

## Prominence MyAgentWorld Agency Contact Guide

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

This guide is designed to provide you, the Agency Contact, with visibility to your Agency’s book of business, Agent/Broker production, commission payments (if applicable), agent/broker licensing, ready to sell status (RTS), and department of insurance appointments. The Agency Contact Guide can be accessed using a Windows or iOS computer, tablet, or iPad or using an Android cell phone or iPhone.

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

If you have any questions about your commissions, please email [PHPCommissions@uhsinc.com](mailto:PHPCommissions@uhsinc.com).

### Login to My Agent World (<https://www.myagentworld.com>)

Please enter your email address and password to login. If you are a licensed Agent and have completed onboarding, these log in credentials are the same as what you selected during the credentialing/onboarding process. Otherwise, it is your Agency’s email address, i.e. [contactracting@youragency.com](mailto:contactracting@youragency.com) :



[Home](#)

#### Login to My Agent World

Email Address

demo1@test.com

Password

.....

Login

[Forgot Password](#)

## Dashboard

Upon successful login, your dashboard will be displayed showing the following information related to your Agency:

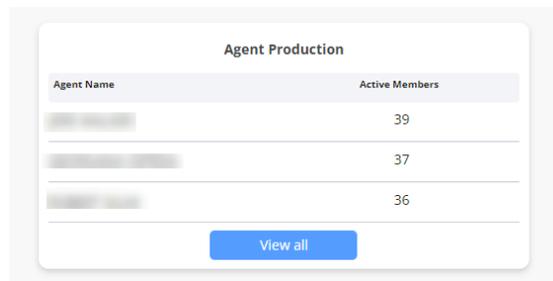
- Number of Downline Agents
- Agent Production
- Recently Added PHP MA Members by FMO/GA Agent/Brokers
- Statements ((Upcoming, Current, Last Statement, Published)
- Transactions (Upcoming, Current, Last Statement)
- Upline (If a GA reporting to an FMO)
- Agent/Broker License State and Expiration Date
- Agent/Broker Ready to Sell (RTS)
- Agent/Broker Department of Insurance (DOI) Appointments

**Downline Agents** – The total number of Downline Agents/Brokers assigned to your Agency.



To view the Downline Agents, click on the “View all” button.

**Agent Production** – This view is the same as Downline Agents and will display the **Downline Agents Section** when the “View all” button is clicked.



### Recently Added Members

This view displays your Agent/Brokers recently added Active Prominence members by Member Name, Application (App) Date, and Start Date. When clicking the “View all” button, the Agency **Book of Business Section** will be displayed.

Member Name	App Date	Start Date
[Redacted]	8/31/2022	9/01/2022
[Redacted]	11/13/2018	1/01/2020
[Redacted]	12/20/2017	1/01/2020

[View All](#)

### Statements

If your Agency receives payment from UHS for Prominence business, this view provides a summary level of your Agency commission statements. The Agency Vendor ID will appear at the top left-corner of the display. By clicking on the “View all Statements” button, the **Statements Section** will appear. To view or download a specific statement, click on the “View” or “Download” buttons. The “View” button will display the **Transactions Section** and the “Download” button will download a CSV copy of the statement to your desktop.

Status	Statement Title	Date	Payee	Credits	Debits	Total
Upcoming	Medicare Externals August 2023	8/01/2023	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Current	Medicare Externals July 2023	7/01/2023	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Last Statement	Medicare Externals June 2023	6/01/2023	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Published	Medicare Externals May 2023	5/01/2023	[Redacted]	[Redacted]	[Redacted]	[Redacted]

### Transactions

This view provides transaction details that comprise the Agency monthly commission statements. Transactions can be viewed by clicking on the “Upcoming,” “Current”, or “Last Statement” button that will highlight in blue when selected. By default, the “Upcoming” button will be highlighted.

Statement Period	Producer Name	Amount	Intended Period	Writing Agent	Member ID	↑ MBI	Member Name	County	Contract	Plan	Effective Date	Term Date	Type
8/01/2023	[Redacted]	[Redacted]	8 / 2023	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Carson City	H5945	1	1/01/2020		Rollover

**Upline** – This view provides visibility to an Upline affiliation, if applicable.

Upline						
Upline Name	Type	LOB	AOC	Code	Start Date	End Date
Other	Other	Medicare	Myself		1/01/2000	12/31/2199

**License** – This view provides visibility to all Agent/Brokers within the Agency, their state licensed, and expiration date of their state license.

License		
Agent	State	Expiring Date
[Redacted]	NV	[Redacted]
[Redacted]	FL	[Redacted]
[Redacted]	NV	[Redacted]

[View all](#)

The “View All” button allows visibility to all Agents/Brokers within the Agency and displays the **License Section**.

**Ready to Sell** - This view provides visibility to when the Agent/Brokers within the Agency became RTS (Ready to Sell).

Ready to Sell			
Agent	State	Benefit Year	Start Date
[Redacted]	NV	2022	12/06/21
[Redacted]	NV	2023	6/08/21
[Redacted]	NV	2022	10/01/21

[View all](#)

Clicking on the “View all” button transitions to the **RTS Certifications Section**

### DOI Appointments

This view provides visibility to the state Department of Insurance (DOI) appointment dates when the Agent/Brokers within the Agency became authorized by the respective State’s DOI.

DOI Appointments		
Agents	State	Start Date
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

[View all](#)

Clicking on the “View all” button transitions to the **DOI Appointments Section**

## Book of Business Section

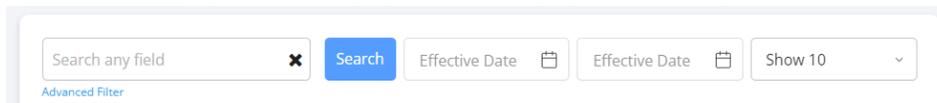
### Active Members+

This view displays your Active Prominence members (Active Members box is highlighted) enrolled by your Agents/Brokers, and provides the ability to Search by any field within the data view. The display provides the Current Writing Agent, Member ID, MBI, Members Name, App Date, Effective Date, Term Date , (Prominence) Contract ID, (Prominence) Plan ID, State, Prior Plan, and Last (Payment) Transaction.

Current Writing Agent	Member ID	MBI	Members Name	App Date	Effective Date	Term Date	Contract ID	Plan ID
				11/13/2018	1/01/2020	12/31/2199	H5945	1
				12/20/2017	1/01/2020	12/31/2199	H7680	1
				12/12/2017	1/01/2020	12/31/2199	H7680	1
				12/07/2017	1/01/2020	12/31/2199	H5945	2
				12/07/2017	1/01/2020	12/31/2199	H5945	2

Click the MemberID hyperlink to obtain additional member information.

Use the “Download to Excel ” button to download a copy of the Downline Agents to an Excel file format.



The “Show..” button allows display of 10, 50, 100, or All members.

An Effective Date range can be entered to focus on members within a specific date range.

The “Advanced Filter” feature allows for specific search criteria to be entered and applied to a search using the fields within the table displayed. Click on the “Apply” button to receive the requested search results.

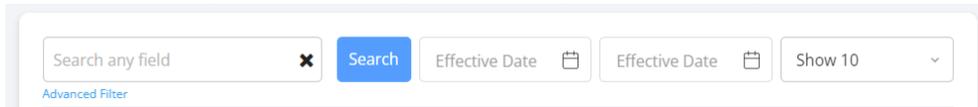
### Termed (Members)

This view displays your Agent/Brokers “Termed” or Disenrolled and/or Cancelled Prominence members. The display provides the Current Writing Agent, Member ID, MBI, Members Name, App Date, Effective Date, Term Date , (Prominence) Contract ID, (Prominence) Plan ID, State, Prior Plan, and Last (Payment) Transaction.

MBI	Members Name	App Date	Effective Date	Term Date	Contract ID	Plan ID	Prior Plan	Last Transaction
		9/01/2022	12/31/2022	12/31/2022	H7680	1	NONE	\$(88.89)
		1/01/2020	12/31/2022	12/31/2022	H7680	1		
		1/01/2020	6/30/2023		H7680	1		

Click the MemberID hyperlink to obtain additional member information.

Use the “Download to Excel ” button to download a copy of the Downline Agents to an Excel file format.



The “Show..” button allows display of 10, 50, 100, or All Termed members

An Effective Date range can be entered to focus on members within a specific date range.

The “Advanced Filter” feature allows for specific search criteria to be entered and applied to a search using the fields within the table displayed. Click on the “Apply” button to receive the requested search results.

### All (Active & Termed Members)

This view combines all your Agent/Brokers Active and “Termed” or Disenrolled and/or Cancelled Prominence MA members . Displayed data and functionality is identical to the “Active” and “Termed” members described above.

A screenshot of a web application interface. At the top, there are tabs for "Downline Agents", "Members", "Statements", and "Transactions", with "Members" selected. To the right is a "Detailed view" toggle. Below the tabs are buttons for "Active Members +", "Termed", "All", and "Download to Excel". A search bar with "Search any field" and a blue "Search" button is present. To the right of the search bar are two "Termed Date" fields with calendar icons and a "Show 10" dropdown. Below this is an "Advanced Filter" section. The main content is a table with the following columns: MBI, Members Name, App Date (with an upward arrow), Effective Date, Term Date, Contract ID, Plan ID, Prior Plan, and Last Transaction. The table contains three rows of data:

MBI	Members Name	App Date ↑	Effective Date	Term Date	Contract ID	Plan ID	Prior Plan	Last Transaction
			9/01/2022	12/31/2022	H7680	1	NONE	\$(88.89)
			1/01/2020	12/31/2022	H7680	1		
			1/01/2020	6/30/2023	H7680	1		

## Statements Section

If your Agency receives payment from UHS for Prominence business, this view provides a summary level of your Agency commission statements. The Agency Vendor ID will appear at the top left-corner of the display. By clicking on the “View all Statements” button, the **Statements Section** will appear. To view or download a specific statement, click on the “View” or “Download” buttons. The “View” button will display the **Transactions Section** and the “Download” button will download a CSV copy of the statement to your desktop.

Status	Statement Title	Date	Payee	Credits	Debits	Total	
Upcoming							View Download
Current							View Download
Last Statement							View Download
Published							View Download

### Statement Status

- “Upcoming” (Value paid on next Commission payment schedule)
- “Current” (Value paid on last completed Commission payment schedule)
- “Last Statement” (Value paid on previously last completed Commission payment schedule)
- “Published” (Value paid on previously completed Commission payment schedule)

The display provides the Status, Statement Title, Date (of Payment), Payee (Agency), Credit (Value), Debit (Value), and Total (Value) = (Credit Value minus Debit Value).

If there are any questions about the statement, please email [PHPCommissions@uhsinc.com](mailto:PHPCommissions@uhsinc.com).

**View all Statements** – Allows the ability to enter a statement ‘From’ and ‘To’ date ranges, “Show” or display 10, 50, 100, or all statements, and search for a statement. View and/or download them individually by clicking on the “View” or “Download” buttons next to the desired statement.

Status	Statement Title	Date	Payee	Credits	Debits	Total	
Upcoming	Medicare Externals February 2023	2/01/2023					View Download
Current	Medicare Externals January 2023	1/01/2023					View Download
Last Statement	Medicare Externals December 2022	12/01/2022					View Download
Published	Medicare Externals November 2022	11/01/2022					View Download

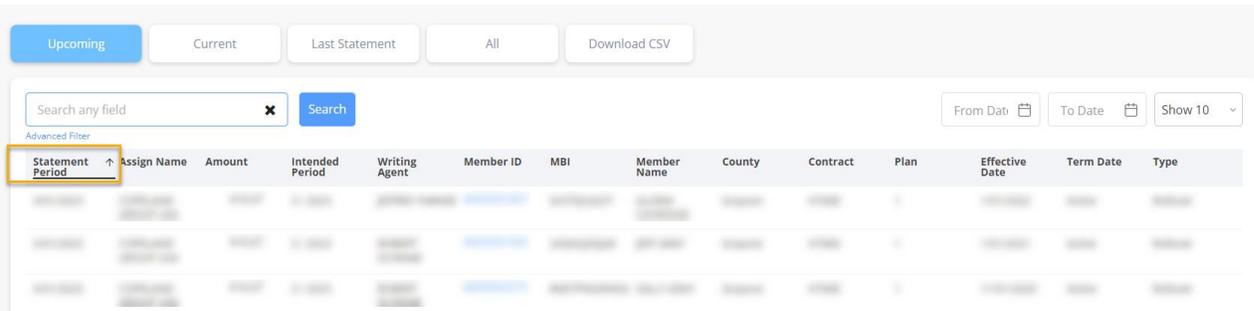
The “Advanced Filter” feature allows for specific search criteria to be entered and applied to a search using the fields within the table displayed. Click on the “Apply” button to receive the requested search results.

## Transactions Section

This view provides transaction details that comprise the Agency monthly commission statements. Transactions can be viewed by clicking on the “Upcoming,” “Current”, or “Last Statement” button that will highlight in blue when selected. By default, the “Upcoming” button will be highlighted.

The display provides Statement Period (Date), Assign Name (Agency), Amount (Commission), Intended Period (Date), Writing Agent, Member ID, MBI, Member Name, County, (Prominence) Contract, (Prominence) Plan, Effective Date, Term (Disenrollment) Date, and Type.

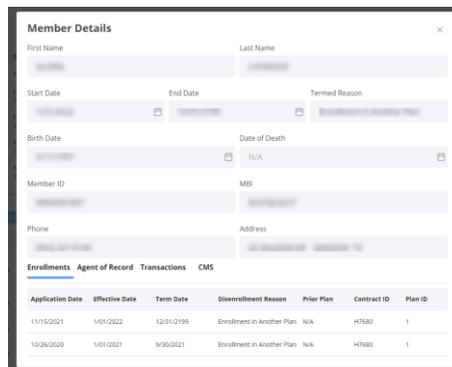
All fields except for Intended Period and Type can be sorted in Ascending or Descending order by clicking on the field name and noting the arrows direction (Down arrow Ascending Sort, Up arrow Descending sort).



A blue hyperlink exists for Member ID that when clicking on the Member ID, provides additional Member Details as shown below where the “Enrollments” section is highlighted by default.

Use the “Download CSV” button to download a copy of the Downline Agents to a CSV (Comma Separated Values) file format.

The “Enrollments” below displays the Application Date, Effective Date, Term (Disenrollment) Date, Prior Plan, (Prominence) Contract ID, and (Prominence) Plan ID. The example above shows the member enrolled on 1/1/2021 and disenrolled on 1/1/2022.



The “Agent of Record” display provides information on the Agent/Broker associated with the member’s enrollment and disenrollment.

Agent NPN	Agent Name	Start Date	End Date
[blurred]	[blurred]	1/01/2022	Active
[blurred]	[blurred]	1/01/2021	12/31/2021

“Transactions” display commission payments received by the Agent/Broker associated with the member’s enrollment.

Statement Period	Producer Name	Amount	Enroll Month	Enroll Year	Effective Date	Term Date	Prior Plan	Status
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]

“CMS” displays when the member disenrolled from another carrier’s plan to enroll with Prominence Medicare Advantage.

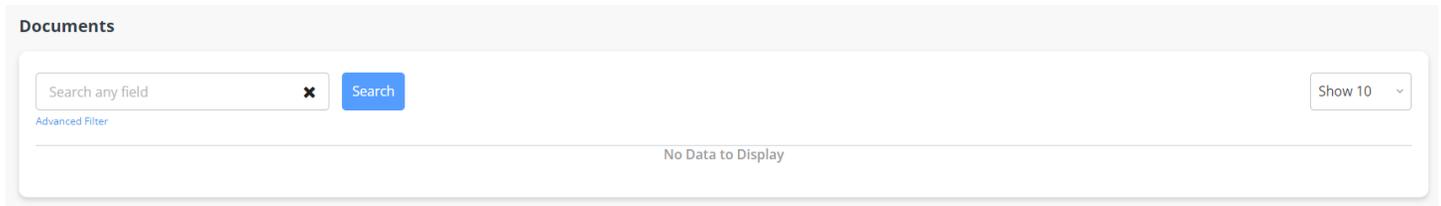
Effective date	Prior Plan	Indicator	Cycle Year	Contract Number	Plan ID	Report Date	Reason
9/30/2021				H7680	1		ENROLLMENT IN ANOTHER PLAN

## Onboarding Section

The Onboarding section allows you to view the following information:

**Onboard Status** – Check the credentialing status of your downline agents, and encourage them to complete the program.

**Documents** – All documents that the Agency has uploaded. You can search, display, and download your onboarding documents from this screen.

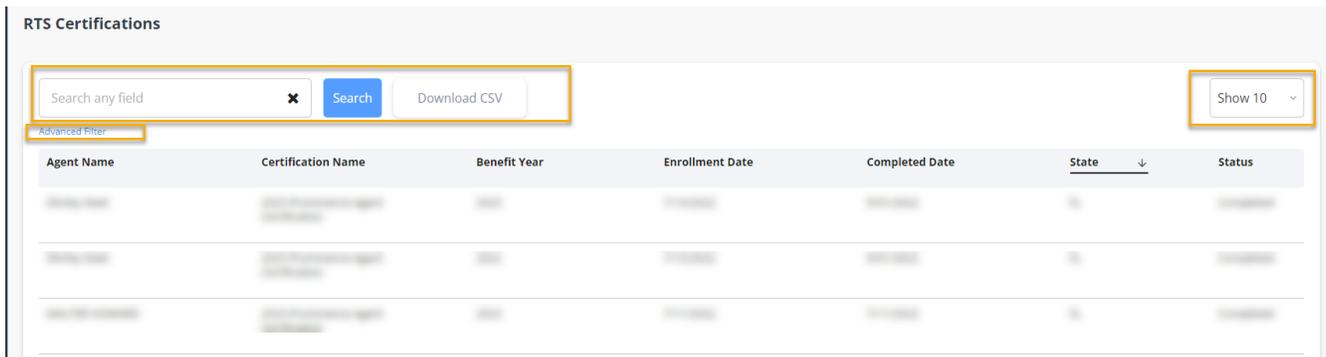


## RTS Certifications

The display can be sorted in Ascending or Descending order by clicking each field (Agent Name, Certification Name, Benefit Year, Enrollment Date, Completed Date, State, or Status). The image below shows the State sorted in Descending alphabetical order, i.e. FL, NV, TX, as indicated by the down arrow. From the state’s authorizations, an Agent/Broker will appear on one, two, or three lines in the report.

Use the “Download CSV” button to download a copy of the Downline Agents to a CSV (Comma Separated Values) file format.

The “Show..” button allows display of 10, 50, 100, or All RTS Certifications.



The “Advanced Filter” allows for the ability to search by Status, Certificate Name, Enrollment Dates, Completion Dates, Benefit Year, and State.

The screenshot shows the 'Advanced Filter' form. It contains the following fields: Status (a dropdown menu with 'Choose an option...' selected), Certificate Name (a text input field with 'Type here...' placeholder), Enrollment Date From (a date input field with '2/15/2023'), Enrollment Date To (a date input field with '2/15/2023'), Completed Date From (a date input field with '2/15/2023'), Completed Date To (a date input field with '2/15/2023'), Benefit Year (a text input field with 'Type here...' placeholder), and State (a text input field with 'Type here...' placeholder). At the bottom of the form is a blue 'Apply' button.

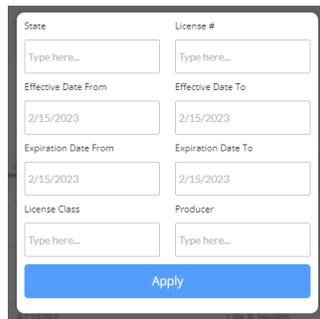
### License

The display can be sorted in Ascending or Descending order by clicking each field (Agent Name, State, License# (NPN), or Effective Dates, (License) Expiration . The image below shows the State sorted in Descending alphabetical order, i.e. FL, NV, TX, as indicated by the down arrow.

The “Show..” button allows display of 10, 50, 100, or All Licensed Agents/Brokers.



The “Advanced Filter” allows for the ability to search by State, License# (NPN), Effective Dates, (License) Expiration Dates, License Class, or Producer (Agent/Broker).

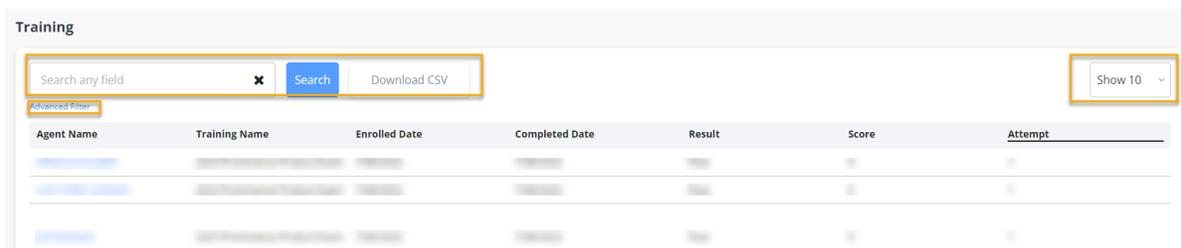


### Training

This section provides the Agent/Broker onboarding training completion and status. The display can be sorted in Ascending or Descending order by clicking each field (Agent Name, Training Name, Enrolled Date, Completed Date, Result, Score, or (Number of) Attempts. State, License# (NPN), or Effective Dates, (License) Expiration .

Use the “Download CSV” button to download a copy of the Downline Agents to a CSV (Comma Separated Values) file format.

The “Show..” button allows display of 10, 50, 100, or All Agents/Brokers that completed/attempted onboarding training.



The “Advanced Filter” allows for the ability to search by Enrollment Date, Completion Date, Training Name, Approved, Score, and Attempt(s).

The image shows a form titled "Advanced Filter" with the following fields: "Enrollment Date From" and "Enrollment Date To" (both with date input fields containing 2/15/2023); "Completion Date From" and "Completion Date To" (both with date input fields containing 2/15/2023); "Training Name" (text input field with "Type here..."); "Approved" (dropdown menu with "Choose an option..."); "Score" (text input field with "Type here..."); and "Attempt" (text input field with "Type here..."). A blue "Apply" button is at the bottom.

### DOI Appointments

The display can be sorted in Ascending or Descending order by clicking each field (Agent Name, Plan Name, State, Start Date, or End Date). The image below shows the State sorted in Descending alphabetical order, i.e. FL, NV, TX, as indicated by the down arrow. From the states where the Agent/Broker will appear on one, two, or three lines in the report.

The “Show..” button allows display of 10, 50, 100, or All Agent/Broker DOI appointments.

The image shows a screenshot of a table titled "DOI Appointments". At the top left is a search bar with "Search any field" and a "Search" button. At the top right is a "Show 10" dropdown menu. Below the search bar is an "Advanced Filter" button. The table has columns: "Agent Name", "Plan Name", "State" (with a dropdown arrow), "Start Date", and "End Date". The table contains three rows of data.

The “Advanced Filter” allows for the ability to search by Agent Name, Plan Name, Start Dates, End Dates, and State.

The image shows a form titled "Advanced Filter" with the following fields: "Agent Name" (text input field with "Type here..."); "Plan Name" (text input field with "Type here..."); "Start Date From" and "Start Date To" (both with date input fields containing 2/15/2023); "End Date From" and "End Date To" (both with date input fields containing 2/15/2023); and "State" (text input field with "Type here..."). A blue "Apply" button is at the bottom.

## Downline Agents Section

The view displays Agent Name, NPN, Number of Active Prominence Medicare Advantage members, RTS Status, and Assignment of Commissions with the ability to sort in ascending or descending order for Agent Name, NPN, and Assignment of Commissions.

The screenshot shows the 'Downline Agents' interface. At the top right is a blue '+ Invite' button. Below it is a search bar with the placeholder text 'Search any field' and a blue 'Search' button. To the right of the search bar is a 'Show 10' dropdown menu and a 'Download CSV' button. Below these elements is a table with the following columns: Agents Name, NPN, Active Members, RTS Status, and Assignment of Commissions. The table contains five rows of data.

Agents Name	NPN	Active Members	RTS Status	Assignment of Commissions
[Redacted]	[Redacted]	3	Expired (2022)	Myself
[Redacted]	[Redacted]	0	Active (2023)	Myself
[Redacted]	[Redacted]	37	Active (2023)	Myself
[Redacted]	[Redacted]	5	Active (2023)	Myself
[Redacted]	[Redacted]	0	Expired (2022)	Upline

The “Search” field provides the ability to search by Agent Name, NPN, or Assignment of Commissions type (Myself, Upline).

The “Show..” button allows display of 10, 50, 100, or All Downline Agents.

Use the “Download CSV” button to download a copy of the Downline Agents to a CSV (Comma Separated Values) file format.

When inviting a new Agent/Broker to the Agency, click the “Invite” button.

This screenshot is identical to the one above, but with a yellow box highlighting the blue '+ Invite' button in the top right corner.

The below image will appear allowing the Agent/Broker Name and their email address to be entered. After entering the Agent/Broker Name and email address, click the “Send Invite” button to automatically send an email invitation to the Agent/Broker.

Or a link can be generated by clicking the “Generate Invite Link,” which can be pasted into an email inviting the Agent/Broker to the Agency.

**Invite User** ×

This invitation is for new users that don't have an existing account. Please enter the below information.

Upline Code:  PHP

Name  
Jane Agent

Email  
Jane@Agent.com

Generate Invite Link

Cancel Send Invite

**If you have any questions about the MyAgentWorld application, please contact your regional Sales Team member listed below:**

**Nevada:** Christian Robledo [christian.robledo@uhsinc.com](mailto:christian.robledo@uhsinc.com) and Mary Granger [mary.granger@uhsinc.com](mailto:mary.granger@uhsinc.com)

**Florida:** Christian Robledo [christian.robledo@uhsinc.com](mailto:christian.robledo@uhsinc.com) and Staci Martin [staci.martin@uhsinc.com](mailto:staci.martin@uhsinc.com)

**North Texas & Amarillo:** Christian Robledo [christian.robledo@uhsinc.com](mailto:christian.robledo@uhsinc.com) and Jackson Linford [Jackson.Linford@uhsinc.com](mailto:Jackson.Linford@uhsinc.com)

**South Texas & Laredo:** Patty Cantu [patricia.cantu3@uhsinc.com](mailto:patricia.cantu3@uhsinc.com), Matthew Pollock [matthew.pollock@uhsinc.com](mailto:matthew.pollock@uhsinc.com), and Paul Moreno [paul.moreno@uhsinc.com](mailto:paul.moreno@uhsinc.com)

If you have any questions about your commissions, please email [PHPCommissions@uhsinc.com](mailto:PHPCommissions@uhsinc.com).

## MyAgentWorld Book of Business and Commissions Q&A

**Q: I used the previous platform, Evolve, for my Book of Business (BoB) and Commissions statements. Where can I find historical statements if I need a copy?**

A: MAW will have everything from January 2021 through current date. If you need BoB and/or Commission statements from calendar year 2020 or older, submit a request via email to [PHPCommissions@uhsinc.com](mailto:PHPCommissions@uhsinc.com). Please include your name, NPN, and the specific report (BoB, Commissions) and date(s), and allow 3-5 business days to process your request.

**Q: When are commissions statements available in MyAgentWorld?**

A: Commission statements from January 2021 through current date will be available to you in MyAgentWorld.

**Q: I am an Agency Leader, and I would like to see my whole team’s information. Who should I contact for help and a walk through?**

A: An Agency Leader/Agency Principal is identified within MyAgentWorld as a “Contact”, and MyAgentWorld allows for a maximum of three agency “Contacts.” Provided the Agency Leader/Agency Principal has been listed as an agency “Contact,” and is within the three-contact limit, you will have access to your Agency’s information. Please contact your local Medicare Advantage Sales Team for help getting set up as a contact.

**Q: How do I, an Agency Leader, modify my agency’s “Contacts”?**

A: Please send an email to your regional Sales Operations Team member detailing the modifications needed for your agency’s Contacts, including the name, email address, and telephone number of the Contact.

**Q: How do I, an Agency leader, initiate a new agent onboarding process?**

A: An Agency Contact can initiate a new agent onboarding one of two ways:

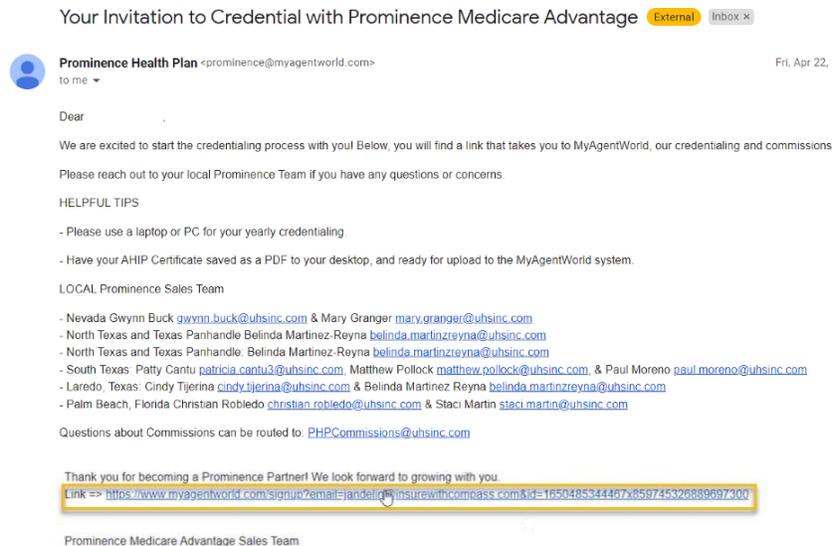
- 1) To add an Agent to an Agency, first check that a Code has been created for the Agency. If a code is present, click the “Hamburger” icon (three vertical dots) and two options will appear; Edit and Invite. Select Invite. See Pages (3) and (19) of this guide for additional Invitation information.
- 2) Send an invitation link to a new Agent within your Agency, press the **CLICK HERE** link. Enter the Agent First and Last Name and email address. Click the “Send Invite” button.

**Invite** ×

This invitation is for existing users only and will send an invitation to all downline users. Please confirm below details. If you would like to invite a new user with this code, please [CLICK HERE](#) ←

Upline Name <input type="text" value="Prominence NV Telesales"/>	Upline Type <input type="text"/>
Downline <input type="text" value="Choose an option..."/>	Code <input type="text" value="ABC123"/>
Assignment of Commissions <input type="text"/>	

The invited agent will receive the following email to begin the onboarding process.



### Q: When does a Broker/Agent become RTS (Ready to Sell)?

A: After the Broker/Agent completes the onboarding process and has passed the exam, the agent's appointment request will be sent to the selected selling States' Department of Insurance for official appointment status and background check. Once appointed by the DOI and cleared for background check, the Broker/Agent will receive an email confirmation from MyAgentWorld that he/she is RTS. During the busiest credentialing season, this process can take 2-10 days. During offseason times (for example, January-June), the process is generally faster. Keep in mind that each DOI manages their appointment process differently and wait times can vary.

### Q: Who receives Commission payments?

A: Based upon the agreement an Agency has with their Agent/Brokers, the Agent/Broker can request that their commission payments are paid to themselves directly (Myself) or paid to the Agency (Upline).

### Q: Who receives Agency Override payments?

A: Agency Override payments are sent to the Agency holding the contract with Prominence.