

## 1.1 Supported Browsers

- ⊗ Compatibility for Miramar-Agent is tested with the following browsers: Firefox, Chrome, IE9+, Edge.
- ⊗ Please make sure you have your pop-up blockers turned off before starting certification

## 1.2 Register as an Agent

- ⊗ All users will use the same website address (URL) to access the site: <https://miramar-agent.com>
- ⊗ **Do not register with agency information! Once registered as an individual you will have the opportunity to indicate you are the principal of an agency.**
- ⊗ First-time users should self-register by clicking on “Register as an Agent”.
  - Usernames and Passwords are self-assigned during registration.
- ⊗ Logins are NOT carrier/plan or program specific. Returning users will use their existing Username and Password to access any additional programs they need to complete

miramar:agent

Welcome to Miramar:Agent

Miramar:Agent is a flexible, module-based software solution designed to assist government managed care organizations onboard agents, provide training, manage ongoing oversight activities, and pay commissions effectively and compliantly. Because every organization is unique, Miramar:Agent can be licensed as a complete solution or tailored to address specific needs.

Need help? [Click here.](#)

**Log In**

Username

Password

Remember me? [Forgot your username or password?](#)

**Log In**

Register as an Agent

- ⊗ The first step of registration is entry of Social Security Number (SSN).
  - SSN is the unique identifier for users in the system. This step will check all existing users to verify the SSN entered does not already exist in a profile.
  - **Failure to use a valid SSN could result in the inability to successfully complete a program, as SSN is used for certain actions, such as background checks.**
  - Agents who were given a *Registration Code* by their carrier or upline will enter the code immediately following the SSN validation.
  - Registration Code: **1731MG2025**

- ⊗ All required fields are indicated on the registration form with an asterisk (\*).
- ⊗ Username and password is self-assigned by each user on the form. Passwords must contain the following:
  - Minimum of 8 characters, 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character.
- ⊗ Once all fields have been completed, clicking “*Complete Registration*” will prompt the user to login with their credentials.

## 2 AGENT DASHBOARD

- ⊗ The Agent Dashboard is the hub of Miramar-Agent, it provides a snapshot of your activity in the system.
- ⊗ On your dashboard, you will see widgets for the following current information:
  - Active Programs
  - Ready to Sell (current and future benefit years)
  - Groups (current)

The screenshot shows the Miramar-Agent Agent Dashboard. At the top left is the logo and navigation menu. At the top right are links for help and user information. The main content area is divided into three sections:

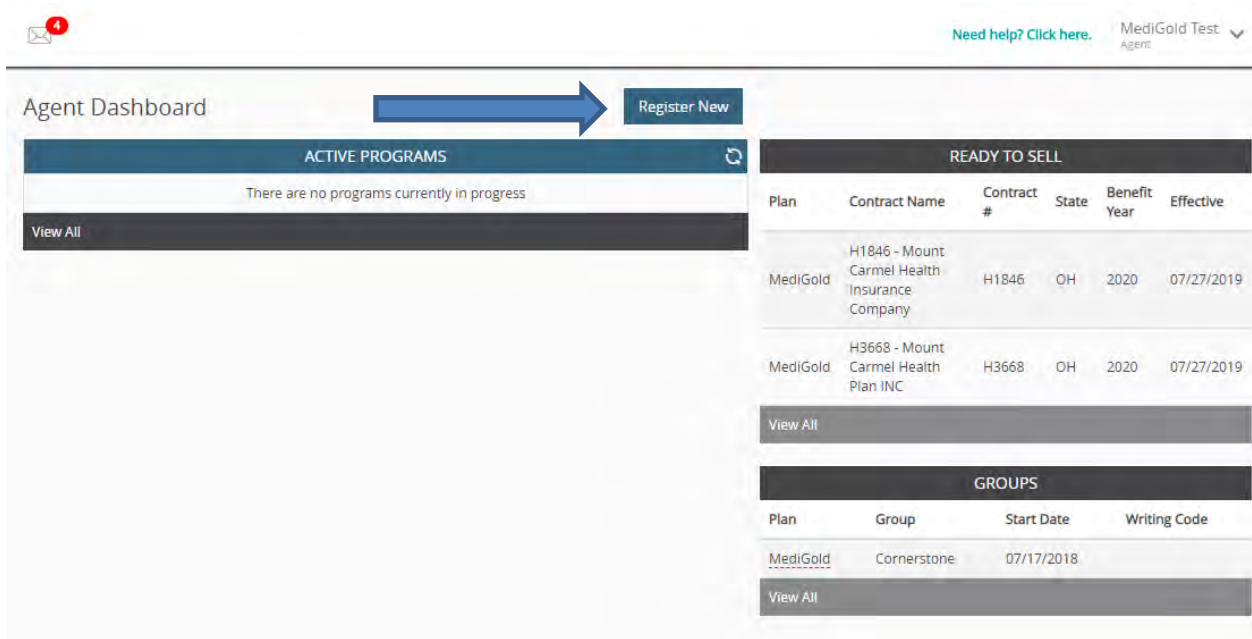
- ACTIVE PROGRAMS:** A header with a refresh icon. Below it, a message states "There are no programs currently in progress" with a "View All" link.
- READY TO SELL:** A table with columns: Plan, Contract Name, Contract #, State, Benefit Year, and Effective. It lists two MediGold plans.
 

Plan	Contract Name	Contract #	State	Benefit Year	Effective
MediGold	H1846 - Mount Carmel Health Insurance Company	H1846	OH	2020	07/27/2019
MediGold	H3668 - Mount Carmel Health Plan INC	H3668	OH	2020	07/27/2019
- GROUPS:** A table with columns: Plan, Group, Start Date, and Writing Code. It lists one MediGold group.
 

Plan	Group	Start Date	Writing Code
MediGold	Cornerstone	07/17/2018	

### 3 REGISTER FOR THE 2025 MEDIGOLD PROGRAM

➤ Click on "Register New" in the Agent Dashboard



The screenshot shows the Agent Dashboard interface. At the top right, there is a link "Need help? Click here." and a dropdown menu "MediGold Test Agent". The main content area is divided into three sections: "ACTIVE PROGRAMS", "READY TO SELL", and "GROUPS".

**ACTIVE PROGRAMS**

There are no programs currently in progress

[View All](#)

**READY TO SELL**

Plan	Contract Name	Contract #	State	Benefit Year	Effective
MediGold	H1846 - Mount Carmel Health Insurance Company	H1846	OH	2020	07/27/2019
MediGold	H3668 - Mount Carmel Health Plan INC	H3668	OH	2020	07/27/2019

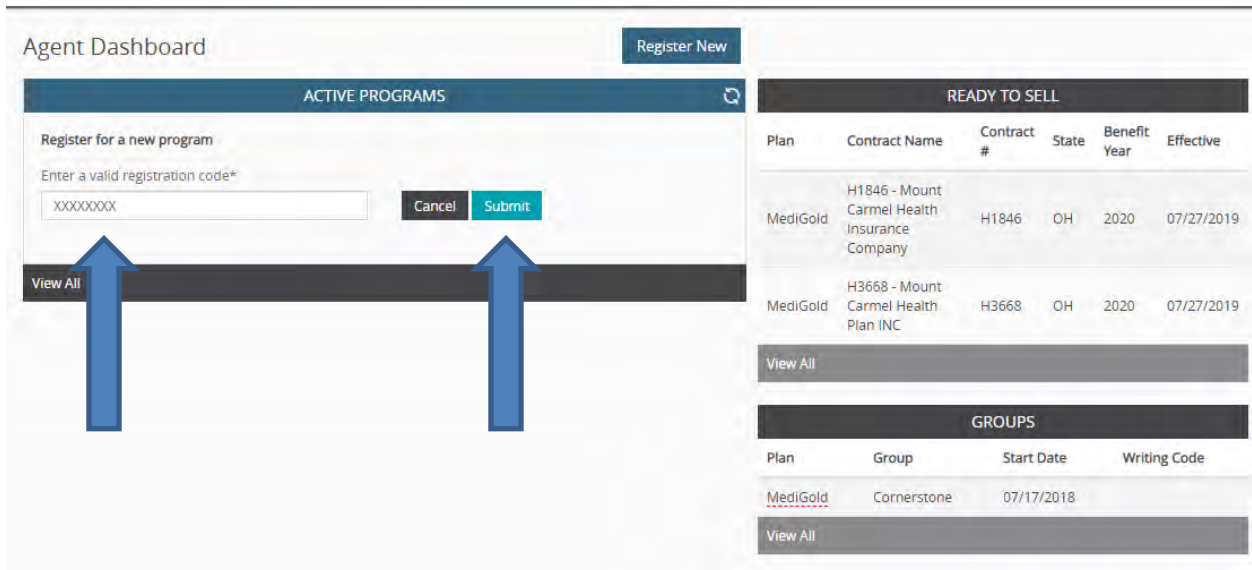
[View All](#)

**GROUPS**

Plan	Group	Start Date	Writing Code
MediGold	Cornerstone	07/17/2018	

[View All](#)

➤ Enter the registration code that is provided to you by your FMO and click submit



The screenshot shows the Agent Dashboard interface with the "Register New" button highlighted. The "ACTIVE PROGRAMS" section now displays a registration form.

**ACTIVE PROGRAMS**

Register for a new program

Enter a valid registration code\*

[Cancel](#) [Submit](#)

[View All](#)

**READY TO SELL**

Plan	Contract Name	Contract #	State	Benefit Year	Effective
MediGold	H1846 - Mount Carmel Health Insurance Company	H1846	OH	2020	07/27/2019
MediGold	H3668 - Mount Carmel Health Plan INC	H3668	OH	2020	07/27/2019

[View All](#)

**GROUPS**

Plan	Group	Start Date	Writing Code
MediGold	Cornerstone	07/17/2018	

[View All](#)

➡ Click on "Start" to kick off your 2025 program

Agent Dashboard Register New

**ACTIVE PROGRAMS**

2021 MediGold Medicare Annual Certification (FMA) **NEW** Start

[View All](#)

**READY TO SELL**

Plan	Contract Name	Contract #	State	Benefit Year	Effective
MediGold	H1846 - Mount Carmel Health Insurance Company	H1846	OH	2020	07/27/2019
MediGold	H3668 - Mount Carmel Health Plan INC	H3668	OH	2020	07/27/2019

[View All](#)

**GROUPS**

Plan	Group	Start Date	Writing Code
MediGold	Cornerstone	07/17/2018	

[View All](#)

➡ Click on "OK"

Agent Dashboard Register New

**ACTIVE PROGRAMS**

2021 MediGold Medicare Annual Certification (FMA) **NEW** Start

[View All](#)

**READY TO SELL**

Contract Name	Contract #	State	Benefit Year	Effective
H1846 - Mount Carmel Health Insurance Company	H1846	OH	2020	07/27/2019
H3668 - Mount Carmel Health Plan INC	H3668	OH	2020	07/27/2019

[View All](#)

**GROUPS**

Plan	Group	Start Date	Writing Code
MediGold	Cornerstone	07/17/2018	

[View All](#)

**Success**

You successfully kicked off the 2021 MediGold Medicare Annual Certification (FMA) program!

OK

➤ Click on "Welcome"

Agent Dashboard

Register New

ACTIVE PROGRAMS

2021 MediGold Medicare Annual Certification (FMA) 1

Welcome

View All

READY TO SELL

Plan	Contract Name	Contract #	State	Benefit Year	Effective
MediGold	H1846 - Mount Carmel Health Insurance Company	H1846	OH	2020	07/27/2019
MediGold	H3668 - Mount Carmel Health Plan INC	H3668	OH	2020	07/27/2019

View All

GROUPS

Plan	Group	Start Date	Writing Code
MediGold	Cornerstone	07/17/2018	

View All

➤ A pop up will come on your screen and Welcome you to Miramar-Agent. Once you read, click on "Continue"

**WELCOME TO MIRAMAR-AGENT!**

Your plan has licensed Miramar:Agent to fulfill some or all of onboarding and certification requirements through this program. During the program, you will complete multiple steps to reach a complete and/or "Ready to Sell" status. Your program will automatically advance as you satisfy each requirement. You can monitor your progress using the step and status indicators displayed under the "Active Programs" section of your dashboard. If you leave the program prior to completion, your progress will be saved and you can continue from the dashboard when you return.

If at any time you need assistance, information on how to receive help can be found on your dashboard by hovering over the Plan name listed under the "Groups" section of your dashboard. FAQ's and helpful training tips are also available on the Miramar:Agent Knowledge Base for Agents; click on "Need Help?" at the top right corner of the screen next to your name to access those resources.

**Before proceeding, please take a moment to visit your profile and verify your Social Security Number (SSN) and National Producer Number (NPN) (if applicable) are listed correctly. Any errors in SSN or NPN could prevent certain program requirements from completing without issue.**

**Additionally, this program utilizes pop-ups. Please ensure that you have disabled the pop-up blocker on the browser you are using. Instructions for disabling the pop-up blocker for all browsers can be found here: <https://convey.na2.teamsupport.com/knowledgeBase/5071175>**

Ready? Let's get started! Click continue below to proceed.

Continue

- ① The MediGold Code of Conduct will now appear, if you agree, select the box and click on "Continue"

By checking this box, I attest to the MediGold Code of Conduct outlined above and therefore affix my electronic signature.

Date: 7/13/2020

Continue

- ① The MediGold Background Attestation will appear. Please answer the questions truthfully. If "Yes" is answered to any of the questions, please submit detailed response to [MediGoldBrokerSupport@mchs.com](mailto:MediGoldBrokerSupport@mchs.com)

If you checked "yes" to any of these questions, please email an explanation with dates and nature of the infraction(s) to [MediGoldBrokerSupport@mchs.com](mailto:MediGoldBrokerSupport@mchs.com)

By checking this box, I certify that I have read and understand the above information and that all answers to the above questions are true and correct and therefore affix my electronic signature.

Date: 7/13/2020

Continue

- ① The MediGold background check consent will now appear. Please type read, type in your name and select "Accept"

#### AUTHORIZATION

Entering my name below constitutes my digital signature, and is intended by me to have legally binding effect.

Signature:

Date:



Accept

- ② The MediGold Agent Contract and E&O attestation will now appear. Please check box and select continue

**2021 MEDI-GOLD AGENT CONTRACT & E&O ATTESTATION**

Agent Compliance with MediGold Requirements and E&O Attestation:

I attest that I am currently under contract with an Agency authorized under a MediGold Field Marketing Agency "FMA" Agreement. Such FMA has recommended me as an Agent for MediGold appointment to market and promote the MediGold products. I attest that I will comply with all material terms, standards and qualifications that apply to agents as set forth in the FMA Agreement and applicable MediGold policies and procedures.

I attest that I currently have and agree to maintain Professional Liability (E&O) insurance covering my activities pursuant to this Agreement in a minimum amount of One Million Dollars (\$1,000,000) per claim and One Million Dollars (\$1,000,000) in the aggregate provided by insurance companies authorized to do business in the states in which I conduct business. I will immediately notify MediGold and my affiliated MediGold Agency (FMA) of any notice from my insurance carrier of intent to modify or cancel such insurance coverage.

By checking this box, I attest that I fully understand the contents contained herein and will **abide** by all the requirements as set forth above for so long as I am appointed to sell MediGold products and therefore affix my electronic signature.

If I am unable to attest to the above and therefore cannot check the attestation box above, I understand I cannot proceed further in this program until such conditions are met.

Date: 7/13/2020

[Continue](#)

- ② You now need to upload your AHIP certificate. Please follow the screenshots below:

- ② To upload a document:
  - Click "Yes" under "Do you want to upload a certificate?"
  - Click the box next to "Attach File"
  - Locate the file on your computer and select it
  - Click "Submit"

## MEDICARE CORE TRAINING FOR AGENTS AND BROKERS

In accordance with the guidelines set by the Centers for Medicare and Medicaid Services (CMS), Plans/Part D sponsors (including 3rd party vendors, if applicable) must ensure that all their agents and brokers (including employed, subcontracted, downstream, and/or delegated entities) that sell Medicare products are trained and tested annually on Medicare rules and regulations.

Have you completed Medicare Core training?



Yes, Upload My AHIP Certificate

No, Proceed To Training

Within Miramar:Agent, if you've previously completed this training or have already uploaded one of the certificates above (for the current plan year), click "Recheck Completion" below.

Recheck Completion

## AHIP CERTIFICATE UPLOAD

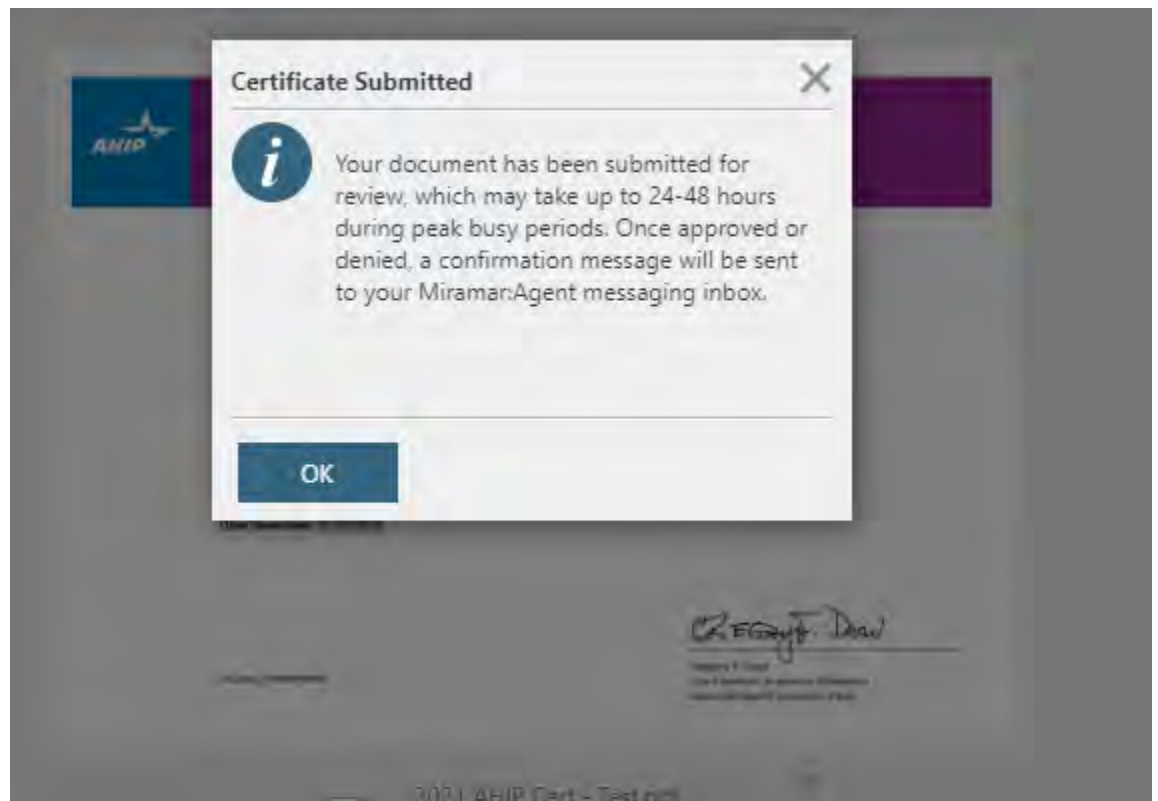
Please use this form to upload your AHIP Certificate.



Click here to attach a file



- ② If your certificate was uploaded successfully, you will receive the notice below:



- ② You will now be directed towards the MediGold Non-Compliance and FWA information. If you agree, select "Continue"

**MediGold** Medicare made easy<sup>SM</sup> Please contact Eric Bohman with questions regarding training at (614) 546-3652.

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**MediGold**  
**Ways to Report Non-Compliance, Fraud, Waste & Abuse**

MediGold is required to have policies and procedures in place to address non-compliance and fraud, waste, and abuse ("FWA"), including having mechanisms in place to report suspected or actual non-compliance and FWA. Following are the ways in which suspected or actual non-compliance and FWA can be reported:

- By notifying a supervisor, manager, or director
- Directly to the MediGold Compliance Department, as follows:
  - Email: [MedigoldCompliance@mchs.com](mailto:MedigoldCompliance@mchs.com)
  - Phone: 614-546-3206
  - Fax: 614-234-6020
  - US Mail:

② You will now be directed to the Assignment of commissions. You can select "Pay me Directly" or you can select "Pay my Upline". If you are looking to have commissions assigned to your **upline**, please select "Pay my Upline"

- If you select "Pay me Directly" you will be able to complete an ACH Authorization and a W-9.
- If you select "Pay my Upline" you will be directed to complete information to have the payment directed towards the agency. Also a W-9 will follow. Make sure you are attaching your Upline's W9, not your independent agency or individual W9.



Please contact Eric Bohman with questions regarding training at (614) 546-3652.

#### 2021 MEDIGOLD ASSIGNMENT OF COMMISSIONS

Please select the manner in which you wish to receive your commissions. For tax purposes, MediGold will report all income as paid to the individual or entity listed below.

- Pay me directly
- Pay my upline

Continue

- You will now be directed to choose the state or states you will be selling in. Once selected, please click on continue
- Please note: If you do not have a license to sell in the state you select, please do hit continue. This will hold up your appointment with MediGold

**MediGold** Medicare made *easy*<sup>SM</sup> Please contact Eric Bohman with questions regarding training at (614) 546-3652.

**MEDIGOLD 2021 SELLING STATE SELECTION**


Please check the box below indicating which state(s) you plan to market MediGold products in:

Ohio  
 Idaho  
 Iowa

[Continue](#)

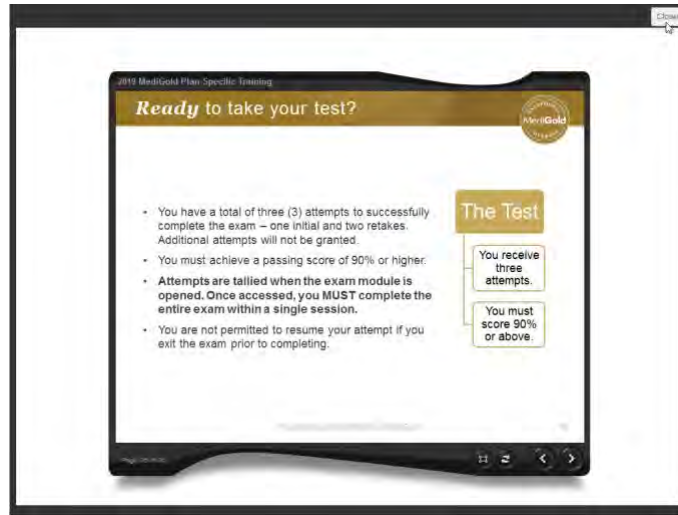
- You will now be directed to the 2025 Product Training. Select the green arrow to launch your product training

Completing the course: 2021 MediGold Product Training and Exam

2021 MediGold Plan Specific Training		
2021 MediGold Exam		

This exam has 4 attempts to obtain a passing score of 90%. Opening the exam counts as an attempt, so do not proceed unless you have a good internet connection and adequate time to complete the exam.

⌚ Once you have gone through the slides, please select close on the top right



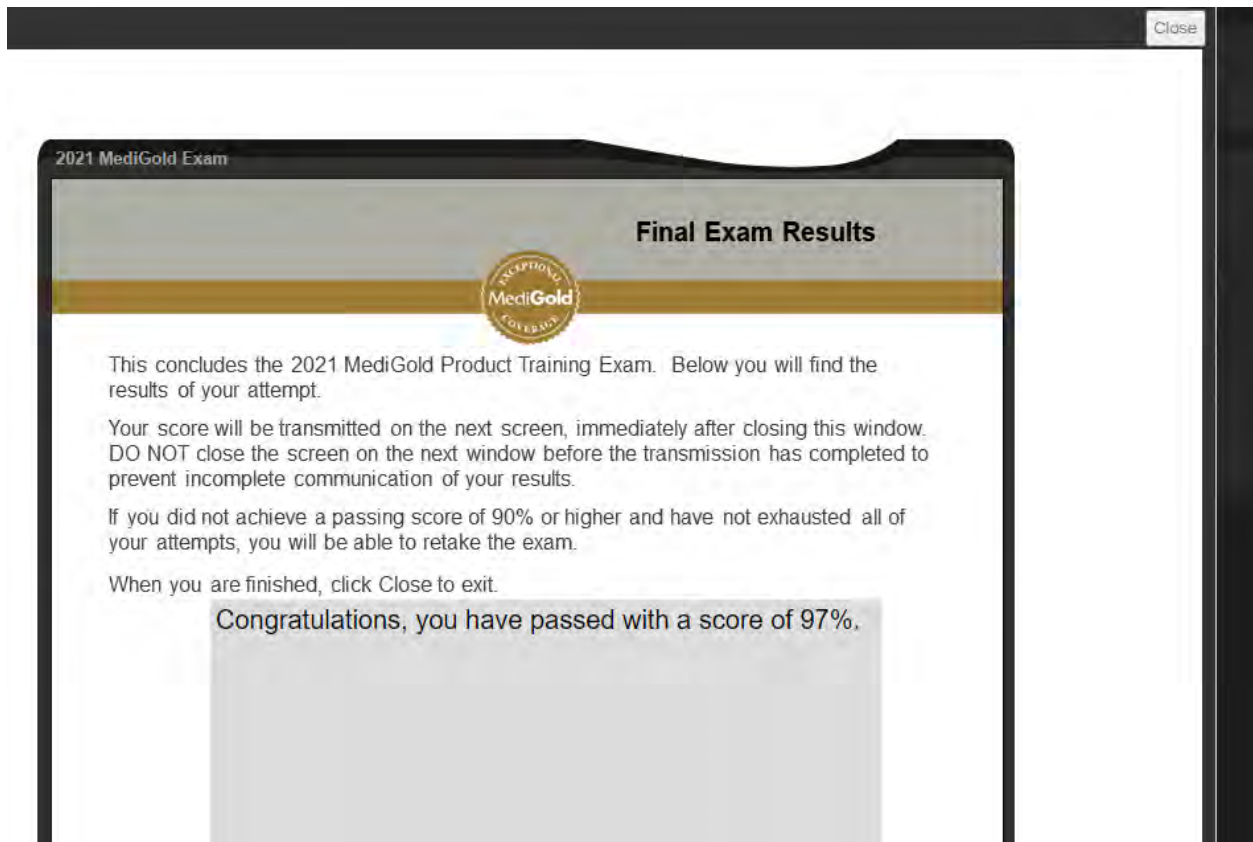
⌚ To take the exam, select the green arrow in the row where it states, "2025 MediGold Product Training"

Completing the course: 2021 MediGold Product Training and Exam

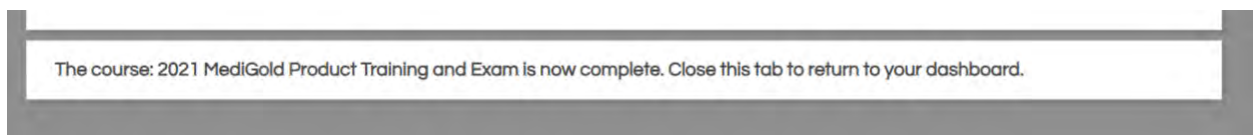
2021 MediGold Plan Specific Training	completed	
2021 MediGold Exam		

This exam has 4 attempts to obtain a passing score of 90%. Opening the exam counts as an attempt, so do not proceed unless you have a good internet connection and adequate time to complete the exam.

- ② Once you have completed and passed your 2025 MediGold Product Training, please select "Close" on the top right



- ② Follow the directions and close the current tab you are in



① Click on your "Agent Dashboard on the left hand side of your screen



② Select "Next Steps"



- ② You have now completed your 2025 MediGold Product Training. Select "Continue"

The screenshot shows a confirmation page for MediGold. At the top left is the MediGold logo with the tagline "Medicare made easy". To the right of the logo, it says "Please contact Eric Bohman with questions regarding training at (614) 546-3652." Below this is a dark blue header with the text "MEDIGOLD 2021 NEXT STEPS". The main content area is light gray and contains the following text: "Congratulations! You have completed your Product Training! You will not be officially ready to sell until you have been confirmed in Miramar Agent. Please monitor your ready to sell status. You will also receive an email from MediGold when you are officially ready to sell for 2021." At the bottom right of the content area is a dark blue button labeled "Continue".

- ② PLEASE NOTE: Once the product training has completed, your appointments will be submitted to the state. You will be able to monitor your "Ready to Sell" status on your agent Dashboard. You will also receive an email once you have been marked "Ready to Sell"