

## New and Existing Prominence Medicare Advantage Agent Registration & Credentialing Guide

Welcome to MyAgentWorld, the platform that Prominence Medicare Advantage Agents use to complete their yearly credentialing and view Commissions/Book of Business information.

### REGISTRATION GUIDE

If you have any questions about this process, contact your Local Medicare Advantage Sales Team, or our general mailbox at [PHPMASalesGeneralMailbox@uhsinc.com](mailto:PHPMASalesGeneralMailbox@uhsinc.com).

### 2 STEPS TO REGISTER

#### Step 1 – Receive your invitation via email and get ready!

- Look for an invitation from Prominence Health Plan ([prominence@myagentworld.com](mailto:prominence@myagentworld.com)) with the title, 'Your Invitation to Credential with Prominence Medicare Advantage'.
- Within this email is a unique link that will take you to MyAgentWorld for registration.
- Complete your credentialing program within 30 days of invitation.

**TIPS:** Please complete your registration and credentialing on a laptop or desktop computer. Have your AHIP Certificate saved as a PDF to your desktop, and ready for upload to the MyAgentWorld system.

#### Step 2 – Registration with MyAgentWorld


- After you have clicked the invitation link and you are a New Agent please enter your:
  - First Name
  - Last Name
  - Password / re-enter the Password
  - Choose two Security Questions/Answers
- If you are an Existing Agent, your Email Address, Upline Code, and Upline Display Name will pre-populate for you. Enter your Password and proceed to Step 1 of Credentialing.
- You may notice there is an Upline Code pre-added to the registration form. Please leave this code as it is shown. If you have any questions about the Upline/Agency name that appears, please reach out to your Local MA Sales Team for assistance.
- Click 'Create an Account' to finish this step.

Upline Code \* ✔ Valid

ABC123

Upline Display Name

P

Create an Account 



You have completed the registration process! Move on to the next step.

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## YEARLY CREDENTIALING GUIDE

If you have any questions about this process, contact your Local Medicare Advantage Sales Team, or our general mailbox at [PHPMASalesGeneralMailbox@uhsinc.com](mailto:PHPMASalesGeneralMailbox@uhsinc.com).

### **EASY STEPS TO COMPLETE YOUR CREDENTIALING**

#### **STEP 1 – Selling State Designation**

- The first step of the credentialing process is to designate the states in which you are licensed to market and sell. Please only select the states in which you are licensed and in good standing. Selecting states that you are not licensed in will stall your credentialing process. Click 'Continue'.



### **Welcome Adrienne Tester !**

Welcome to the Prominence Health Plan RTS Certification Process for Medicare Advantage Plans.

During this process, you will complete steps to reach a "Ready to Sell (RTS)" status. Each step helps us ensure we follow the CMS requirements to ensure all Producers are credentialed and certified to sell Medicare Products.

If you need to pause and leave the process at any time, the system will automatically remember where you are and bring you back to the appropriate place where you left off.

Once all requirements have been met, you will be able to reach your end user portal where you can review all items from the Onboarding Process plus review and manage your book of business and commissions. This system will serve as a single source for all Onboarding and Commission related items.

Please be reminded, you may not begin soliciting Prominence Health Plan products until you have successfully completed the annual certification process and have received a "Ready To Sell" notification. Failure to complete this certification in its entirety will result in an ineligibility to market and sell Prominence Health Plan Products.

Please start by selecting the states that you plan to market Prominence Products.

 Nevada Texas Florida

**CONTINUE** 

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## STEP 2 – Review or Complete your Profile & Contact Information

- Fill in all fields marked with an asterisk, if blank.
  - NOTE: For Agents that can choose their Commissions payout option, Display Name (DBA) can be modified now or in later steps. If you are an Agent that wants to be paid through a business, the Display Name (DBA) represents the business name.
  - If an asterisk “\*” field contains incorrect information, use the “Contact Us” button to request the correction.

### Profile Details

\* If you need to make a change to a restricted field, please use the Contact Us Button.

- Add your Cell Phone Number
  - Prominence uses this number to keep in touch with you, so please be sure to add it.
- Please add your mailing address to Address fields. This address is used for your commissions check payment if you do not elect Direct Deposit at a later date.

The screenshot shows a registration form titled 'Profile Details'. It contains several input fields and dropdown menus. Annotations include: a yellow callout bubble with an exclamation mark pointing to the 'Cell Phone \*' field; a yellow box around the 'Cell Phone \*' field; a blue note below it stating: 'Please note that Prominence Medicare Advantage Sales may utilize your cell phone number to provide you with status updates and important communications. We highly recommend you supply your cell phone number, in addition to alternative telephone number that we can reach you at.'; a yellow callout bubble with an exclamation mark pointing to the 'Gender \*' dropdown menu; and a yellow box around the 'Address Type \*' dropdown menu which has 'Mailing' selected. Other fields include 'Email \*' (phpmasalesgeneralmailbox@uhsir), 'Other Phone \*' ((xxx) xxx-xxxx), 'Other Type \*' (Office), 'Are you an individual or an entity?' (Individual selected), 'Social Security Number \*' (Type here...), 'Date of Birth \*' (Type here...), 'NPN \*' (NPN Here... with a red 'Lookup' button), 'Primary Language \*' (English), and 'Address 1 \*' (Type here...).

- Click ‘Next’ when all fields are completed.

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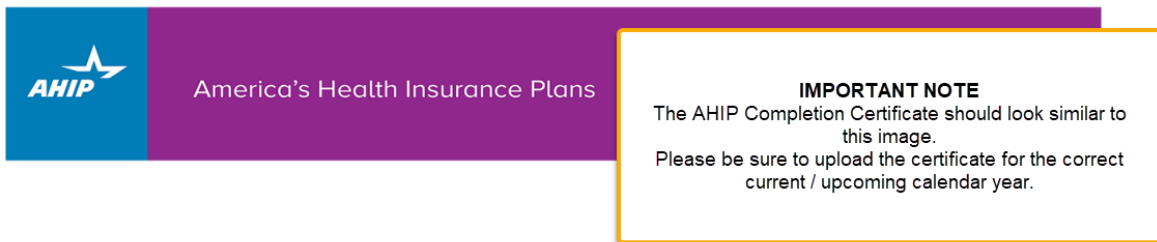
### STEP 3 (New Agents Only) – Agent Questionnaire for Background Check

- Please answer these questions candidly, click the checkbox to confirm your answers, and click 'Next' to continue.

### STEP 4 – AHIP Certificate Upload Step

- Upload your 2024 AHIP Certificate using the 'Click here' option. Please upload a PDF for the quickest processing.

**Note:** The system does accept other formats of the AHIP Certificate (.jpg, .img, etc.), however the PDF format works best for automated processing.



*has successfully completed the course*

**202 Medicare + Fraud, Waste and Abuse Training**

Completion Date:  
Date Generated:

Gregory F. Dean  
Vice President, Insurance Education  
America's Health Insurance Plans

- Click review to see the data that was captured from your AHIP Certificate. Click 'Confirm' if the information is correct, and if the information in the pop-up window is not correct, click 'Manual Review'. A member of the Medicare Advantage Operations team will review your AHIP certificate and approve/reach out to you if needed.

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### STEP 5 – Training Material and Prominence Medicare Advantage Test

- Please click the arrows on the right and left of the screen to move between training topics. When you have completed the training, click 'Next' to take the test.
- The Prominence MA Test consists of Yes/No, True/False, and multiple-choice questions. Parameters for passing the exam are stated on screen for your reference.
- A popup notification will appear to let you know if you have passed the test. Press 'Continue' to move to the next step.

### STEP 6 - Agent Contract

- Please read the Agent Contract thoroughly and download to your local computer for your reference.
- When you are ready to sign the contract, click the two checkboxes to attest and click 'Next' to continue.

The screenshot shows a web interface for the 'Agent Agreement' step. At the top, there is a progress bar with five items: Profile, AHIP Uploads, Training Materials, Test, and Contract, each with a green checkmark. Below this is the 'Agent Agreement' section, which includes a PDF viewer showing a document with text and a callout box. The callout box, with a yellow border and a yellow arrow pointing to the print and save icons in the PDF viewer, contains the text: 'Use these icons to print or save to your computer.' Below the PDF viewer, there are two checkboxes with text: the first is checked and reads 'I attest that I have, as part of the required CMS compliance training, completed the Fraud, Waste, and Abuse training as required. I understand that CMS and/or Prominence Health Plan may request additional information including training certificates to substantiate the statements attested to. I also attest that all information has been read and agreed to in this contract and BAA.' The second is also checked and reads 'I agree that the signature below will be an electronic representation of my signature for all purposes when I (or my agent) use them on documents, including legally binding documents, just the same as pen-and-paper signature.' At the bottom, there are two input fields: 'Date of agreement' with the value '07/26/2023' and a calendar icon, and 'Full name' with the value 'TEST USER'. Below these fields are two buttons: 'Previous' (disabled) and 'Next' (active).

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### STEP 7 – Post Credentialing Commissions Assignment (as applicable to Agency/Upline)

#### Confirm Commissions Assignments

- If your Agency/upline allows, choose whether you want commissions sent directly to you, sent to your Upline for distribution to you, or sent to a business entity.
  - If you are an LOA agent, please select 'My Upline'.
- If your Agency/upline allows you to choose from these options, and you are not sure which to select, please contact your Local MA Sales Team for assistance.

#### Confirm Commissions Assignments

Based on your registration code, your Commissions are being Assigned as shown below.

**Myself**  
I want to select myself as the direct payee.

**My Upline: Prominence NV Telesales**  
I want to select myself as the direct payee.

**Business entity**

[Something isn't right](#)

- Click 'Confirm'. Based on your selection, you may see a step to Complete your W-9. Use the 'Update' button to make any changes at this time.
  - If you make any updates to the W9, click 'Update' to save these changes.

#### STEP 8 – Review Your Information

Please review each of categories for accuracy. If you need to correct anything, please use the 'Previous' button to go back and make changes.

Click 'Submit' when you have completed your final review.

**If everything looks good, please click Submit below. If you need to correct anything, please go back and do so.**



## **New & Existing Agent Registration & Credentialing Guide**

**Congratulations!** You have completed the onboarding process for Prominence Medicare Advantage. You will receive an email when you are appointed and 'Ready to Sell'.

You also now have access to your full Onboarding and Portal where you can view your submitted information, maintain your Onboarding information, and most importantly – you will be able to monitor your Book of Business from this single tool. Please see our MyAgentWorld Guide to your BoB/Commissions, or reach out to the Commissions Team at [PHPCommissions@uhsinc.com](mailto:PHPCommissions@uhsinc.com).