Medicare training courses must be completed annually to market or sell KP Individual or Group Medicare Advantage or Cost products during each specific year.
 - Medicare Sales Core Marketing: A three to four-hour web-based course that covers CMS marketing requirements for any Medicare health plan.
 - If you have already completed the Core Medicare Marketing Compliance training module, during the completion of the program you will have an opportunity to upload your Program Completion Certification. To upload the Program Completion Certification:
 - Click in the “attachment” box
 - Locate the file on your computer
 - Click submit to finalize the transmission
 - KP Medicare Products & Benefits: : A one-hour web-based course that covers region-specific KP Medicare products and benefits for the group plan segment.
- To complete certifications, follow the link below
 - <https://miramar-agent.com/>
- If you are a returning user to Miramar, use your username and password to login.
 - If you are a returning user, once logged in, select Register New and enter the registration code that was provided in your certification email.
- If you are new to Miramar, Register as a new user.
 - After entering your SSN, you will be asked to provide your registration code which was provided in the certification email you receive.
- Programs that you are registered for will appear in the “Active Programs” section.
- Select Start to begin your certifications.



HOW TO CERTIFY

MEMORIAL HERMANN

Directions

EXAMPLE OF MEMORIAL HERMANN CERTIFICATION

1 miramar:agent

Welcome to Miramar:Agent

Miramar:Agent is a flexible, module-based software solution designed to assist government managed care organizations onboard agents, provide training, manage ongoing oversight activities, and pay commissions effectively and compliantly. Because every organization is unique, Miramar:Agent can be licensed as a complete solution or tailored to address specific needs.

[Need help? Click here.](#)

Log In

Username

Password

☐ Remember me? [Forgot your username or password?](#)

Log In

Register as an Agent

STEP 1:

- If you are a returning user to Miramar, use your username and password to login.

If you are a returning user, once logged in, select Register New and enter the registration code that was provided in your certification email.

- If you are new to Miramar, Register as a new user.

After entering your SSN, you will be asked to provide your registration code which was provided in the certification email you received.

STEP 2:

- Programs that you are registered for will appear in the Active Programs section.

- Select Start to begin your certifications

- After all certifications have been completed, the carrier will begin processing your contract.

- Once your contract has been processed, you will receive a welcome email directly from the carrier.

- The welcome email will include your unique writing number. Once you receive your writing number, you are Ready to Sell.

- Note: It can take between 1-2 weeks to become appointed depending on the time of year.

2 miramar:agent

Search for agents by name, username, email, NPN, SSN or ID

Agent Dashboard

ACTIVE PROGRAMS

Best Health New Hire Program [Start](#)

READY TO SELL

Plan	Contract #	Contract #	Start Year	Benefits	Effectiv
No results					

[View All](#)

GROUPS

Plan	Group	Start Date	Writing Code
Best Health Plan, Inc	Lead Testing	07/25/2017	

[View All](#)

RECENT TRAINING

Plan	Course Name	Enrolled Date	Attempt	Score	Passed	Completed Date
No results						

[View All](#)





HOW TO CERTIFY

SCAN HEALTH

Examples of Scan Health Certification

1





Sign In

email address

Password

☐ Remember me

Sign In

Directions

After an agents contracting has been submitted and processed with the carrier, they will receive an activation email to set up their account.

- Go to www.scanagentportal.com
- Click “**Agent Log In**”
- Complete training in the order below.

Step 1:

AHIP

- Training curriculum includes modules on Medicare Marketing Fraud, Waste and Abuse segment
- Completing this training also satisfies the CMS requirement for General Compliance training

**Required*

Step 2:

Online Certification & Exam

- Watch the ENTIRE online training video
- Attest to reading SCAN P&P's, Code of Conduct, and Sales Agent Guide
- Complete Exam with a minimum passing score of 85%

**Required*

Step 3:

Benefit Rollout Training

- Attend one of the offered trainings for an in-depth understanding of our rich plans
 - Face to Face Training
 - Self-Paced Online Training
 - Live Webinar Training



HOW TO CERTIFY

SHARED HEALTH MS

Directions

All newly appointed agents under CHA as the FMO are automatically invited to test for MAPD certification.

Shared Health MS will send the agent an email with testing links to complete (or transfer) their AHIP and then complete the BC product testing.

Once they complete the testing, we send them a second email congratulating them when they are RTS.

Requirements for Medicare Advantage (MA) Certification:

- Have active appointment including current Mississippi license on file with BlueCross
- Complete AHIP online modules which include Fraud Waste & Abuse, along with links to CMS General Compliance and Nondiscrimination training – You must pass the AHIP final exam within three attempts

Agents can complete the AHIP training through another carrier. If completed through another carrier, the agent must click on the link supplied by Shared Health MS and login to the AHIP site. This ensures electronic reporting of your AHIP scoring and attempts will be sent to Shared Health MS. When logged into the appropriate site you will see the Shared Health MS logo in the upper right-hand corner. Shared Health MS is accepting AHIP training ONLY. Agents should not attempt to submit an AHIP certificate as proof of completion. The certificate does not include all pertinent data required such as number of attempts and scoring for each.

- Complete Shared Health MS / BlueCross online Corporate Compliance training modules.

Complete annual Product Specific modules – Each module must be passed within three attempts.