



To complete your 2020 contracting program(s), please log into **Miramar-Agent.com!** Your username and password for Miramar:Agent is the same as it was for SentinelElite.com. If you do not remember your password, you can use the [forgot your password](#) link to reset your password. If you do not remember your username call Miramar:Agent Customer Service at 844-271-8567.

Assignment of Commission Section (both HIX and MA Certification programs)

- Agency TIN is a required field, but if you do not know the FMOs TIN you can type "0" (or any other character; the field just needs to be populated with "something")
- Agent NPN is a required field, you can type your own NPN

Product Training (MA Certification program only)

- You must click **EVERY** slide in the Product Training in order to take the Final Assessment Exam)
- If the Final Assessment play button does not appear for the Final Assessment Exam, return to the Product Training and click through **ALL** 170+ slides again
- Any unanswered questions will be marked as incorrect
- A passing score of 85% is required to successfully complete the training
- You have 3 attempts to pass the test

AHIP Certification Upload

- You will receive an error message if a file with the same name ([AHIP.pdf](#)) already exists in your account
- Use a specific file name for your AHIP document ([2020AHIP.pdf](#))

IMPORTANT NOTES:

1. It is suggested that you clear your browser history (delete cache, clear cookies, etc.) to eliminate errors during the programs.
2. Enable pop-ups in your internet browser, because there are several sections within the programs that will open new windows.
3. Click refresh button under **Register New** button on your **Dashboard**, if CHRISTUS 2020 Certification programs do not automatically appear under ACTIVE PROGRAMS, contact AgencyRM at 855-721-8088 or Contracting@AgencyRM.com
4. If the system times out, you can log back in and reenter 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.

If you should have any further questions, please do not hesitate to contact our Broker Support Team at 833.889.4357 (HELP) or healthplanbrokercontracting@christushealth.org.

For all technical questions, contact **Miramar:Agent Customer Service** at 844-271-8567