2021 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
- ☐ Update your profile (email address, physical address, phone numbers, etc.)
- ☐ All upload document files names must be unique every year; duplicate file names will cause error
- ☐ 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.
- ☐ **The 2021 Certification program includes a dual year appointment!** You do not need to request dual appointment; the system will check Medicare Core Training completions for 2020 along with 2021. If you are not already Ready To Sell for 2020 the system will appoint you for 2020, if you have completed 2020 Medicare Core Training.

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 (")

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** 60+ slides again
- ☐ Any unanswered questions will be marked as incorrect
- ☐ You have 3 attempts; passing score of 85% is required to successfully complete the training

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

CHRISTUS®
Health Plan

2021 AGENT CONTRACTING
Medicare Program

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CHRISTUS 2021 MA CERTIFICATION PROGRAM

- ☐ Enter FMO unique registration code
  - ✓ **New users**-enter registration code during initial account set up
  - ✓ **Exiting users**-Log into Miramar-Agent.com and click Register New on the Dashboard
- ☐ CHRISTUS 2021 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

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

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

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

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CHRISTUS®
Health Plan

ASSIGNMENT OF COMMISSION

- ☐ Click Assignment of Commission
- ☐ Sections 1 & 2 will prepopulate based on information in your profile (update profile if needed)
  - ❖ **Important Note:** Profile changes must be made BEFORE launching the Assignment of Commission screen. Once you open the Assignment of Commission screen, the information in sections 1 & 2 **cannot** be changed.
- ☐ **PAY TO** field will prepopulate with your FMO's name (verify BEFORE completing this section)
- ☐ Type your name and click Continue
- ☐ **Note: All individual agents must select an FMO. All renewal and new business commission will be paid to your selected FMO**
- ☐ Click OK on Document Processing popup

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

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"
  - ❖ **Important Note:** You will receive an error message if a file with the same name (AHIP.pdf) already exists in your account. To avoid the error message, please use a specific file name for your Medicare Core Training document (2020AHIP.pdf).
- ☐ Click box to the right of **Attach File ("click here to attach file")**
- ☐ Upload document; No special characters in file name
- ☐ Click Submit
- ☐ Click OK on Certificate Submitted popup

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CHRISTUS®
Health Plan

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)

PRODUCT TRAINING

- ☐ **Important Note:** The Miramar:Agent website uses pop-ups. If your training course does not open, please ensure pop-ups are enabled for your browser.
- ☐ Click green arrow to the right of CHRISTUS 2021 Product Training
- ☐ Once you have completed the training course the system will process your results
- ☐ Click Close in the upper right-hand corner of the training window
- ☐ Click green arrow to the right of CHRISTUS 2021 Product Training Exam
- ☐ Once you have completed the exam the system will process your results
    - ❖ Passing score of 85% is required to successfully complete the training
    - ❖ If you fail the exam, your will be automatically rerouted to the beginning of the exam to retake
- ☐ Click Close in the upper right-hand corner of the training window
- ☐ Click Dashboard on the left side menu of the original tab to retrieve your next step

CONGRATULATIONS, YOU HAVE COMPLETED THE MA CERTIFICATION PROGRAM!

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CHRISTUS®
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