



Producer Authorization Training Guide

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Introduction and Overview

This document provides producers who are seeking authorization with the Maryland Health Benefit Exchange a step by step guide for accessing and completing the required training for the 2015 plan year. Follow these instructions to fulfill your obligations and ensure you are able to assist your clients with their enrollments.

Major Milestones in the Producer Authorization Training

The required training for producers seeking authorization can be described in three major steps.

1. Create your account on the State of Maryland's training website, The Hub.
2. Wait until the next day for your training to update on the Hub.
3. Complete the required training on the Hub.
 - a. For Authorized Producers, this will include:
 - i. MHC-MD HBX-Using the Consumer Portal Part 1, 2, & 3
 - ii. MHC-MD HBX-Producer View of the Consumer Portal
 - iii. One of the ILT courses (see page 10 for options)
 - b. For New Producers, this will include:
 - i. MHC-Producer Policy Training
 - ii. MHC-MD HBX-Using the Consumer Portal Part 1, 2, & 3
 - iii. MHC-MD HBX-Producer View of the Consumer Portal
 - iv. One of the ILT courses (see page 10 for options)

Help is Available

Should you experience any difficulties, errors, or other issues in any step of this training process, please contact our MHBE Training Team via email at mhc.trainingsupport@maryland.gov.

Step-by-Step Instructions

Step One: Create your Account on the Hub

If you are an Authorized Producer, click

on: https://stateofmaryland.csod.com/selfreg/register.aspx?c=srg_1

If you are a new Producer seeking authorization, click

on: https://stateofmaryland.csod.com/selfreg/register.aspx?c=srg_2

If you already have an account on the Hub, skip to Step Three for the link to log in.

You will see a page that looks like this:



Welcome to Maryland Health Connection Training. This is the self registration page for NEW CONSUMER ASSISTANCE WORKERS to create your account to allow you access to The HUB to register for the training required to become effective as a Navigator, Assister, Insurance Producer, Application Counselor, Call Center Representative, or Caseworker.

The Maryland Health Connection is committed to providing the support and training to make you successful in your role. Training will be delivered online and in-person training sessions in regions across the state of Maryland.

Training will be customized to your position so be sure to select your correct role in the drop down menu. Your first task is to register in The Hub. Please allow at least 24 hours for your account to become active to access your training.

For assistance, please contact mhc.trainingsupport@maryland.gov

* First Name:

* Last Name:

* Email Address:

* Phone:

* Username:

* Division: **Maryland Health Benefits Exchange - Self Reg #2**

* MHBE Self Registration Position:

Required Approvals: 1

Approver: Thompson, Joyce

License Number:

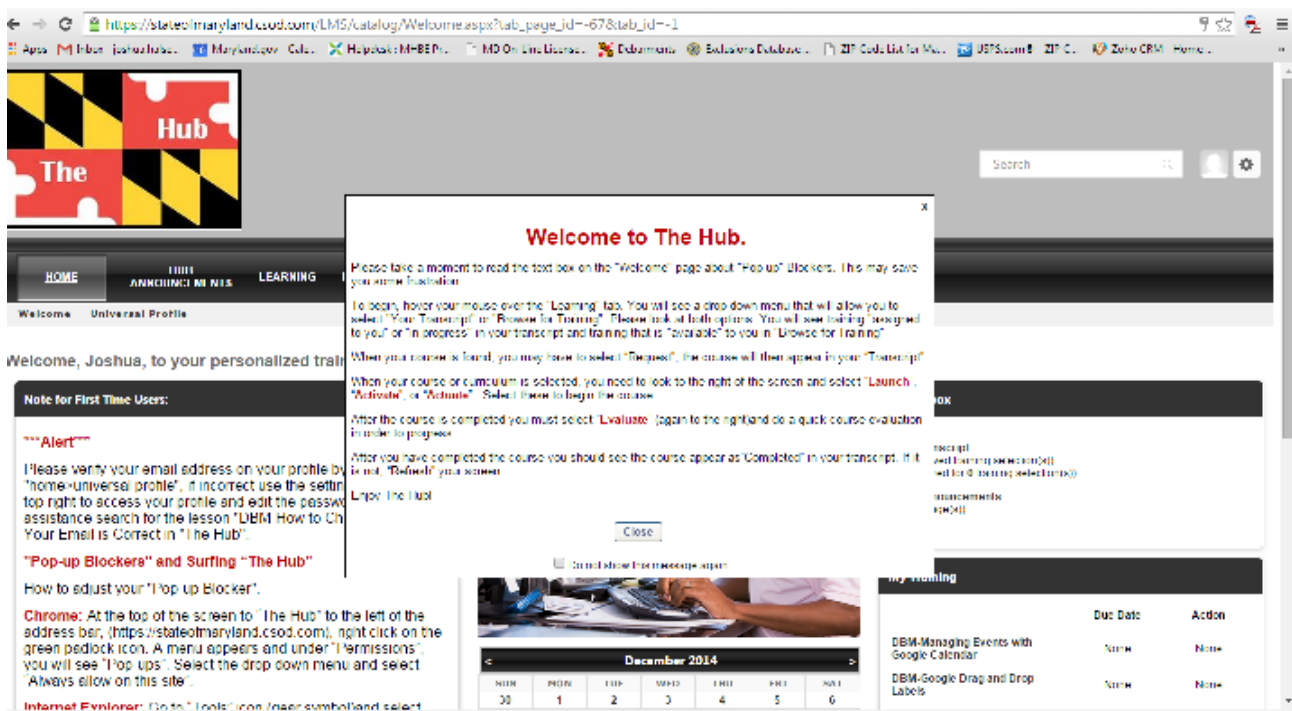
* New password:

* Confirm password:

* Passwords must contain both upper and lower case letters
* Passwords must contain alpha and numeric characters
* Passwords must be 8 - 20 characters

Complete the required fields. Make sure your MHBE Self Registration Position is “Producer”. Please make note of your Username.

Once completed, you should see a screen that looks like this:

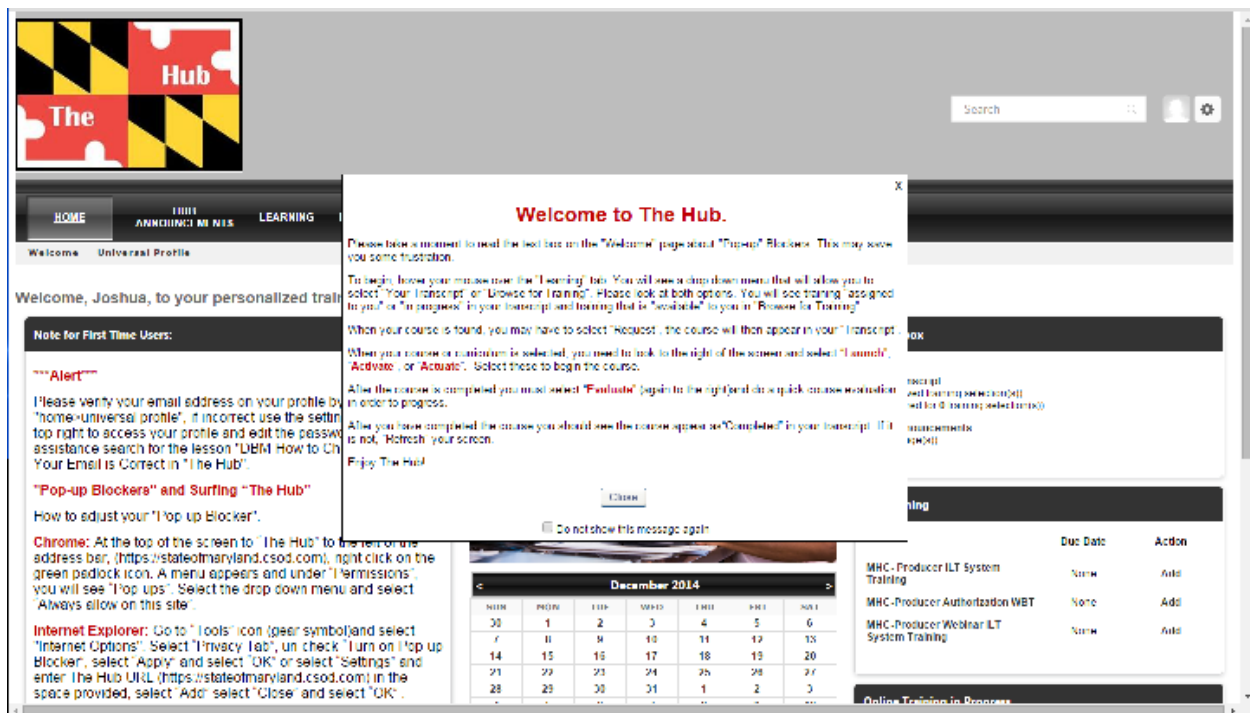


Step Two: Logout using the “wheel” at the top right of the page and wait until the next day when your training will be updated.

Step Three: Complete the Required Web-Based Training (WBT)

Begin by logging in via: <https://stateofmaryland.csod.com>

You should again be at your home page which looks like this:



Step-by-Step Instructions, Step Three:

1. Close "Welcome to The Hub" window.
2. On the right hand side of the page you'll see "My Training". Click on "Add" for the "MHC-Producer Authorization WBT" (This WBT must be completed before you can successfully register for the ILT)

When you click on "Add", you should see this:

Transcript: Joshua Halsey

Use the transcript to manage all active training.

You have completed 0 hours (out of 200) of aggregate training for the fiscal year ending 01/01/2015.

Joshua Halsey

Required Training Not in Transcript

Title	Type	Option
MHC-Producer/ILT System Training	Event	Add to Transcript
MHC-Producer/Whelan 3.1 System Training	Event	Add to Transcript

Transcript: Joshua Halsey

Active | Completed | Archived

Add external training

Printable Version | Transcript Report

Title	Type	Due Date	Status	Options
MHC-Producer Authorization WBT	Curriculum	None	Registered	Open Curriculum

3. Next, click on “MHC-Producer Authorization WBT”

When you do, you should see this:

MHC-Producer Authorization WBT

Training Details

Training Type: Curriculum
 Provider: Maryland Health Connection
 Version: 2.0
 Training Hours: 0.1 hour(s) Min
 Description:
 Status: Dependent
 Training Purpose:
 Due Date: None
 Expiration Date:

Curriculum

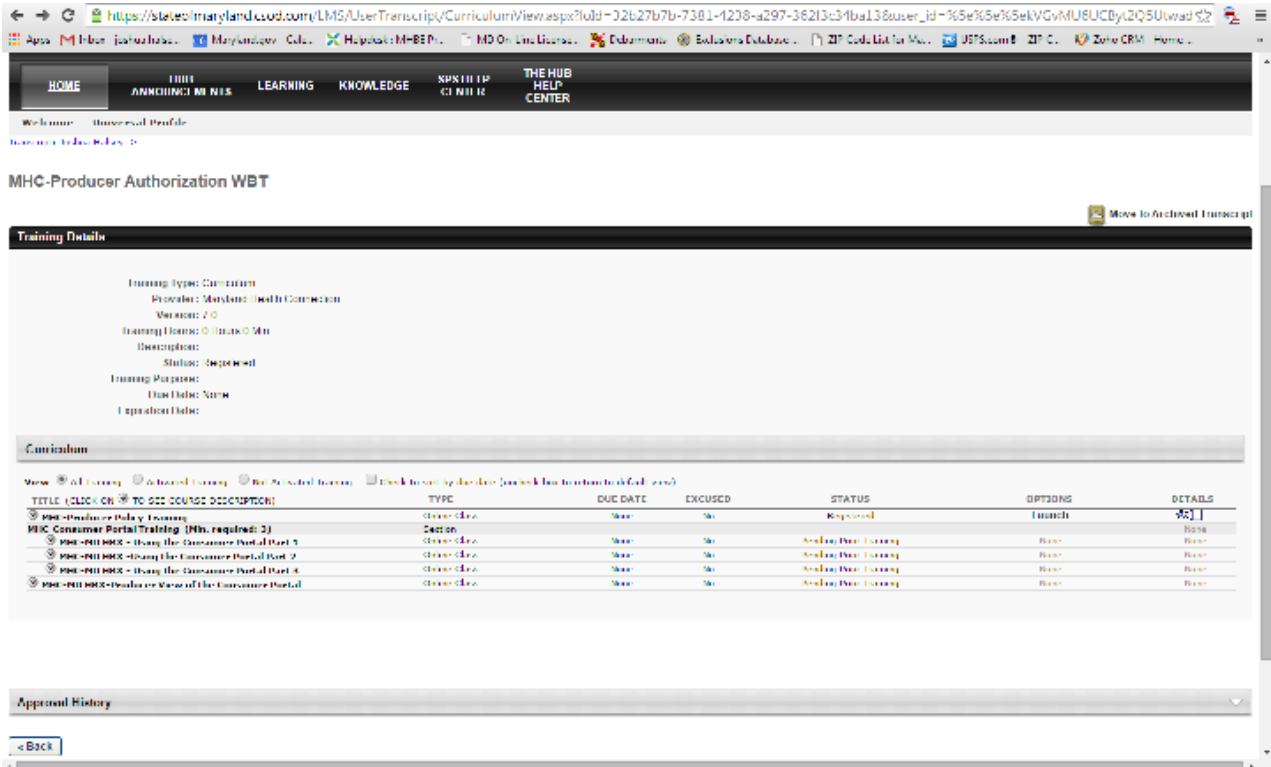
TITLE (CLICK ON TO SEE COURSE DESCRIPTION)	TYPE	DUE DATE	EXCUSED	STATUS	OPTIONS	DETAILS
MHC-Producer/ILT System Training	Class/Class	None	No	Not Started	Active	None
MHC-Producer/Whelan 3.1 System Training	Class/Class	None	No	Not Started	Active	None
MHC-Producer/Whelan 3.1 System Training	Class/Class	None	No	Not Started	Active	None
MHC-Producer/Whelan 3.1 System Training	Class/Class	None	No	Not Started	Active	None
MHC-Producer/Whelan 3.1 System Training	Class/Class	None	No	Not Started	Active	None

Approval History

< Back

4. Next, click on “Activate”

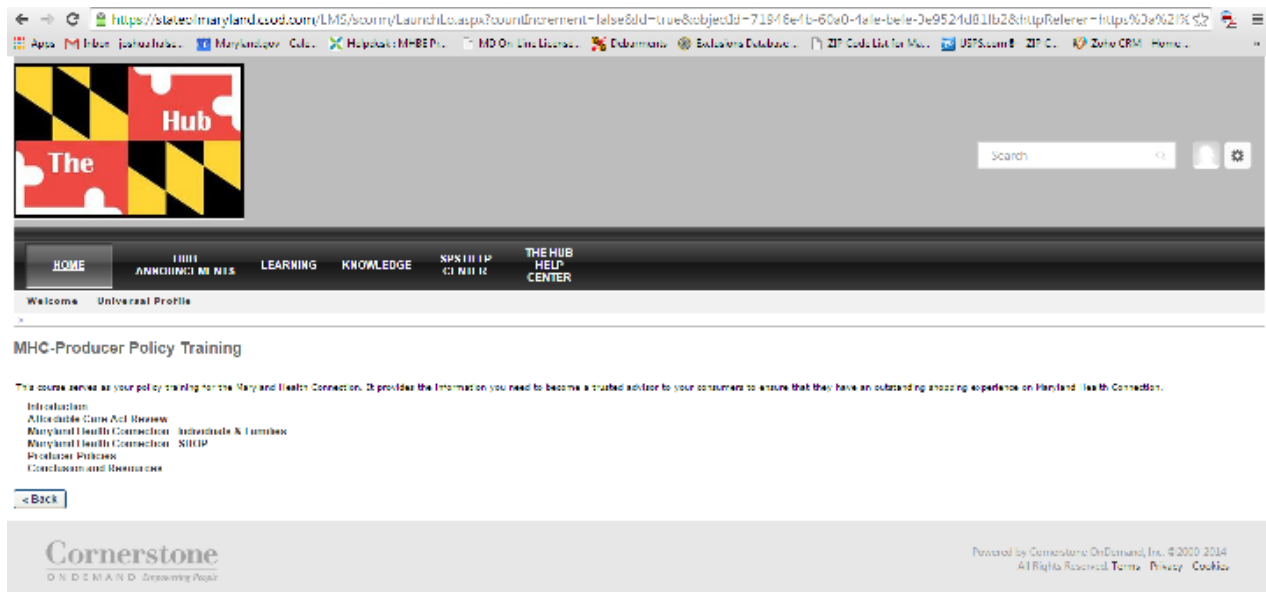
When you do, you should see this:



5. Next, click on “Launch”

When you do, you should see this:

Note for Authorized Producers: You are not completing the Policy Training, so your screen may look slightly different. The steps to complete your training remain the same though.



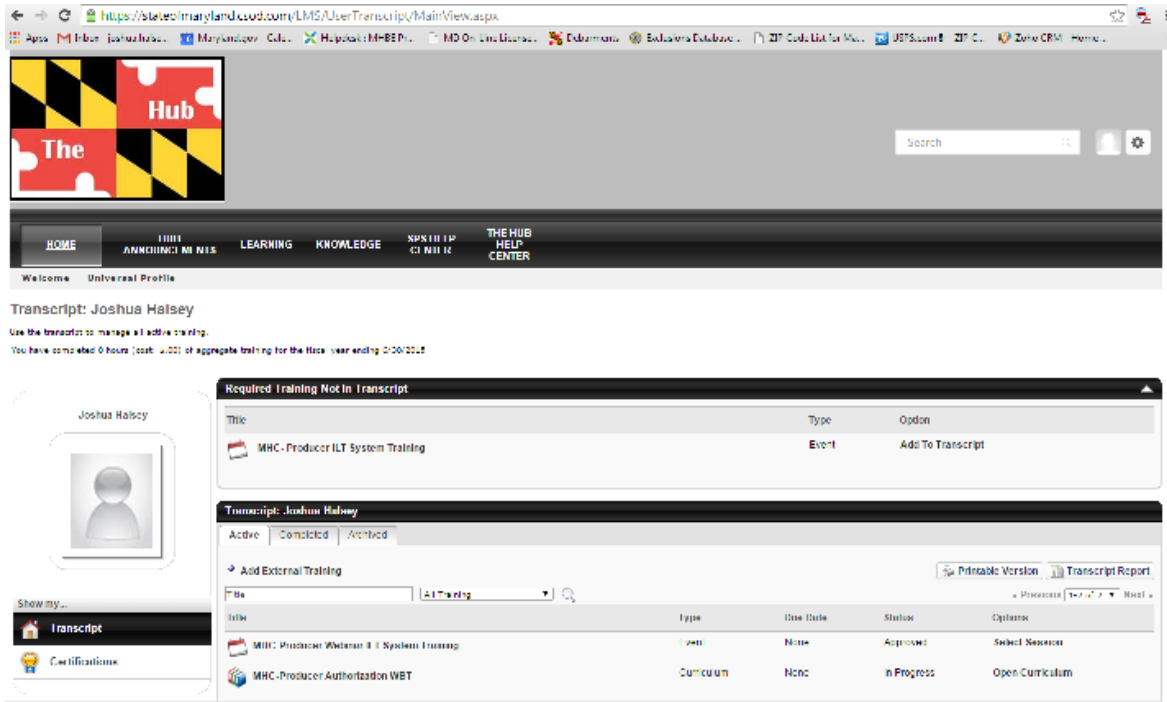
6. Next, click on “Introduction”. Once you do, a popup window will open. You will want to maximize the window if it isn’t already and just follow along with the slides. Once the first module is completed, continue to perform the same action for each of the other modules. Note: Each time you complete a module, you will see a green check mark appear next to that module on this page.
7. After you have completed all of the modules click “Back”. Once on the home page again, click “open curriculum” under “My Training”. You must then click “evaluate” to complete the evaluation before continuing on to the next course.
8. Once the evaluation has been completed, click “Activate” for the next course. Continue the same steps to complete the other courses that are part of the WBT. Note: You must let the slides play in their entirety (note the play bar at the bottom of the slides).

Step Four: Complete the Required Instructor Led Training (ILT)

Step-by-Step Instructions, Step Four:

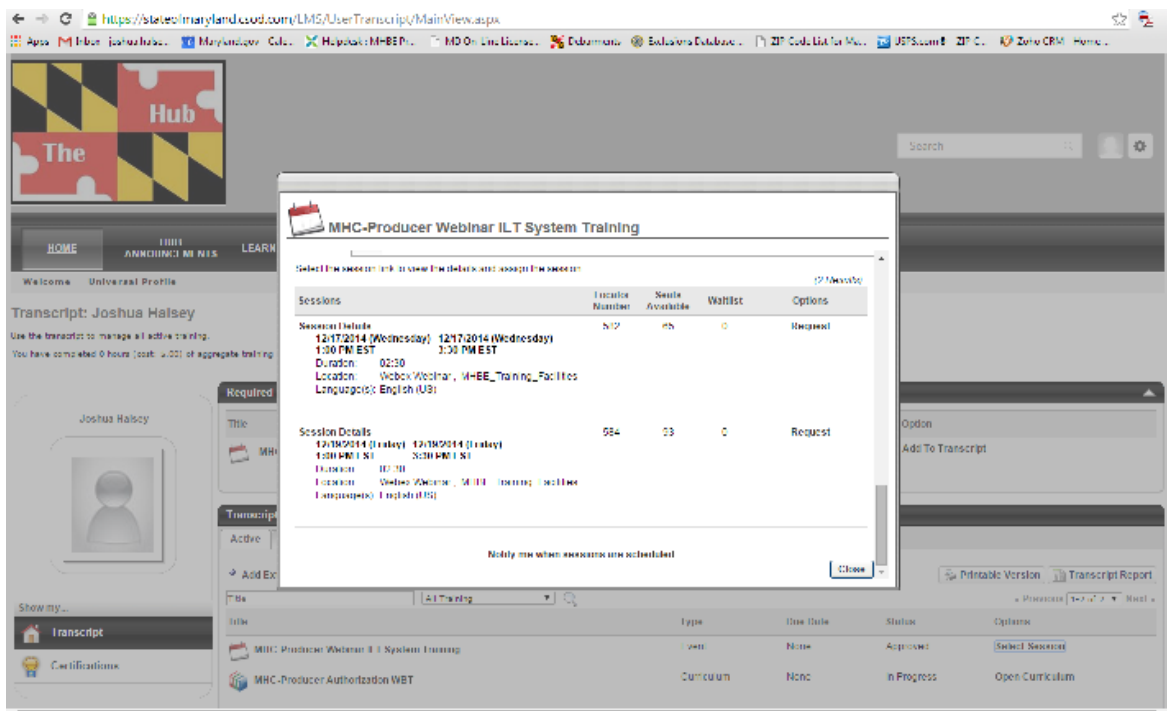
1. Now that you have completed the web-based portion of the training, you can now sign up for the Instructor Led Training (ILT). There are three different options for the ILT; an in-person training session, a moderator controlled webinar training session, and a “go at your own pace” webinar training session.
 - a. To enroll in the in-person ILT, go to your home page and click “Add” next to the “MHC-Producer ILT System Training”.
 - b. To enroll in the moderator controlled webinar ILT, go to your home page and click “Add” next to the “MHC-Producer Webinar ILT System Training”
 - c. To enroll in the “go at your own pace” webinar ILT, skip to page 12.

When you click “Add”, you should see this:



2. Next click “Select Session”

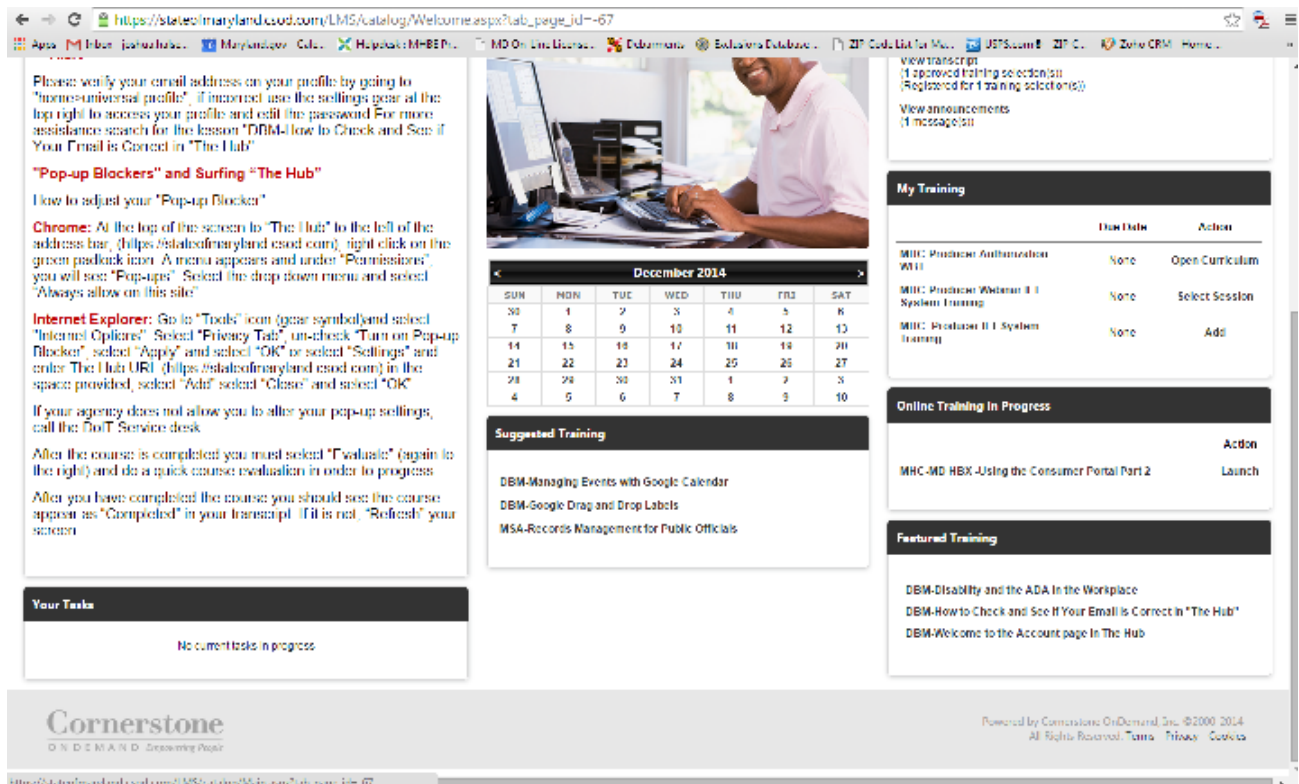
When you do, you should see this:



- Next, scroll down and “Request” which ever session you would like to attend. Note: If you signed up for an in-person session, please note the date, time, location, and whether you need to bring a laptop for your session. If you signed up for a moderator controlled webinar, you should receive login instructions via email the afternoon prior to your session.

Signing up for the “go at your own pace” webinar (VILT):

- Go to your home page and click on “Featured Training”



The screenshot shows the LMS catalog homepage with the following sections:

- Navigation:** Home, My Profile, My Training, My Tasks, My Calendar, My Account, My Settings, My Preferences, My Notifications, My Alerts, My Reports, My Dashboard, My Home, My Profile, My Training, My Tasks, My Calendar, My Account, My Settings, My Preferences, My Notifications, My Alerts, My Reports, My Dashboard, My Home.
- Header:** Please verify your email address on your profile by going to "Home->my profile". If you need to use the settings gear at the top right to access your profile and edit the password. For more assistance search for the lesson "DBM-How to Check and See if Your Email is Correct in 'The Hub'".
- Pop-up Blockers and Surfing "The Hub":** How to adjust your "Pop-up Blocker".
 - Chrome:** At the top of the screen in "The Hub" to the left of the address bar, (https://stateofmaryland.com) right click on the green padlock icon. A menu appears and under "Permissions" you will see "Pop-ups". Select this drop down menu and select "Always allow on this site".
 - Internet Explorer:** Go to "Tools" icon (gear symbol) and select "Internet Options". Select "Privacy Tab", un-check "Turn on Pop-up Blocker", select "Apply" and select "OK". Go to "Settings" and enter "The Hub URL (https://stateofmaryland.com)" in the space provided, select "Add", select "Close" and select "OK".
- Your Tasks:** No current tasks in progress.
- December 2014 Calendar:**

SUN	MON	TUE	WED	THU	FRI	SAT
29	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10
- Suggested Training:**
 - DBM-Managing Events with Google Calendar
 - DBM-Google Drag and Drop Labels
 - MSA-Records Management for Public Officials
- My Training:**

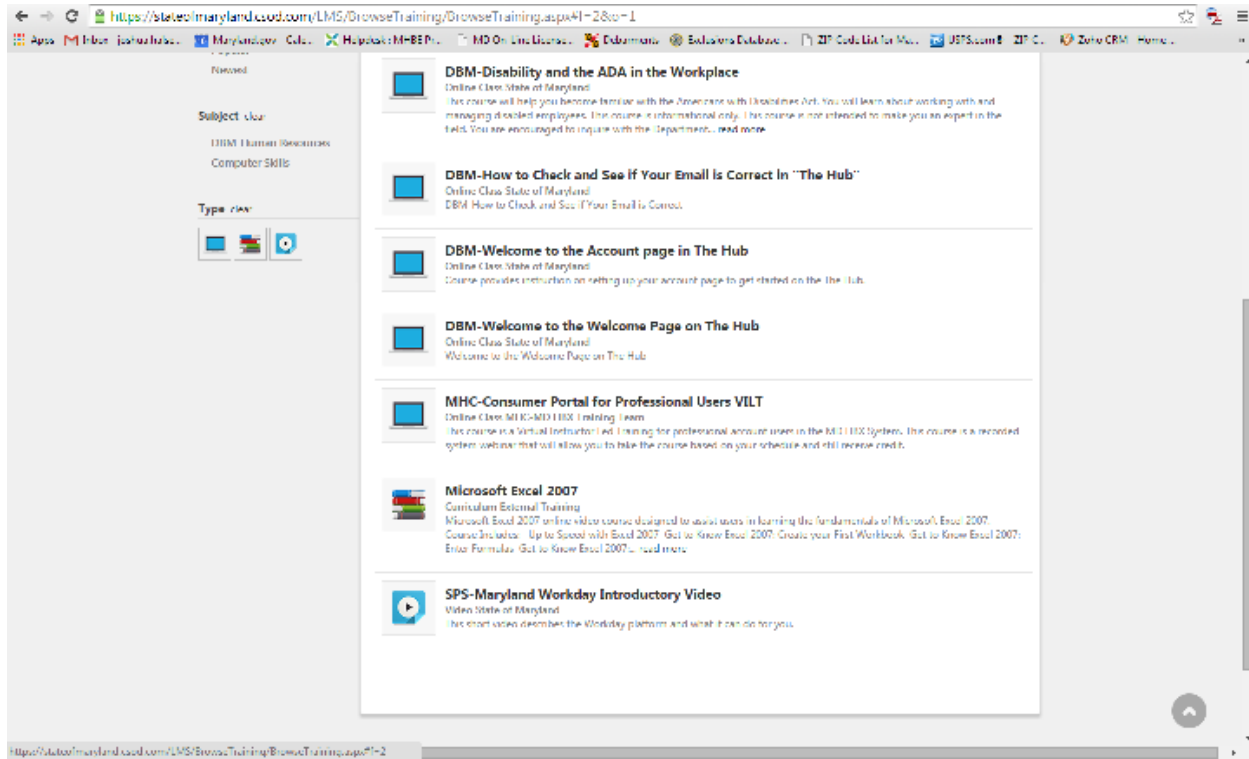
How Help	Action
MHC-Producer Authentication WHI	None Open Curriculum
MHC-Producer Webinar II I System Training	None Select Session
MHC-Producer II I System Training	None Add
- Online Training In Progress:**

Action	
MHC-MD HBX -Using the Consumer Portal Part 2	Launch
- Featured Training:**
 - DBM-Disability and the ADA In the Workplace
 - DBM-How to Check and See if Your Email is Correct in "The Hub"
 - DBM-Welcome to the Account page In The Hub

Cornerstone
O N D E M A N D - Growing People

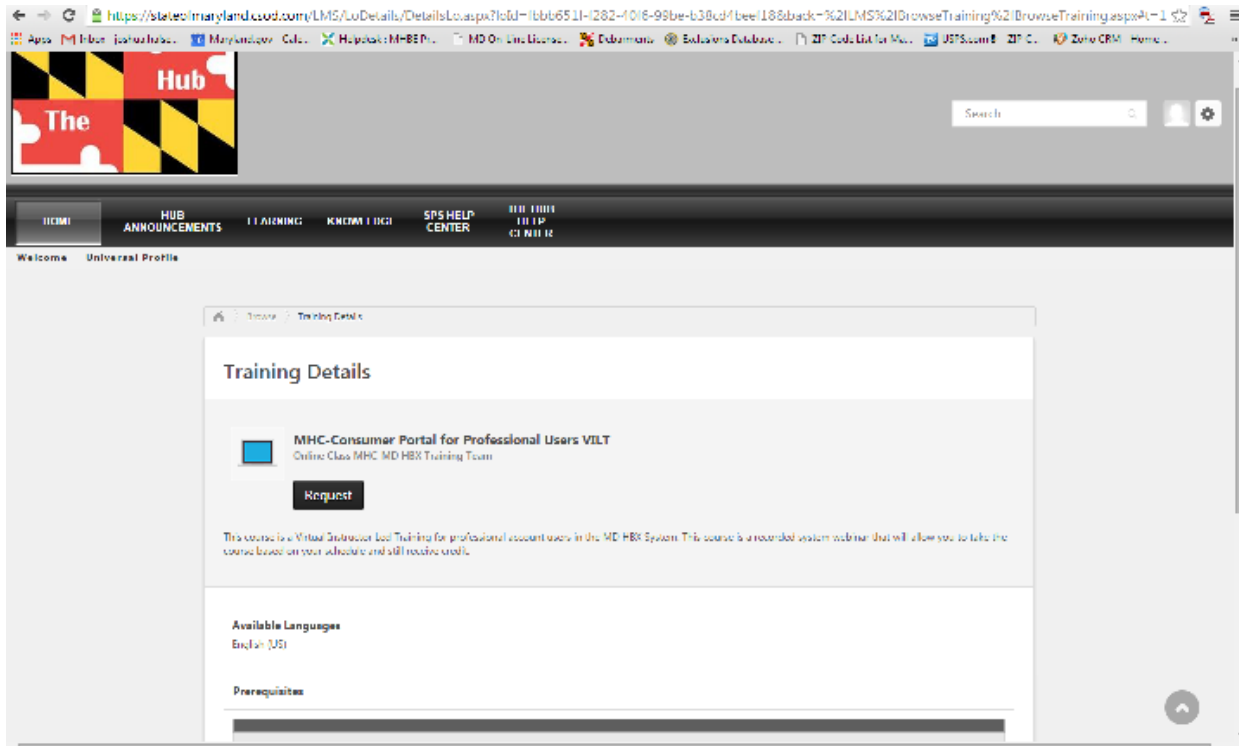
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When you do, you should see this:



2. On this screen, click on “MHC-Consumer Portal for Professional Users VILT”

When you do, you should see this:



3. Next, click on “Request”

4. Once requested, go to your home page, click on “My Training”, and complete the VILT in the same fashion as your other web-based courses.