



HOW TO CERTIFY

CARE FIRST

STEP 1:

- SMA will register the agent on our upline's contracting portal.

STEP 2:

- The agent will be sent an email from Sterling (background check carrier) to complete. See below for an example of this email. The email will come from noreply@sterling.app and the subject will be **"Background Screening Instructions."**

STEP 3:

- Once the Sterling link has been completed, Sterling will send results to Care First Medicare Advantage.
 - ****If the Sterling link is not completed, the agent will not move forward in the process.**

STEP 4:

- If the background check is clean – the agent will be sent an email and temporary password from Care First Medicare Advantage to register on their portal. The email will come from carefirst.combrokerportalteam@carefirst.com and the subject will be **"CareFirst.com Broker Portal – User ID Notification"**

STEP 5:

- Once registration is completed, Care First Medicare Advantage will email the agent stating the training has been loaded into the portal and may take the certification exam.

EXAMPLE OF BACKGROUND CHECK EMAIL

From: noreply@sterling.app <noreply@sterling.app>
Sent: Monday, July 20, 2020 8:28 AM
To:
Subject: Background Screening Instructions

Dear

CareFirst Advantage has contracted with Sterling (a leading consumer reporting agency) to perform a background investigation in connection with your consultancy. You will need to complete an electronic consent and review multiple separate documents including a standalone disclosure and sign your authorization to have a background check run. The link below will take you to the data-collection portal in our secure server.

You are encouraged to carefully read the information provided about your rights under the Fair Credit Reporting Act, and the privacy and security of the information you provide.

Click on or go to the following url to proceed with your background check.

[Click here to begin](#)

If you have any questions or need technical assistance, please contact Sterling toll-free at 1-888-889-5248.

Thank you for your assistance!

Regards,

Sterling