

2020 AGENT CONTRACTING Medicare Program



Need Technical Assistance? Contact
Miramar:Agent Customer Services at 844.271.8567.

BEFORE YOU BEGIN THE CERTIFICATION PROGRAM

- Clear your browser history and enable pop-ups in your internet browser
- Your username and password for **Miramar-Agent.com** is the same as it was for **SentinelElite.com**
- Update your profile (email address, physical address, phone numbers, etc.)
- Use refresh button under **Register New** button, if programs do not automatically appear under **ACTIVE PROGRAMS**
- If the system times out you can log back in and reenter the step you left off on. The system will not save any data on an incomplete step so you will have to complete the entire step from the beginning.

ERRORS AND OMISSIONS

- You must upload a PDF copy of your E&O Policy
- Policy document files names cannot contain the following characters: Tilde (~), Number sign (#), Percent (%), Ampersand (&), Apostrophe ('), Asterisk (*), Braces { }, Backslash (\), Colon (:), Angle brackets (< >), Question mark (?), Slash (/), Plus sign (+), Pipe (|), Quotation mark (")
- Policy document files names must be unique every year; duplicate file names will cause error

MEDICARE CORE TRAINING

- The following certifications are accepted in the Miramar:Agent Medicare Certification Program:
 1. **AHIP Certification** (ahipmedicaretraining.com)
 2. **PinPoint Certification** (medicareonlinecertification.com)
 3. **Convey Core Training Certification** (available within the Miramar:Agent MA Certification program)

PRODUCT TRAINING

- You must click **EVERY** slide in the Product Training in order to take the Final Assessment Exam
- If the Final Assessment play button does not appear for the Final Assessment Exam, return to the Product Training and click through **ALL** 170+ slides again
- Any unanswered questions will be marked as incorrect
- A passing score of 85% is required to successfully complete the training
- You have 3 attempts to pass the test

Questions? Contact Broker Support Team 833.889.4357(HELP) or
healthplanbrokercontracting@christushealth.org



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CHRISTUS 2020 MA CERTIFICATION PROGRAM

- CHRISTUS 2020 Certification Program should be under ACTIVE PROGRAMS on your Dashboard
- Click Start
- Click OK on the Success pop
- Click refresh button under Register New button, if CHRISTUS Certification program does not automatically appear under ACTIVE PROGRAMS.
- Click Welcome Form
- Read Welcome and click Continue
- Click OK on No Available Tasks pop
(Internet Explorer users, close window and click Dashboard on the left side menu of the original tab to move to the Code of Ethics step)
(Chrome users, click Dashboard to move to the Code of Ethics step)

CODE OF ETHICS

- Click Code of Ethics
- Read Code of Ethics, check box, type your name and click Continue
- Click OK on Document Processing popup
- Click OK on No Available Tasks pop
(Internet Explorer users, close window and click Dashboard on the left side menu of the original tab to move to the FWA Compliance Attestation)
(Chrome users, click Dashboard to move to the FWA Compliance Attestation)

FRAUD WASTE & ABUSE COMPLIANCE ATTESTATION

- Click FWA Compliance Attestation
- Read Attestation Statement, check I Attest box and click Continue
- Click OK on Document Processing popup
- Click OK on No Available Tasks pop
(Internet Explorer users, close window and click Dashboard on the left side menu of the original tab to move to the Agent MA Agreement)
(Chrome users, click Dashboard to move to the Agent MA Agreement)

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AGENT MA AGREEMENT

- Click Agent MA Agreement
- Read Agent MA Agreement, check box, type your name and click Continue
- Click OK on Document Processing popup
- Click OK on No Available Tasks popup
(Internet Explorer users, close window and click Dashboard on the left side menu of the original tab to move to the Assignment of Commission)
(Chrome users, click Dashboard to move to the Assignment of Commission)

ASSIGNMENT OF COMMISSION

- Click Assignment of Commission
- Section 1 will prepopulate based on information in your profile (update profile if needed)
- PAY TO field will prepopulate with your FMO's name (verify BEFORE completing this section)
- Agency NPN is a required field, but if you do not know your FMOs TIN you can type "0" (or any other character; the field just needs to be populated)
- Agent NPN is a required field, agents can type your own NPN
- Type your name and click Continue
- Note: Must select an FMO. All renewal and new business commission will be paid to your selected FMO**
- Click OK on Document Processing popup
- Click OK on No Available Tasks popup
(Internet Explorer users, close window and click Dashboard on the left side menu of the original tab to move to the E and O Information Form)
(Chrome users, click Dashboard to move to the E and O Information Form)

ERRORS AND OMISSIONS

- Enter policy information
- Check box and click Continue
- Click OK on Document Processing popup
- Click box to the right of Attachment ("click here to attach file")
- Upload document; No special characters in file name
- Click OK on Document Submitted for Review popup

BACKGROUND CHECK CONSENT

- Click Background Check
- Type your name; date will be prepopulated
- Click Accept
- Click OK on Document Processing popup
- Click OK on No Available Tasks popup

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MEDICARE CERTIFICATION TRAINING

- If you have an AHIP Certification, click "Yes, Upload My AHIP Certificate"
- If you have a PinPoint Certification, click "Yes, Upload My PinPoint Certificate"
- To take the Convey Core Training, click "No, Proceed To Training"
- Note:** You will received and error message if a file with the same name (AHIP.pdf) already exists in your account. Use a specific file name for your AHIP document (2020AHIP.pdf).
- Click OK on No Available Tasks pop
(Internet Explorer users, close window and click Dashboard on the left side menu of the original tab to move to the Product Training)
(Chrome users, click Dashboard to move to the Product Training)

PRODUCT TRAINING

- Note:** The Miramar:Agent website uses pop-ups. If your training course does not open, please ensure pop-ups are enabled for your browser.
- Once you have completed the training course the system will process your results
- Click Close
- Click Dashboard on the left side menu of the original tab to retrieve your next step

SELLING STATE SELECTION

- Click State Selection Form
- Check boxes for all states you are licensed to sell in:
 - ✓ Texas
 - ✓ New Mexico
- Click Continue
- Click OK on Document Processing popup
- Click OK on No Available Tasks pop
(Internet Explorer users, close window and click Dashboard on the left side menu of the original tab)
(Chrome users, click Dashboard)

CONGRATULATIONS, YOU HAVE COMPLETED THE MA CERTIFICATION PROGRAM!
