

## Directions for Direct Pay Agents

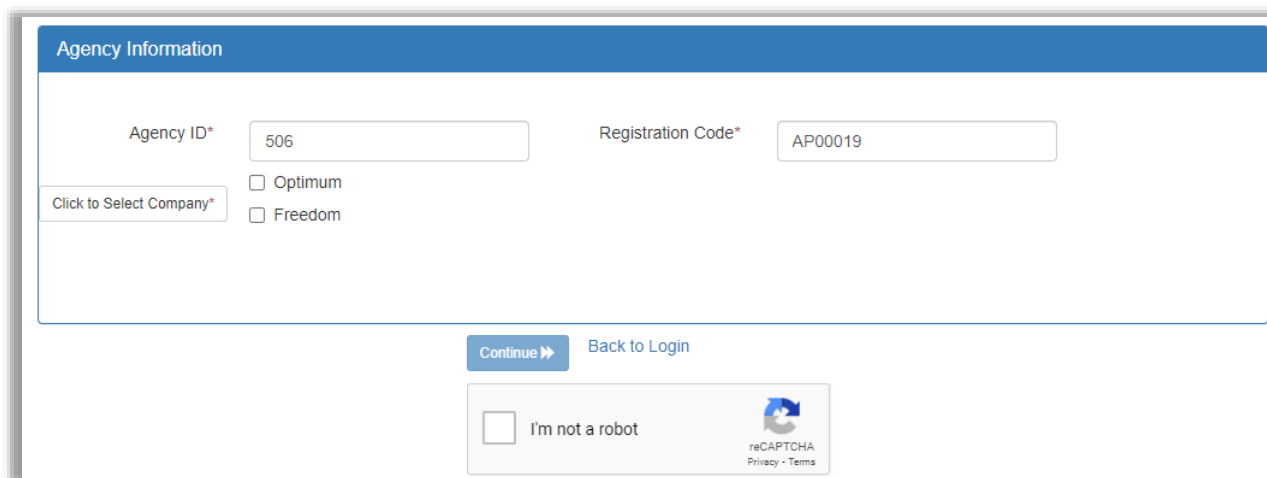
1. You will receive an email with a link and code to access the certification site.

<https://vipagentsupport.com/Agent/AgentRegistration>

Agency ID: 506

Registration Code: AP00019

Please note, each new year you will need to re-certify by logging in and completing an industry standard compliance questionnaire and commitment to compliance. Please try to log in at least once per 30 days to keep your account active.



The screenshot shows a web form titled "Agency Information". It contains the following fields and elements:

- Agency ID\*: 506
- Registration Code\*: AP00019
- Click to Select Company\*
  - Optimum
  - Freedom
- Buttons: "Continue" (with a right arrow) and "Back to Login"
- reCAPTCHA: "I'm not a robot" checkbox and reCAPTCHA logo with "Privacy - Terms" link.

2. Click on 'Click to Select Company' and choose both Optimum and Freedom.
  - a. The Medicare General test will present itself first but can be bypassed by uploading a current AHIP certificate for this calendar year. AHIP must be approved by Plan to move forward. During AEP, approvals are being processed every 2-3 minutes during our 8am-8pm EST hours.
  - b. Med Gen or AHIP must be completed before moving onto either of the Plan Specific certifications. Training material will be provided for review before the test. It can be printed or left open in another window. There is nothing on the test that is not in the material. There is a sign off that the training material was reviewed.

3. Once your certs are finished and submitted, you will be prompted to begin a **background check**.
4. Meanwhile, you should register for one of the **F2F trainings**. Invites are sent through your dashboard, or you can **call Agent Services**.
5. Once a F2F benefit training is completed, we will assign credit, appoint you and clear you to market. This designation is viewable on your homepage.

**IT IS YOUR RESPONSIBILITY TO ENSURE THAT YOU ARE CLEARED (C2M) ON YOUR PORTAL BEFORE YOU CAN BEGIN MARKETING.**

This is monitored and the Plan is required to discipline unqualified agents according to CMS guidelines which includes up to appointment termination. The Plan is required to offer the beneficiary an SEP.

6. For AEP, an initial material push out will go to the FMO local office, but after the initial AEP push, the main ordering method is agent level. You'll be able to place orders 24 hours after you are C2M.

The carrier has an Agent Services team of helpful support reps available to assist you with any question you might have.

**Please call 1-877-877-0539 from 8am-8pm Mon - Fri EST.**

They are open 7 days from the portal launch through end of AEP and then are open 8am-8pm M-F and 9-1 on Sat.

Please send any licensing, appointment questions to [agentlicense@freedomh.com](mailto:agentlicense@freedomh.com).