

# Agent Contracting Guide

## Before you begin the certification program

- Clear your internet browser history and enable pop-ups
- Your username and password for miramar-agent.com is the same as it was for sentinelelite.com
- Update your profile (email address, physical address, phone numbers, etc.)
- Use refresh button under *Register New* button if programs do not automatically appear under **Active Programs**
- If the system times out, you can log back in and re-enter the step you left off on. The system will not save any data on an incomplete step so you will have to complete the entire step from the beginning

## Federally-facilitated marketplace (FFM) training

- All agents must complete FFM training **before** completing the CHRISTUS HIX Certification Program
- Agents are not required to send CHRISTUS a copy of their FFM or AHIP Certification. The program will check Marketplace and CMS database for validation.
- To avoid *Training Not Found* error message, agents should wait approximately one week before launching the CHRISTUS HIX/Medicare Certification Program after completing FFM/AHIP training.
- If an agent receives a *Training Not Found* error message after “recently” completing FFM training, the agent should log onto miramar-agent.com approximately one week after receiving error message and click into the *Training Not Found* step to initiate a recheck for your training validation.

## Errors and omissions

- You must upload a PDF copy of your E&O policy
- Policy document files names cannot contain the following characters. If your file has one of these, rename before uploading:
  - Tilde (~), Number sign (#), Percent (%), Ampersand (&), Apostrophe (’), Brace ({}), Backslash (\), Colon (:), Angle brackets (<>), Question mark (?), Slash (/), Plus sign (+), Pipe (|), Quotation mark (“”)
- Policy document files names must be unique every year; duplicate names will cause an error

## CHRISTUS 2023 HIX/Medicare Certification Program

- Click *Register New*, enter registration code and click *Submit*
- Click *Start*. On the next screen, click *Welcome*
- Click *State Selection* and check boxes for all states you are licensed to sell
  - Louisiana
  - New Mexico
  - Texas
- Complete all required steps until *No Available Tasks* pops up

Agents: You are not **Ready to Sell (RTS)** until you complete the certification program(s). Once you are appointed, you will receive a confirmation email stating “Congratulations, you are now Ready to Sell.” Please note, you will not receive commissions for any applications submitted prior to the RTS date.

Need technical assistance? Miramar:Agent customer service: 1.844.271.8567

Contact us:  
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