

Certification Process



To become certified to sell AmeriHealth Caritas VIP plans, please follow the steps outlined below.

- **Step 1:** Ensure you have an executed 2021 contract with your FMO. Please reach out to your FMO directly if you have questions.
- **Step 2:** Log in to Miramar: Agent at <https://miramar-agent.com> to start your certification.
- **Step 3:** Returning agent:
 - Simply log in to Miramar: Agent.
 - Update your contact information, if necessary.
 - Register the contract year-specific PIN number that your FMO provided to you to start the VIP certification program.
- **Step 3:** New agent:
 - On the login page, select “Register as an Agent.”
 - At the prompt, enter your Social Security number and PIN number.
 - Create your profile.
 - Register the contract year-specific PIN number that your FMO provided to you to start the VIP certification program.
- **Step 4:** Follow the instructions in the module and fully complete each step. Please make sure to refresh every time to move on to the next task.
- **Step 5:** Your certification is not complete until you receive an email from Miramar: Agent confirming your appointment.

Certification Process



Core Medicare training:

- Agents can either complete Core Training through AHIP or within Miramar: Agent.

FWA and compliance training:

- For those uploading AHIP; fraud, waste, and abuse (FWA); and compliance as part of AHIP, there are no further actions required.
- Agents can also go to the CMS website and complete the training and obtain the certificates for you to upload.
- Agents can complete these trainings within Miramar: Agent.

HIPAA and product training:

- All agents need to complete HIPAA and product training within Miramar: Agent.

Login does not work?

- If you are a new user to Miramar: Agent (formally known as Sales Sentinel), create an account by clicking “Register as an Agent” on the login page.

Forget your Sales Sentinel password?

- Click the “Forgot your password?” link on the login page.

Technical questions?

- Visit the help page by clicking the line on the login page.

Additional questions?


- Contact Broker Support at **1-855-241-3647**.

Helpful tip:

- Make sure to refresh Miramar: Agent between each step.

Registration/Login



 miramar:agent

Welcome to Miramar:Agent

Miramar:Agent 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, Miramar:Agent can be licensed as a complete solution or tailored to address specific needs. Log in below.

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

Click here to submit a ticket with Miramar:Agent

Log In

Username

Password



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

Annotations:

- Red circle around "help page" link.
- Red arrow pointing to "Forgot your password?" link: Password reset link
- Red arrow pointing to "Register as an Agent" button: New user registration

Register 2022 Program



miramar:agent  Need Help? ACHP test Agent 

Agent Dashboard [Click here to enter PIN#](#) [Register New](#)

Alert: Maintenance Tonight 9:00-11:00 EST [Learn more](#)

ACTIVE PROGRAMS

There are no programs currently in progress

[View All](#)

READY TO SELL

Plan	Contract Name	Contract #	State	Benefit Year	Effective
No results					
View All					

GROUPS

Plan	Group	Start Date	Writing Code
AmeriHealth Caritas	Internal IBC	07/19/2019	
View All			

RECENT TRAINING

Plan	Course Name	Enrolled Date	Attempt	Score	Passed	Completed Date
No results						
View All						

Starting the Program



2

[Need Help?](#) ACHP test Agent

Agent Dashboard

[Register New](#)

Alert: Maintenance Tonight 9:00-11:00 EST

[Learn more](#)

ACTIVE PROGRAMS

2020 AmeriHealth Caritas Annual Certification **NEW**



click here to start the program

[Start](#)

[View All](#)

READY TO SELL

Plan	Contract Name	Contract #	State	Benefit Year	Effective
------	---------------	------------	-------	--------------	-----------

No results

[View All](#)

GROUPS

Plan	Group	Start Date	Writing Code
------	-------	------------	--------------

AmeriHealth Caritas	Internal IBC	07/19/2019	
---------------------	--------------	------------	--

[View All](#)

RECENT TRAINING

Plan	Course Name	Enrolled Date	Attempt	Score	Passed	Completed Date
------	-------------	---------------	---------	-------	--------	----------------

No results

[View All](#)

Dashboard

Agent Appointments

Agency Appointments

Documents

Groups

Agent Licenses

Messages

Programs

Ready to Sell

Training

Scorecard

How to Proceed to the Next Step



miramar:agent

[Need Help?](#) ACHP test Agent

Dashboard

- Agent Appointments
- Agency Appointments
- Documents
- Groups
- Agent Licenses
- Messages
- Programs
- Ready to Sell
- Training
- Scorecard

Agent Dashboard

[Register New](#)

Alert: Maintenance Tonight 9:00-11:00 EST [Learn more](#)

ACTIVE PROGRAMS

There are no programs currently in progress



[View All](#)

READY TO SELL

Plan	Contract Name	Contract #	State	Benefit Year	Effective
------	---------------	------------	-------	--------------	-----------

No results

[View All](#)

GROUPS

Plan	Group	Start Date	Writing Code
------	-------	------------	--------------

AmeriHealth Caritas	Internal IBC	07/19/2019	
---------------------	--------------	------------	--

[View All](#)

RECENT TRAINING

Plan	Course Name	Enrolled Date	Attempt	Score	Passed	Completed Date
------	-------------	---------------	---------	-------	--------	----------------

No results

[View All](#)