

Kaiser Permanente Washington

2020 Annual Medicare Certification Guide

Welcome to the 2020 Medicare certification program provided through Miramar:Agent (formally Sentinel Elite) for Kaiser Permanente Washington's external appointed agents. Below you will find 2020 training link and PIN.

Please read the [Program Description and Getting Started instructions](#) below before proceeding to the training.

Program Description

Kaiser Permanente Washington contracts with Convey Health Solutions to administer our annual Medicare certification training and testing. To meet the Centers for Medicare & Medicaid Services (CMS) requirement to market or sell Individual 2020 Kaiser Permanente Washington Medicare Advantage plans, appointed agents/brokers are required to successfully complete the following Medicare training courses by September 30, 2019:

[2020 Medicare Core Certification, General Compliance, and Fraud, Waste & Abuse \(FWA\) training certifications](#)

A 3 to 4-hour online course licensed from Convey/Miramar:Agent that covers marketing requirements for any Medicare health plan.

If you have already completed the 2020 Medicare Core Training, General Compliance and FWA training either through AHIP (America's Health Insurance Plans) or Pinpoint Global, the Miramar:Agent KPWA 2020 External Certification program will prompt you to upload your certificates for verification and allow you to bypass the Convey Core, General Compliance, and FWA training, if approved.

[2020 KPWA Medicare Product Training and Certification](#)

A one-hour online course offered by Convey/Miramar:Agent that covers region-specific Kaiser Permanente Washington Medicare products and benefits for the individual plan segment.

Agents who sell Kaiser Permanente Washington individual Medicare products must receive a score of 90% or higher on all courses to successfully complete the training. You will be provided 3 attempts to meet this requirement. Agents must successfully complete the [KPWA 2020 External Certification program](#) on Miramar:Agent to market Kaiser Permanente Medicare Advantage plans.

[Agents appointed during the certification period who do not successfully complete the required courses by the September 30, 2019, deadline will not be able to market Kaiser Permanente Washington 2020 Medicare Advantage plans during the annual enrollment period or the 2020 plan year. Any commissions for existing members will cease to be paid after January 1, 2020.](#)

Training Link and Registration Code

Miramar:Agent training link: [Miramar-agent.com](https://miramar-agent.com)

KPWA 2020 External Certification Registration PIN Code: **Ext2020KPWA**

Getting Started

Please review the following instructions for successful completion of the KPWA 2020 External Certification program.

We highly recommend using **Internet Explorer** as your browser to complete this training. If you choose to use any other browser, please see the troubleshooting tips on pg. 3. Agents with an existing Sentinel Elite account: Be aware that Sentinel Elite has been rebranded to Miramar:Agent; however you WILL NOT need to create a new account.

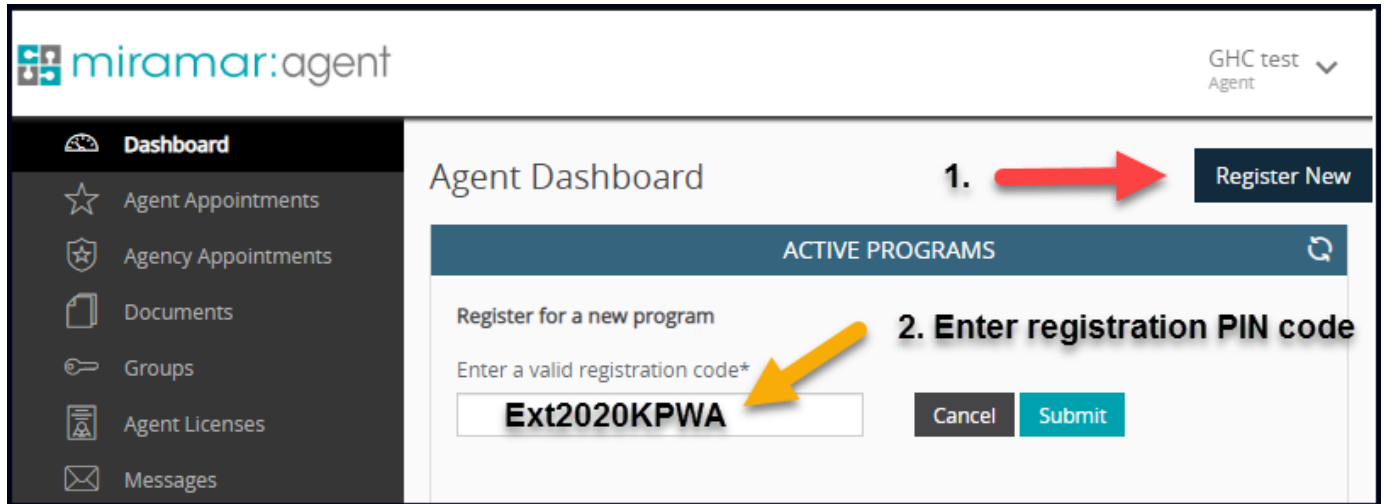
1. Pop-up blocker must be disabled in order to access trainings through [Miramar:Agent](https://miramar-agent.com). Instructions for enabling pop-ups for all browsers can be found on the [Miramar:Agent Knowledge Base](#).
2. Clear your browsing history/cookies and ensure you have a good internet connection.
3. Sign in to Miramar:Agent at miramar-agent.com using your existing Sentinel Elite/Miramar:Agent username and password.
 - *If you:*
 - i. *Have not previously registered with Sentinel Elite/Miramar:Agent, you will need to click "Register as an Agent"*
 - ii. *Forgot your password, click "Forgot password"*
 - iii. *Forgot your username, you will need to contact Miramar:Agent Support at 1-855-828-8412 for assistance*
4. Once logged in, click on "Register New" box.
5. Enter the Registration PIN code **Ext2020KPWA** and click "Submit."
6. Please allow a minute or so for the program to populate. Click the Refresh icon and [KPWA 2020 External Certification](#) program should now appear on your Agent Dashboard. Click Start and a new Tab with the training should open.
 - If you do not see a new tab open with the training, [check that you've enabled Pop-Ups \(step 1\)](#), refresh and navigate back to your Dashboard.

The agent cost for the Convey CORE Medicare Training through the Miramar:Agent platform is \$99. Or you can upload your 2020 AHIP or Pinpoint certificate to bypass the Core Medicare training portion and move on to the 2020 KPWA product training. There is no agent cost for the KPWA Product Certification portion.

Checkout the Miramar:Agent [Agent User Guide](#) for more details on general registration and profile management.

Troubleshooting

To get into the 2020 KPWA External Certification Program click "Register New"



If you've clicked on "**No, Proceed to Training**" and a new tab does not open or you do not see the training on your Dashboard:

1. Ensure you've enabled popups or disabled the Popup blocker to allow popups.
2. Click on "**Dashboard**" in the top left corner of the program
3. If you don't see the button to begin the training on your "**Dashboard**", click the **refresh icon** (circular arrows) 1 – 2 times.
4. If all the above fails, try Internet Explorer or calling Miramar: Agent support

Who to contact for help?

Technical issues with the Miramar:Agent program, issues pertaining to your AHIP or Pinpoint certificate uploads and general program questions should be directed to the Miramar:Agent support team:

Miramar:Agent support: [1-855-828-8412](tel:1-855-828-8412)

Regular hours: Monday to Friday, 8 a.m. to 5 p.m. Eastern Daylight Time (EDT)

Peak season (August 19 to November 8): Monday to Friday, 8 a.m. to 7 p.m. EDT, Saturday and Sunday, 10 a.m. to 3 p.m. EDT.

Miramar:Agent general help: convey.na2.teamsupport.com

Questions pertaining to training eligibility status, registration PIN, KPWA plan-specific questions, training content, and certification requirements outside of the annual

certification period can be directed to the KPWA Medicare Sales and Service support team:

KPWA Medicare Sales and Service Support Team: [1-800-581-8252](tel:1-800-581-8252) or
kpwa.medicare@kp.org

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