



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 2017 plan year. Follow these instructions in order to fulfill your obligations and to ensure that 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 two major steps.

1. Complete a Producer Authorization Application, and await the receipt of your login credentials for the Hub.

Note: Currently authorized producers should already have their login credentials for the Hub and can therefore skip to Milestone 2. If you need your login credentials for the Hub, please email our Training Team at mhc.trainingsupport@maryland.gov.

2. Complete the required training on the Hub.

Note: You should have received an email describing the required training that you must complete. You can also refer to the below chart for a description of the courses that you must complete.

Course	New Producer: Individual and SHOP	New Producer: Individual Only	New Producer: SHOP Only	Returning Producer: Individual and SHOP	Returning Producer: Individual Only	Returning Producer: SHOP Only
MHC_Producer_Policy_Compliance 16-17	X	X	X	X	X	X
MHC_Producer_Policy_Overview 16-17	X	X	X			
MHC_Producer_Policy_Individual 16-17	X	X				
MHC_Producer_Policy_SHOP 16-17	X		X			
MHC-Voter Registration 2016	X	X		X	X	
MHC-Consumer Portal Online Courses for Producers_OE 16-17	X	X				
MHC-Consumer Portal Assessments for Producers_OE 16-17	X	X		X	X	

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: Complete a Producer Authorization Application and Await the Receipt of Your Login Credentials

Note: If you are a currently authorized producer, you should already have your login credentials, and you can skip to Step Two. If you need your login credentials for the Hub, please email our Training Team at mhc.trainingsupport@maryland.gov.

1. Upon reading these instructions, you should have already completed a Producer Authorization Application via <http://www.marylandhbe.com/news-and-resources/toolbox/insurance-producers/producer-authorization-application/>. If you have not completed a Producer Authorization Application, please do so.
2. Once your application is reviewed, you will receive a reply email from us, explaining all of the requirements that must be met in order for you to be authorized. You should receive your login credentials for the training site, the Hub, within one week of that reply email.
3. Once you receive your login credentials, you can proceed to Step Two and start your training.

Note: If you do not receive your login credentials within one week, please contact our Training Team. Their email address is mhc.trainingsupport@maryland.gov.

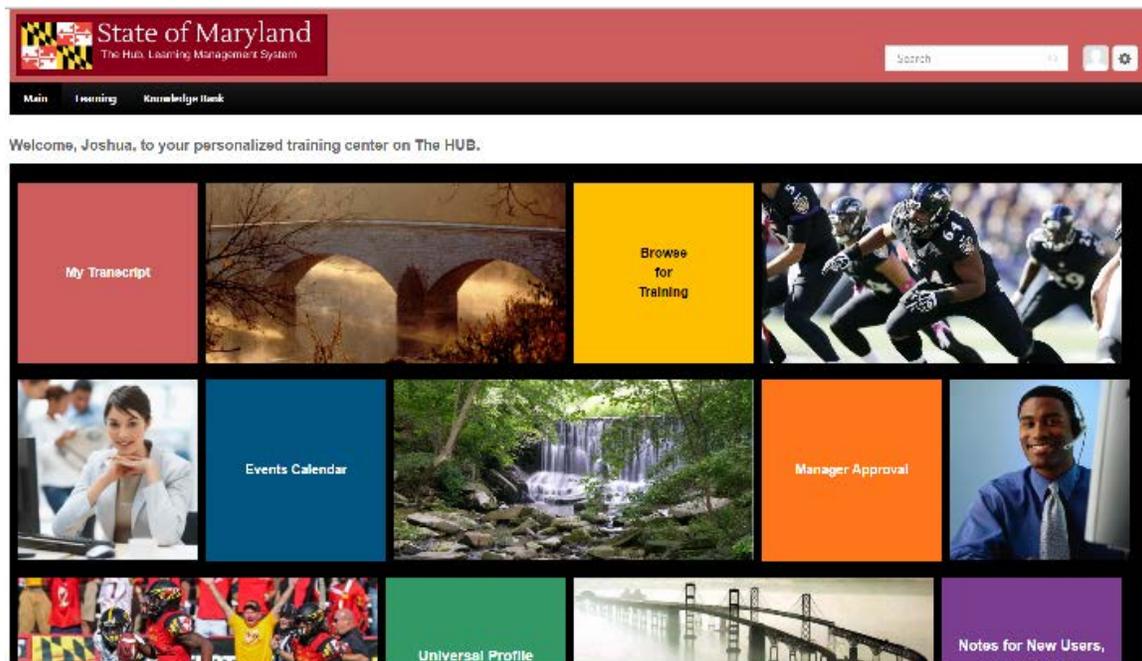
Step Two:

Complete the Required Training

1. Click on the below link to log into your account: <https://stateofmaryland.csod.com>

Note: Any time you need to log back into your account, this is the link that you will need to use. If you have problems logging in to your account, please email our Training Team. Their email address is mhc.trainingsupport@maryland.gov.

You should be at your home page which looks similar to this:



2. From your home page, next scroll over, "Learning," and select, "View Your Transcript."
3. On your transcript, you should see all of the possible course options. You only need to complete the courses that are required for you based on your authorization status. You should have received an email from us, listing your required courses. You can also refer to the chart on page 4 to determine your required courses. Please note, some courses have similar names. Please make sure you are completing your required courses (Hint: Look for the 16-17 at the end of the course names, or 2016 at the end of the name for the Voter Registration Course). Since everyone must complete the, "MHC_Producer_Policy_Compliance 16-17 Course," we will launch this course first by clicking, "Launch."

The screenshot displays a list of courses with the following details:

Course Name	Due Date	Status	Action
MHC-Consumer Portal Assessments for Producers_OE 16-17	No Due Date	In Progress	Open Curriculum
MHC_Producer_System_Comprehensive	No Due Date	In Progress	Inactive
MHC_Producer_Policy_Shop 16-17	No Due Date	Registered	Launch
MHC_Producer_Policy_Overview 16-17	No Due Date	Registered	Launch
MHC_Producer_Policy_Individual 16-17	No Due Date	Registered	Launch
MHC_Producer_Policy_Compliance 16-17	No Due Date	In Progress	Launch

Red circles highlight the course name and the 'Launch' button for the 'MHC_Producer_Policy_Compliance 16-17' course.

Note: If the course does not launch, you may need to disable any popup blockers on your computer in order to view the course. If you need additional assistance, please contact our Training Team. Their email address is mhc.trainingsupport@maryland.gov.

When you click on “Launch”, you should see something similar to this:



4. Click on the “Next” button to proceed and complete the course. When you get to the last slide, you will need to click “Exit” in order to complete the module.

Note: You may need to expand your window in order to see the “Next” button.

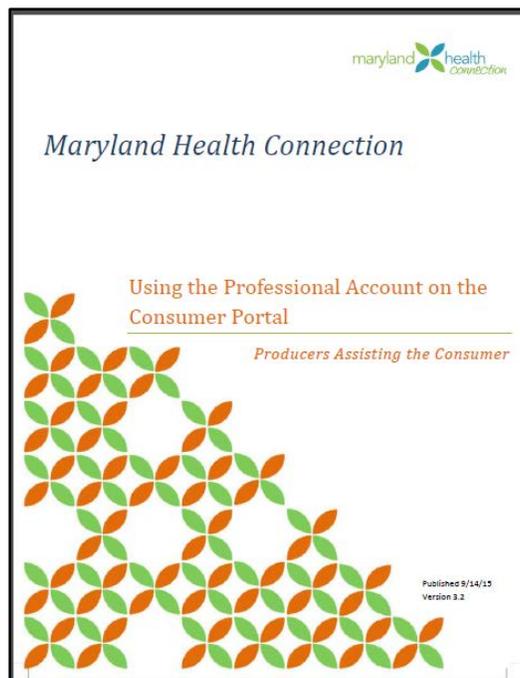
Note: Some courses have a play bar. If the course has a play bar, you must let the course play in it’s entirety in order to receive credit for it.

5. If you have additional courses to complete, repeat the above steps to complete your additional courses.

Note: If you are unsure of which classes you are required to take, you can refer to the chart on page 4.

Download the Consumer Portal Reference Guide

If you would like to download the Consumer Portal Reference Guide, please follow the below instructions.



3. Next, click on, “Using the Professional Account on The Consumer Portal.”
4. Then click, “Open.”

Verify Your Courses are Completed

If you would like to verify that your courses are completed, please follow the below instructions:

1. Log into the Hub via <https://stateofmaryland.csod.com> .
2. Scroll over, “Learning,” then click, “View Your Transcript.”
3. Change “Active” to “Completed”.

You should see your completed courses on the completed tab of your transcript.

What Happens Next?

Congratulations! You have now completed your required training!

If you are a returning producer: Once your required courses have been completed, you should be all set to help your clients during the upcoming enrollment period.

If you are a new producer: Please refer to your initial authorization email for any other requirements that you must complete. If you have completed all of the requirements, you should expect to receive your authorization letter from us within a week. If you have not received your authorization letter from us within a week of completing all of the authorization requirements, please feel free to ask us for an update on when you will received your authorization letter. You can email us at mhbe.producers@maryland.gov . Once you receive your authorization letter, you should be all set to help your clients during the upcoming enrollment period.