maryland health connection

Step-By-Step Guide to Training for Brokers

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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 2021-2022 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.

Major Training Milestones for the 2021-2022 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 rrole.

3. Complete the required online training for OE 2021-2022 (See Chart below). Required training must be completed within in 45 days once your application is approved.

OE 2021-2022 Training Requirement Chart

OE 21-22 Training Requirement Chart (✔ =required)

Course	New Broker: Individual and SHOP	New Broker Individual Only	New Broker: SHOP Only	Returning Broker: Individual and SHOP	Returning Broker: Individual Only	Returning Broker: SHOP Only
2021 Pre-Authorization Training Curriculum	✔	✔	✔	n/a	n/a	n/a
2021 Annual Training Curriculum	✔	✔	✔	✔	✔	✔
Consumer Portal System Training 2021	✔	✔	✔	optional	optional	optional
Small Biz Direct Enroll-ment Webinar	optional	n/a	optional	n/a	n/a	n/a

Account Creation

Go to https://mhbe.force.com/training/CustomCommunityLogin

If you already have a MHBE Portal for CAW Registration & Application Account, skip the application step.


Select the Register link.

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

You will receive a confirmation email with the subject "Welcome to MHBE Portal for CAW Registration and Application Portal" The email contains the Welcome to MHBE Portal for CAW Registration and Application Portal link: https://mhbe.force.com/training/CustomCommunityLogin so that you can complete and submit an application for the Maryland Health Connection CAW role in which you will be working.

Click on the link provided in the confirmation email and enter you login credentials you created during registration.
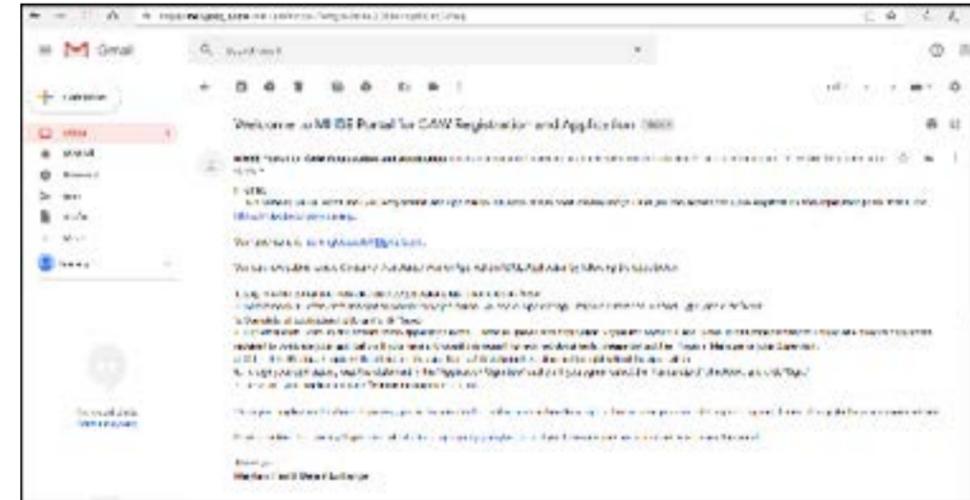
Click on the Home Tab. This shows an overview of the information you entered when creating an account as well as any CAW roles that were approved and assigned to your account.
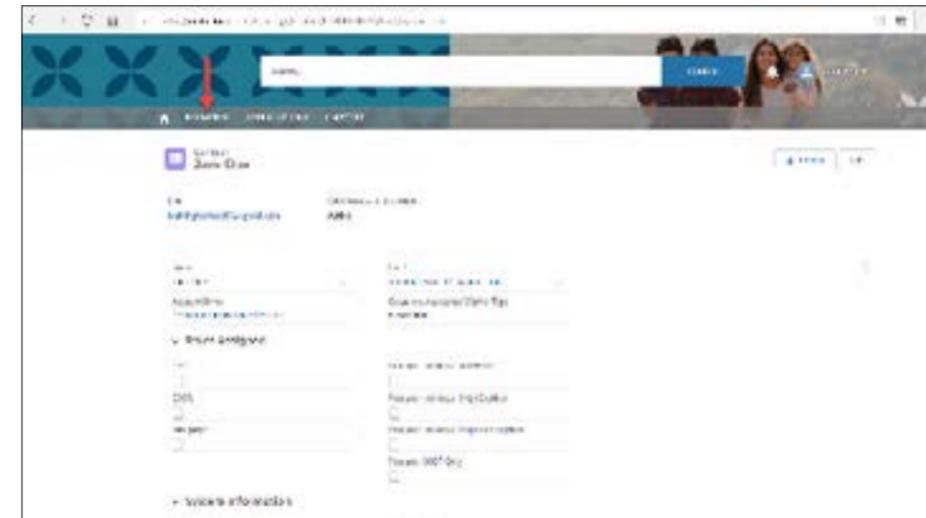
Application

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

Select your role in which you are applying for Maryland Health Connection from the drop down menu and click continue.

Enter requested information into the application fields:

- Company/Agency Name – this appears on the website
- Company Agency Website – this appears on the website
- Languages spoken other than English – this will appear on the website
- Do you want your info to appear in search? – the default is yes. If unchecked, you will not appear in the Find Assistance search
- Assistance Offered Email – this will appear on the website
- Assistance Offered in Person – this will appear on the website
- Assistance Offered Phone – this will appear on the website
- National Producer Number – ensure this number matches your license
- Maryland Insurance License Number – ensure this number matches your license
- Authorization for Individual Exchange? – this is to individual insurance to Maryland residents
- Seeking Authorization for SHOP Exchange – this is to sell group insurance to small businesses
- Are you a Captive Producer? – this is only if you work directly with one carrier
- What Connector Entity Region do you work? (What region do you primarily work with?) – this is used by Connector Entities to refer consumers to producers

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

Brokers will need to download the Non-Exchange Entity Agreement (NEEA) and the Attestation. Instructions to complete these documents:

Attestation should be completed as follows:
On the last page, print your name, NPN, sign your name, and print date of signature

NEEA should be completed as follows:

Page 1 - print your name

Page 9 - print your address, name, phone number, and email address

Page 10 - On the right side, under Non-Exchange Entity:
By: Sign your name
Name: Print your name
Title: Print your title
Date: Print date of signature

You will need to check the I Understand box and click "Sign"

After documents are loaded and the application is signed, brokers will need to click "Submit for Approval" at the top of the page

A box will pop up and brokers should click Submit - comments are not necessary.

After Application Submission

After you have submitted your application, it will appear in your applications tab as "submitted."

You will also receive a confirmation email regarding the approval of your application.

Once the application is approved, you should look for a communication from Adobe Captivate Prime inviting them to create an account and login. You should receive this email within 3-5 business days after receiving approval.

Adobe Captivate Prime Account Creation

Adobe accounts that have been created with your work email (IE, maryland.gov or other official email domains) are acceptable to use for your training profile.

In addition, please make note as you create your account that your password must:

- Include at least one number or symbol
- Include both upper and lower case latin characters
- Be at least 8 characters long.

# Navigating You Adobe Captivate Prime Learner Account

Upon opening Captivate Prime, you will see your dashboard:
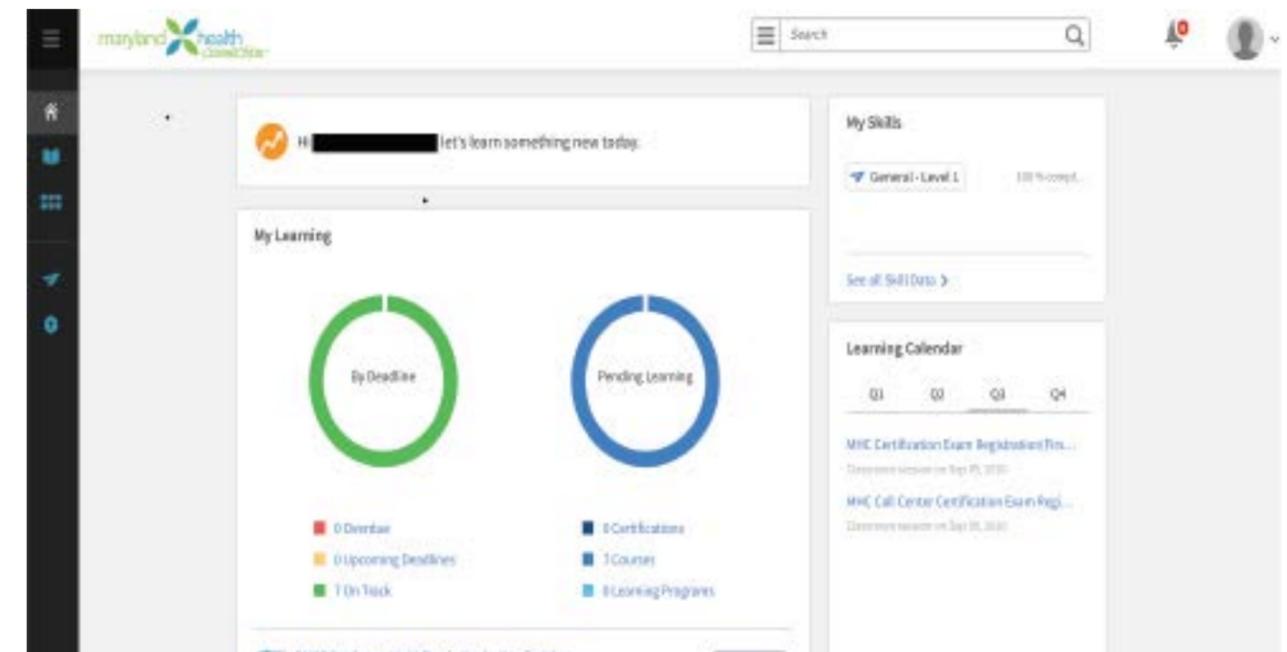

Dashboard helps you organize your training. It can be customized clicking the gear button in the upper right corner.
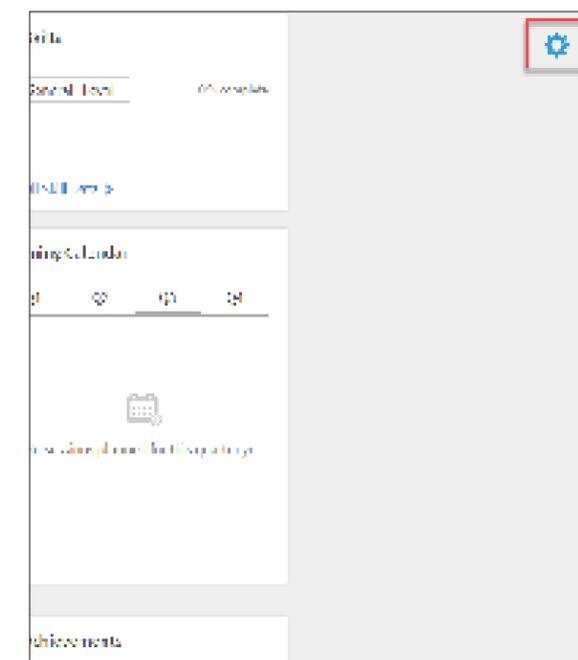
When you click on the gear button, a dotted line will appear around your profile. Once it does, you can drag and drop the "widgets" (pieces of your profile) around within that space to organize them the way you prefer.
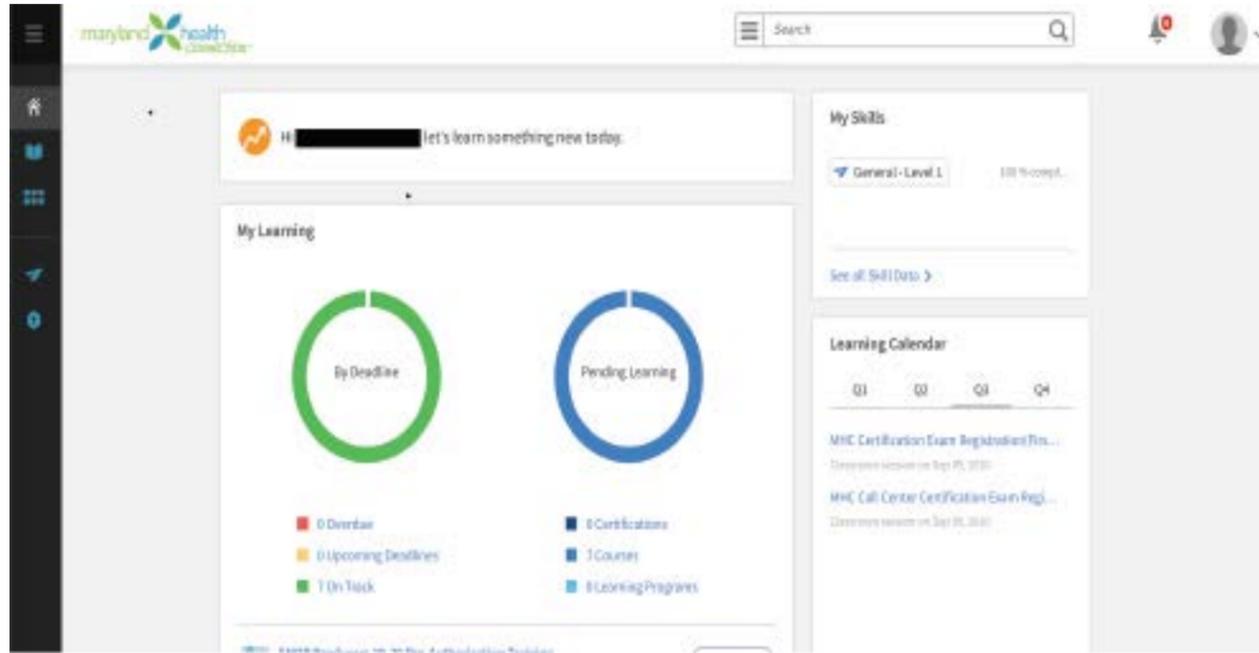

You may return to the top right of your screen to save your changes, reset your dashboard to its prior layout, or cancel the changes you have made.
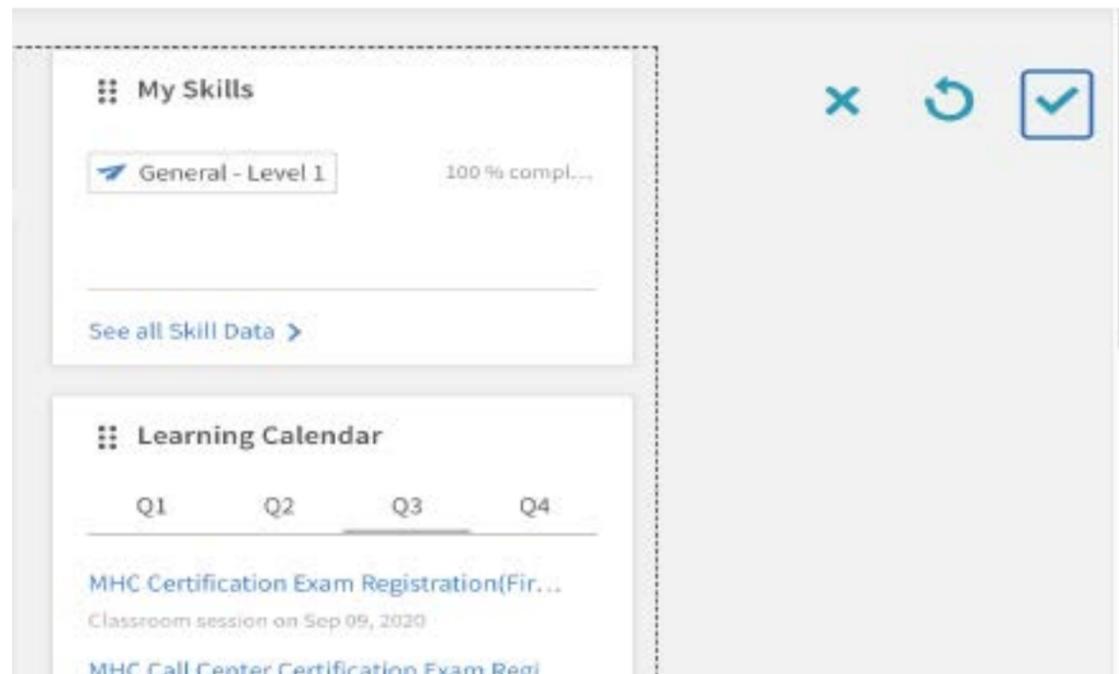
The "By Deadline" donut on your screen lets you know about training that's overdue (in red) or nearing a deadline (in yellow).

The "Pending Learning" donut on your screen uses shades of blue to let you know about courses and learning programs that have been assigned to you.
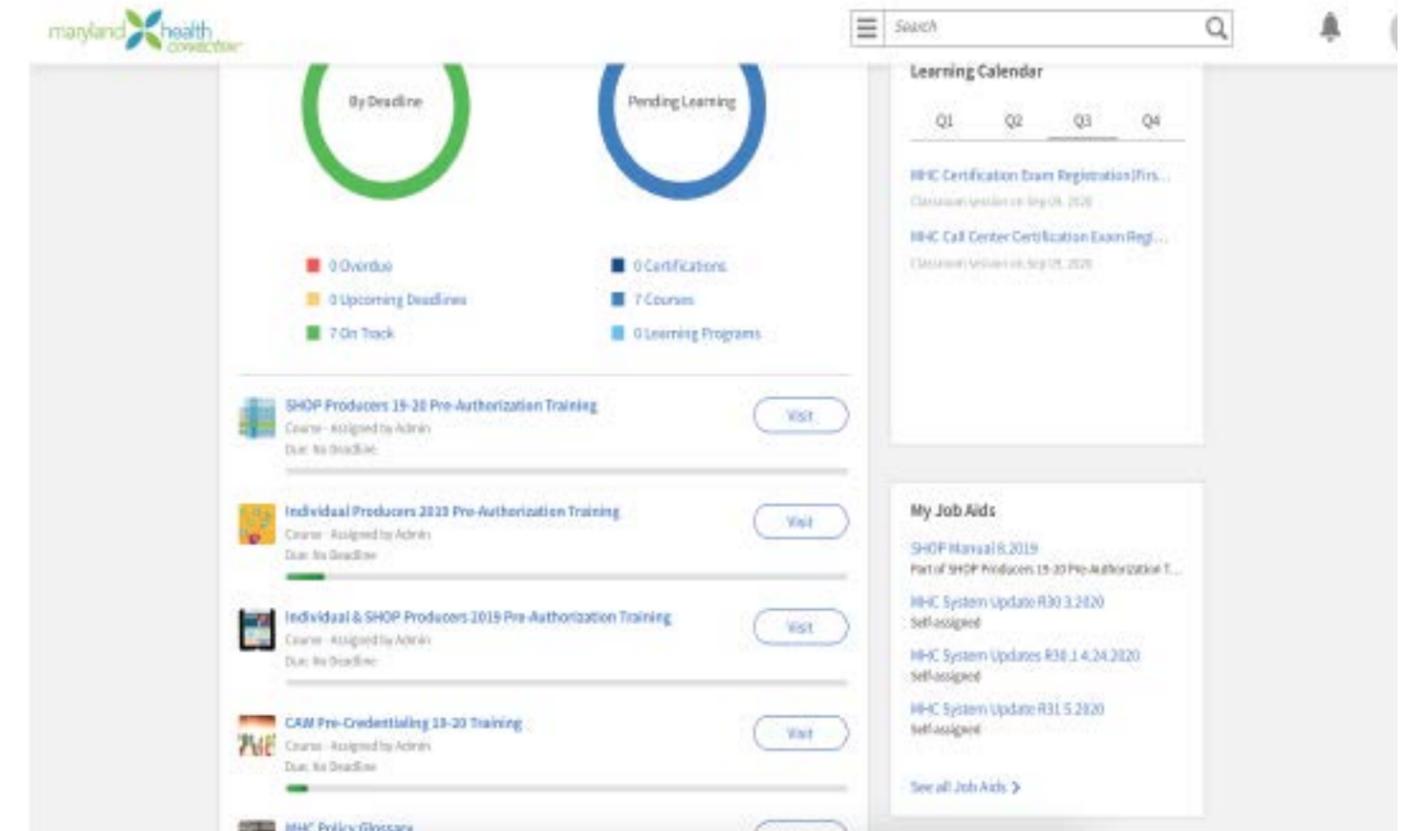
You can launch any of those trainings from the list directly below the donuts.

You will also find a recommended learning box below the list of assigned trainings.

To the right of the donuts, you will find a calendar of your learnings assignments. It is divided by quarter.

Beneath your calendar and across from your recommended training list, you will see the Job Aides widget. This is where you will find any job aides assigned to you.

Using the Player

Once you start a course, it will appear in the player. This player adapts to fit different kind of content. It will also automatically guide you through all elements of your courses. Hover over screen playbar to pop up. There are several video controls you may use throughout the course that are featured in the red boxes below. Some of these features include, full screen mode, volume adjustment, pausing the video and many more.
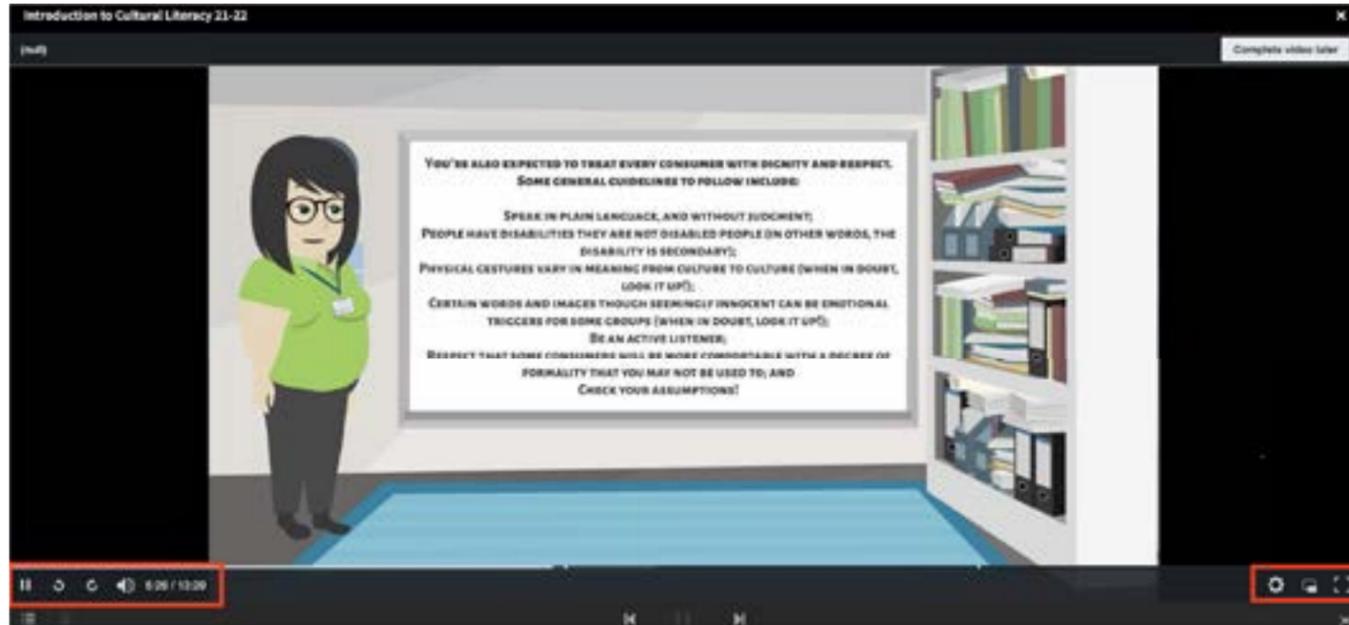

Once you enter the player, a full screen button will be at bottom right.
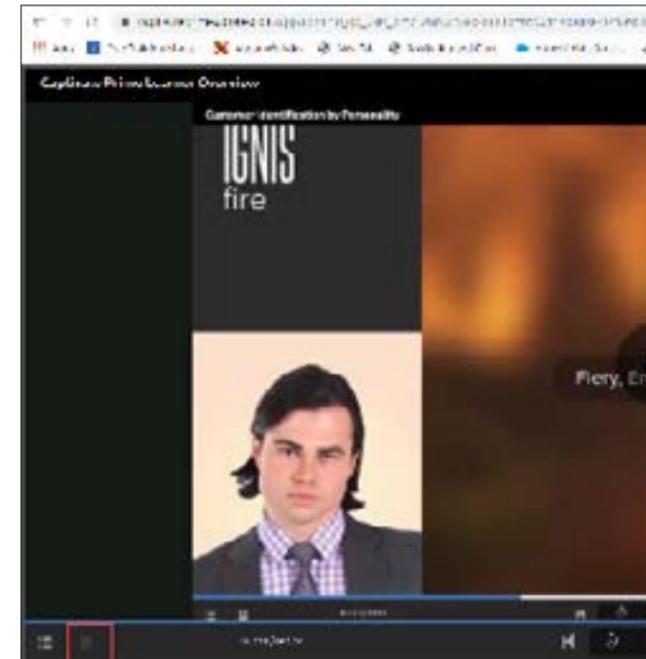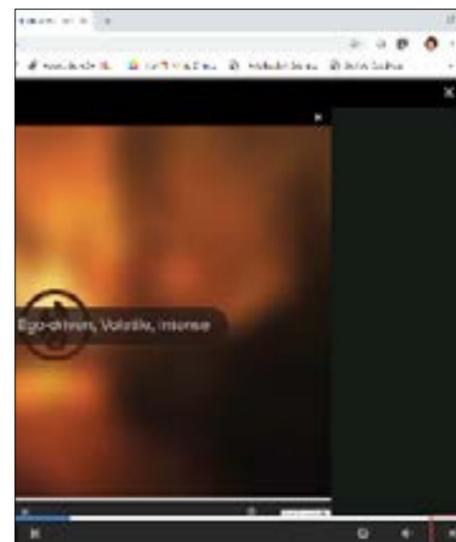

To the bottom left of your player, you will see the notebook button. This button gives access to your notes panel, where you can type notes and Captivate Prime will save them for you.
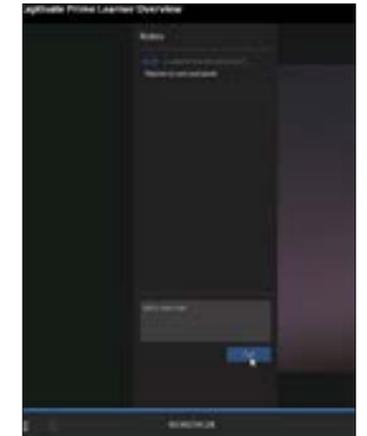

Also located at the bottom left of your player is the table of contents button.
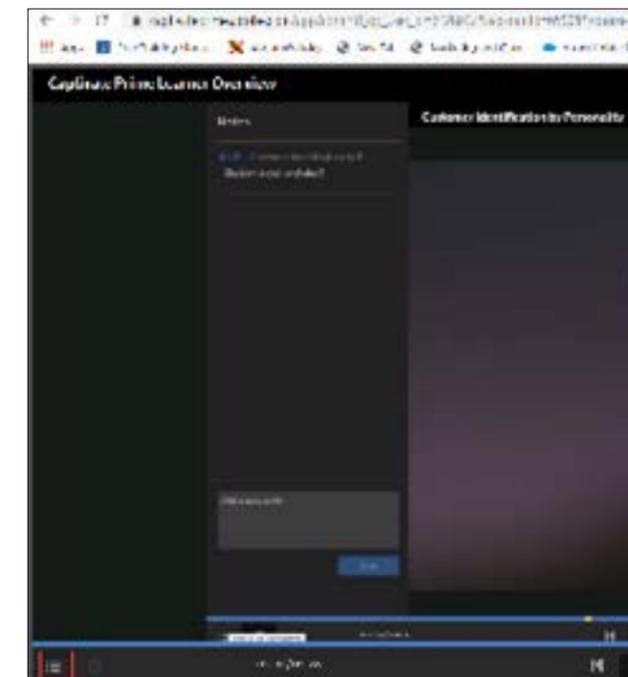
During your course, there may be quizzes you will take through out. When you are prompted to complete a quiz, click the **Take Quiz Now** button shown in the red box below.
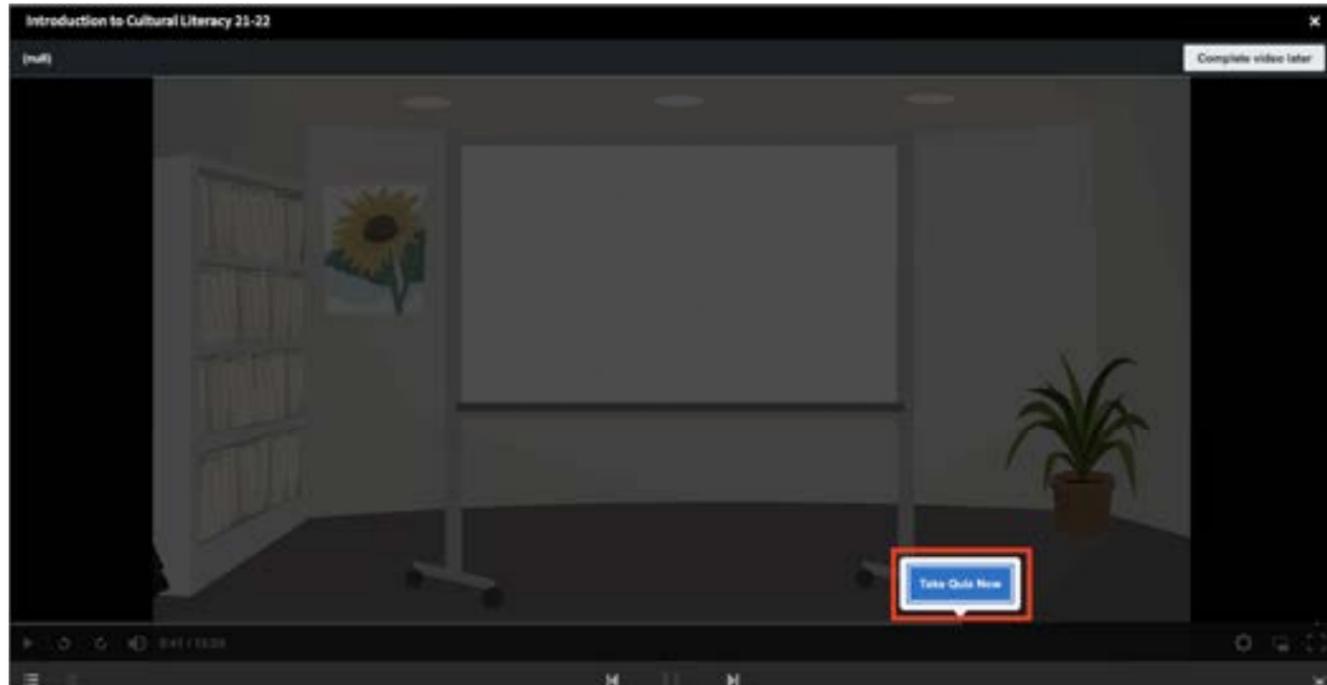
Below is an example of what a quiz will look like within the course.
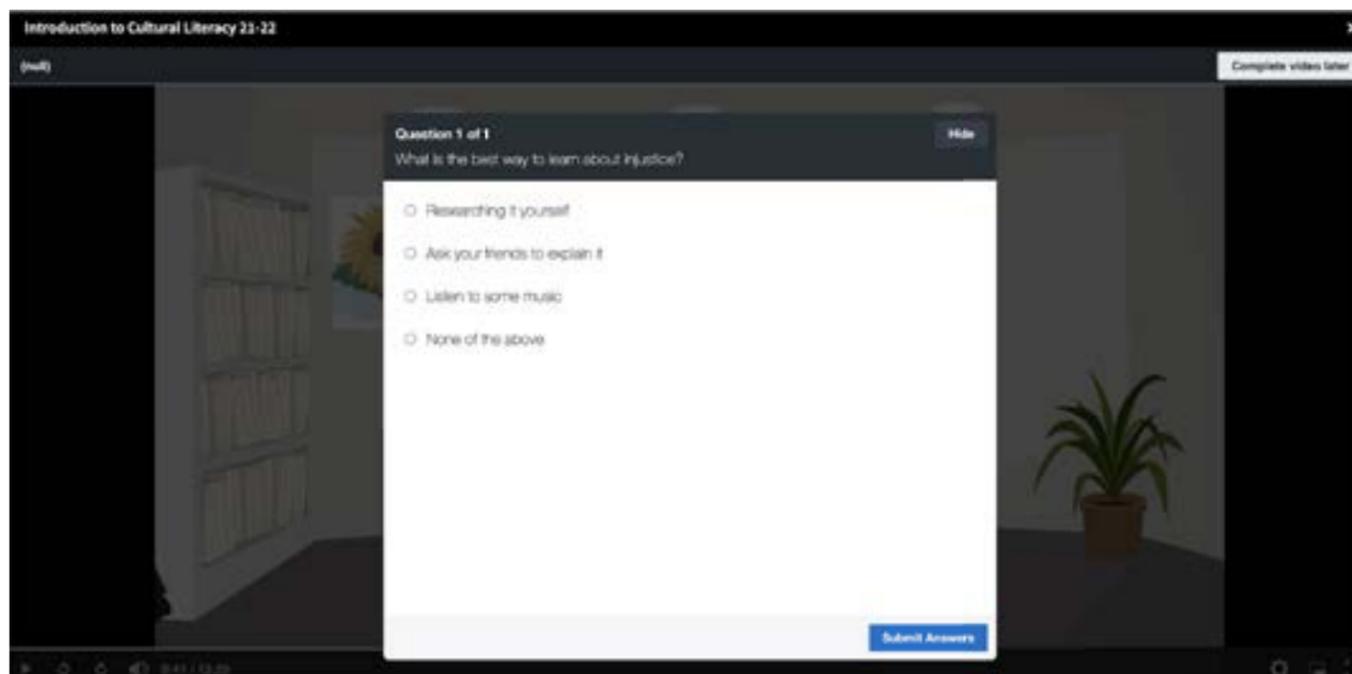
Once you have selected an answer, hover over the pop up bar. A box will appear showing you how how many correct and incorrect answers you have. You may also view the answers you selected. If you are satisfied, click continue to complete the quiz.
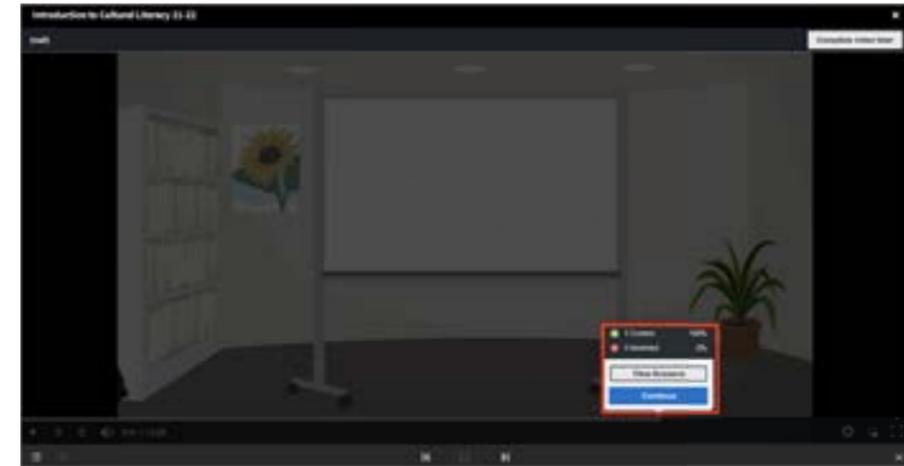
After you finish, select the **complete video** button to indicate you have finished the video. This button is located in the top right corner.
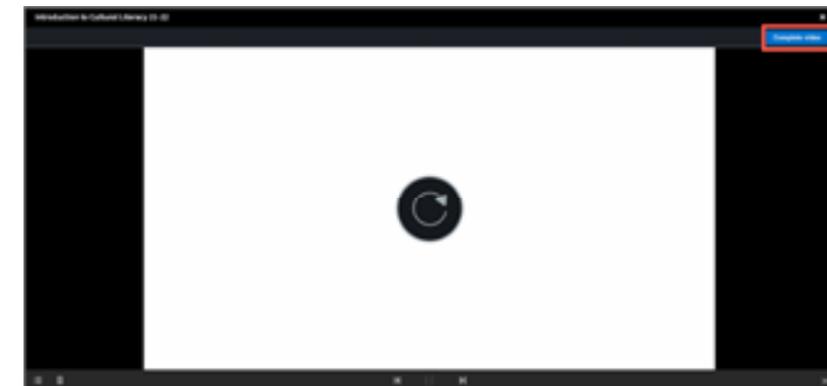
Aftering selecting the complete video button, the course is now completed. You will see a prompt indicating to close your tab or head back to the course.

Help Features

If you need help with your Learner Profile or Course Player, there is a handy "Help" option with solutions to common problems.

To find this help option, click on your profile icon in the top right of your profile.

Scroll to the "Help" option in the drop down menu and click it.

You may also find the "Help" option in the footer of your Learner Dashboard.

This will route you to the Captivate Prime User Guide.

Choose Learner from the menu on the left side of the screen to find more information.

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! You have now completed your required training!

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

If you are a new producer: Please refer to your initial authorization email for any other requirements that you must complete. If you have completed all of the requirements, you should expect to receive your authorization letter from us within a week. If you have not received your authorization letter from us within a week of completing all of the authorization requirements, please feel free to ask us for an update on when you will received your authorization letter. You can email us at mhbe.producers@maryland.gov .

Once you receive your authorization letter, you should be all set to help your clients during the upcoming enrollment period.