



MARYLAND HEALTH CONNECTION
BROKER
STEP BY STEP GUIDE 26-27
REVISED 10.2026



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Introduction & Overview

This document provides Brokers 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 2026-2027 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.

Please Note: Brokers are required to personally complete the application in Salesforce, the training, the exam, and any required ongoing training as assigned. Brokers may not have someone else complete the training on their behalf.

Major Training Milestones for the 2026-2027 Open Enrollment Period

Accessing the required training for Brokers seeking authorization can be described in three major steps:

1. Create a The MHBE Portal for CAW Registration & Application and Complete Broker Application specific to your broker role.
2. Once your application has been approved; you will have access to your training applicable to your broker role.
3. Complete the required online training for OE 2026-2027 (See Chart below). Required training must be completed within 45 days once your application is approved.

OE 2026-2027 Training Requirement Chart

Open Enrollment Training Requirement Chart (X=Required)						
Course	New Broker: Individual & Small Biz	New Broker: Individual Only	New Broker: Small Biz Only	Returning Broker: Individual & Small Biz	Returning Broker: Individual Only	Returning Broker: Small Biz Only
2026 Pre-Authorization Training Curriculum	x	x	x	n/a	n/a	n/a
2026 Annual Training Curriculum	n/a	n/a	n/a	x	x	x
Final Exam	x	x	n/a	n/a	n/a	n/a



Step-by-Step Instructions



MHBE Training Account Creation/Application

Account Creation

1. Go to <https://mhbe.my.site.com/training/>
Click on the Register link.

Note: If you already have a MHBE Portal for CAW Registration & Application Account, skip to page 7

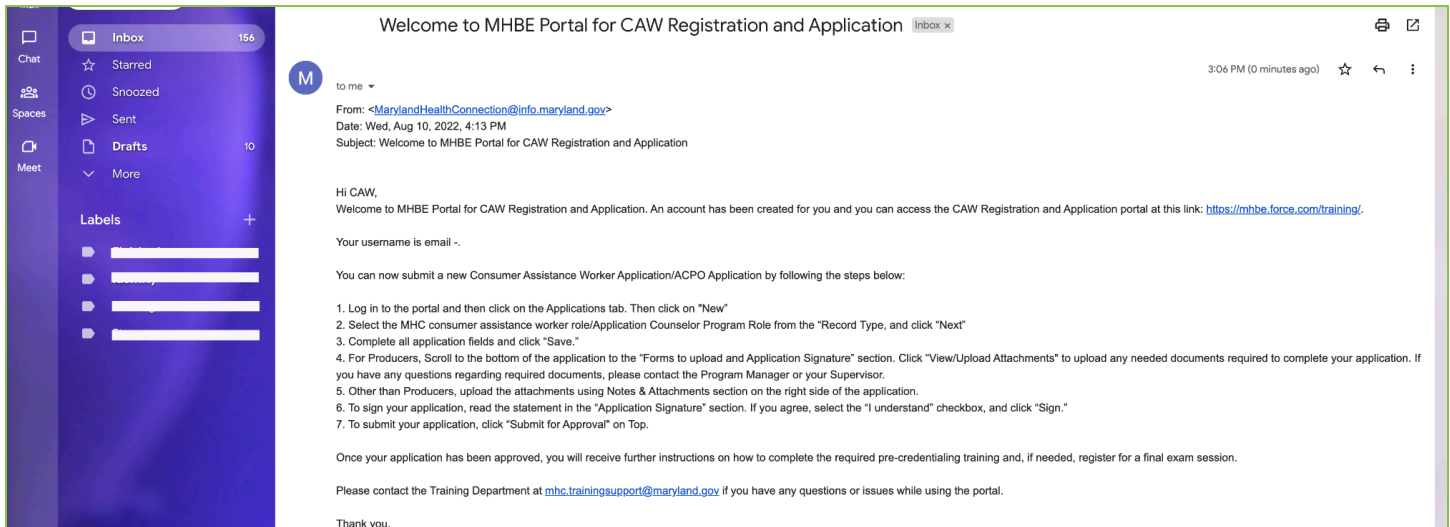
The screenshot shows the MHBE Portal for CAW Registration and Application page. At the top is the Maryland Health Connection logo. On the left, there are input fields for Username and Password, a Login button, a checkbox for Remember me, a link for Forgot Password?, and a Register button highlighted with a red box. On the right, there is a welcome message and a list of four steps: 1. Create an account using the Register link on this page. 2. You will receive an email which contains a link to complete and submit an application for your consumer assistance worker role. (If you do not see this email in your in-box, check your spam folder.) 3. Once you submit your completed application and it is approved, you will receive an email with the subject "Your Application Has Been Approved." 4. Once your training courses have been assigned, you will receive log-in instructions for the Learning Management System. Your training and certification testing (if applicable) will be provided on-line. At the bottom of the list, it says: If you have any problems or concerns, please contact the appropriate program manager.

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

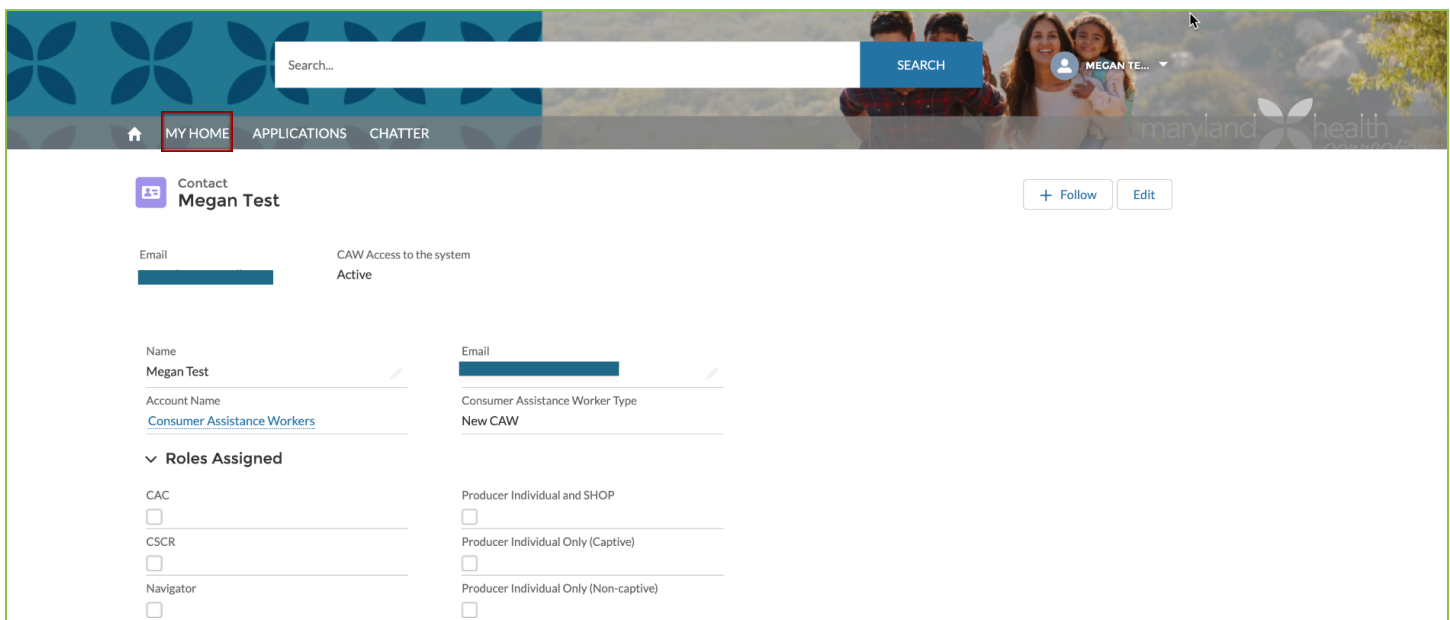
The screenshot shows the MHBE Training Portal Self Registration Page. At the top is the Maryland Health Connection logo. Below the logo, there is a welcome message: Welcome to MHBE Training Portal Self Registration Page. Please enter all details below to create a new account. Your password should be 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. Below the message are input fields for First Name, Last Name, Email, Password, and Confirm Password. At the bottom is a Submit button.

3. You will receive a confirmation email with the subject "Welcome to the MHBE Portal for CAW Registration & Application." The email contains the MHBE Training Portal link: <https://mhbe.my.site.com/training/> so that you can complete and submit an application.

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

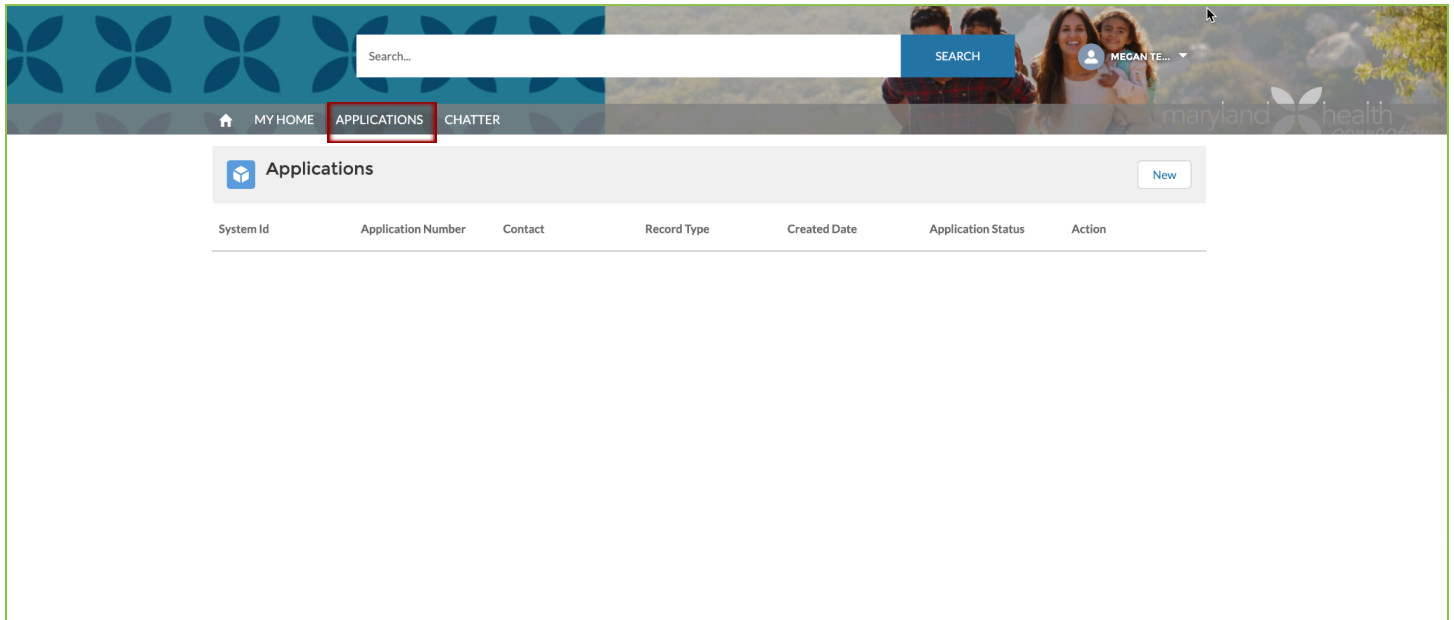


4. Click on the **Home Tab**. This shows an overview of the information you entered when creating an account as well as any CAW roles that were approved and assigned to your account.



Application

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



2. Select "Producer" from the options and click **Next**.

New Application

Select a record type

☐ Application Counselor

☐ Application Counselor Program

☐ Consolidated Service Center Representative

☐ Navigator

☒ Producer

3. Enter requested information into the application fields:

- Company/Agency Name – this is visible to consumers
- Company Agency Website – this is visible to consumers
- Languages spoken other than English – this is visible to consumers
- Assistance Offered Email
- Assistance Offered in Person
- Assistance Offered Phone
- National Producer Number – ensure this number matches your license
- Maryland Insurance License Number – ensure this number matches your license
- Authorization for Individual Exchange?
- Seeking Authorization for Small Business?
- Visible to consumers - Individual?
- Visible to consumers - Small Biz?
- What Connector Entity Region do you work? (What region do you primarily work with?)
– this is used by Connector Entities to refer consumers to brokers

Enter your Address Information:

- Please be sure to choose the correct state if you do not reside in MD.
- If your Mailing address is not the same as your business address, type your address in the Mailing Address fields.
- If your Mailing address is the same as your business address, check the box.

Enter your Contact Information:

- Work Phone – this will appear on the website
- If you will be using a different phone number for MFA, type the cell phone number in the MFA Cell Phone field
- If you are using your work cell phone for MFA, check the box
- Business Email – this will appear on the website
- If you will be using a different email address for MFA, type the email address in the MFA Email Address field
- If you are using your business email address for MFA, check the box

4. Please review the entire application. If you are not ready to submit the application, you will be able to log out and come back to edit any information before submitting for approval.

Brokers will need to open the Attestation and the Non-Exchange Entity Agreement (NEEA) documents to electronically sign the forms:

Forms to Upload and Application Signature

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

- Click on the form name below to sign the forms.
- Complete sign and click on save. document will auto attached.
- Once sign is completed you can download the forms, by the clicking same below link.
- Upload a PDF copy of your E & O certificate.
- Upload a PDF copy of your MD license.

Individual Only (Non-captive) Maryland Health Connection Statement Producer Attestation

Individual Only (Non-captive) Non-Exchange Entity Agreement (NEEA)

5. Within the Attestation and NEEA documents, check the box, sign the document, and select "Save"

☒ By checking this box, I hereby attest to the above statements and agree to comply with the policies, procedures and rules established by the Maryland Health Connection.

Sign Here


Save

Clear

6. Brokers will need to upload a copy of their Errors & Omissions (E&O) and their Maryland broker license.

View / Upload Attachments

Upload Attachments

Select Type

Select Attachment Type

Select Attachment Type

Choose File

No file chosen

Upload

Action	Status	Expiration Date	Valid Till
E & O			
MD License			

- To upload the required documents:
 - Choose the file type from the drop down
 - Please note, the file must be a PDF
 - Select "Choose File" to open a new window to select your document
 - Select "Upload" to upload your document
 - Please note, you can only upload one document at a time
7. 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.

8. Once you have done this, you will see a notification that your application is ready to submit.

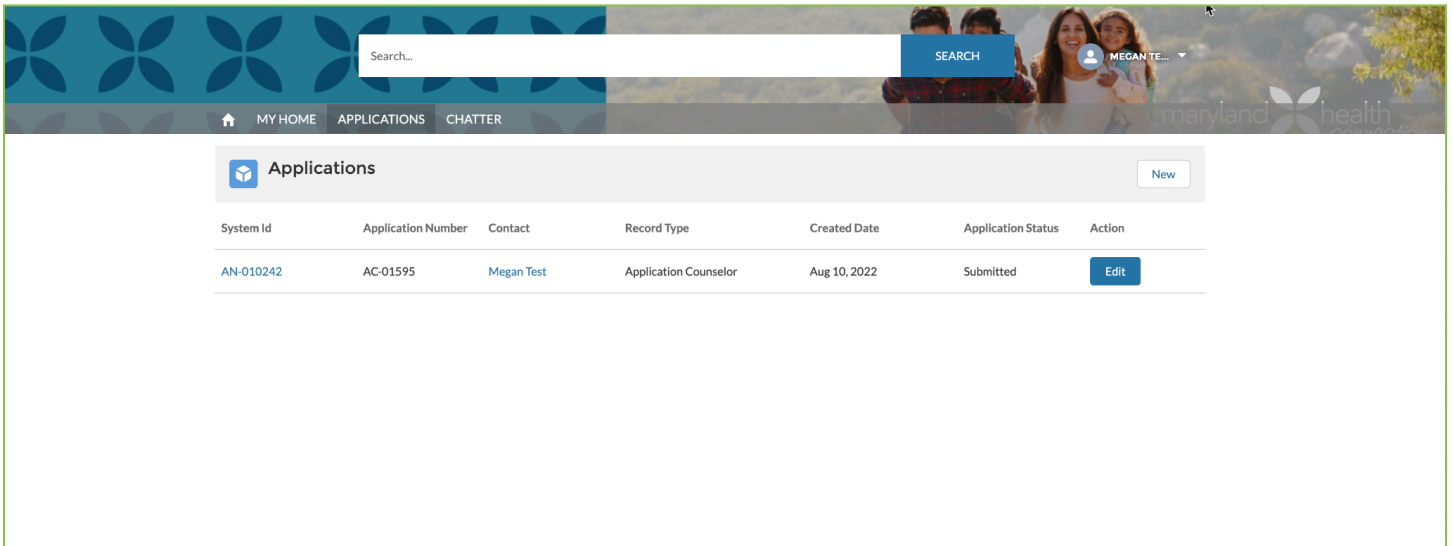
9. Submit the application for approval by clicking **Submit for Approval**. This button is located at the top right of your application. A small window will appear. Add any comments, and then click **Submit**.

After Application Submission

1. After you have submitted your application, it will appear in your applications tab as “submitted.” Your application will be reviewed within 3-5 business days and you will receive a confirmation email regarding the approval of your application.

Once the application is approved, you should look for a communication from MHC Training Support Team inviting you to create an account and login. You will receive this email within 24 hours after receiving application approval. Brokers should also expect an email from their Program Manager.

Note: You will not be granted access to training with the LMS without an approved application.



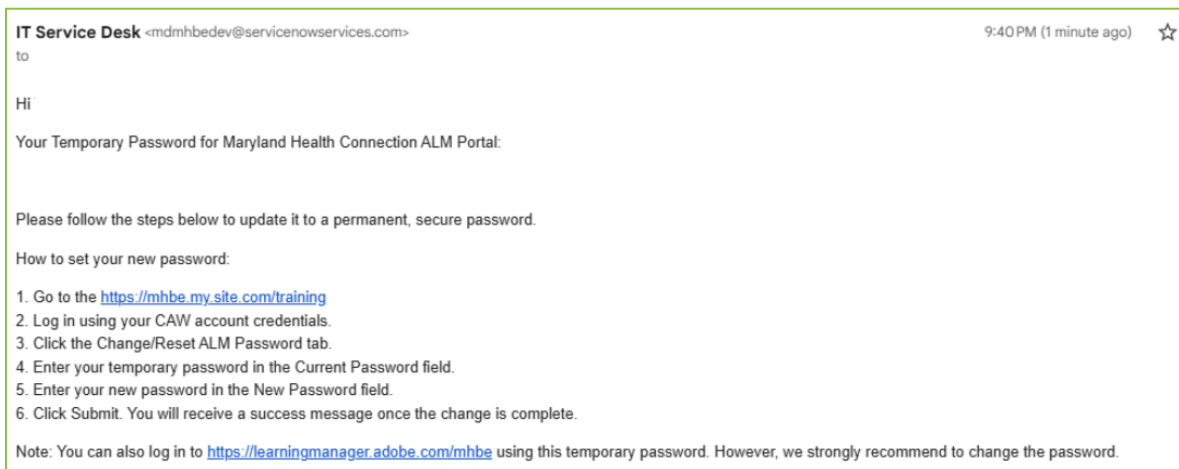
The screenshot displays the Maryland Health Care Applications portal. At the top, there is a search bar and a navigation menu with links for MY HOME, APPLICATIONS, and CHATTER. The APPLICATIONS tab is selected. Below the navigation bar, the 'Applications' section is visible, featuring a 'New' button and a table of submitted applications.

System Id	Application Number	Contact	Record Type	Created Date	Application Status	Action
AN-010242	AC-01595	Megan Test	Application Counselor	Aug 10, 2022	Submitted	Edit



ALM Account Creation

1. After a program manager approves your application, an Adobe Learning Manager account will automatically be created. You will receive a welcome email which contains:
 - a. Your Account ID (will show as your email address)
 - b. Your Password
 - c. Link to Adobe Learning Manager
 - d. Instructions for how to set your new password



2. Click the MHBE Adobe Learning Management System link and enter your credentials to sign in.

Login to Your Account

Fields marked with * are required.

Please provide your login information to sign in to your account.

User ID: *

Password: *

3. After initial sign in, Adobe will ask you to provide additional account and interest information. Please enter any relevant information as requested.

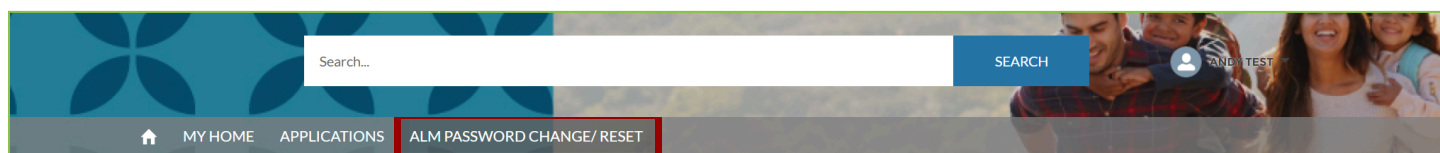
ALM Account Sign In

1. To access Adobe Learning Manager, you must sign in using your Worker Portal credentials.
 - **For new and current users:** Your credentials can be found in your Welcome Email.

If you do not know your user ID or password: Follow the steps in the [ALM Password Change/Reset](#) section below.

ALM Password Change/Reset

Brokers are able to change their Adobe Learning Manager password from Salesforce using the **ALM PASSWORD CHANGE/RESET** tab.



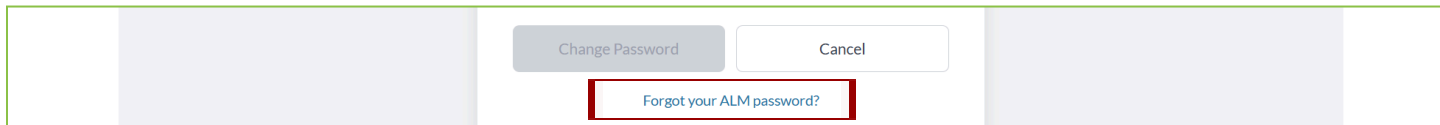
If you have a temporary password/know your current password:

1. Go to the <https://mhbe.my.site.com/training>.
2. Log in using your MHBE Portal for CAW Registration and Application credentials.
3. Click the Change/Reset ALM Password tab.
4. Enter your temporary password in the Current Password field.
5. Enter your new password in the New Password field.
6. Click Submit. You will receive a success message once the change is complete.

A screenshot of the 'Change Password' form in the ALM interface. The form is titled 'Change Password' and features a lock icon. It includes a list of password requirements: 14-20 characters, at least 2 uppercase letters, at least 2 lowercase letters, at least 2 numbers, at least 2 special characters (from a list: ~ ! @ # \$ % ^ * _ + - = { } \ [; : , .), and no reuse of previous 24 passwords. Below the requirements are two input fields: 'Current Password' and 'New Password', each with a toggle icon for password visibility. At the bottom, there are 'Change Password' and 'Cancel' buttons, and a link for 'Forgot your ALM password?'.

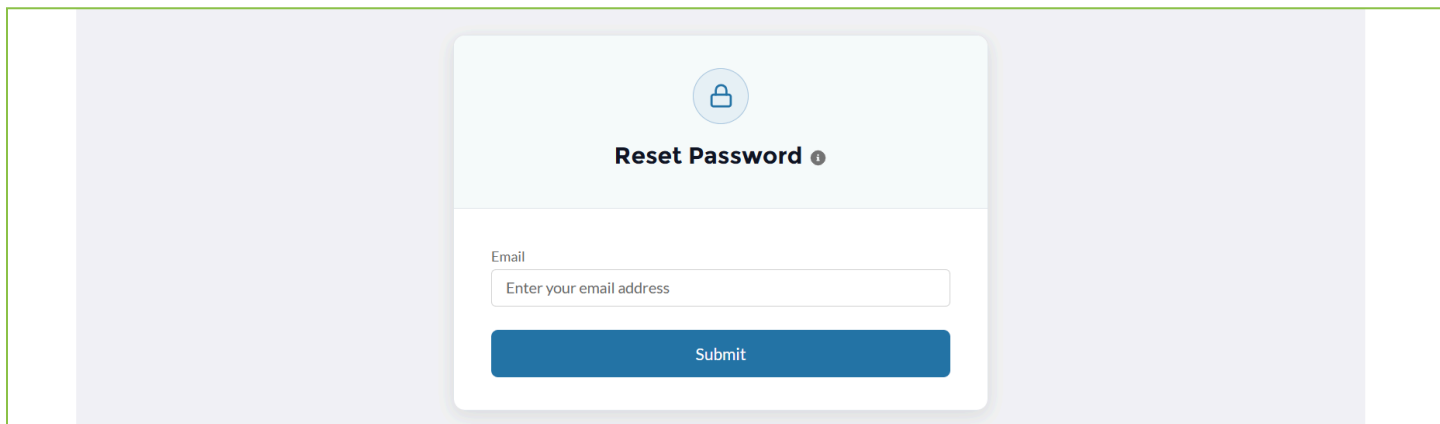
If you do not know your current password:

1. Select the “Forgot ALM Password” link.



A horizontal bar with a light gray background. On the right side, there are two buttons: "Change Password" (gray) and "Cancel" (white). Below the "Change Password" button, the text "Forgot your ALM password?" is highlighted with a red rectangular border.

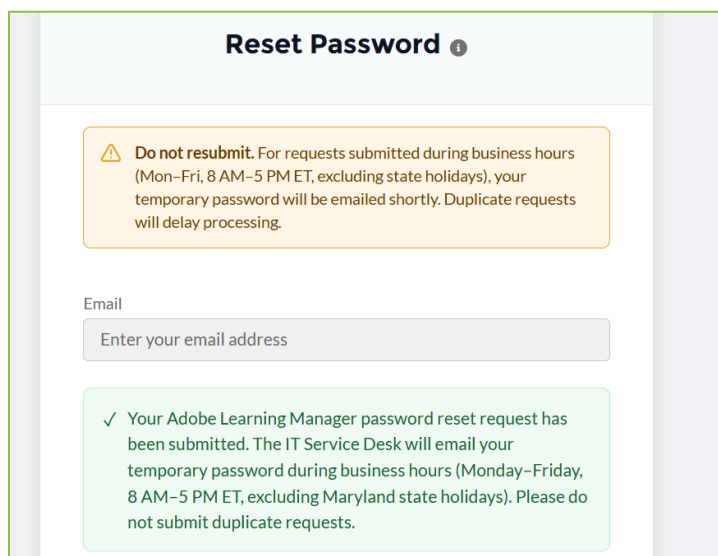
2. Enter your email in the Password Reset Request form.



A central white card with a light blue header. The header contains a lock icon and the text "Reset Password" with an information icon. Below the header, there is a label "Email" and a text input field with the placeholder "Enter your email address". At the bottom of the card is a blue "Submit" button.

3. A request will be submitted and processed between 8am-5pm Mon-Fri. After the request has been processed, you will receive an email providing a new password.

Please Note: A message will appear advising you to not resubmit. Resubmitting a password reset request will result in errors and delays. Password resets are manually processed and will take at least 15-30 minutes. Resets are processed only during standard business hours.

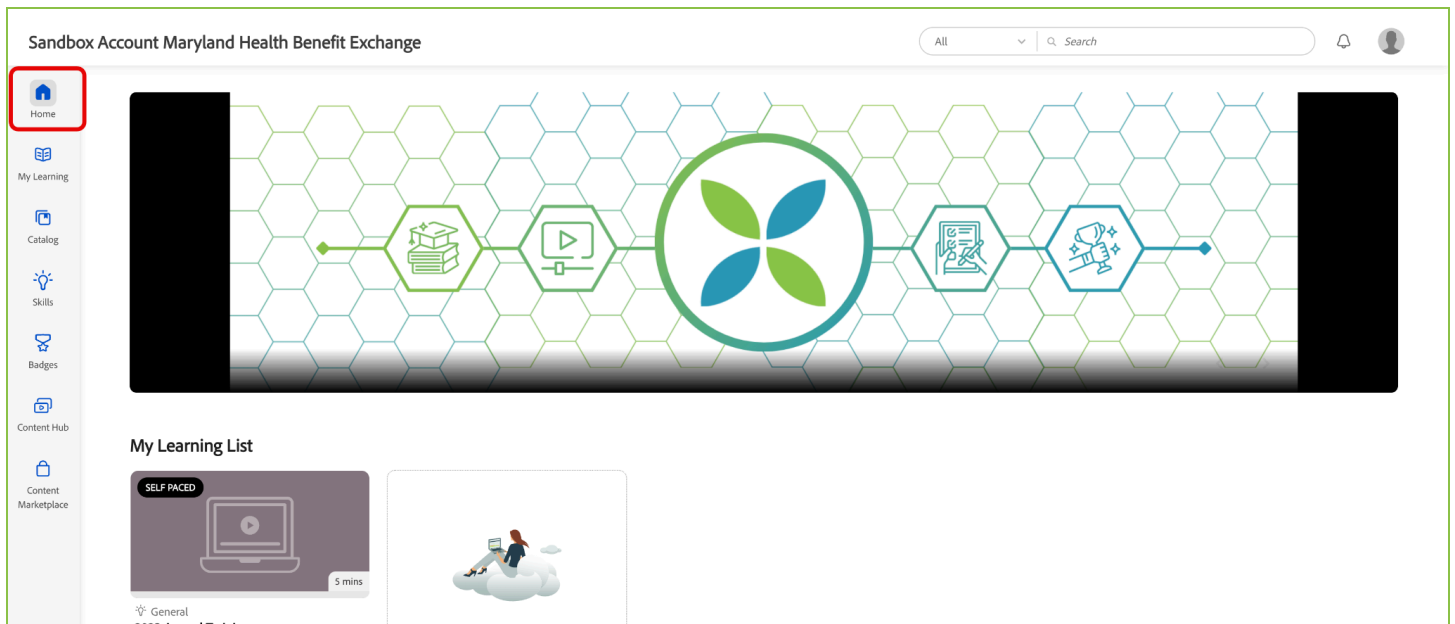


The "Reset Password" form with a light blue header. Below the header, there is an orange warning box with a triangle icon and the text: "Do not resubmit. For requests submitted during business hours (Mon–Fri, 8 AM–5 PM ET, excluding state holidays), your temporary password will be emailed shortly. Duplicate requests will delay processing." Below the warning box is the "Email" label and the "Enter your email address" input field. At the bottom, there is a green confirmation box with a checkmark icon and the text: "Your Adobe Learning Manager password reset request has been submitted. The IT Service Desk will email your temporary password during business hours (Monday–Friday, 8 AM–5 PM ET, excluding Maryland state holidays). Please do not submit duplicate requests."

4. Use the provided password in the “Change Password” form under the ALM PASSWORD RESET/CHANGE tab to choose a new password.

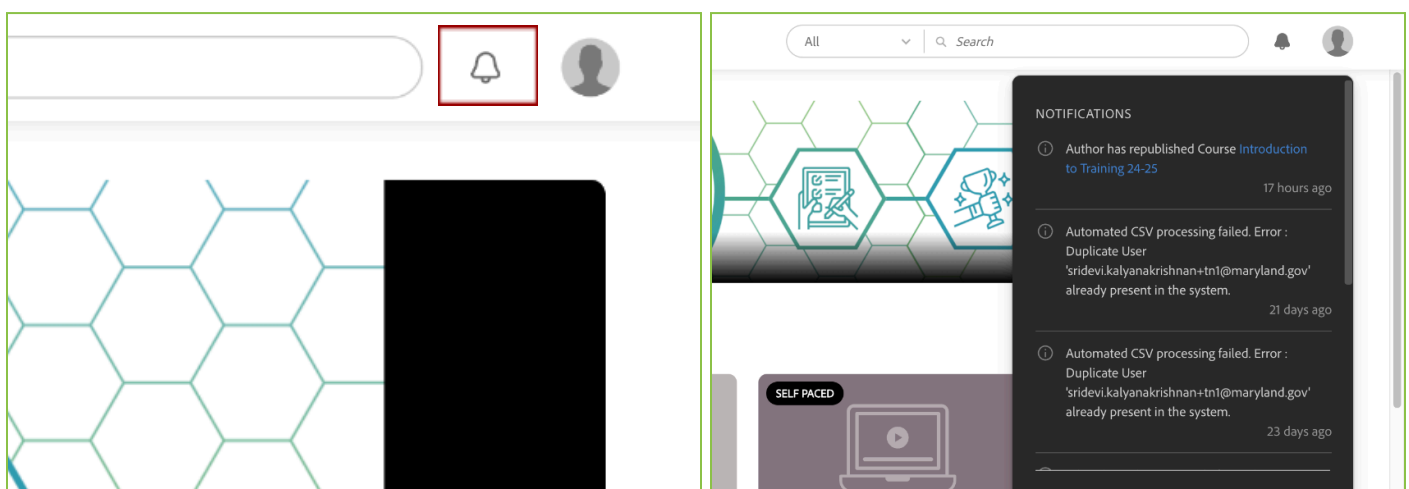
Navigating the Learner Dashboard

7. Upon opening Adobe Learning Manager, you will see your dashboard.



8. The bell icon on the top of the dashboard will signal any notifications you may have, including:

- Courses assigned
- Job aids assigned
- Announcements



9. The “Compliance Status” donut on your screen lets you know about training that’s overdue (in red) or nearing a deadline (in orange).

You can launch any of those trainings from the list to the right of the donuts. Note that this area contains only training that you are ALREADY enrolled in.

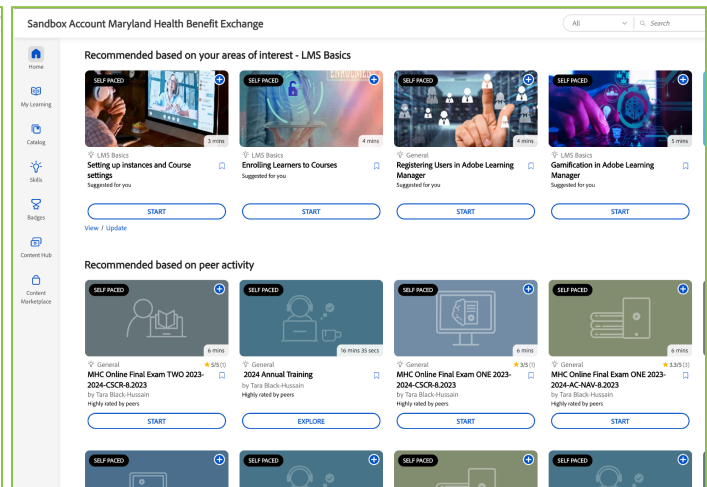
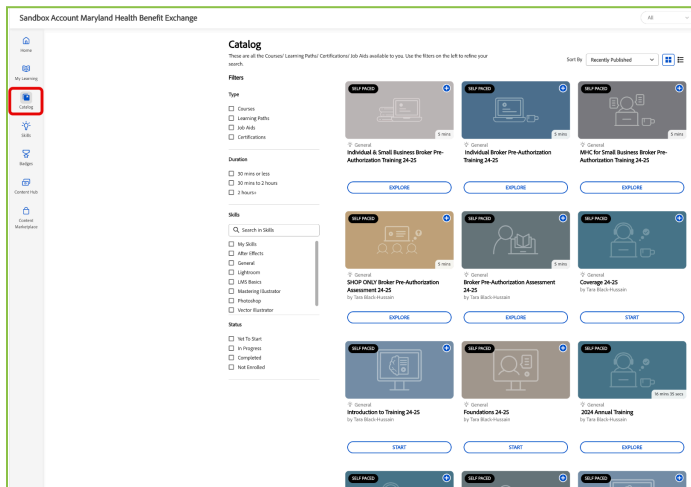
The screenshot displays a user interface for a learning management system. At the top, there is a navigation bar with an "EXPLORE" button and a link to "View My Learning". Below this, the interface is divided into two main sections. On the left is a "Calendar" section for March 2025, showing a grid of dates with the 21st highlighted. To the right of the calendar is a "Compliance Status" section, which is highlighted with a red border. This section features a donut chart showing "Total 1" and "On track 1". Below the chart is a list of training items, including "MHC for Small Business Broker Pre-Aut..." with a due date of May 1, 2025, and a status of "On track".

10. To the right of the donuts, you will find a calendar of your learning assignments.

This screenshot shows a more detailed view of the learning management system interface. On the left is a sidebar with navigation links for "Catalog", "Skills", "Badges", and "Content marketplace". The main content area is divided into three sections. At the top is a "General" section for "MHC for Small Business Broker Pre-Authorization Training 24-25" with a "5 mins" duration and an "EXPLORE" button. Below this is a "Start learning!" section with a link to "View My Learning". The bottom section is divided into two parts: a "Calendar" section on the left, which is highlighted with a red border, and a "Compliance Status" section on the right. The "Calendar" section shows a grid of dates for March 2025, with the 21st highlighted. The "Compliance Status" section features a donut chart showing "Total 1" and "On track 1", and a list of training items, including "MHC for Small Business Broker Pre-Aut..." with a due date of May 1, 2025, and a status of "On track".

11. If you want to find any other training or job aids available to you, you can:

- Use the catalog tab to enroll in training courses and view job aids
- Scroll to the bottom of your dashboard to view recommended trainings based on your area of interests or peer activity



Pre-Authorization Structure

- The Broker Pre-Authorization Training is split into five courses: Foundations, Coverage, Eligibility, Subsidies, and Application.

Note: While visible as a stand-alone course, the Medicaid course is not required for Brokers.

The screenshot shows a 'Learning Path' interface. At the top, it says 'Learning Path Progress: 0%'. Below this, there's a 'No description available' message and a 'Duration: 5 mins' indicator. A list of courses is displayed, each with a 'Required' tag and a '5/5' rating. The courses are: 'Introduction to Training 24-25', 'Foundations 24-25', 'Coverage 24-25', and 'Broker Pre-Authorization Assessment 24-25'. Each course has a '1 Module' indicator. On the right side, there's a 'Continue' button, a 'Save' button, and a 'Rate this Learning Path' section with five stars and a 'Submit' button. Below the rating section, there's a 'Completion status' section showing 'Complete' and '0 out of 4 Courses/Paths'. There's also a 'Skills covered' section showing 'General - Level 1' and a 'Badges' section showing a 'Broker' badge. A 'Job Aid' section is also visible with a link to 'Step by Step Guide for Br...'. A sidebar on the left contains links to 'My Learning', 'Catalog', 'Skills', 'Badges', 'Content Hub', and 'Content Marketplace'.

- Each module will end with a five question quiz; to continue to the next module, you must score at least 80% on the quiz.

If you fail the quiz:

1. Close the assessment window
2. Review the module to find the correct quiz answers
3. Select the Assessment from the content list to retake until you receive a passing score

Note: You can tell if a video/quiz has been passed when a check mark appears on the course icon.

The screenshot shows the 'Foundations 24-25' course page. At the top, it says 'Course • Tara Black-Hussain • Required' and '5/5 • Completed'. Below this, there's a 'Foundations 24-25' title and a '1 Module' indicator. The module list shows 'Introduction to ACA 24-25' with a 'Self Paced' status and a 'Last Visited' time of '0 mins'. A red box highlights the 'Introduction to ACA 24-25' module icon, which is a blue circle with a white checkmark.

Using the Player

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



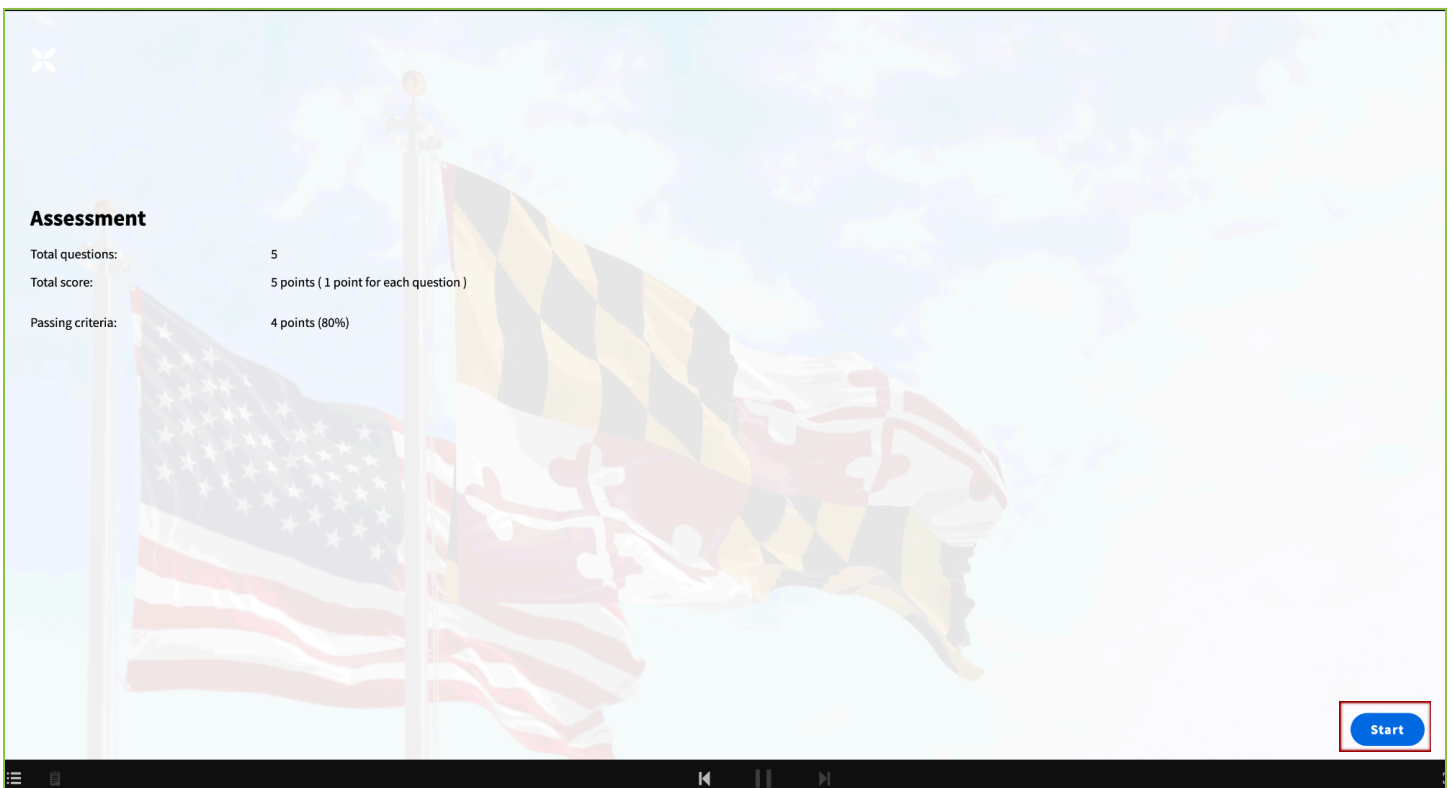
2. At the bottom right corner of the player, you will have the option to open the Player Settings gear to control the Player Speed, or the Full Screen button to expand the screen view.



3. Captions will be inactive by default. To turn on closed captions, use the Closed Captions icon in the bottom right of the player.



4. During your course, there will be quizzes throughout. Below is an example of the Foundations Quiz. Select "Start" to begin the quiz.



5. After taking the quiz, your score will be displayed. Use the forward or X icon to close or move on with the course.

Foundations Assessment 24-25



You have passed the quiz.

Total questions:

5

Total score:

5 points (1 point for each question)

Passing criteria:

4 points (80%)

Your score:

✔ 4 points (80%)

[Review answers >](#)

Use the ▶ and ✕ button in the player to proceed to the next module or close the quiz respectively.

6. If you fail the quiz, you must close the screen and select “Reattempt” to try again. You must pass the quiz to continue.

Please note: The quiz is not the final exam. Please go to the next page for instructions to register in the required final exam.



You have failed the quiz.

Total questions:

5

Total score:

5 points (1 point for each question)

Passing criteria:

4 points (80%)

Your score:

⚠ 3 points (60%)

[Review answers >](#)

Use the ▶ and ✕ button in the player to proceed to the next module or close the quiz respectively.

No description available

Modules Notes

Core Content

5 mins

 SHOP ONLY Broker Pre-Authorization Assessment 24-25

SELF PACED [Reattempt](#)

Last Visited
5 mins

Continue

 Save

0/1 Core Content Completed

 Badges



 Skills covered

Registering for the Pre-Credentialing Final Exam

The final exam is a mandatory part of the Broker's credentialing process. **Please note that you may not take the final exam unless you have completed the self-paced Pre-Authorization Learning Path** (Five courses: Foundations, Coverage, Subsidies, Medicaid, and Application.)

Once you have completed your training, you will need to take the credentialing exam. In order to enroll in the first attempt final exam, click the "Catalogs" option from your Learner Dashboard. All available courses will be listed on this page. Refine your search by checking the Courses check box. The first, second, and third attempt exam session registrations will be available in separate courses listed as [MHC Broker Authorization Exam Registration\(First Attempt\) 26-27](#), [MHC Broker Authorization Exam Registration\(Second Attempt\) 26-27](#), and [MHC Broker Authorization Exam Registration\(Third Attempt\) 26-27](#).

Please follow the steps below to register.

1. To register for a first attempt session:

- Open the learner catalog, refine your search for courses. The registration is listed as [MHC Broker Authorization Exam Registration\(First Attempt\) 26-27](#). Click the "Explore" button.
- Select the exam instance date that you would like to take the online exam and click the blue "Enroll" button.

The screenshot shows a search results page for "mhc final exam registration 2025-2026". The page has a sidebar with navigation links: Home, My Learning, Catalog, Skills, Badges, Content Hub, and a search bar. The main content area displays 12 matches for the search query. The results are filtered by "Courses" and sorted by "Relevance". Three results are visible:

- MHC Final Exam Registration 2025-2026** by Tara Black-Hussain. This result is highlighted with a red box around the "EXPLORE" button.
- MHC First Attempt Exam Registration 23-24** by Tara Black-Hussain. This result has a "CLASSROOM" tag and a duration of 1 hr 30 mins. It has an "EXPLORE" button.
- MHC Online Final Exam THREE 2023-2024-CSCR-8.2023** by Tara Black-Hussain. This result has a "SELF PACED" tag and a duration of 6 mins. It has a "START" button.

Home
My Learning
Catalog
Skills
Badges
Content Hub
Content Marketplace

MHC Final Exam Registration 2025-2026

Course
Skills: General

This Course has following Course Instances. Select a suitable Instance to enroll.

Instance Name	Starts On	Complete by	Location(s)	Actions
September 3rd, 2025 Seats available	Sep 03, 2025 (10:00 AM)	Sep 03, 2025 (11:59 PM)		Select
August 20th, 2025 Seats available	Aug 20, 2025 (10:00 AM)	Aug 20, 2025 (11:59 PM)	Online	Select

Home
My Learning
Catalog
Skills
Badges
Content Hub
Content Marketplace

MHC Final Exam Registration 2025-2026

CLASSROOM

0 Enrollment(s)
Share

No description available

Modules

Core Content 1 hr 30 mins

MHC Final Exam One Registration
Classroom 1 hr 30 mins

Date and time: Aug 20, 2025 (10:00 AM - 11:30 AM)
Duration: 1 hr 30 mins
Seat limit: No Seat Limit
Instructor: Not Available
Location: Online

Enroll
Save

Instance details
Name: August 20th, 2025
View All Instances
Completion status: Minimum required 1 out of 1 Modules
Skills covered: General - Level 1 (1 Credits)
Deadlines: Completion Aug 20, 2025, 11:59 PM
Authored by: Tara Black-Hussain

2. If you were unable to achieve a passing score on your first attempt exam, you will need to register for a second attempt session:

- Open the learner catalog, refine your search for courses. The registration is listed as CAW MHC Broker Authorization Exam Registration(Second Attempt) 26-27. Click the "explore" button.
- Follow the same enrollment steps as first attempt registration for the second and third attempt exams.

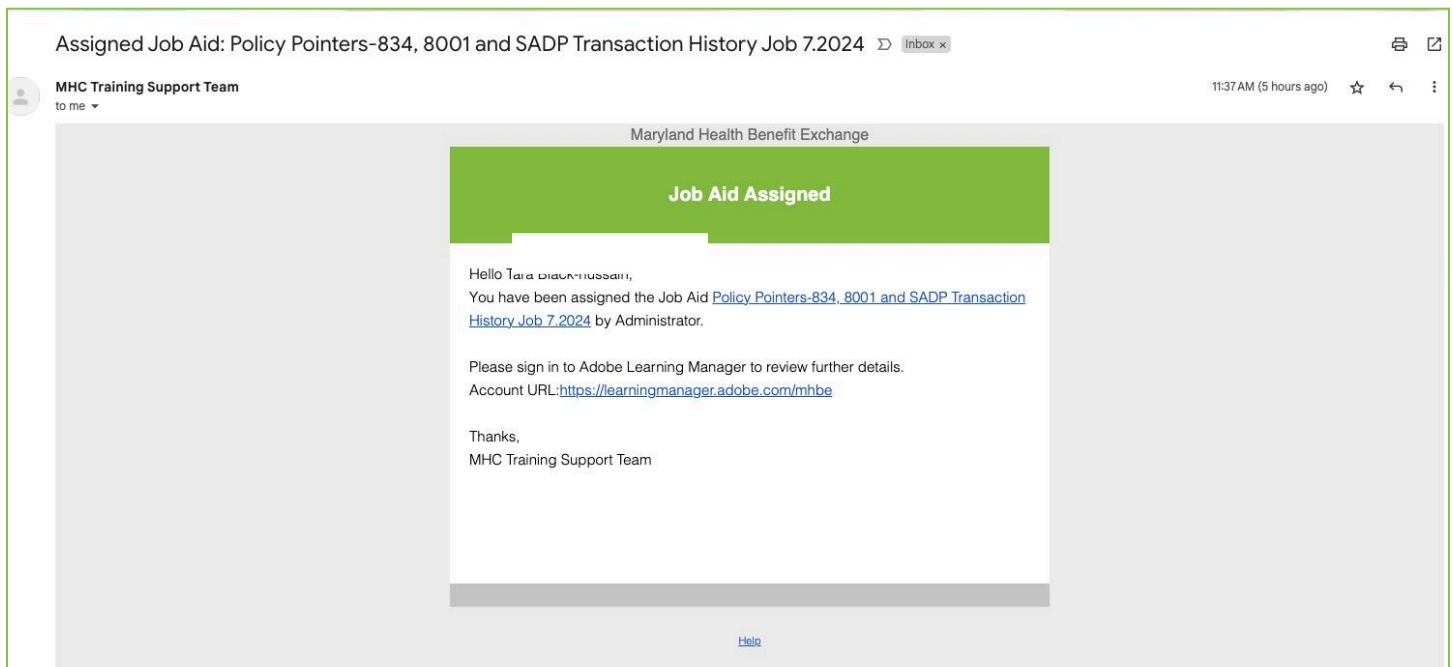
Note: Do not register for a second or third attempt until you receive previous attempt scores.

Job Aids

The Maryland Health Benefit Exchange will be assigning:

- Policy pointers
- Manuals
- Guides
- System updates
- Job aids

All of these documents will be added to the Job Aids section in ALM and assigned as they become available. They are not required training courses but are important documents as they may pertain to your role with Maryland Health Connection.



Help Features

If you need help with any adobe function, clicking Help in the footer (down at the bottom) of the Learner Dashboard will route them to the ALM User Guide. This guide has helpful information on many aspects of the ALM experience, and can help you with many of your questions and concerns.

Choose Learner from the menu on the left side of the screen once you have arrived at the ALM User Guide to find more information.

The screenshot shows a dashboard with three course cards. Each card has a duration at the top, a status icon, a title, an author, and a 'START' button. The footer contains two links: 'Help' (highlighted with a red box) and 'Contact Admin'.

Duration	Status	Title	Author	Action
10 mins	General	MHC Online Final Exam THREE 2023-2024-CSCR-8.2023	by Tara Black-Hussain Newly added to Catalog	START
6 mins	General	Cultural Humility 23-24	by Tara Black-Hussain Newly added to Catalog	START
16 mins 49 secs	General	MHC Online Final Exam THREE 2023-2024-AC-NAV-8.2023	by Tara Black-Hussain Newly added to Catalog	START

Help Contact Admin

The screenshot shows the 'Welcome to the Adobe Learning Manager User Guide' page. The sidebar on the left contains a list of links, with 'Learner' highlighted by a red box. The main content area includes a 'Join the conversation' section and a 'Popular topics' section. A user profile for Megan Neal is visible on the right.

Welcome to the Adobe Learning Manager User Guide

Search Adobe Support

Learning Manager User Guide

- > Introduction
- > Get Started
- > Administrator
- > Integration Admin
- > Authors
- > Instructor
- > **Learner**
- > Manager
- > Frequently Asked Questions
- > Knowledge Base

Last updated on Jul 18, 2022

Read on to know what is the latest offering in Adobe Learning Manager. Start at the beginning, visit each section individually, or connect with the Community to work your way through a project.

Join the conversation

Visit the [Adobe Learning Manager User Community](#) to be inspired and get answers to top questions.

Popular topics

Megan Neal
Manage account

Creative Cloud Free Membership

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*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! After passing the exam, you have completed your required training!

If you are a returning broker: You should now be prepared to help your clients during the upcoming enrollment period.

If you are a new broker: If you have completed all of the requirements, you should expect to receive your authorization letter & Broker Portal credentials (unless Small Biz only) from us within a week.

If you have not received your authorization letter & Broker Portal credentials from us *after a week* of completing all of the authorization requirements, please email us at mhbe.producers@maryland.gov.

DO NOT TRY TO CREATE YOUR OWN BROKER PORTAL ACCOUNT. This will cause issues with the creation of your Broker Portal.

Once you receive your emails from us, you should be all set to help your clients during the upcoming enrollment period.