

Agent Contracting (Sentinel Elite)

Health Insurance Exchange & Medicare



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[IMPORTANT NOTES]

The CHRISTUS Health Plan Agent Contracting program works best in Internet Explorer. Please disable your pop up blocker because the program will open new windows in several sections. Delete “cookies” in your internet browser settings. If your session freezes, refresh your screen and return to your Dashboard. You can re-enter the incomplete section. To complete Certification, you will need electronic copies of the following*:

1. Errors and Omissions Insurance Coverage
2. AHIP Certification
3. CMS Health Insurance Exchange Training Certificate
4. Agent License Number
 - Document file name should NOT include the following special characters ~ # % & ' * { } \ : < > ? / + | “
 - Long files names may also cause upload errors. If errors occur, shorten remove any special characters and shorten your file name. For all technical questions, contact **Sentinel Elite Customer Service at 844-271-8567**.

1 LOG IN

- 1.1 Go to www.SentinelElite.com
- 1.2 Enter username and password
- 1.2.1 If you are a first time user, click **Register as an Agent**

2 CERTIFICATION

- 2.1 On the Dashboard, click **Register New**
- 2.2 Enter registration code:
 - 2.2.1 MA: **AgencyRMMA2019**
 - 2.2.2 HIX: **AgencyRMHIX2019**
- 2.3 Click **OK** when you are successfully registered in the **CHRISTUS Certification** program
- 2.4 Click **Start** on the **CHRISTUS 2019 Certification**
- 2.5 Click **OK** when you successfully kick off the **CHRISTUS 2019 Certification** program
- 2.6 Refresh screen to view next step
- 2.7 Click **Welcome Form** on the **CHRISTUS 2019 Certification**
- 2.8 Click **Continue**
- 2.9
- 2.10 Review Code of Ethics
- 2.11 Type your full name and title (this is your eSignature)
- 2.12 Click **Continue**
- 2.13 Review Background Check Consent
- 2.14 Type your full name and title (this is your eSignature)
- 2.15 Click **Accept**
- 2.16 Type your business address in Section 1 of **Assignment of Commissions**
- 2.17 In section 2, choose Future Business Only or Existing & Future Business
- 2.17.1 Section 2 is the FMO Assignment, for both Medicare and Health Exchange Products 2.18 In **PAY TO** field, type the name of your FMO: **AgencyRM**
- 2.19 Type your SSN/TIN

- 2.20 Type your NPN
- 2.21 Type your full name and title (this is your eSignature for FMO election)
- 2.22 Click **Continue**
- 2.23 Enter **E&O Policy Information**
- 2.24 Check box next to attestation statement (this is a **required** field)
- 2.25 Click **Continue**
- 2.26 Upload E&O policy document
- 2.27 Click **Submit**
- 2.28 **(Medicare Program only) Upload AHIP or PinPoint Certificate, then click Submit**
- 2.29 Complete **Fraud Waste Abuse Compliance Attestation**
- 2.30 Click **Continue**
- 2.31 Choose Selling State
- 2.32 Click **Continue**
- 2.33 Once pop up message appears, close tab and return to Dashboard on the initial tab
- 2.34 Refresh screen to view next step

3 VALIDATION

- 3.1 Click Start on the **CHRISTUS 2019 Validation**
- 3.2 Click **OK** when you successfully kick off the **CHRISTUS 2019 Validation program**
- 3.3 Refresh screen to view next step
- 3.4 Click **Agent Agreement** on the **CHRISTUS 2019 Validation**
- 3.5 Review **Agent Agreement**
- 3.6 Type your full name and title (this is your eSignature)
- 3.7 Once pop up message appears, close tab and return to Dashboard on the initial tab
- 3.8 Refresh screen to view next step
- 3.9 You documents will be forwarded to CHRISTUS Health Plan Administrator for processing

4 TRAINING (MEDICARE ONLY)

- 4.1 Click Training: Program Training
- 4.2 Take Exam (requires 85% to pass, 3 attempts)

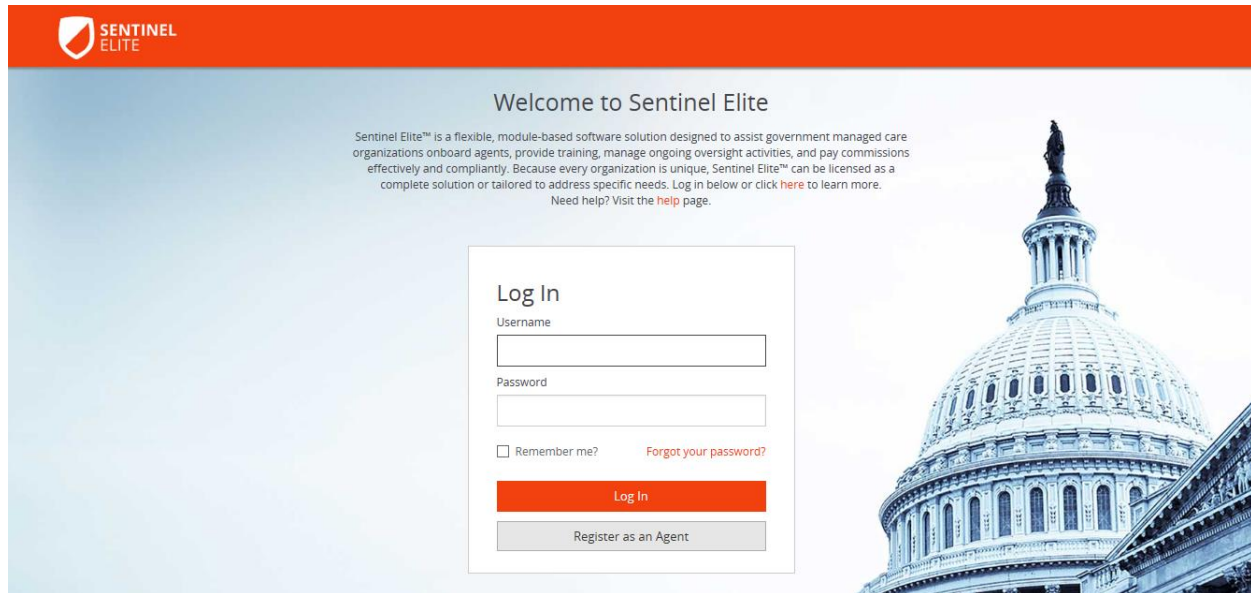
Congratulations for completing your CHRISTUS Health Plan Agent Contracting!

**If you have questions, please contact
AgencyRM at 855-721-8088
or
Service@AgencyRM.com**

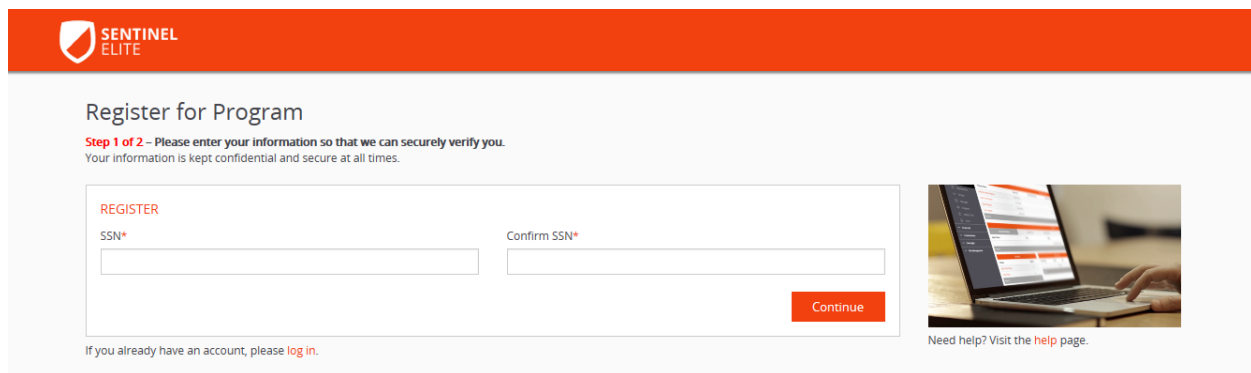
Pre-Enrollment Registration Instructions

New Users:

Sentinel Elite™ is accessible at www.sentinelelite.com. If you do not already have an agent account, click **Register as an Agent**.



Enter your Social Security Number and confirm that it is correct. Click **Continue**.



Fill out your agent profile with the required information. Please fill out all fields and click **Complete Registration**.

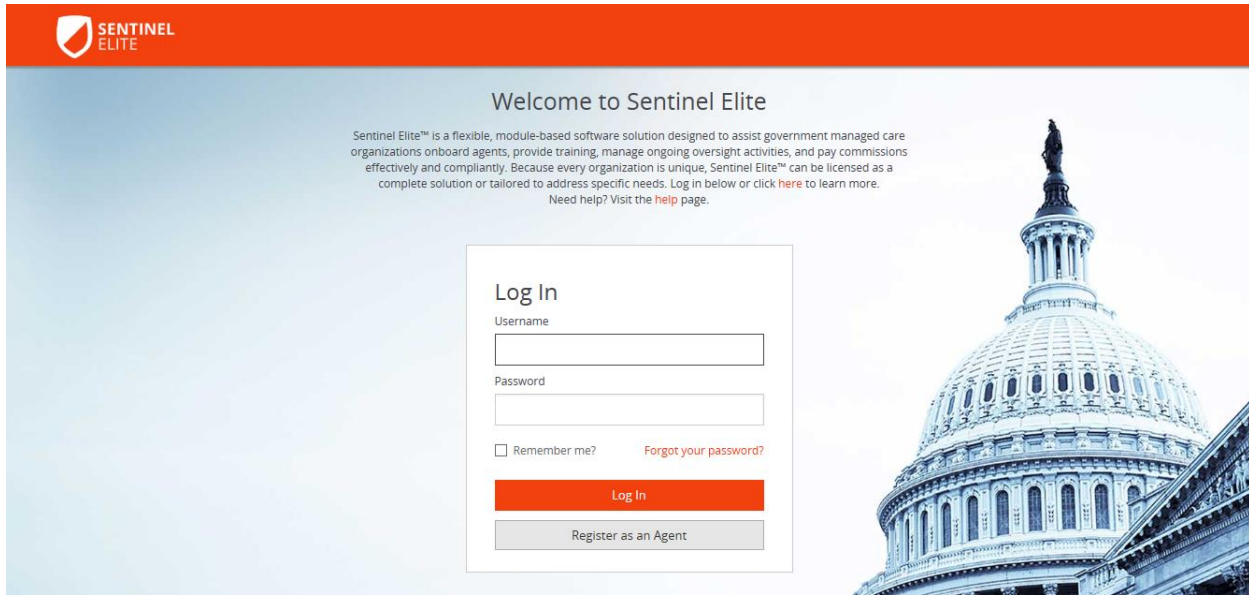
The screenshot shows the 'Account Setup' page for Sentinel Elite. It is divided into three main sections: 'DEMOGRAPHIC INFORMATION', 'PRIMARY ADDRESS', and 'MAILING ADDRESS'. The 'DEMOGRAPHIC INFORMATION' section includes fields for First Name, Initial, Last Name, Suffix, Date of Birth, Gender (Male/Female), Social Security Number, National Producer Number, NPN License, Email, Primary Phone Number, and three Additional Phone Numbers with their respective types. The 'PRIMARY ADDRESS' section includes Address Line 1, Address Line 2, City, State, and Zip. The 'MAILING ADDRESS' section is partially visible. A 'Complete Registration' button is located at the bottom right of the form.

Once you have completed registration, your 2019 program will be waiting for you to start on your agent dashboard. Click **Start** next to the program name to begin the program.

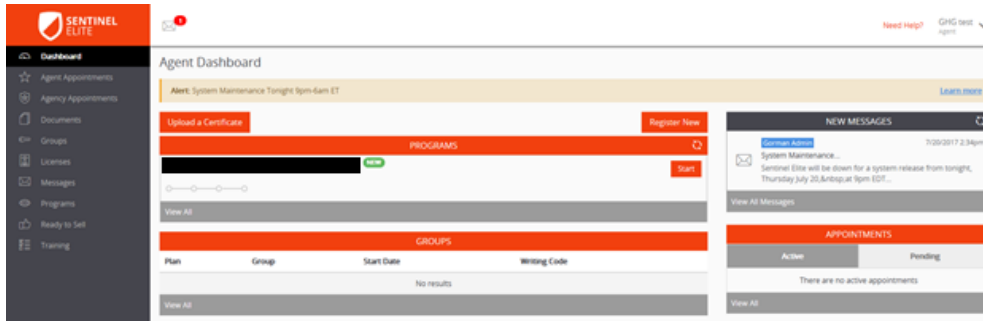
The screenshot shows the 'Agent Dashboard' for Sentinel Elite. It features a sidebar with navigation options: Dashboard, Agent Appointments, Agency Appointments, Documents, Groups, Licenses, Messages, Programs, Ready to Set, and Training. The main content area includes an alert for 'System Maintenance Tonight 5pm-6am ET'. Below this is a 'PROGRAMS' section with a 'Register New' button and a 'Start' button. A 'GROUPS' table is shown with columns for Plan, Group, Start Date, and Writing Code, and it displays 'No results'. On the right, there are sections for 'NEW MESSAGES' (showing a system maintenance message) and 'APPOINTMENTS' (showing 'Active' and 'Pending' tabs and 'There are no active appointments').

Existing Users:

Sentinel Elite™ is accessible at www.sentinelelite.com. If you have already created an agent account, enter your username and password and click **Log In**.



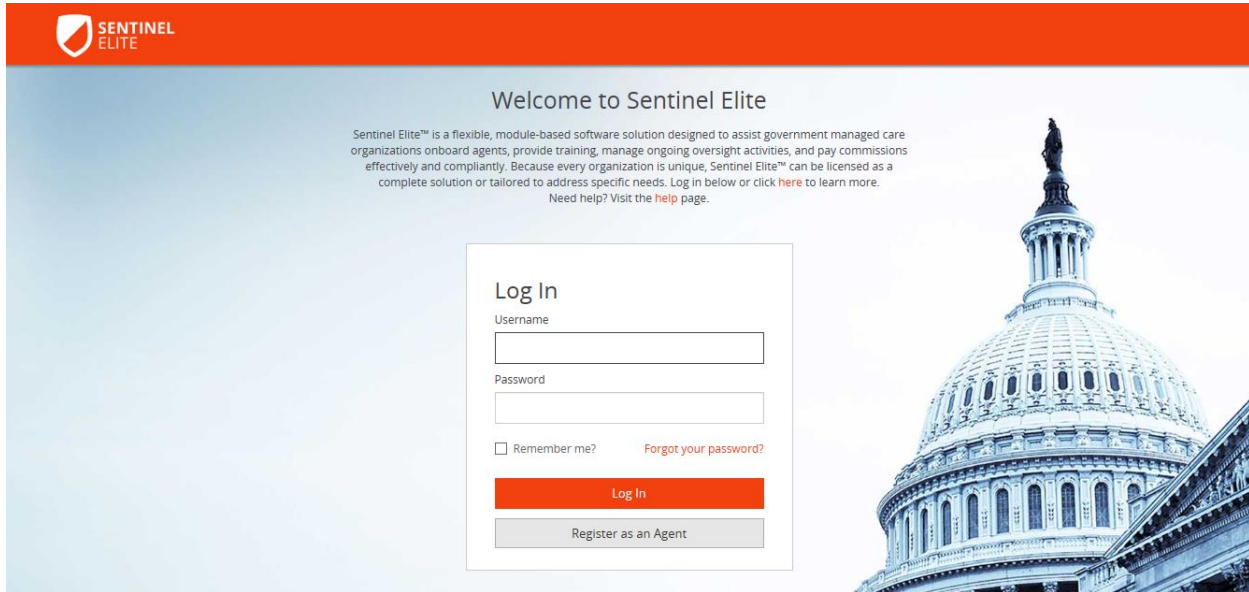
Once you log in to your agent account, your 2019 CHRISTUS Health Plan Annual Certification Program will be waiting for you to start on your agent dashboard. Click **Start** next to the program name to begin the program.



Enrollment with Registration Code Instructions

New Users:

Sentinel Elite™ is accessible at www.sentinelelite.com. If you do not already have an agent account, click **Register as an Agent**.



SENTINEL ELITE

Welcome to Sentinel Elite

Sentinel Elite™ is a flexible, module-based software solution designed to assist government managed care organizations onboard agents, provide training, manage ongoing oversight activities, and pay commissions effectively and compliantly. Because every organization is unique, Sentinel Elite™ can be licensed as a complete solution or tailored to address specific needs. Log in below or click [here](#) to learn more. Need help? Visit the [help](#) page.

Log In

Username

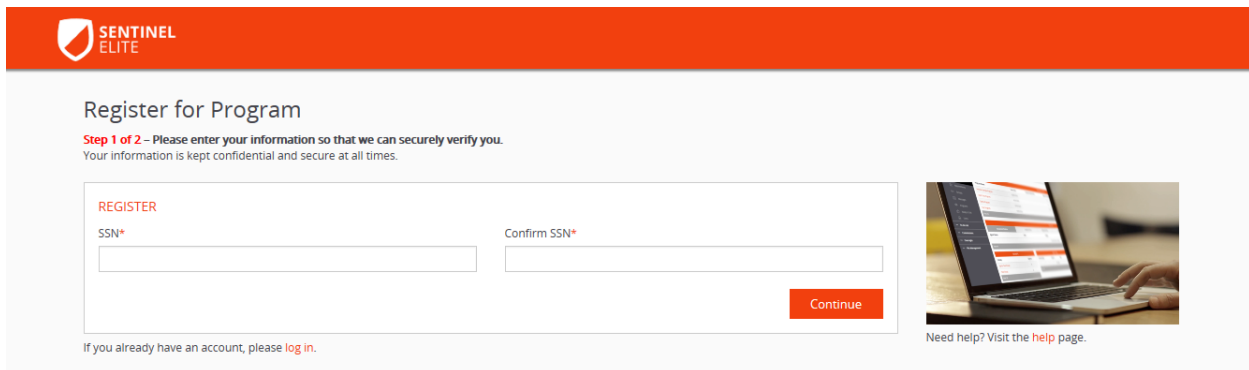
Password

Remember me? [Forgot your password?](#)

Log In

Register as an Agent

Enter your Social Security Number and confirm that it is correct. Click **Continue**.



SENTINEL ELITE

Register for Program

Step 1 of 2 – Please enter your information so that we can securely verify you.
Your information is kept confidential and secure at all times.

REGISTER

SSN* Confirm SSN*

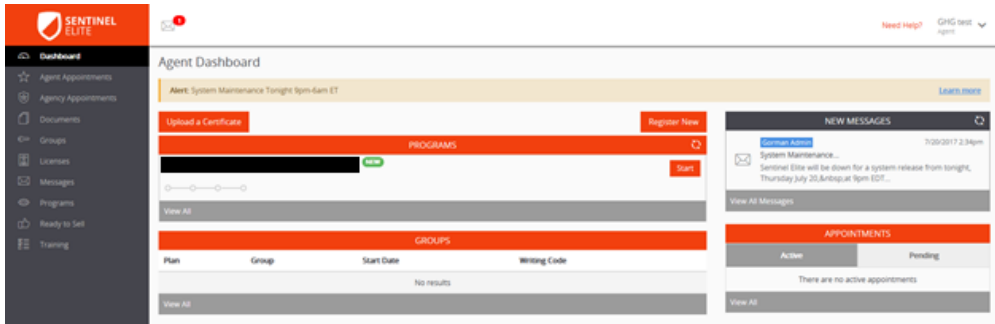
Continue

Need help? Visit the [help](#) page.

Enter the Registration Code that was provided to you. Click **Continue**.

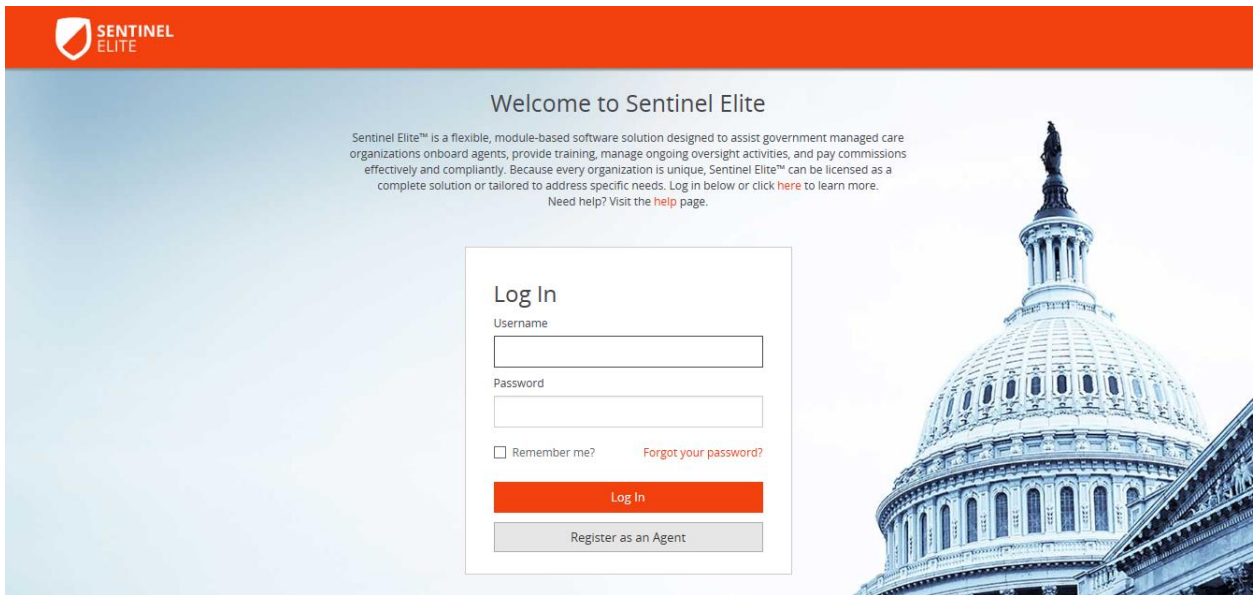
Fill out your agent profile with the required information. Please fill out all fields and click **Complete Registration**.

Once you have completed registration, your 2019 CHRISTUS Health Plan program will be waiting for you to start on your agent dashboard. Click **Start** next to the program name to begin the program.

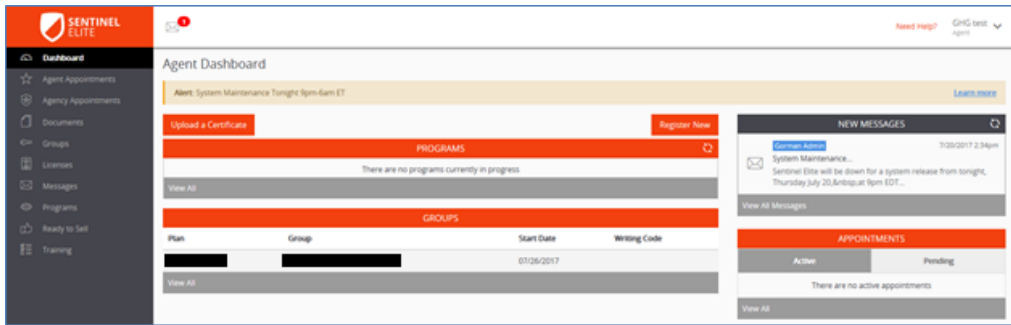


Existing Users:

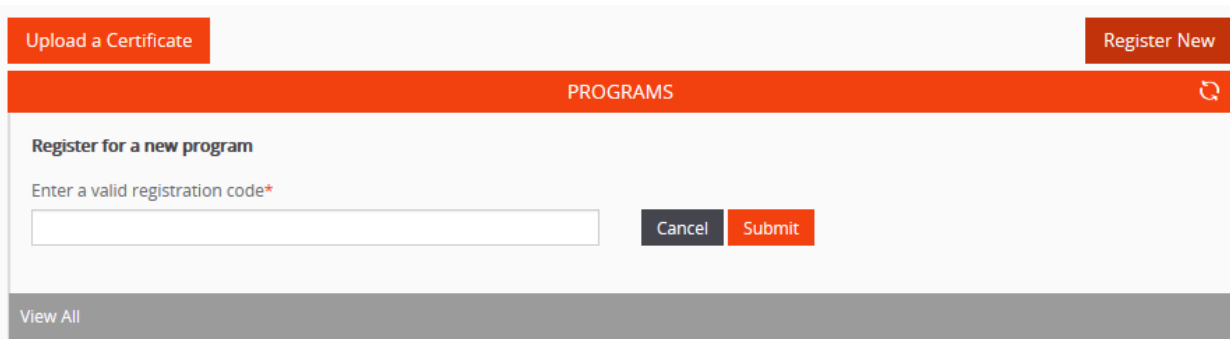
Sentinel Elite™ is accessible at www.sentinelelite.com. If you have already created an agent account, enter your username and password and click **Log In**.



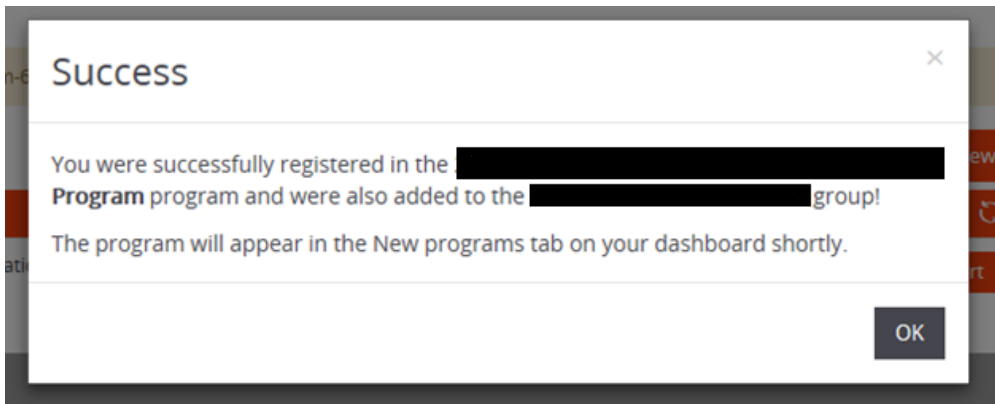
Once you have logged in and are on your agent dashboard, click **Register New**.



Enter the registration code that was provided to you. Click **Submit**.



You will receive the following message upon successful registration. Click **OK**.



Once you have completed registration, your 2019 CHRISTUS Health Plan program will be waiting for you to start on your agent dashboard. Click **Start** next to the program name to begin the program.

