

Maryland Health Connection: Step-By-Step Guide to Training For Producers



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Introduction & Overview

This document provides Producers who are seeking authorization with Maryland Health Benefit Exchange a step by step guide for accessing The MHBE Portal for CAW Registration & Application to complete the required training for the 2019 - 2020 plan year. Follow these instructions in order to fulfill your training obligations and ensure that you are able to assist your clients with their enrollments.

Major Training Milestones for the 2019-2020 Open Enrollment Period

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

1. Create a The MHBE Portal for CAW Registration & Application 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 training for OE 2019-2020 (See Chart below). Required training must be completed within in 45 days once your application is approved.

OE 2019-2020 Training Requirement Chart

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
Pre-Authorization Training Curriculum	X	X	X	n/a	n/a	n/a
2019 Annual Training Curriculum Available until 11/1/2019	X	X	X	X	X	X
Consumer Portal System Training 2019	X	X	X	optional	optional	optional
SHOP Direct Enrollment Webinar	optional	n/a	optional	n/a	n/a	n/a



Account Creation

Go to <https://mhbe.force.com/training/CustomCommunityLogin>

If you already have a MHBE Portal for CAW Registration & Application Account, skip the application step.

Click on the Register link.

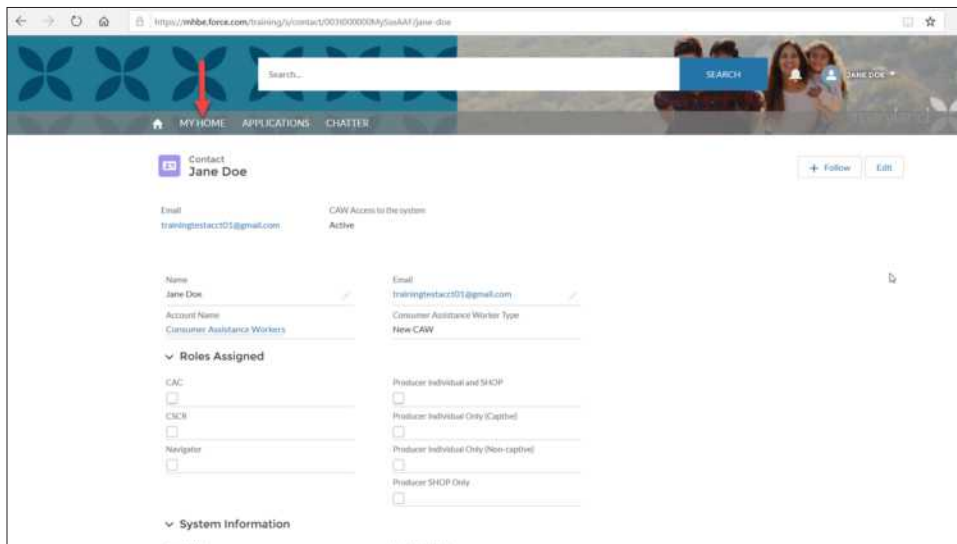
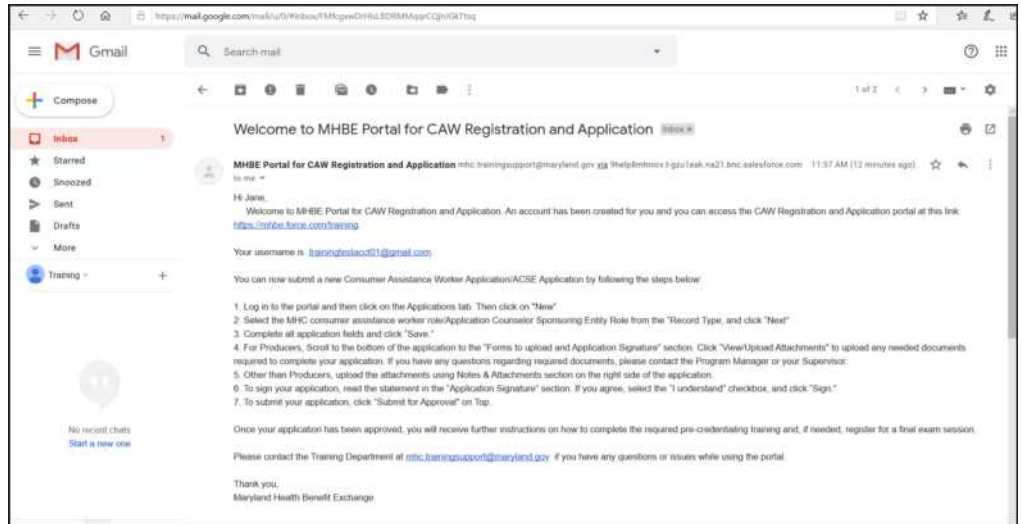


Complete the registration form by entering your First Name, Last Name, Email, and create a password (Password should be at least 10 characters long and a mix of characters and numbers). Click the submit button.

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



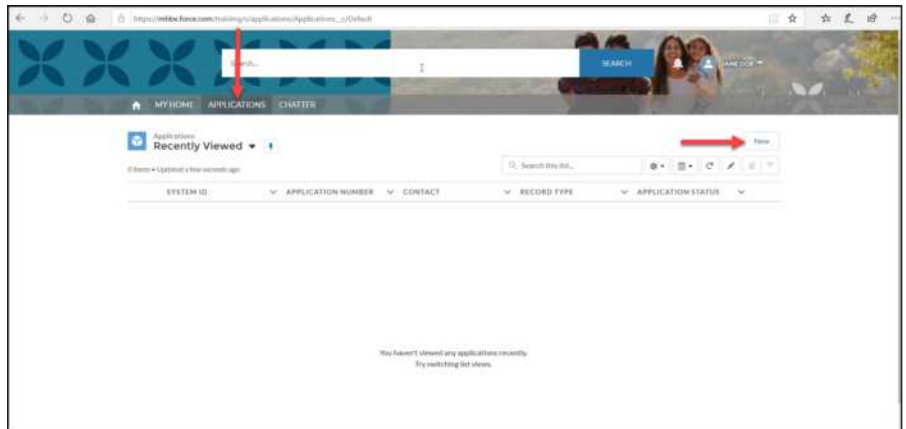
Click on the link provided in the confirmation email and enter your login credentials you created during registration.



Click on the Home Tab. This shows an overview of the information you entered when creating an account as well as any CAW roles that were approved and assigned to your account.

Application

Click on the Applications tab. Click on the Create New Application button.



New Application

Select a record type

- Certified Application Counselor
- Application Counselor Sponsoring Entity
- Consolidated Service Center Representative
- Navigator
- Producer

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

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.

New Application: Producer

Do you want your info appear on search?

Assistance Offered Email

Assistance Offered In Person

Assistance Offered Phone

*Symantec ID

Contact Information

*Main Phone Type Alternate Phone Type

*Main Phone Alternate Phone



For “Do you want your info appear on search?” - the default is “Yes”, but you should uncheck this box if you do not want to take on new clients.

For Symantec ID - Enter N/A

New Application: Producer

Do you want your info appear on search?

Assistance Offered Email

Assistance Offered In Person

Assistance Offered Phone

*Symantec ID

Contact Information

*Main Phone Type: Alternate Phone Type:

*Main Phone: Alternate Phone:

Producers will need to download the Non-Exchange Entity Agreement (NEEA) and the Attestation. Instructions to complete these documents:

Attestation should be completed as follows:

On the last page, print your name, NPN, sign your name, and print date of signature

NEEA should be completed as follows:

Page 1 - print your name

Page 9 - print your address, name, phone number, and email address

Page 10 - On the right side, under Non-Exchange Entity:

By: Sign your name

Name: Print your name

Title: Print your title

Date: Print date of signature

View / Upload Attachments

Upload Attachments

Select Type: Choose File: No file chosen Upload

Action:

Status	Expiration Date	Valid Till



You will need to check the I Understand box and click “Sign”

i Before submitting your application, please follow the instructions below to upload the required forms:

- Click on the form name to download the forms
- Print out each of the forms and sign the forms where required
- Upload a scanned copy of each form individually in PDF format
- Upload a PDF copy of your E & O certificate.
- Upload a PDF copy of your MD license.

[Individual And SHOP Non-Exchange Entity Producer Statement of Agreement FNL](#)

[Individual And SHOP Maryland Health Connection Statement Producer Attestation](#)

i 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.

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.

I Understand

After documents are loaded and the application is signed, producers will need to click “Submit for Approval” at the top of the page

Application **AN-004228** Edit Renew **Submit for Approval**

Application Detail

Producer Type Individual And SHOP	Record Type Producer
Company/Agency Name	Contact Test Lorie
Company Agency Website	Created By

Approval History (0)

Open Activities (0)

Activity History (0)

A box will pop up and producers should click Submit - comments are not necessary.

Submit for Approval

Comments



After Application Submission

After you have submitted your application, it will appear in your applications tab as “submitted.”

A screenshot of a web application interface showing a table of application records. The table has five columns: SYSTEM ID, APPLICATION NUMBER, CONTRACT, RECORD TYPE, and APPLICATION STATUS. The first row of data shows SYSTEM ID: 00000000000000000000000000000000, APPLICATION NUMBER: CAC00000, CONTRACT: Two Brothers, RECORD TYPE: Certified Application Connector, and APPLICATION STATUS: Submitted. The APPLICATION STATUS column is highlighted with a red border. Above the table is a search bar with the text "SEARCH BY ID" and a search icon. The table is titled "Applications Recently Viewed" and has a "New" button in the top right corner.

SYSTEM ID	APPLICATION NUMBER	CONTRACT	RECORD TYPE	APPLICATION STATUS
00000000000000000000000000000000	CAC00000	Two Brothers	Certified Application Connector	Submitted

You will also receive a confirmation email regarding the approval of your application.

Once the application is approved, you should look for a communication from Adobe Captivate Prime inviting them to create an account and login. You should receive this email within 3-5 business days after receiving approval.

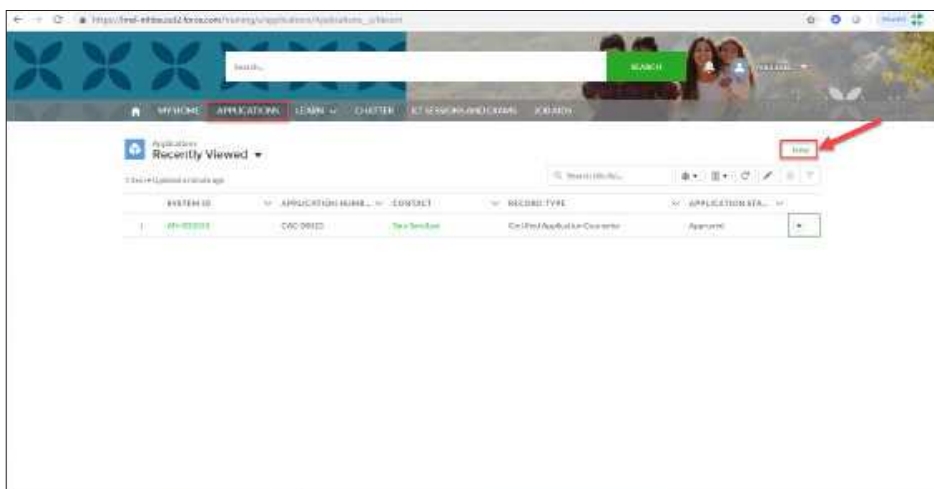
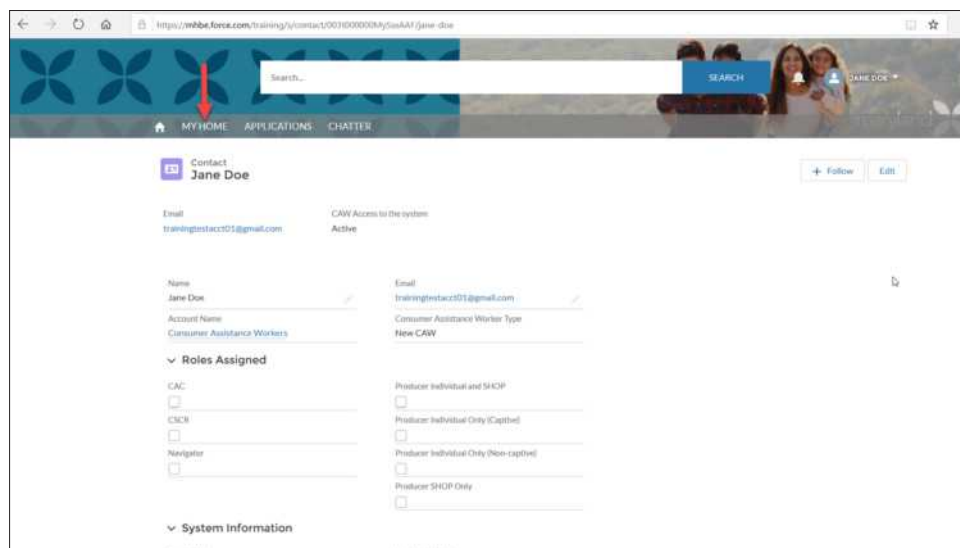
Please Note : You will not be allowed access to training in the LMS without an approved application.



Renewals

Log into the MHBE CAW Registration and Application Portal: <https://mhbe.force.com/training/CustomCommunityLogin> in your browser. Your username will be your email address.

Your home screen should look something like this:



From the “Welcome” screen, click “Applications” at the top:

You should have one approved application listed. In the event that you don't, click on the Approved application with the highest number. If you do not see any applications listed, click "Recently Viewed" and change it to "All"



Within the application, click on "Renew" on right hand side. A screen will appear to advise to review all your information. Click "Ok."

Review all of the fields. To make changes, click the pencil icon next to each field.



Save all of your changes by clicking “Save.”



Producers will need to download the Non-Exchange Entity Agreement (NEEA) and the Attestation.

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Page 10 - On the right side, under Non-Exchange Entity:

- By: Sign your name
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- Date: Print date of signature

When submitting your application, please follow the instructions below to upload the required forms:

- Click on the form name to download the forms
- Print out each of the forms and sign the forms where required
- Upload a scanned copy of each form individually in PDF format
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- Upload a PDF copy of your MD license.

[Individual And SHOP Non-Exchange Entity Producer Statement of Agreement FNL](#)
[Individual And SHOP Maryland Health Connection Statement Producer Attestation](#)

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.

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.

I Understand



After you have submitted your application, you will receive a confirmation email.

Please note it could take 3-5 business days for your application to be reviewed. If your application is incomplete or incorrect, you will receive an email. Once your renewal application has been approved, you will receive an email with your executed NEEA and an updated authorization letter.

Once the application is approved, you should also look for a communication from MHC Training Support Team inviting you to create an account and login for your annual training. You will receive this email within 3-5 business days after receiving application approval.



Adobe Captivate Prime Account Creation

Adobe accounts that have been created with your work email (IE, maryland.gov or other official email domains) are acceptable to use for your training profile.

In addition, please make note as you create your account that your password must:

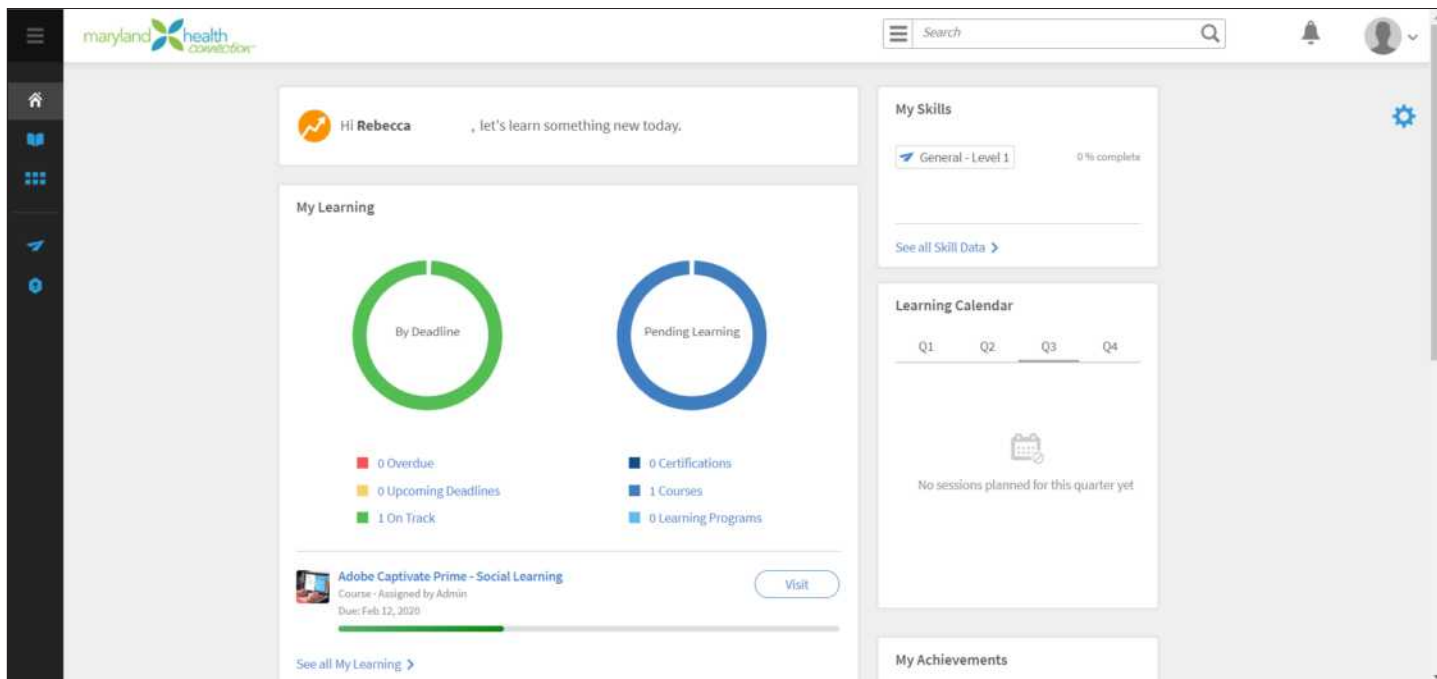
- Include at least one number or symbol
- Include both upper and lower case latin characters
- Be at least 8 characters long.

A screenshot of the Adobe Account creation form. At the top left is the Adobe logo (a red 'A' in a square) followed by the text "Adobe Account". Below this are several input fields: "First name" and "Last name" (two separate lines), "Email address", and "Password". Below the password field is a lock icon and the text "Your password needs to:". This is followed by three red bullet points: "include at least one number or symbol.", "include both lower and upper case latin characters.", and "be at least 8 characters long.". Below these are two dropdown menus: "United States" and "Date of birth". The "Date of birth" dropdown is expanded to show three sub-dropdowns: "Month", "Day", and "Year". At the bottom, there is a section titled "By clicking 'Sign up' I agree that:" followed by two blue bullet points: "I have read and accepted the Terms of Use." and "The Adobe family of companies may keep me informed with".

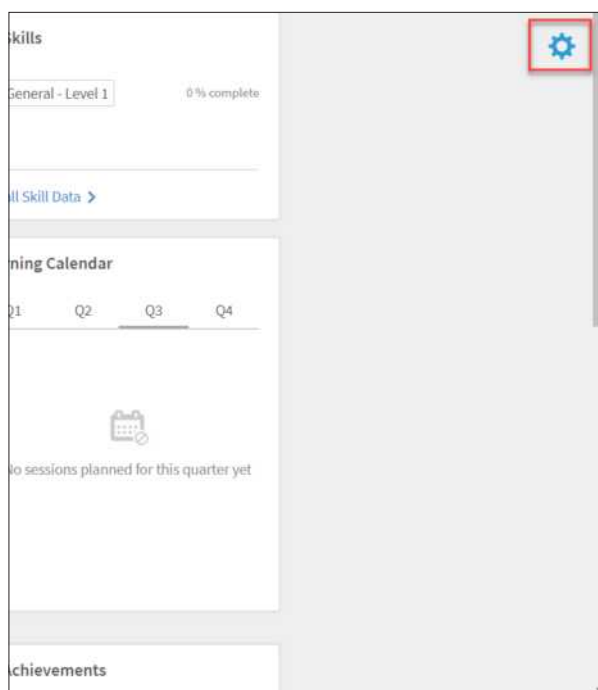


Navigating Your Adobe Captivate Prime Learner Account

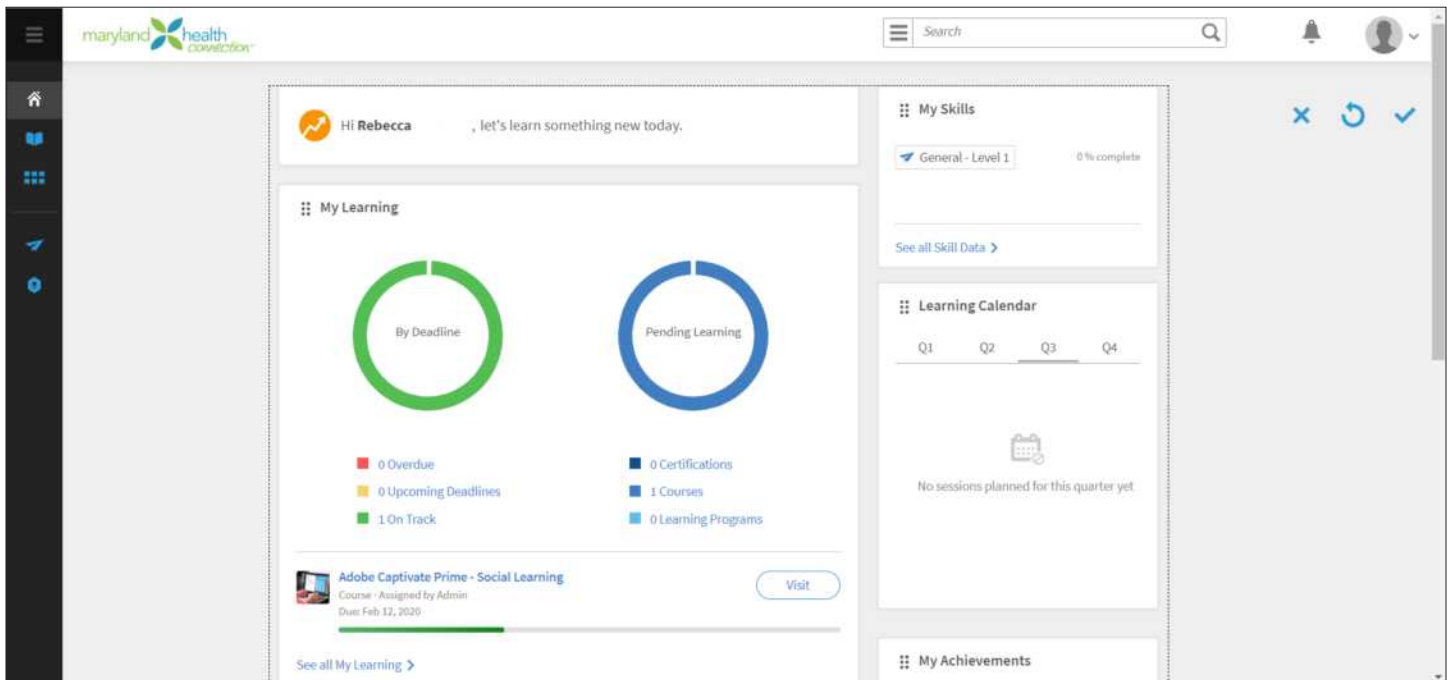
Upon opening Captivate Prime, you will see your dashboard:



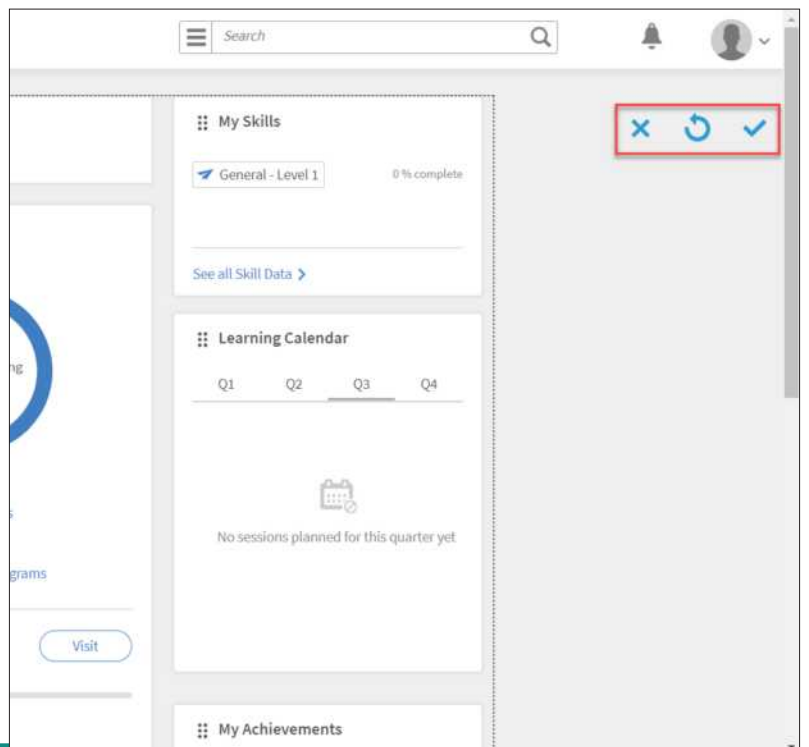
Dashboard helps you organize your training. It can be customized clicking the gear button in the upper right corner.

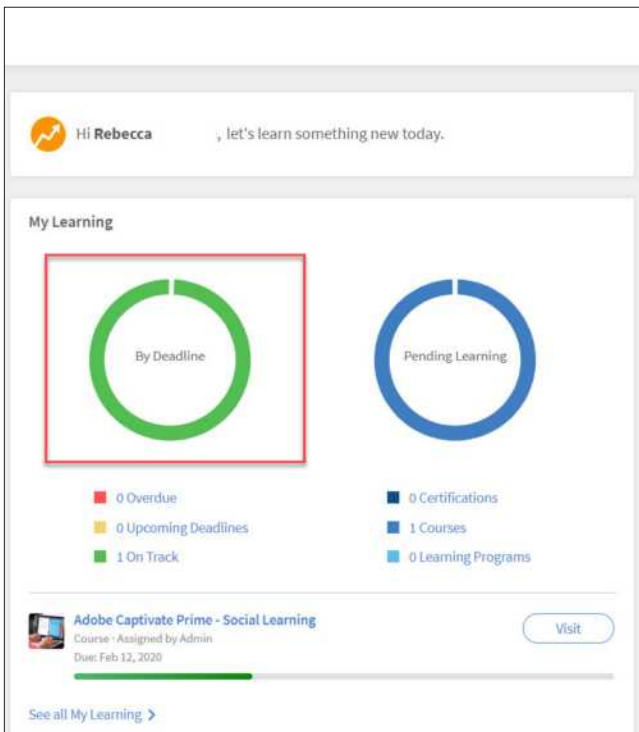


When you click on the gear button, a dotted line will appear around your profile. Once it does, you can drag and drop the “widgets” (pieces of your profile) around within that space to organize them the way you prefer.



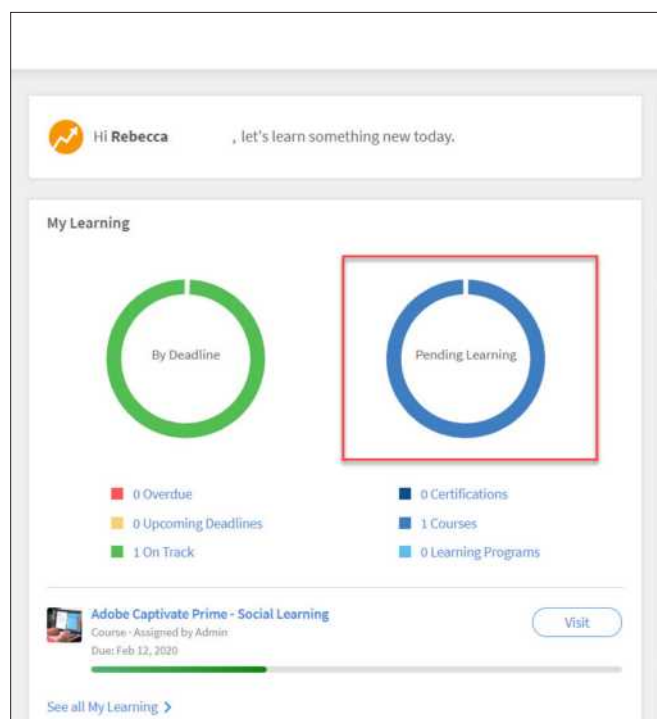
You may return to the top right of your screen to save your changes, reset your dashboard to its prior layout, or cancel the changes you have made.



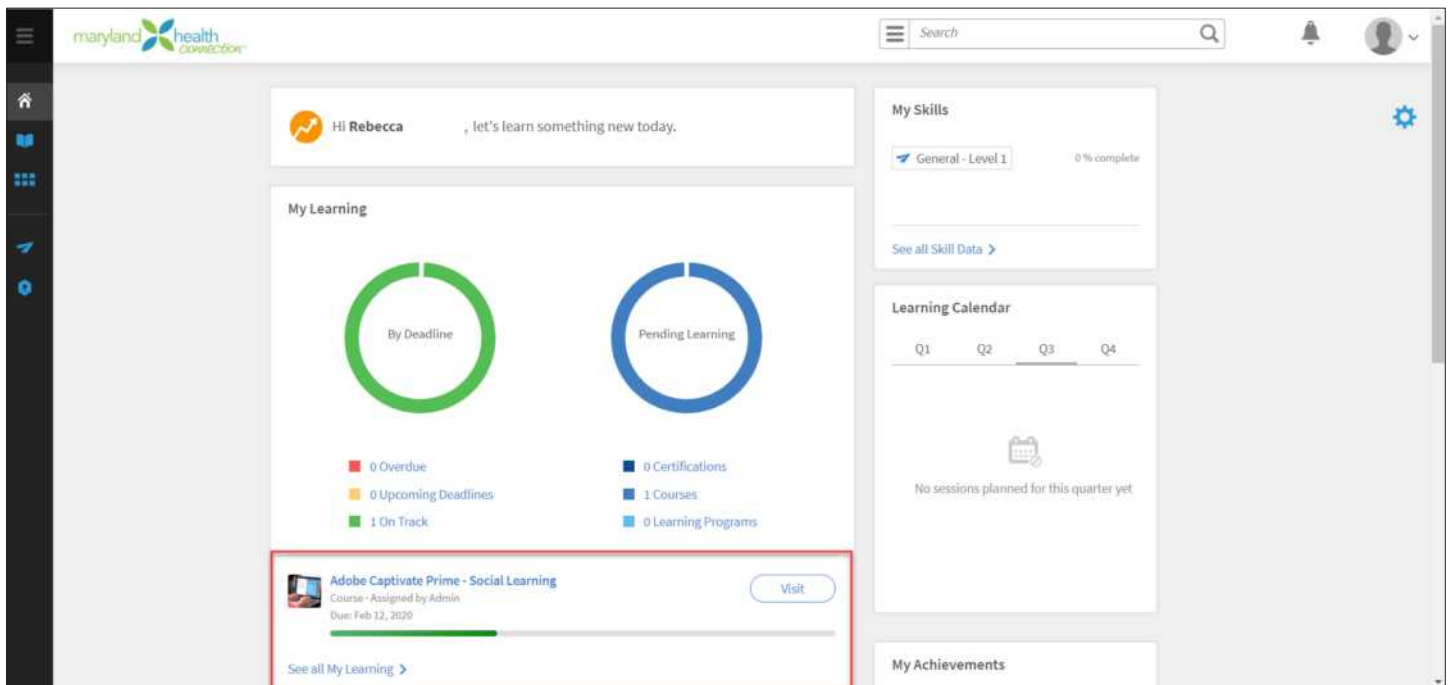


The “By Deadline” donut on your screen lets you know about training that’s overdue (in red) or nearing a deadline (in yellow).

The “Pending Learning” donut on your screen uses shades of blue to let you know about courses and learning programs that have been assigned to you.

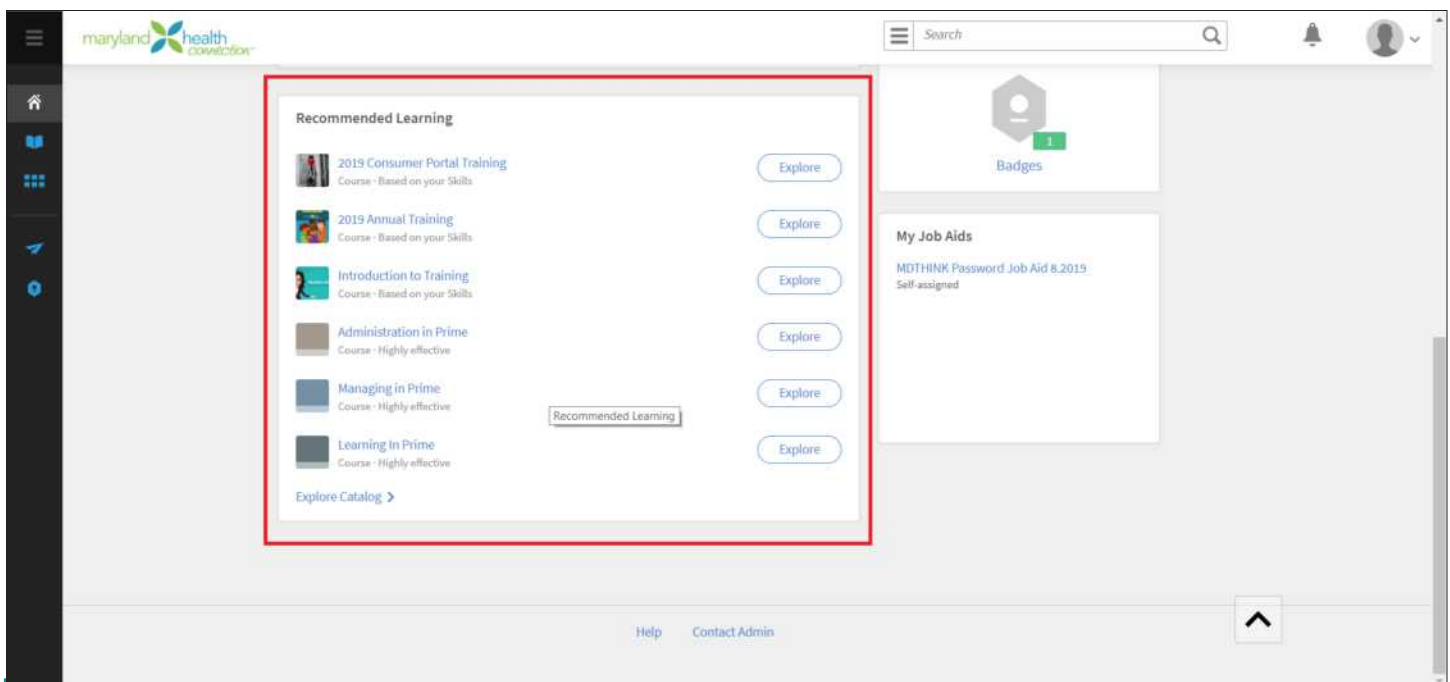


You can launch any of those trainings from the list directly below the donuts.



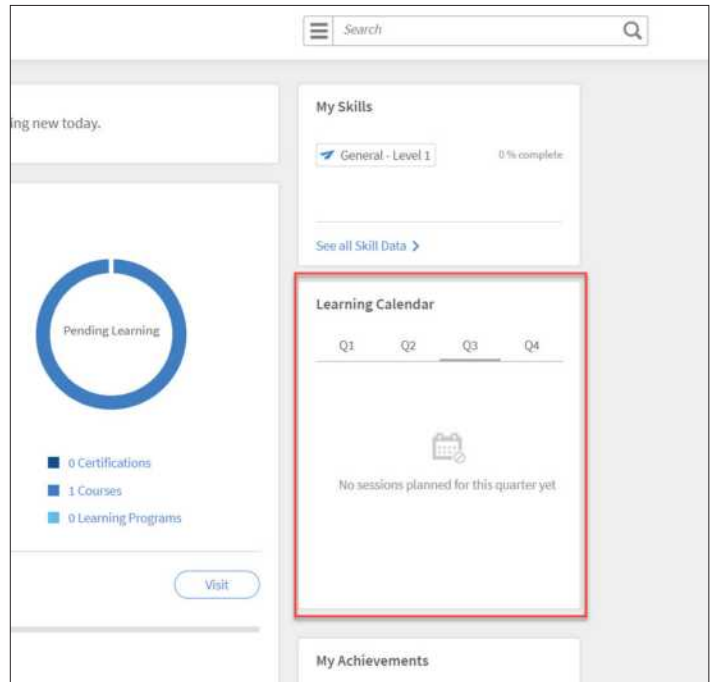
The screenshot shows the user interface for Rebecca. The 'My Learning' section features two donut charts: 'By Deadline' (green) and 'Pending Learning' (blue). Below the charts are statistics: 0 Overdue, 0 Upcoming Deadlines, 1 On Track, 0 Certifications, 1 Courses, and 0 Learning Programs. A red box highlights a course card for 'Adobe Captivate Prime - Social Learning' with a 'Visit' button. The 'My Skills' section shows 'General - Level 1' at 0% completion. The 'Learning Calendar' shows no sessions planned for the quarter.

You will also find a recommended learning box below the list of assigned trainings.

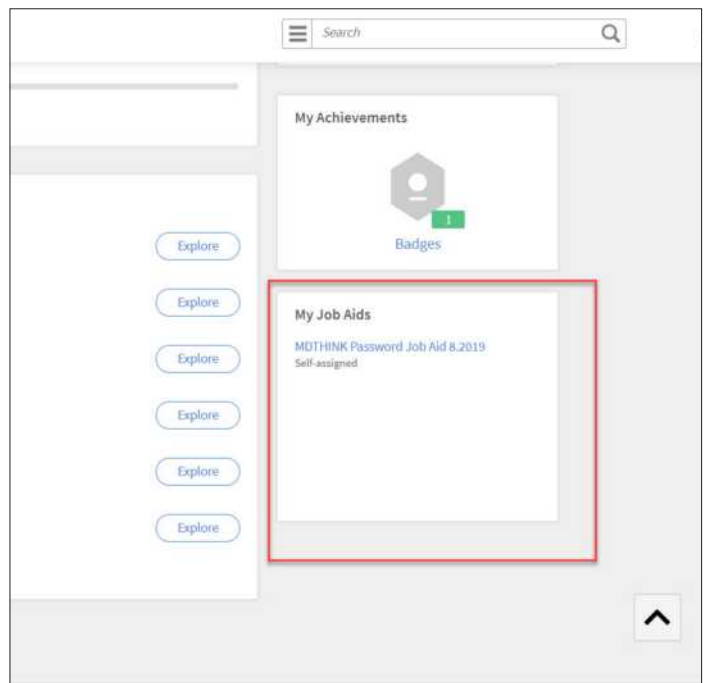


The screenshot shows the 'Recommended Learning' section highlighted with a red box. It lists several courses with 'Explore' buttons: '2019 Consumer Portal Training', '2019 Annual Training', 'Introduction to Training', 'Administration in Prime', 'Managing in Prime', and 'Learning in Prime'. A 'Recommended Learning' label is also visible. The 'My Job Aids' section shows 'MDTHINK Password Job Aid 8.2019' as self-assigned.

To the right of the donuts, you will find a calendar of your learnings assignments. It is divided by quarter.



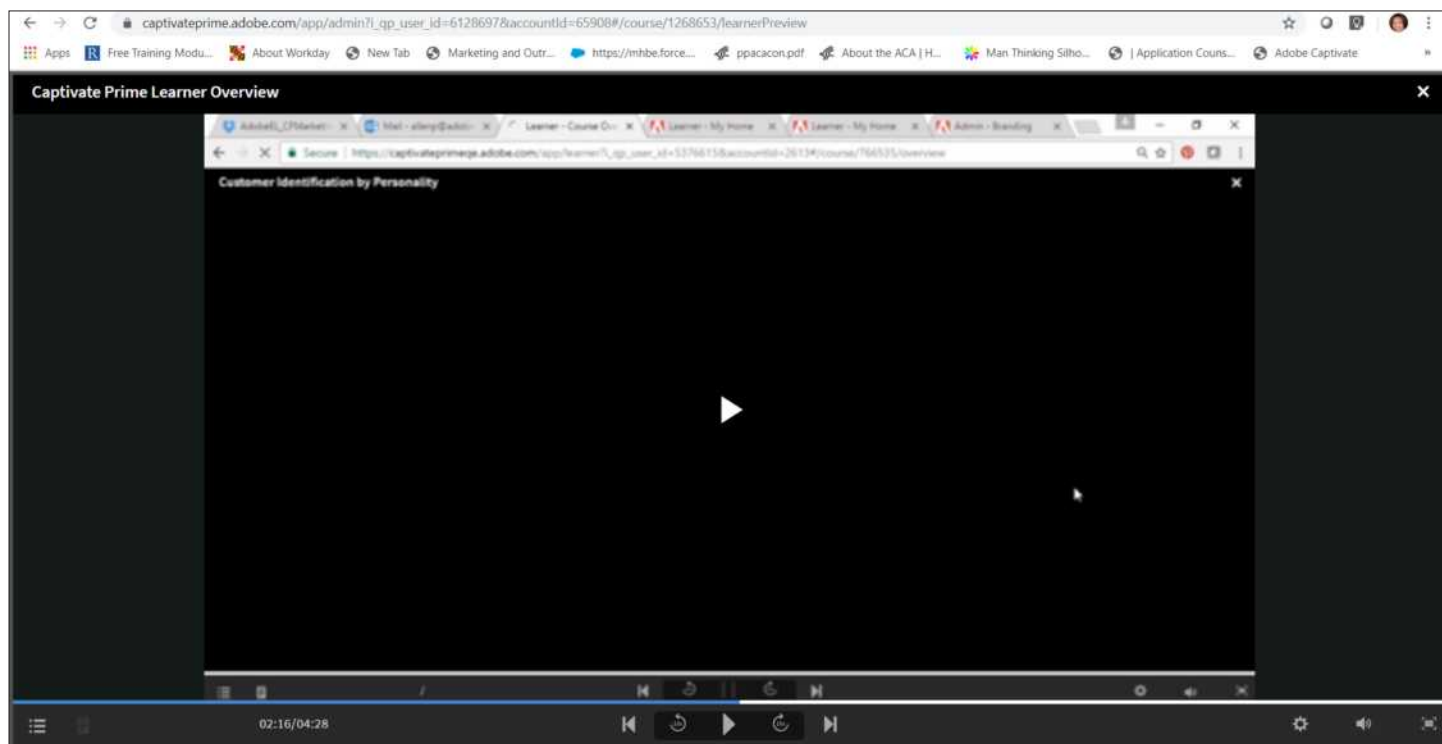
Beneath your calendar and across from your recommended training list, you will see the Job Aides widget. This is where you will find any job aides assigned to you.



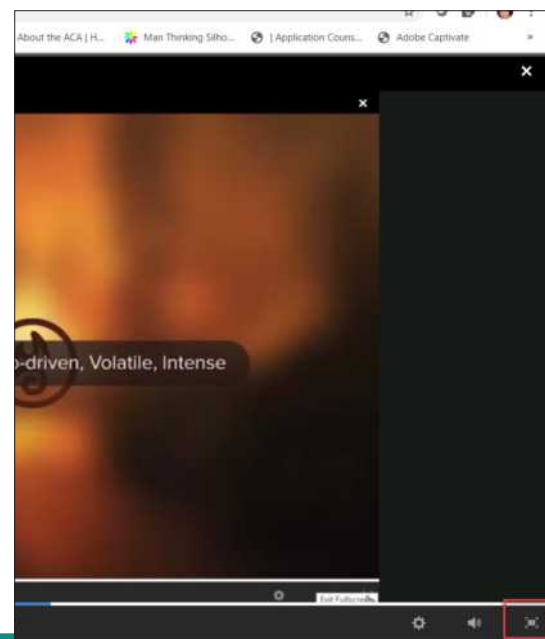
Do not worry if you do not see some of these features. Your administrator might have disabled some of them.

Using Your Course Player

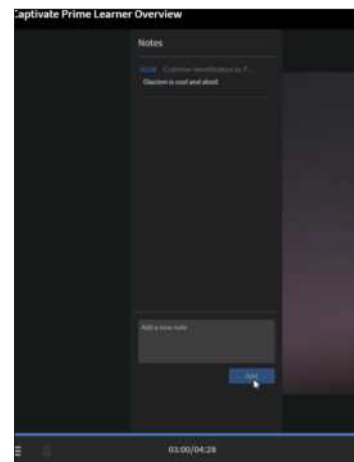
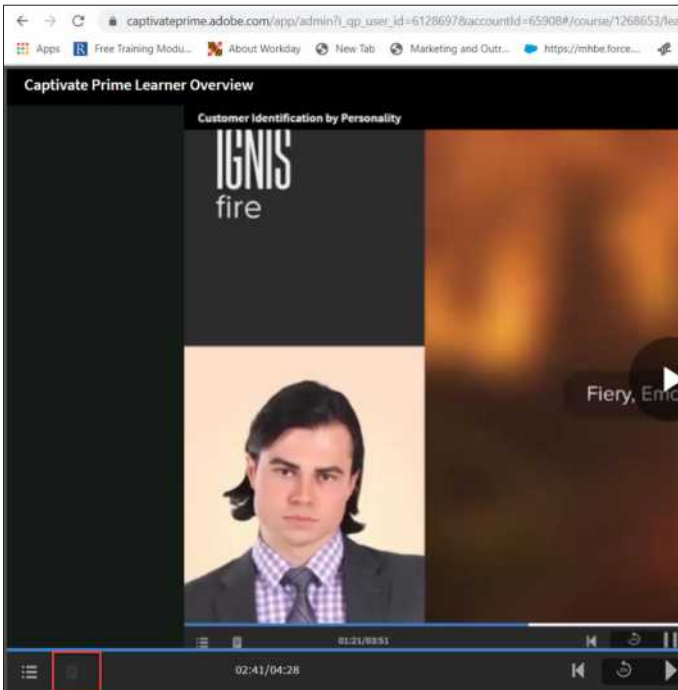
Once you start a course, it will appear in the player. This player adapts to fit different kind of content. It will also automatically guide you through all elements of your courses.



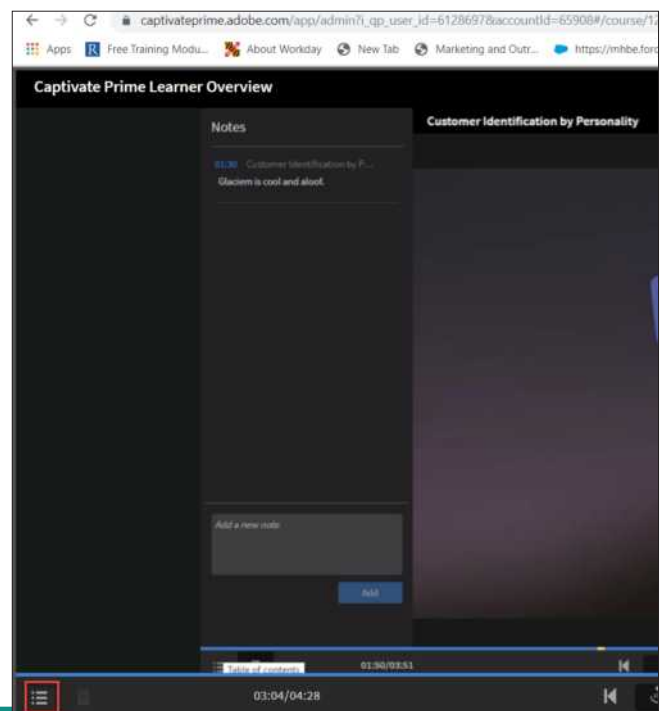
Once you enter the player, a full screen button will be at bottom right.



To the bottom left of your player, you will see the notebook button. This button gives access to your notes panel, where you can type notes and Captivate Prime will save them for you.



Also located at the bottom left of your player is the table of contents button.



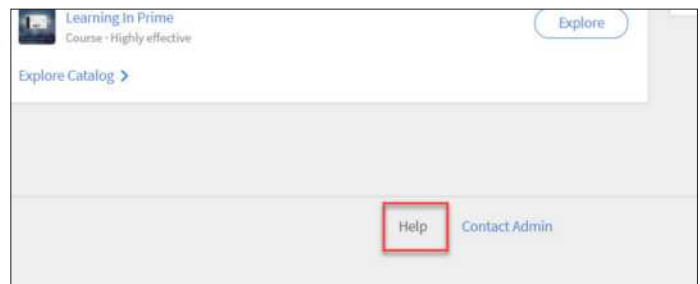
If You Need Help

If you need help with your Learner Profile or Course Player, there is a handy “Help” option with solutions to common problems.

To find this help option, click on your profile icon in the top right of your profile.

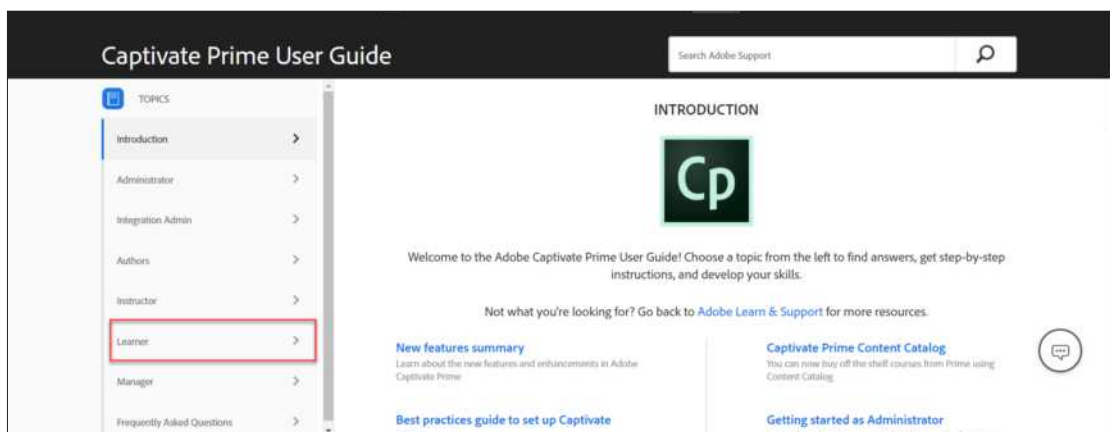
Scroll to the “Help” option in the drop down menu and click it.

You may also find the “Help” option in the footer of your Learner Dashboard.



This will route you to the Captivate Prime User Guide.

Choose Learner from the menu on the left side of the screen to find more information.



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



After You Have Completed Training

Congratulations! You have now completed your required training!

If you are a returning producer: 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 receive 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.