



Producer Authorization Training Guide

Contents

Introduction and Overview	3
Major Milestones	3
Help is Available	4
Step-by-Step Instructions	4
Step One: Complete a Producer Authorization Application	5
Step Two: Complete the Required Training	6
Download the Consumer Portal Reference Guide	9
Verify Your Courses are Completed	11
What Happens Next?	11

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.

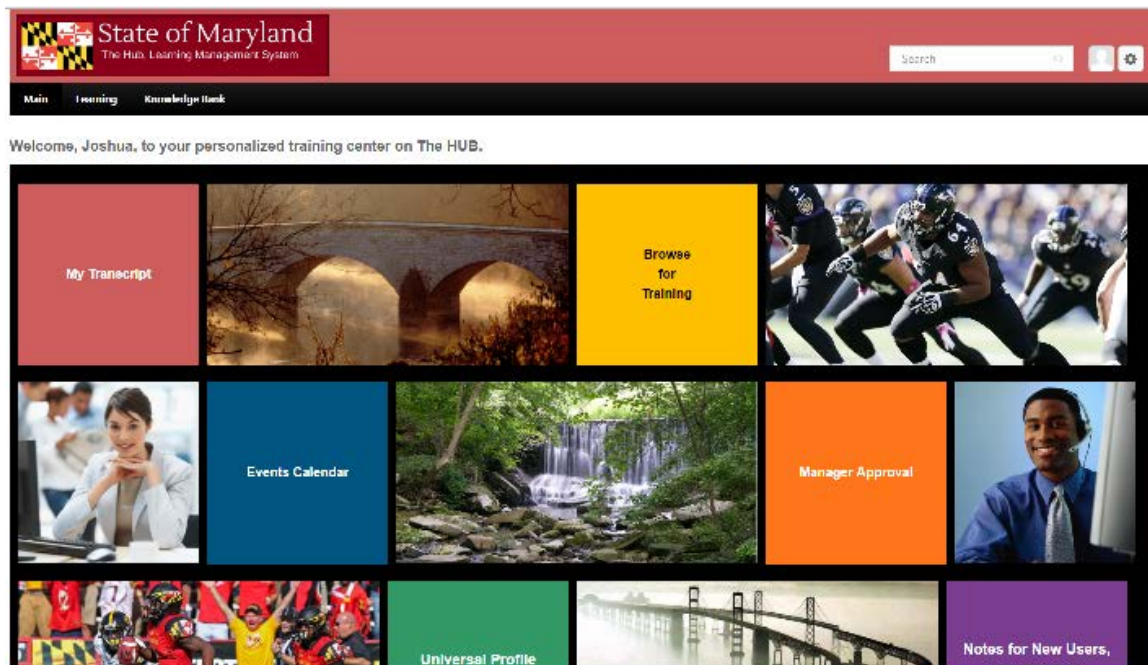
Step Two:

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.

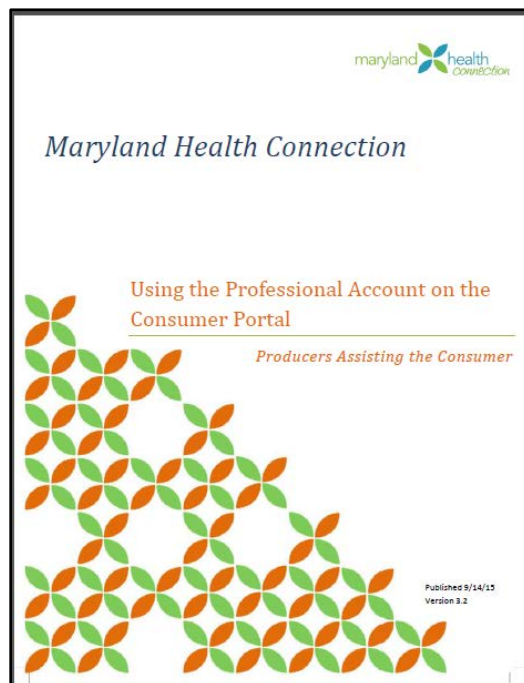
Note: Some courses have a play bar. If the course has a play bar, you must let the course play in it’s entirety in order to receive credit for it.

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

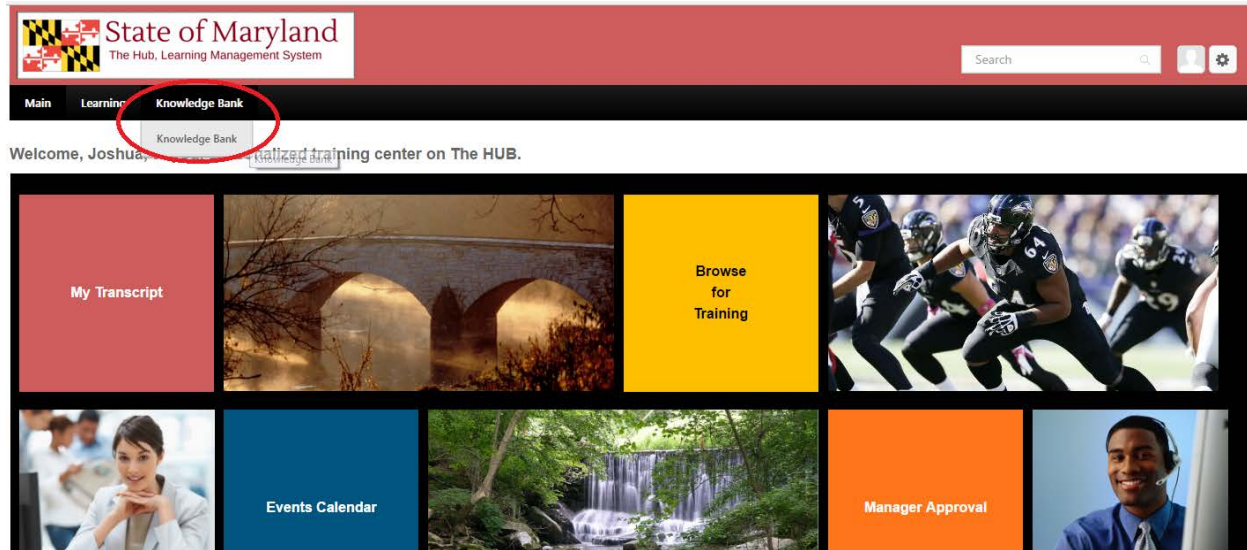
Note: If you are unsure of which classes you are required to take, you can refer to the chart on page 4.

Download the Consumer Portal Reference Guide

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



1. To download the Training Guide from The Hub, log in to your Hub account via <https://stateofmaryland.csod.com>, and click on, "Knowledge Bank."



2. Then click on, "MHC-Using the Professional Account on The Consumer Portal."

All Topics

- MHC - DHMH Maryland Medicaid Renewals Update 10-30-2015 (1)**
This document describes the three ways in which MAGI Medicaid recipients may be notified about the MHC renewal process.
- MHC-95 Day Redetermination (1)**
This training notification provides information about the redetermination process for a consumer's eligibility and how a consumer can stay enrolled in a Qualified Health Plan (QHP) or continue receiving financial assistance when a citizenship/immigration or income verification checklist (VCL) item is considered outstanding after 95 days. This training notification also explains how a special enrollment period (SEP) is granted for a consumer whose eligibility has been redetermined after the consumer failed to provide citizenship/immigration status documentation initially, but successfully submitted documentation that verifies their citizenship or immigration status within the 95 day coverage period. Income VCL special enrollment period guidance will be communicated at a later time.
- MHC-1095-A (4)**
Form 1095-A is an Internal Revenue Service (IRS) form for individuals who enrolled in a Qualified Health Plan (QHP) through Maryland Health Connection. This form allows individuals through IRS Form 8962 to claim premium tax credits or reconcile their Advanced Premium Tax Credit (APTC) payments when completing their tax return. Maryland Health Connection will mail this form to all QHP consumers by January 31, 2016.
- MHC-Choosing a Different QHP after Auto-Renewal 12-7-2015 (1)**
Consumers who were enrolled in a Maryland Health Connection Qualified Health Plan (QHP) in 2015 may want to select a different plan for 2016. Many of these consumers find that MHC has already automatically renewed them into their existing plan for 2016. This guide will show the steps necessary to choose a different plan for 2016.
- MHC Consumer Portal- Auto Renew Report a Change 11-10-2015 (1)**
This document describes the steps needed to report a change for individuals who are auto renewed for 1-1-2016 coverage.
- MHC-Consumer Initiated Terminations 4-8-2016 (1)**
Currently, in order to disenroll the household, consumers have to call the Consolidated Service Center. In this enhancement, functionality is added to allow consumers to disenroll from coverage through the Consumer Portal and will also enable all Worker Portal users to disenroll consumers from coverage on the Worker Portal.
- MHC Dental (2)**
This document contains information on how to enroll MHC consumers into a dental plan through MHC.
- MHC-Email Password Reset Process 4-8-2016 (1)**
This training notification provides information about the enhancements made to the Maryland Health Benefits Exchange (MHBE) Consumer and Worker Portals in Release 10.0. The update is designed to assist consumers with resetting their password using a password reset email instead of contacting the Consolidated Service Center (CSC) for assistance or answering security questions associated with their Consumer Portal account. In addition, the new enhancements will assist consumer assistance workers (CAWs) with validating a consumer's email address verification status and resending consumer email address verification emails.
- MHC- Mobile Applications (1)**
MHC Mobile System Design and Guide
- MHC-Error Instructions for In-Person Assistors 12-31-2015 (2)**
IMPORTANT: Effective immediately, please do not use the system errors email address (rmbhsystem.errors@maryland.gov) that was distributed. Instead, all emails for both system errors and other kinds of escalated QHP case issues should go to this email: mhc-escalatedcases@maryland.gov. This email points to the CRM and will allow us to track issues and resolutions more effectively. These instructions are for your information.
- MHC Release Notes (1)**
The purpose of these documents are to describe enhancements made to MHC.
- MHC-Manage Outstanding VCL-Worker Portal Job Aid 8-26-2016 (1)**
The Manage Outstanding VCL button allows authorized workers, assigned the HBX role of Call Center Worker: Verification Worker; and Super User, the ability to easily identify all pending VCLs associated with the most recent active and completed application, in a single place for all household consumers. The Manage Outstanding VCL button also allows workers to view the VCL history; view any applicant data associated with the VCL; view the Applicant Information page associated with the Application ID; and allow Verification Workers to note the document type and number when verifying a VCL document.
- MHC System Defect Notification 11-23-2015 (1)**
This document describes a system defect and the action that should be taken if you encounter the defect.
- MHC-Remote Identity Proofing (RIDP) (1)**
This training notification provides information about the enhancements made to the Maryland Health Benefits Exchange (MHBE) Consumer and Worker Portal in Release 11.0. The update is designed to create a Remote Identification Process (RIDP) Verification Checklist (VCL) item for a consumer that does not successfully complete the RIDP process when completing their MHC application through the Consumer Portal. In addition, the new enhancements will ensure workers are only submitting applications and providing eligibility determinations for consumers that have successfully verified their identity.
- MHC Voter Registration (2)**
This file contains the steps on how to assist a consumer with registering to vote.
- MHC-1095-B (3)**
Form 1095-B is a health insurance tax form for anyone who was enrolled in Medicaid or the Maryland Children's Health Program (MCHP) through the Maryland Health Connection or CARES. This form documents that these individuals had minimal essential health coverage (MEC) as required by the Affordable Care Act (ACA). Residents must save the form with other important documents, and
- MHC-Using the Professional Account on The Consumer Portal**
This is the manual for Authorized Producers.

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.