



The MHBE Training Portal Producer Authorization OE 2016-2017

Contents

Introduction and Overview	3
Major Training Milestones	3
OE 16-17 Training Requirement Chart.....	3
Step-by-Step Instructions	4
Step One: MHBE Training Portal Account Creation/Application	4
Step Two: Completing Required Training.....	10
Step Three: Registering for an ILT Training Session (If Applicable).....	17
Step Four: Unregister from a Session	19
Step Five: Job Aids.....	21
Step Six: Help is Available: Chatter/Messaging.....	22
Step Seven: What Happens Next.....	24



Introduction and Overview

This document provides Producers who are seeking authorization with Maryland Health Benefit Exchange a step by step guide for accessing The MHBE Training Portal to complete the required training for the 2016 - 2017 plan year. Follow these instructions in order to fulfill your training obligations and to ensure that you are able to assist your clients with their enrollments.

Major Training Milestones in the Producer Authorization

Accessing the required training for Producers seeking authorization can be described in three major steps.

1. Create a MHBE Training Portal Account and Complete Producer Application specific to your producer role.
2. Once your application has been approved; you will have access to your training applicable to your producer role.
3. Complete the required online policy/system training (See Chart below).
Required training must be completed within in **45 days** once your application is approved.

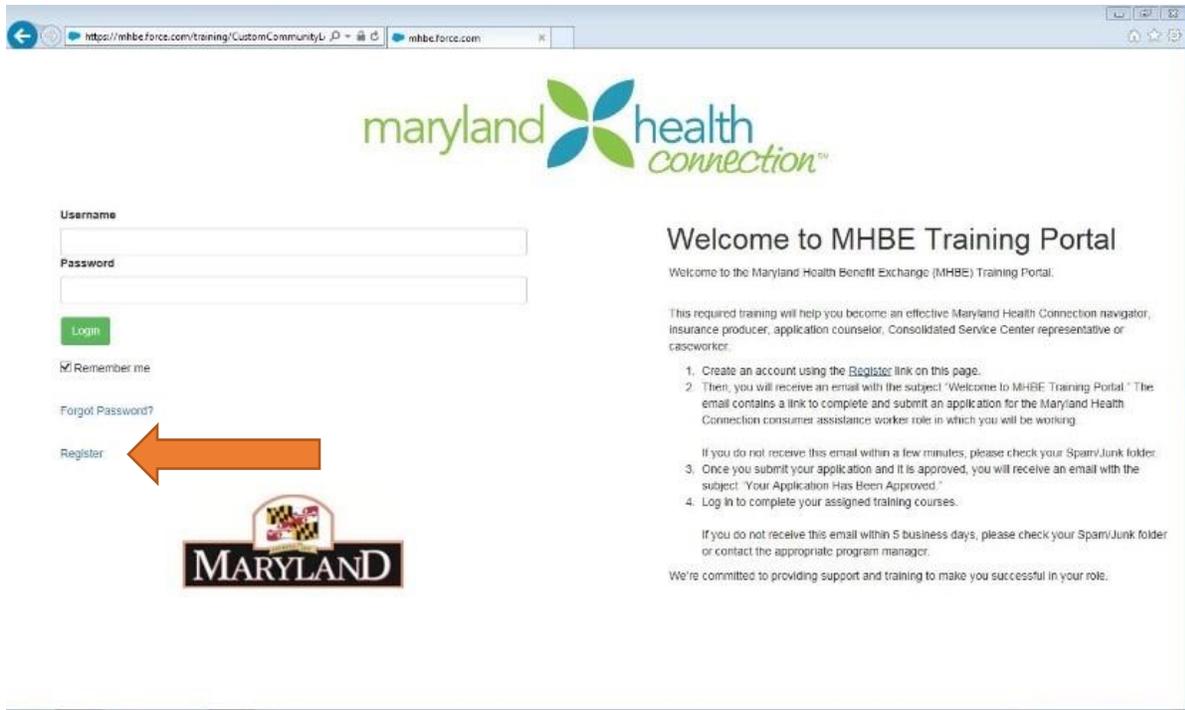
OE 16-17 Training Requirement Chart (x=required)

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
Producer Compliance 16-17	X	X	X	X	X	X
Producer Overview 16-17	X	X	X			
Producer Individual Exchange 16-17	X	X				
Producer SHOP 16-17	X		X	X		X
Consumer Portal Training 2016	X	X		X	X	
Producer View of the Consumer Portal 16-17	X	X		X	X	
Consumer Portal Training Assessments	X	X		X	X	
Voter Registration 2016	X	X	X	X	X	X

Step-by-Step Instructions

Step One: MHBE Training Portal Account Creation/Application

- 1). Go to <https://mhbe.force.com/training/CustomCommunityLogin> : If you already have a MHBE Training Portal Account skip to **Step Two**.
- 2). Click on the [Register](#) link.



maryland  health
connection™

Username

Password

Login

Remember me

[Forgot Password?](#)

[Register](#)



Welcome to MHBE Training Portal

Welcome to the Maryland Health Benefit Exchange (MHBE) Training Portal.

This required training will help you become an effective Maryland Health Connection navigator, insurance producer, application counselor, Consolidated Service Center representative or caseworker.

1. Create an account using the [Register](#) link on this page.
2. Then, you will receive an email with the subject "Welcome to MHBE Training Portal." The email contains a link to complete and submit an application for the Maryland Health Connection consumer assistance worker role in which you will be working.
3. Once you submit your application and it is approved, you will receive an email with the subject "Your Application Has Been Approved."
4. Log in to complete your assigned training courses.

If you do not receive this email within a few minutes, please check your Spam/Junk folder.

If you do not receive this email within 5 business days, please check your Spam/Junk folder or contact the appropriate program manager.

We're committed to providing support and training to make you successful in your role.



3). Complete the registration form by entering your First Name, Last Name, Email and create a password (Password should be at least 10 characters long and a mix of characters and numbers). Click the submit button.

Welcome to MHBE Training Portal Self Registration Page. Please enter all details below to create a new account. Your password should be at least 10 characters long and should be a mix of characters and numbers. Please contact mhc.trainingsupport@maryland.gov if you have any issues creating an account.

First Name

Last Name

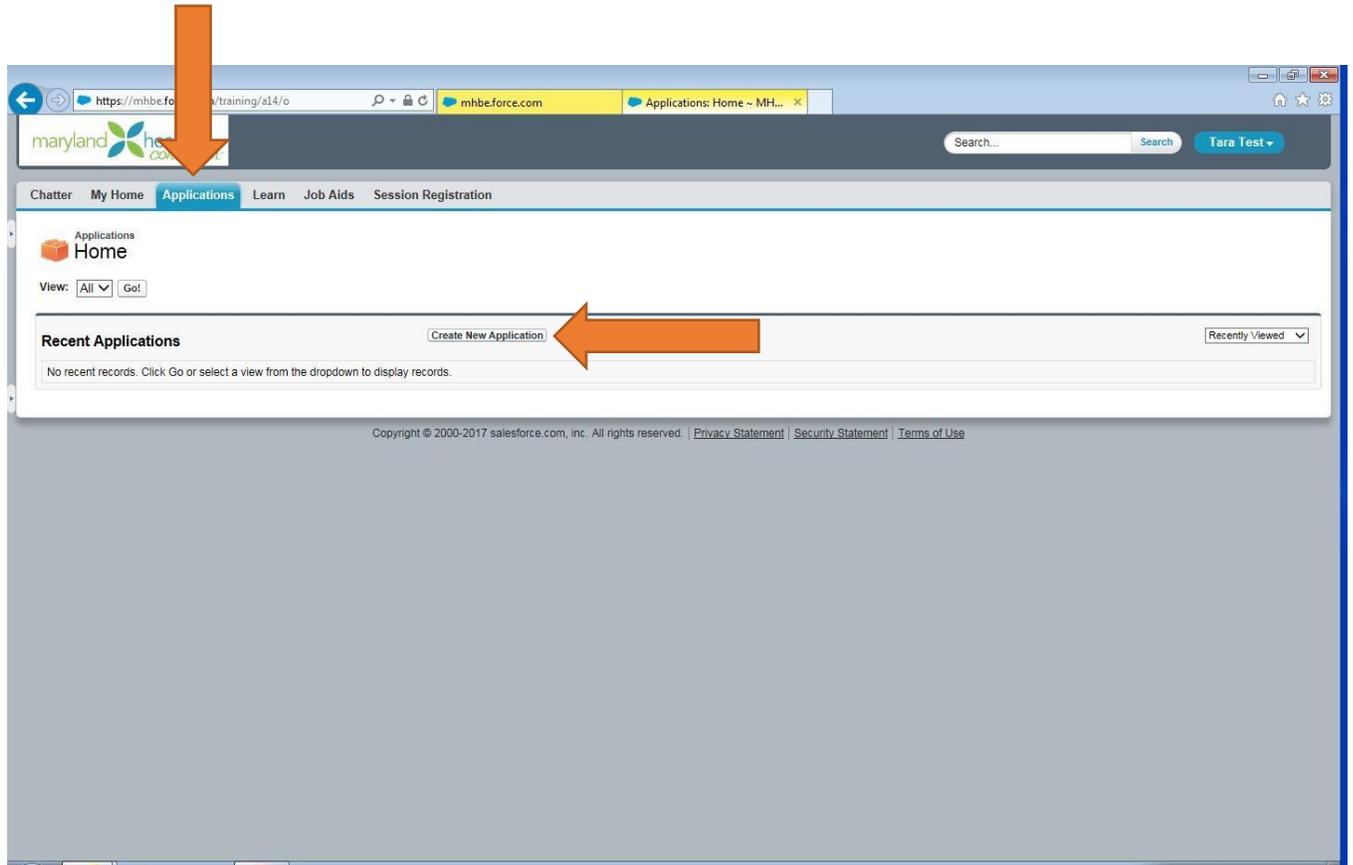
Email

Password

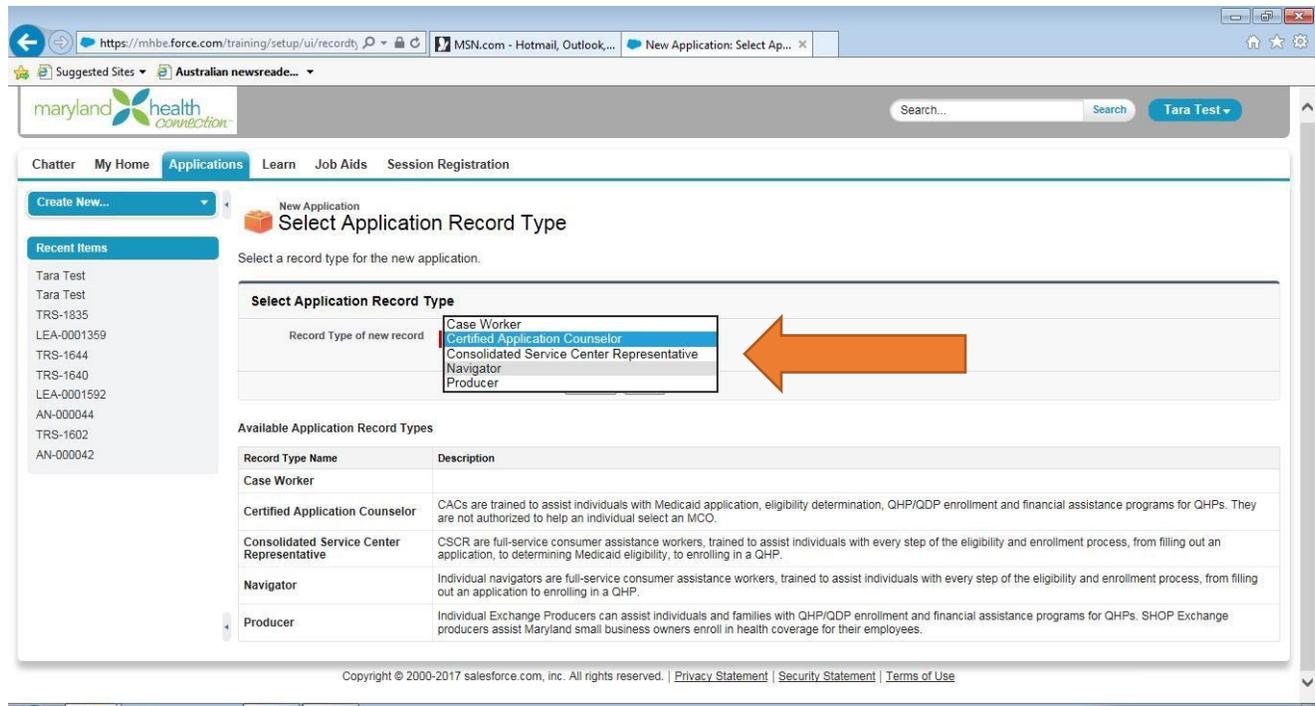
Confirm Password

4). You will receive a confirmation email with the subject **“Welcome to MHBE Training Portal”** The email contains the MHBE Training Portal link: <https://mhbe.force.com/training/CustomCommunityLogin> to complete and submit an application for the Maryland Health Connection CAW role in which you will be working.

5). Click on the link provided in the confirmation email and enter you login credentials you created during registration. Once logged in, click on the **Applications** tab. Click on the **Create New Application** button.



6). Select your role in which you are applying for Maryland Health Connection from the drop down menu and click continue.

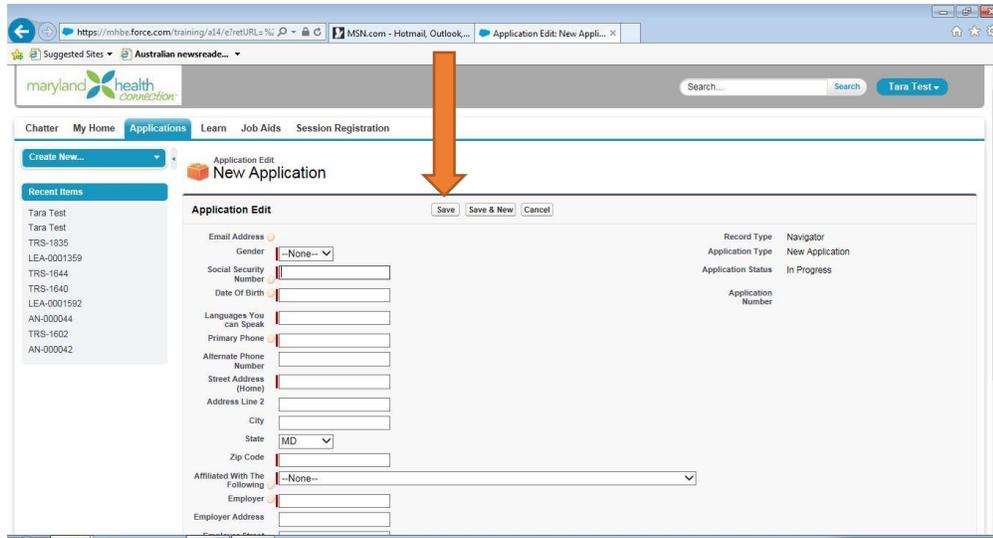


The screenshot shows a web browser window with the URL <https://mhbc.force.com/training/setup/ui/recordty>. The page title is "New Application" and the main heading is "Select Application Record Type". Below the heading, it says "Select a record type for the new application." There is a dropdown menu titled "Select Application Record Type" with the following options: Case Worker, Certified Application Counselor (highlighted), Consolidated Service Center Representative, Navigator, and Producer. A large orange arrow points to the "Certified Application Counselor" option. Below the dropdown is a table titled "Available Application Record Types" with columns "Record Type Name" and "Description".

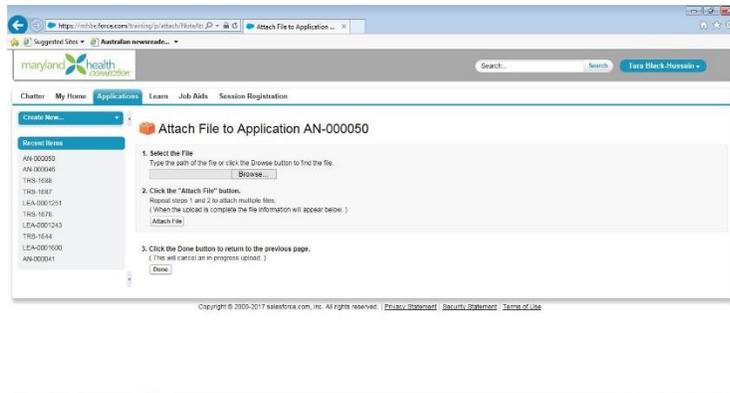
Record Type Name	Description
Case Worker	
Certified Application Counselor	CACs are trained to assist individuals with Medicaid application, eligibility determination, QHP/QDP enrollment and financial assistance programs for QHPs. They are not authorized to help an individual select an MCO.
Consolidated Service Center Representative	CSCR are full-service consumer assistance workers, trained to assist individuals with every step of the eligibility and enrollment process, from filling out an application, to determining Medicaid eligibility, to enrolling in a QHP.
Navigator	Individual navigators are full-service consumer assistance workers, trained to assist individuals with every step of the eligibility and enrollment process, from filling out an application to enrolling in a QHP.
Producer	Individual Exchange Producers can assist individuals and families with QHP/QDP enrollment and financial assistance programs for QHPs. SHOP Exchange producers assist Maryland small business owners enroll in health coverage for their employees.

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7). Enter requested information into the application fields (note: There are required fields marked in red that must be answered before you can submit; hover over the orange question marks next to the fields for correct formats and field details). After you enter in all required information, click [save](#).



8). Please review the entire application. You can upload any requested information or supporting documentation by scrolling to the bottom of the application and clicking the [Attach file](#) button. If you are not ready to submit the application, you will be able to log out and come back and edit any information before submitting for approval.



9). Once your application is ready for submission with all requested supporting documentation, you must complete an **Application Signature**. Please read, click the check box next to “**I understand**”, and click the **Sign** button. Submit the application for approval by clicking **Submit for Approval**.

The screenshot shows a web browser window with the URL <https://mhbe.force.com/training/a14t00000003HyN>. The page title is "Application Signature". A yellow information box at the top contains the text: "Please click on the checkbox below to indicate that you agree to the terms and click on Sign button. Click on Submit for approval after you have signed the application." Below this, there is a paragraph: "Please download the Attestation for the position to which you are applying. Sign and return the attestation to your CE Manager for filing with employee records." This is followed by a link: "MHBE Combined Navigator Attestation 2016-2017". A blue paragraph states: "By checking the box, I am indicating my consent to electronically sign this application and warrant that all of the information I have provided is true, complete, and accurate. I agree to update any change of address, phone or email within 30 days of the change. I have read, understand, and will attest to the Attestations for the type of position for which I am applying. I understand that I will be required to abide by all applicable state and federal regulations." Below this text is the label "I Understand" followed by an unchecked checkbox. An orange arrow points from the right to the checkbox. Below the checkbox is a "Sign" button, with an orange arrow pointing up to it. At the bottom of the form are three buttons: "Edit", "Submit for Approval", and "Renew". An orange arrow points up to the "Submit for Approval" button.

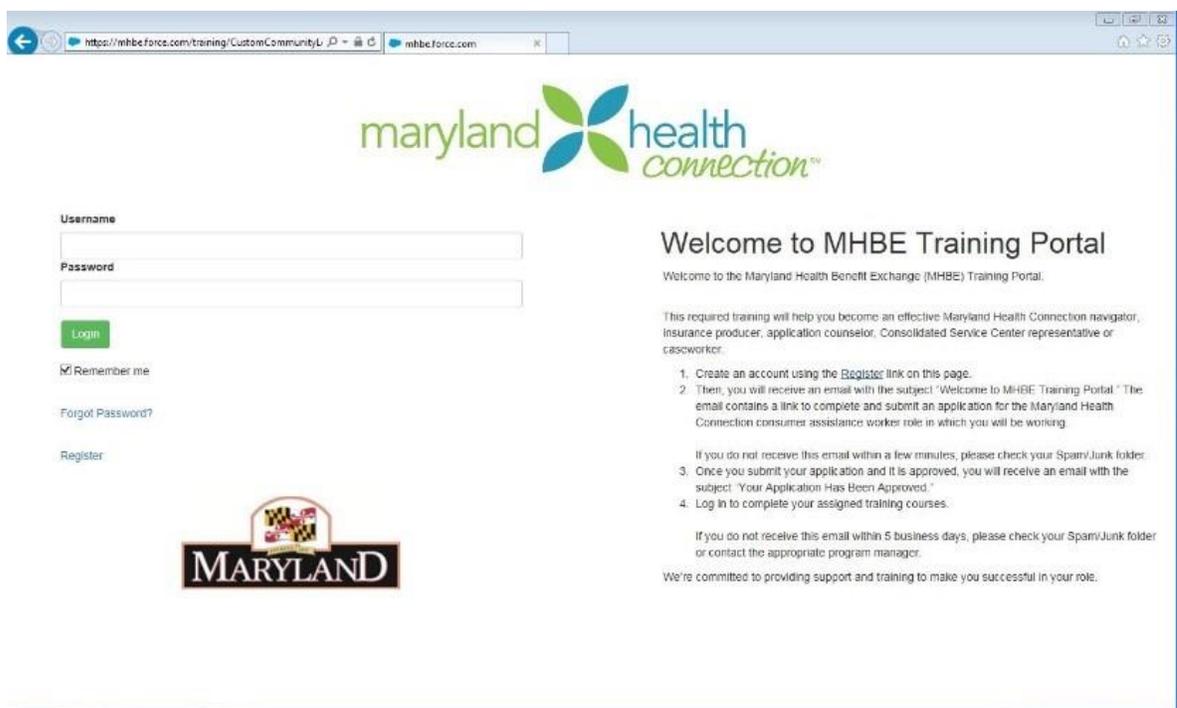
9). Your application will be reviewed by the program manager assigned to your role. Once your application has been approved, you will receive a confirmation email confirming your application has been approved and the next steps to proceed for the program.

Step Two: Completing Required Training

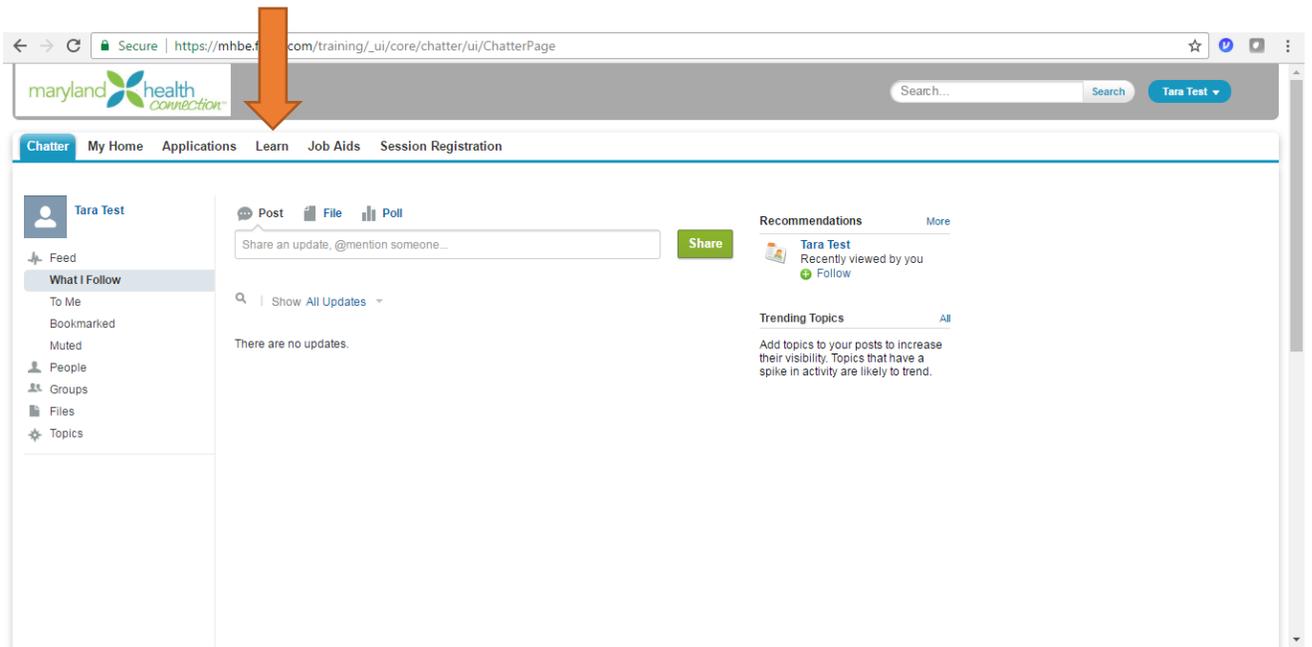
Begin by logging in via:

<https://mhbe.force.com/training/CustomCommunityLogin> using the username and password that was entered during account creation.

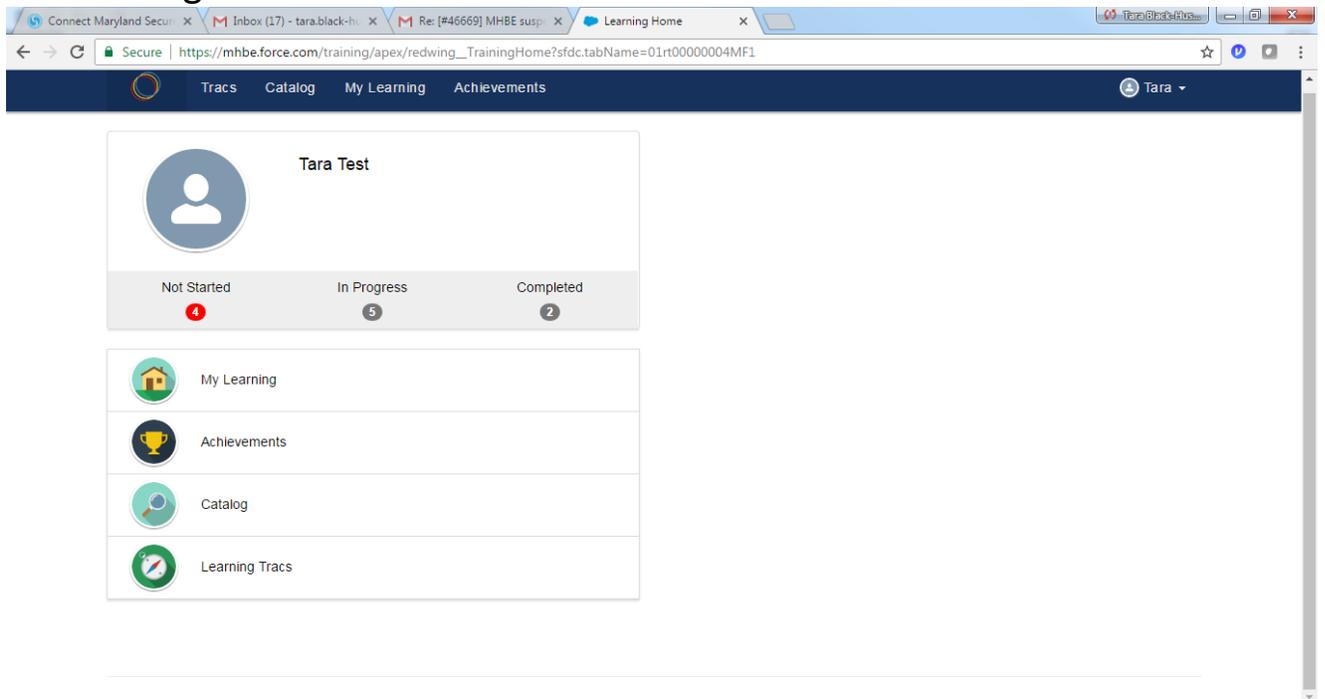
You should again be at your home page which looks similar to this:



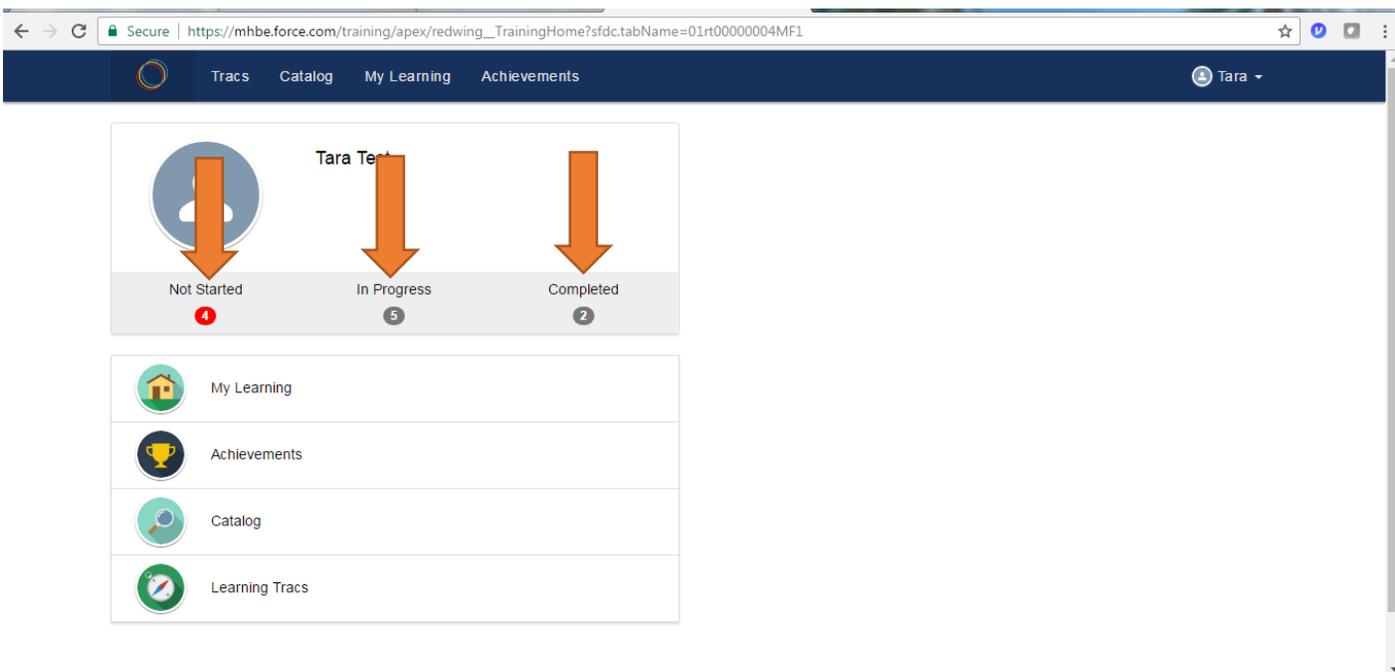
1. Click on the “[Learn](#)” tab



When you click on the “Learn” tab, you should see something similar to this:

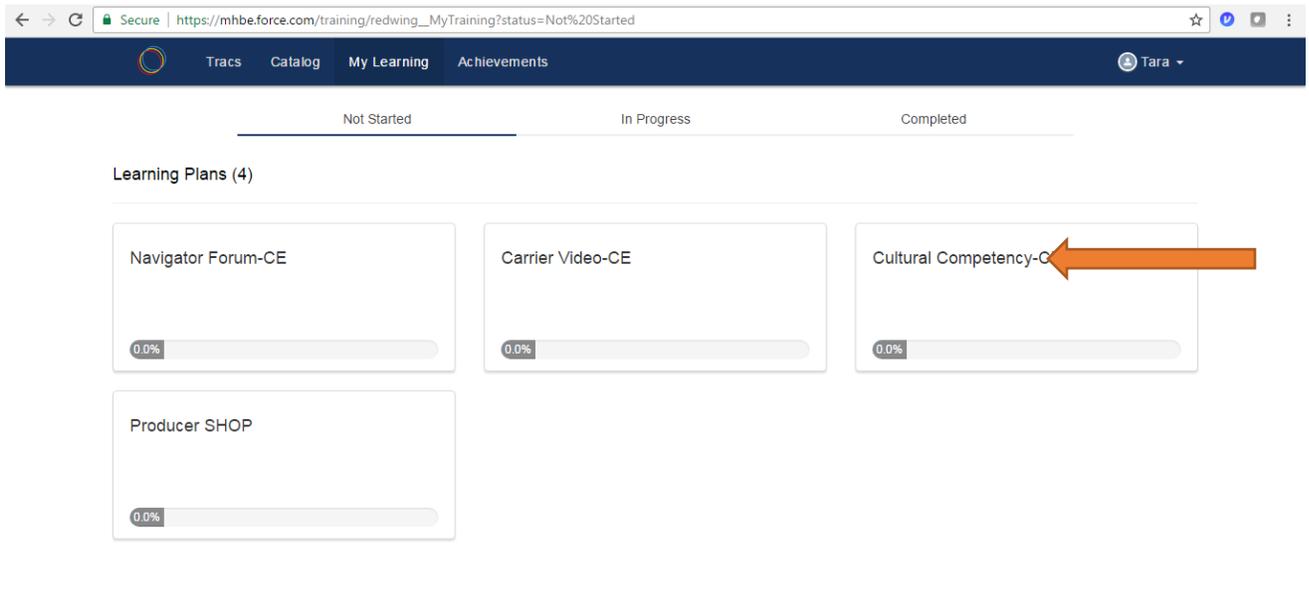


2. **Training Tabs:** All of your annual training courses will be added to the “**not started**” tab of your transcript and will be listed as follows according to your role. Click on any of the course widgets to begin your training course. If you do not finish the course after launching, it will move to the “**In Progress**” tab. Once courses have been completed, courses will move to the “**Completed**” tab.



Please Note: You will not be required to re-take the courses from OE 16-17 that were already completed in the HUB. Your program manager will update your profile. OE 17-18 courses will be available **September 2017**.

3. **Continuing Education Courses (CE):** If you need to complete Continuing Education (CE) training courses. They will be loaded to your transcript on the “**not started**” tab. All CE courses will have a CE at the end of the training title.

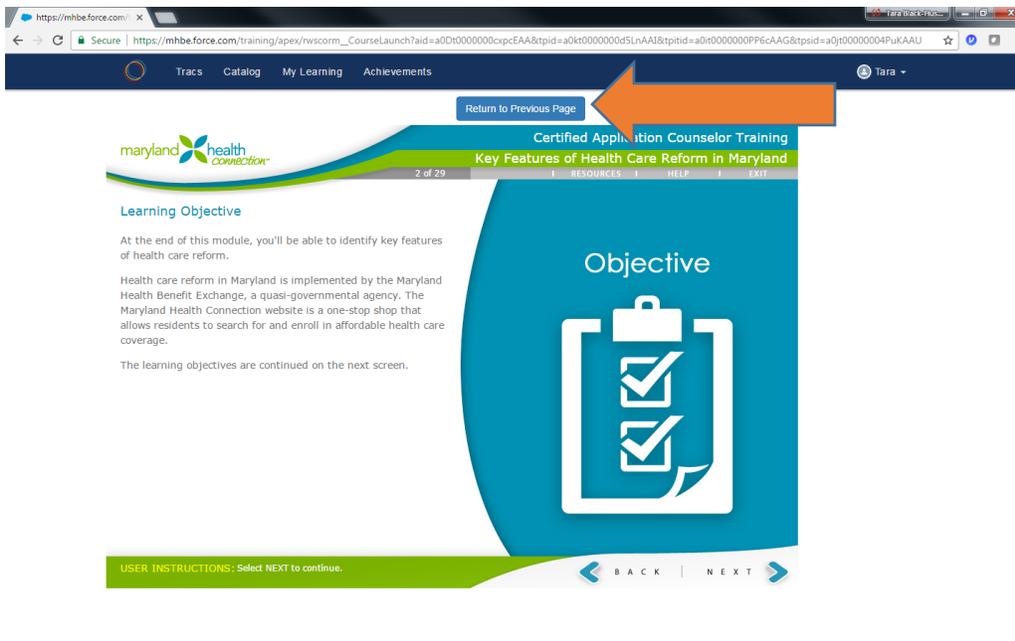
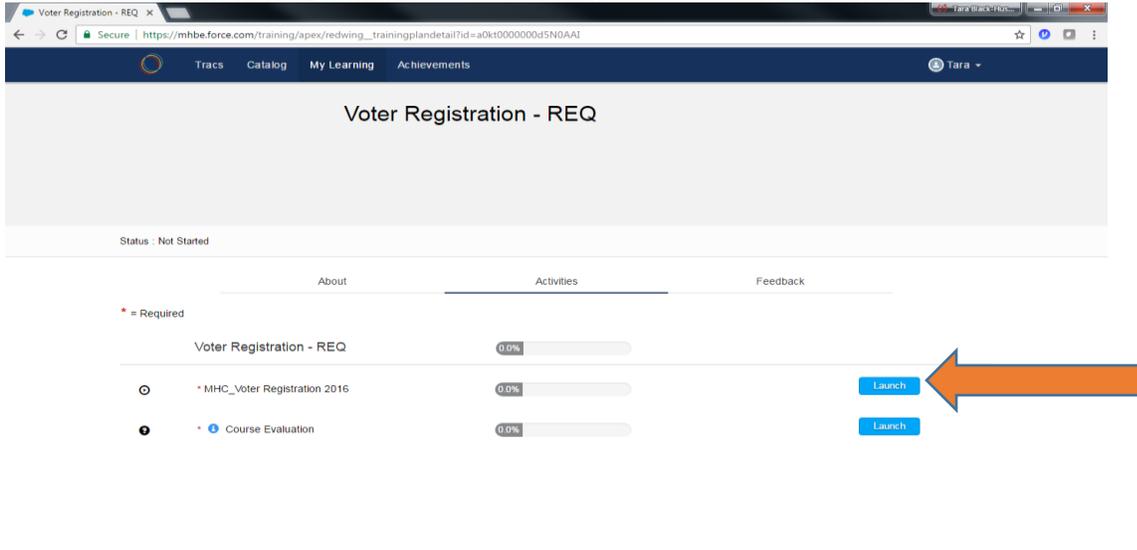


The screenshot shows a web browser window with the URL https://mhbe.force.com/training/redwing_MyTraining?status=Not%20Started. The navigation bar includes 'Tracs', 'Catalog', 'My Learning', and 'Achievements'. The user is logged in as 'Tara'. The main content area is titled 'Learning Plans (4)' and displays four course cards, each with a 0.0% progress bar. The courses are: 'Navigator Forum-CE', 'Carrier Video-CE', 'Cultural Competency-C', and 'Producer SHOP'. An orange arrow points to the 'Cultural Competency-C' course card.

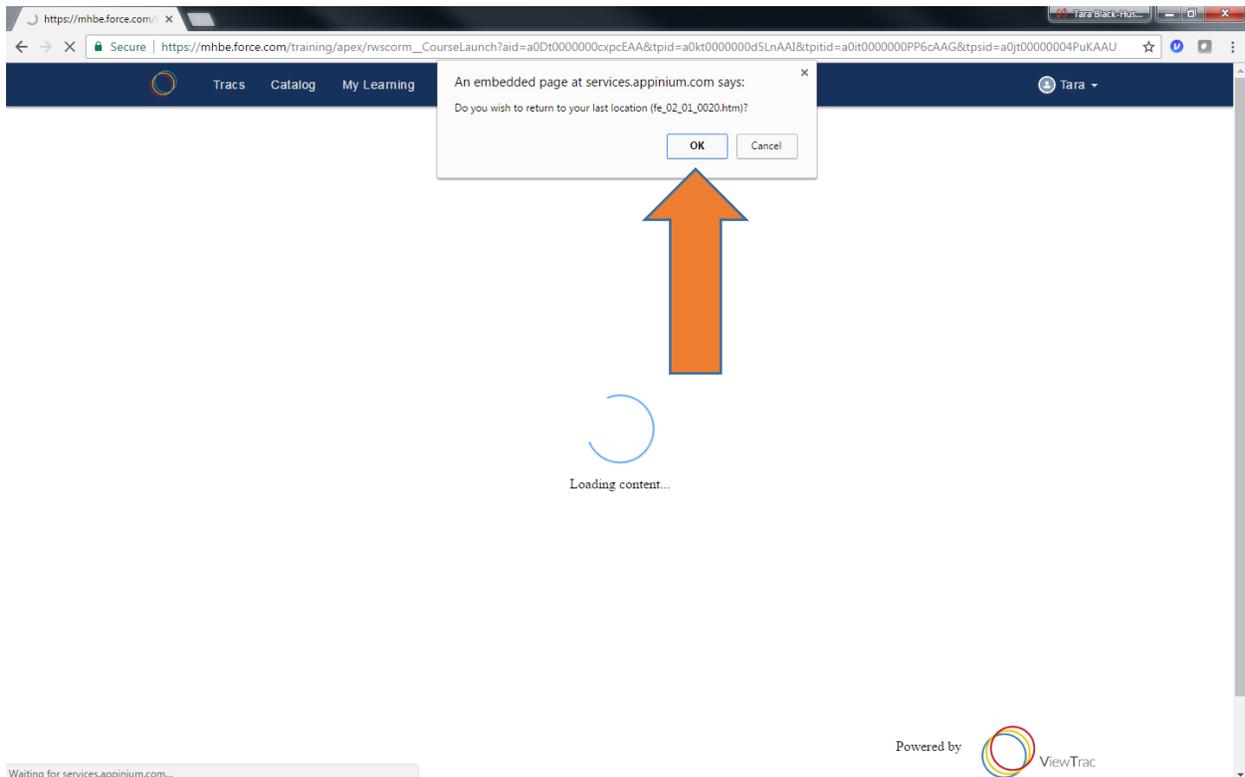
****As we develop continuing education training courses, a notice will be sent to you via email through the MHBE Training Portal when the course is available and how to access the training****

4. Course Navigation:

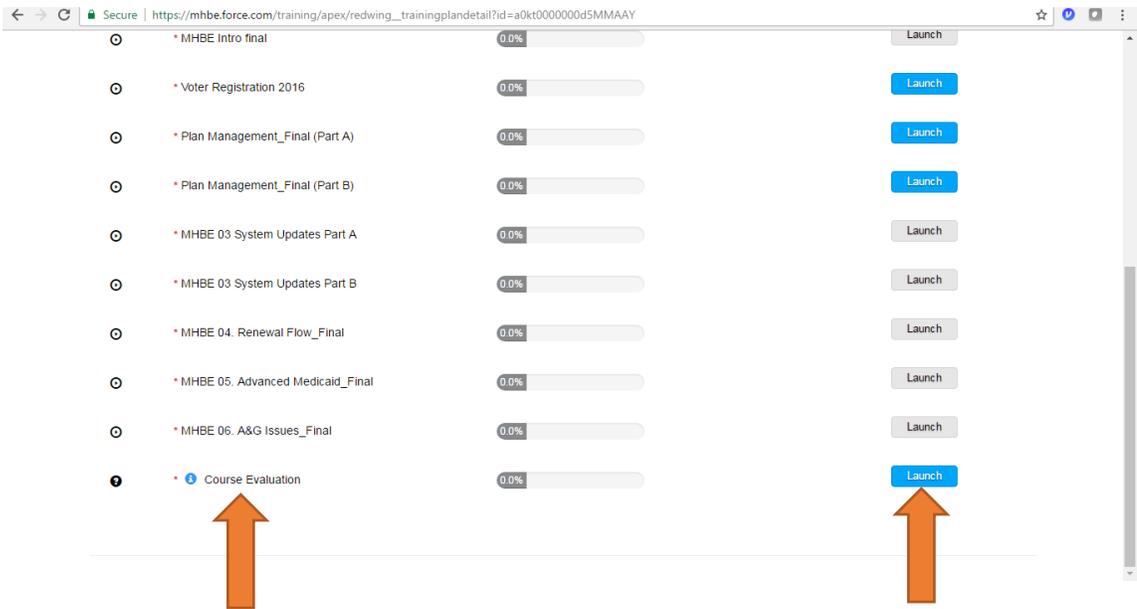
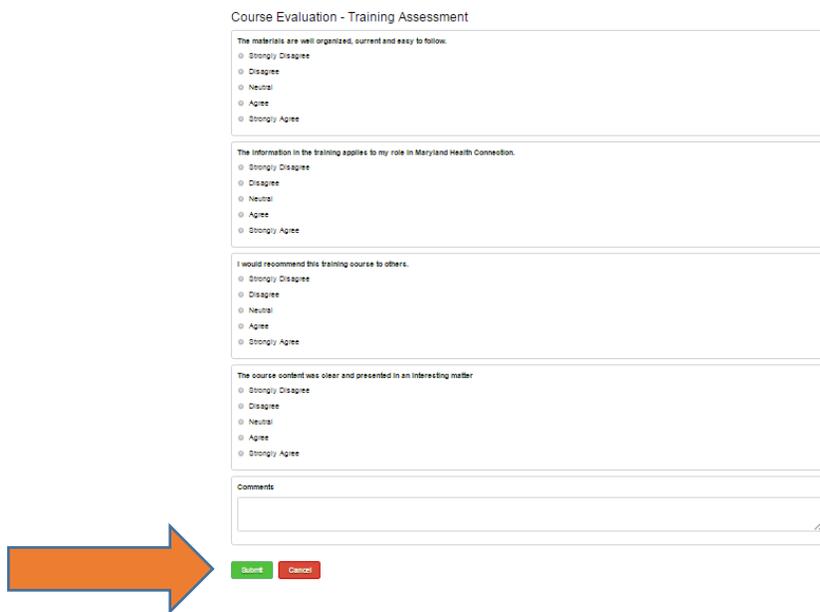
- a. Click the **“launch”** button next to each course in the training course widget. Once you finish a training module, click the **“Return to Previous Page”** button to continue on with the training curriculum on your transcript.



- b.** If you are unable to finish a module all at once, you will be able to exit the course and will have the option to return to your last training slide. You will see a pop-up message asking if you wish to return to your last location. Click “OK”. If you wish to start your module over, click “cancel”.



5. **Course Evaluations:** Course Evaluations are required after completion of each training curriculum. A Course Evaluation is at the end of every course. Click the “launch” button and complete the assessment. Please be sure to add any comments at the end. If you don’t have any comments please add N/A.

A screenshot of the 'Course Evaluation - Training Assessment' form. The form contains four Likert scale questions, each with five radio button options: Strongly Disagree, Disagree, Neutral, Agree, and Strongly Agree. The questions are:

- The materials are well organized, current and easy to follow.
- The information in the training applies to my role in Maryland Health Connection.
- I would recommend this training course to others.
- The course content was clear and presented in an interesting matter.

 Below the questions is a 'Comments' text area. At the bottom of the form are two buttons: 'Submit' (green) and 'Cancel' (red). An orange arrow points to the 'Submit' button.

Step Three: Registering for an ILT Training Session (If applicable)

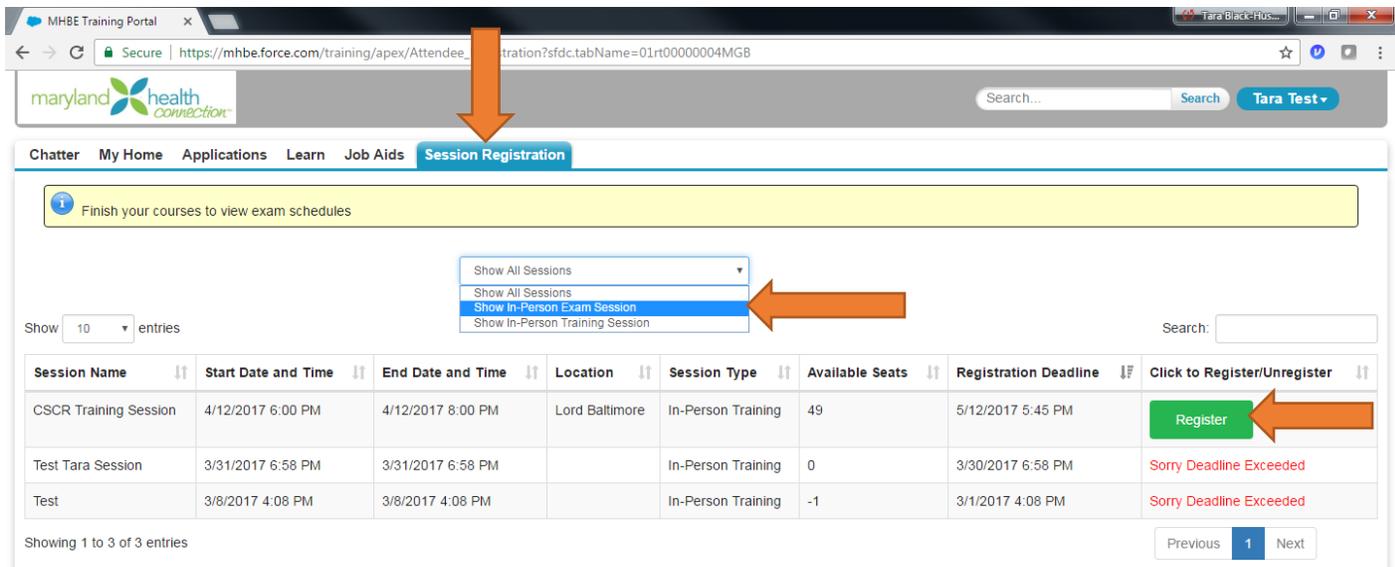
If there are Virtual Instructor Led Training Courses (VILT) or in person training Sessions available for your role, you will be required to register for a session. Begin by logging in via: <https://mhbe.force.com/training/CustomCommunityLogin> using the username and password you entered when you created your account.

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



1. Go to the **Session Registration** tab on the home page of the MHBE Training Portal. Click on the drop down and click on In-Person Training Session. You will see all training sessions available to you. Click on the date, time and location that works best and click the **“Register”** button. You will get a confirmation email confirming your registration.

When you do, you should see something similar to this:



Finish your courses to view exam schedules

Show entries

Search:

Session Name	Start Date and Time	End Date and Time	Location	Session Type	Available Seats	Registration Deadline	Click to Register/Unregister
CSCR Training Session	4/12/2017 6:00 PM	4/12/2017 8:00 PM	Lord Baltimore	In-Person Training	49	5/12/2017 5:45 PM	Register
Test Tara Session	3/31/2017 6:58 PM	3/31/2017 6:58 PM		In-Person Training	0	3/30/2017 6:58 PM	Sorry Deadline Exceeded
Test	3/8/2017 4:08 PM	3/8/2017 4:08 PM		In-Person Training	-1	3/1/2017 4:08 PM	Sorry Deadline Exceeded

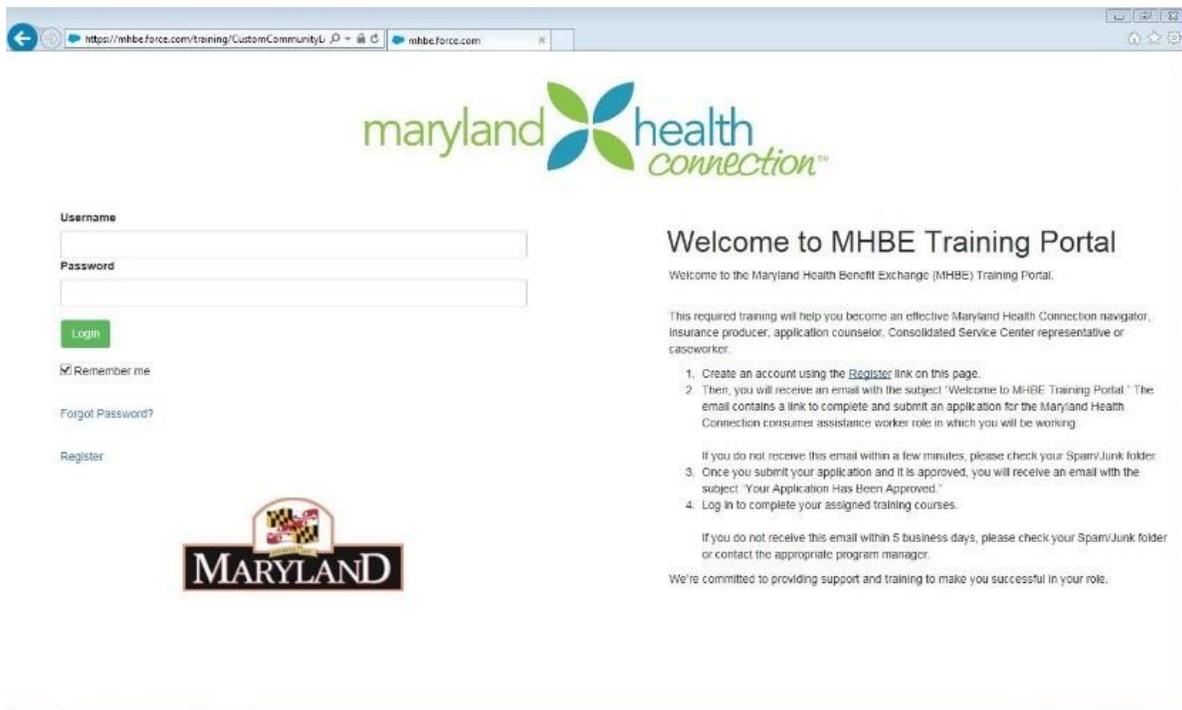
Showing 1 to 3 of 3 entries

Previous **1** Next

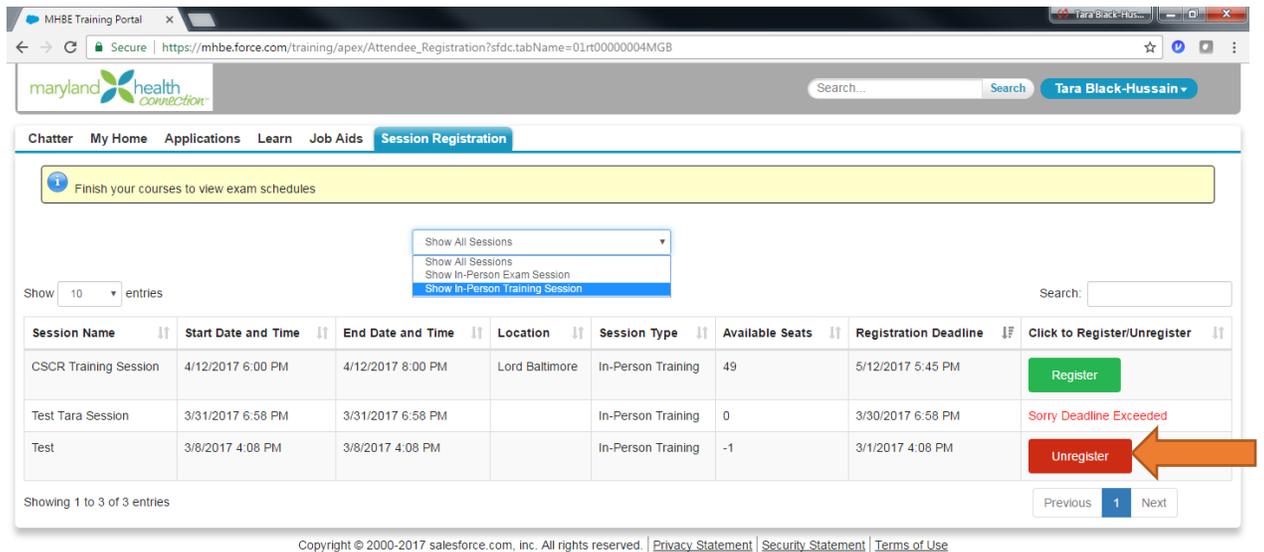
Step Four: Unregister From a Session

If you are unable to attend your training or exam session, please withdraw from the course and schedule another date and time if applicable. Begin by logging in via:
<https://mhbe.force.com/training/CustomCommunityLogin> using the username and password you entered when you created your account.

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



1. Go to the **Session Registration** tab on the home page of the MHBE Training Portal. You will see all training sessions available to you and the sessions that you are currently registered for. Click the **“UnRegister”** button. You will get a confirmation email confirming that you unregistered from the session.



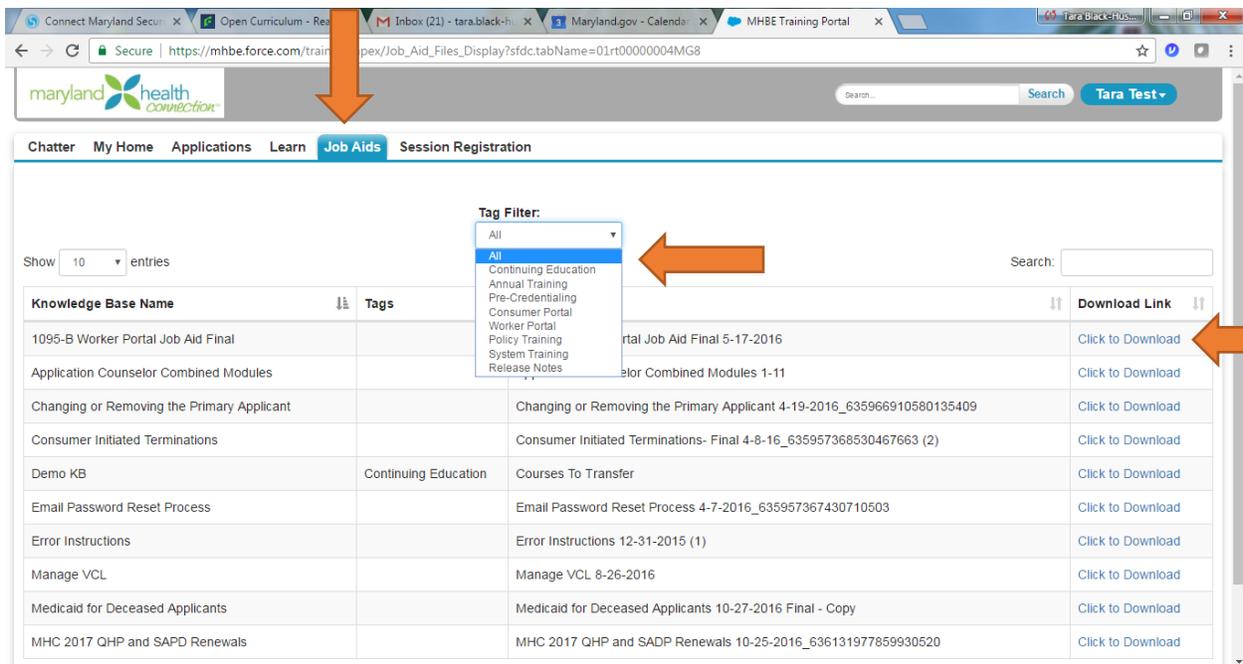
The screenshot shows the MHBE Training Portal interface. At the top, there is a navigation bar with tabs for Chatter, My Home, Applications, Learn, Job Aids, and Session Registration. Below the navigation bar, there is a search bar and a user profile for Tara Black-Hussain. The main content area displays a table of training sessions. The table has the following columns: Session Name, Start Date and Time, End Date and Time, Location, Session Type, Available Seats, Registration Deadline, and Click to Register/Unregister. The table contains three rows of data:

Session Name	Start Date and Time	End Date and Time	Location	Session Type	Available Seats	Registration Deadline	Click to Register/Unregister
CSCR Training Session	4/12/2017 6:00 PM	4/12/2017 8:00 PM	Lord Baltimore	In-Person Training	49	5/12/2017 5:45 PM	Register
Test Tara Session	3/31/2017 6:58 PM	3/31/2017 6:58 PM		In-Person Training	0	3/30/2017 6:58 PM	Sorry Deadline Exceeded
Test	3/8/2017 4:08 PM	3/8/2017 4:08 PM		In-Person Training	-1	3/1/2017 4:08 PM	Unregister

An orange arrow points to the 'Unregister' button in the 'Test' row. Below the table, there is a pagination control showing 'Showing 1 to 3 of 3 entries' and 'Previous 1 Next'. At the bottom of the page, there is a copyright notice: 'Copyright © 2000-2017 salesforce.com, inc. All rights reserved. Privacy Statement Security Statement Terms of Use'.

Step Five: Job Aids

1. Go to the **Job Aids** tab on the home page of the MHBE Training Portal. You will see all of the documents the MHBE training team has uploaded for your reference. There are a few tag filters if you are looking for a specific document. To access a document, click on the “Click to Download” link next to the document. Once the document is downloaded, you will be able to view, print and/or save to your local drive of your computer.

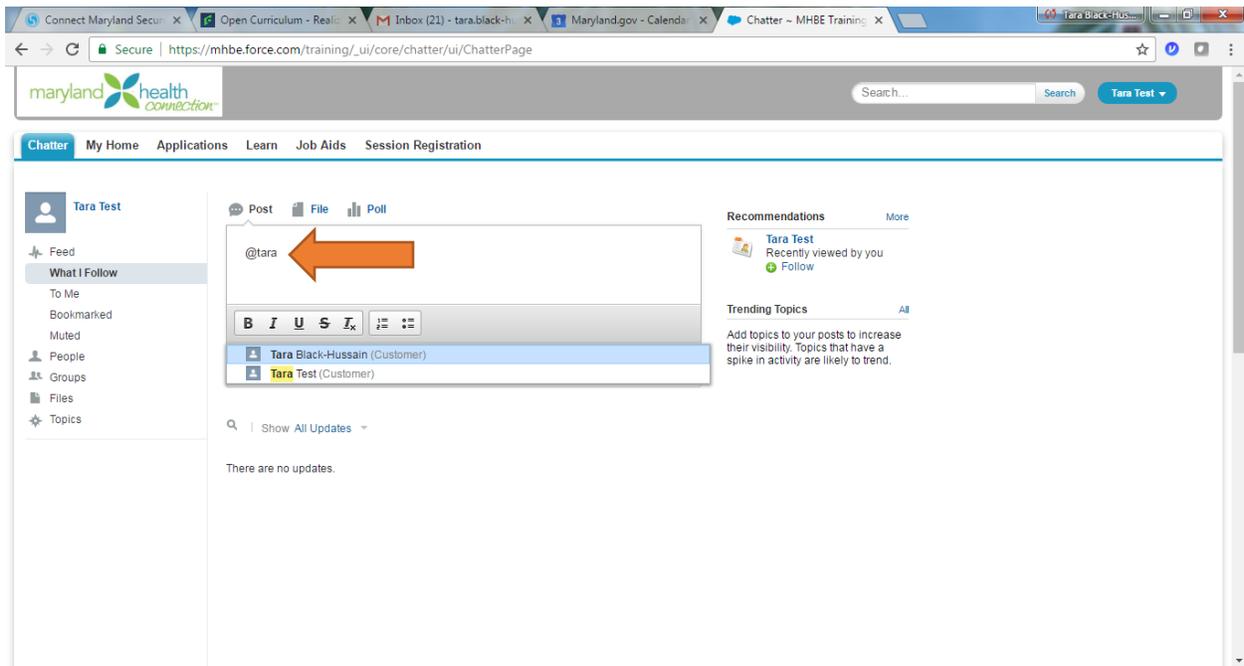


The screenshot shows the MHBE Training Portal interface. The navigation menu includes Chatter, My Home, Applications, Learn, **Job Aids**, and Session Registration. The main content area displays a table of job aids. A 'Tag Filter' dropdown menu is open, showing options: All, Continuing Education, Annual Training, Pre-Credentialing, Consumer Portal, Worker Portal, Policy Training, System Training, and Release Notes. The table has columns for Knowledge Base Name, Tags, and Download Link. The first row is '1095-B Worker Portal Job Aid Final' with a 'Click to Download' link. Other rows include 'Application Counselor Combined Modules', 'Changing or Removing the Primary Applicant', 'Consumer Initiated Terminations', 'Demo KB', 'Email Password Reset Process', 'Error Instructions', 'Manage VCL', 'Medicaid for Deceased Applicants', and 'MHC 2017 QHP and SAPD Renewals'. An orange arrow points to the 'Job Aids' tab, another points to the 'Tag Filter' dropdown, and a third points to the 'Click to Download' link for the first row.

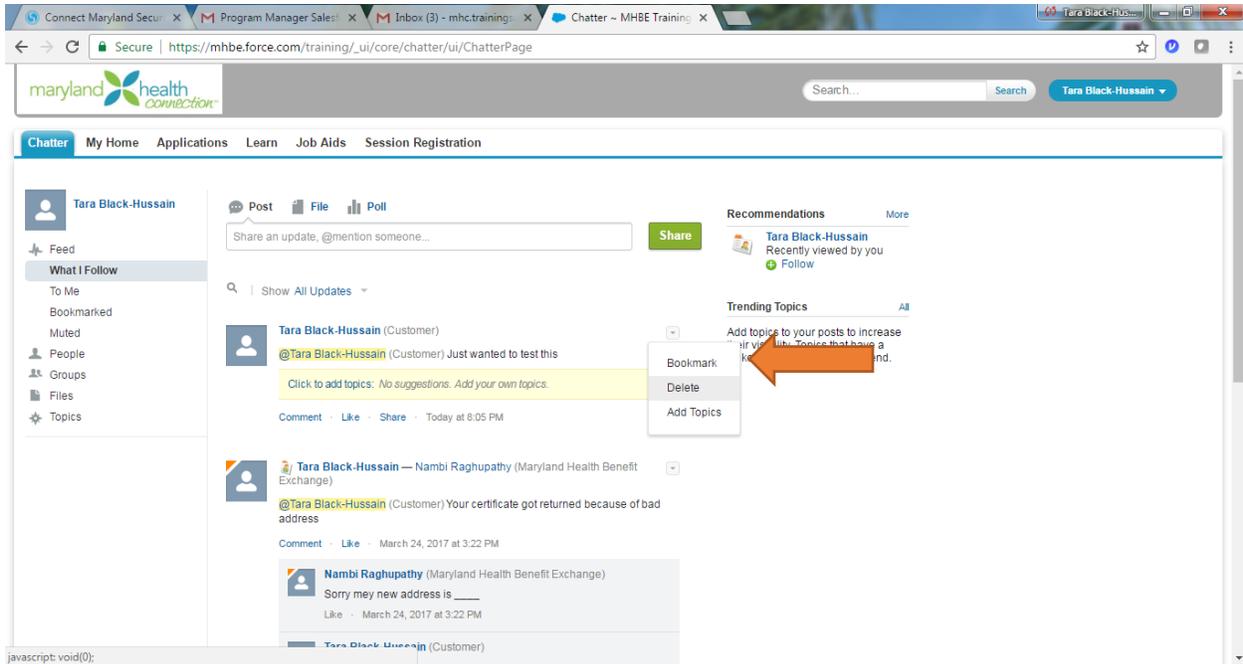
Knowledge Base Name	Tags	Download Link
1095-B Worker Portal Job Aid Final		Click to Download
Application Counselor Combined Modules		Click to Download
Changing or Removing the Primary Applicant		Click to Download
Consumer Initiated Terminations		Click to Download
Demo KB	Continuing Education	Click to Download
Email Password Reset Process		Click to Download
Error Instructions		Click to Download
Manage VCL		Click to Download
Medicaid for Deceased Applicants		Click to Download
MHC 2017 QHP and SAPD Renewals		Click to Download

Step Six: Help is Available

1. **Chatter:** The MHBE Training Portal has a function that allows your Program Manager to communicate with you and other CAWs for questions or discussion about your training. Click on the “Chatter” tab. In the field provided, key in the @ symbol and then the name of the person you wish to contact and click share. Please Note: These messages are in a chat news feed and will be visible to your followers.



- A. **Chatter Feed Edits:** Click the drop down next to your post to delete it, add topic or bookmark.



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 Seven: What Happens Next?

Congratulations! You have now completed your required training!

If you are a returning producer: Please make sure to sign and submit your Non-Exchange Entity Agreement. If you have already done so, you should now be prepared 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.