

All agents must complete the **Medicare Annual Certification program** annually through the **Miramar: Agent** system in order to market the **Excellus Health Plan, Inc Medicare products** and remain eligible to receive commissions and/or renewals.

Recommended Brower: Microsoft Edge

Agents should complete all required certification, credentialing, documentation, appointment, and training requirements before marketing Medicare products.

To begin your 2027 certifications, please follow the steps below.

Step 1: Complete Your AHIP

1. Complete the 2027 AHIP Medicare Training (**required**).
2. You must achieve a passing score of **90% or higher**.
3. Completing AHIP satisfies the CMS Medicare and Fraud, Waste & Abuse (FWA) training requirements.

Step 2: Complete Your Agent Application

1. Access the 2027 Agent Application and training through the **Miramar:Agent** platform for the 2027 Agent Application here:

<https://www.miramar-agent.com/>

Existing Agents:

- Enter your username and password.
- Click **Log In**.

New Agents:

- Select **Register as an Agent**.
- Complete the registration process.

Multifactor Authentication (MFA)

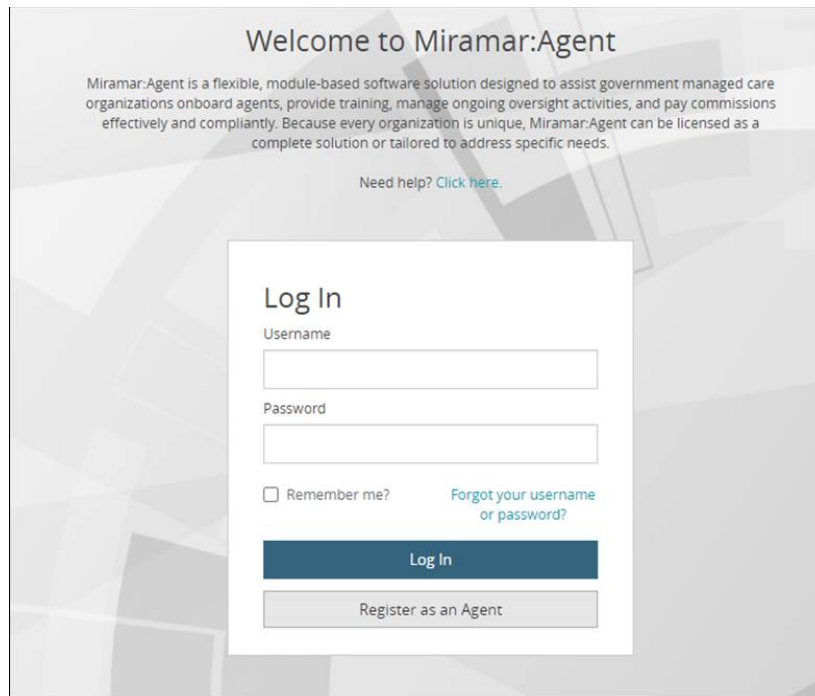
Miramar: Agent requires multifactor authentication when logging in.

- a. After logging in, you will be prompted to enter a verification code.
- b. The verification code will be sent to the email address listed in your profile.
- c. The code is valid for **five** minutes.
- d. If the code expires, request a new verification code from the verification screen.

- e. Once authenticated, you will be taken to your agent's dashboard.
- f. MFA verification is required approximately **once every 30 days**.

Important: if your email address has changed, contact

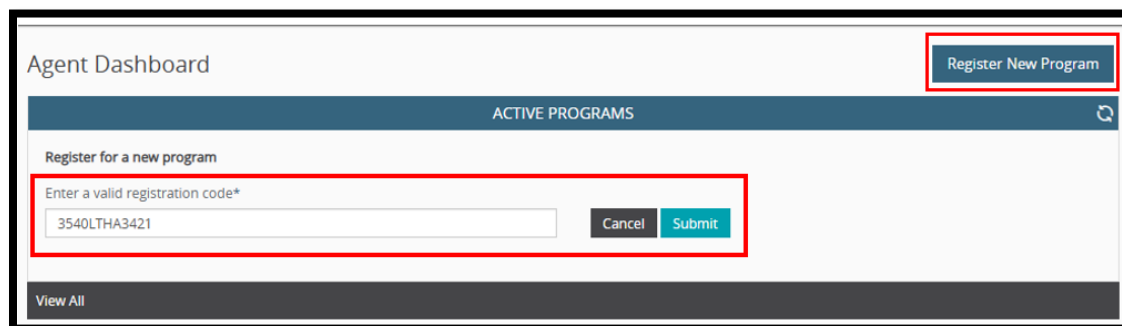
Lawrie.Ditterline@excellus.com.



The image shows the Miramar:Agent login interface. At the top, it says 'Welcome to Miramar:Agent'. Below this is a paragraph describing the software as a flexible, module-based solution for government managed care organizations. A link 'Need help? Click here.' is provided. The main section is a 'Log In' form with fields for 'Username' and 'Password'. There is a 'Remember me?' checkbox and a link 'Forgot your username or password?'. At the bottom of the form are two buttons: 'Log In' and 'Register as an Agent'.

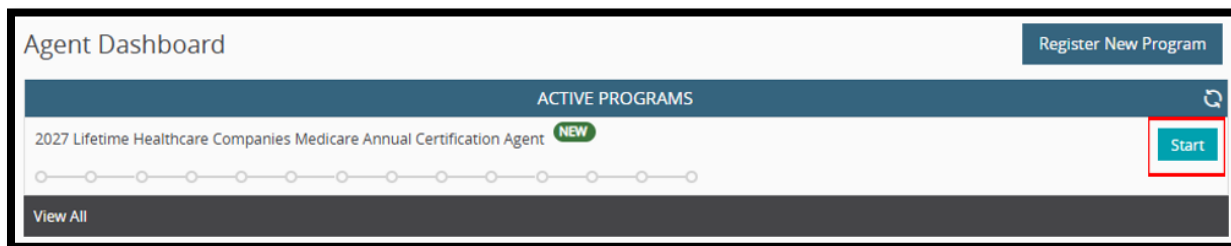
Step 3: Register for the 2027 Certification Program

1. From the Agent Dashboard, to start the training, register for a program by selecting **Register New Program**.
2. Enter the **Registration Code: 3540LTHA3421**
3. Click **Submit**.

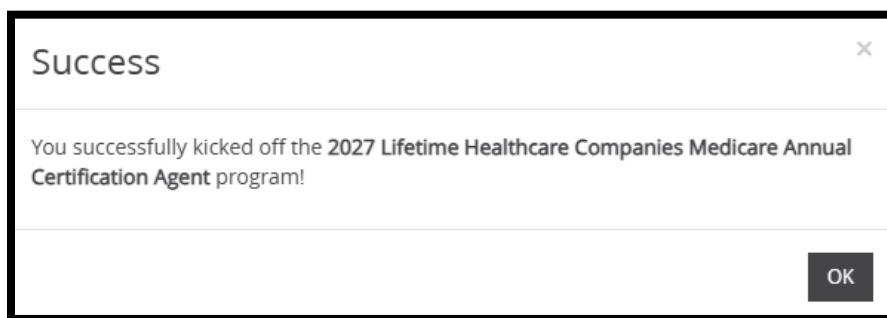


The image shows the 'Agent Dashboard' interface. In the top right corner, there is a button labeled 'Register New Program'. Below this, there is a section titled 'ACTIVE PROGRAMS'. Underneath, it says 'Register for a new program'. There is a text input field labeled 'Enter a valid registration code*' with the code '3540LTHA3421' entered. To the right of the input field are two buttons: 'Cancel' and 'Submit'. At the bottom left, there is a link 'View All'.

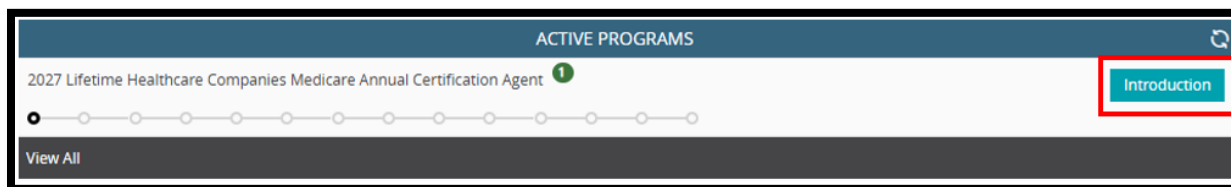
4. Select **Start** next to 2027 Lifetime Healthcare Companies Medicare Annual Certification Agent.



5. This will initiate the certification program. Click **OK**.



6. Start with the **Introduction**.



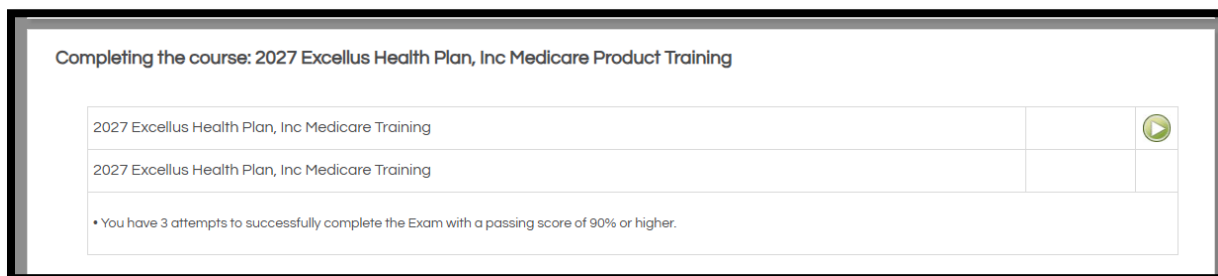
7. Proceed through all required program steps.

Required Consent Forms

During the workflow, you will receive three consent forms requiring approval;

- Two consent forms are for required background checks.
- One consent form authorizes a license check.

8. After completing the applicable program sections, the **2027 Excellus Health Plan, Inc Medicare Training** will become available.



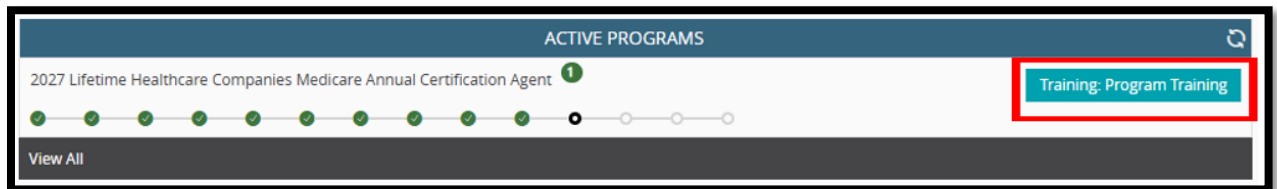
THIS TRAINING COURSE WILL OPEN IN A NEW TAB. PLEASE BE PATIENT WHILE WE LOAD YOUR CONTENT...

The Miramar:Agent website uses pop-ups. If your training course does not open, please ensure pop-ups are enabled for your browser. For further instructions on how to enable pop-ups, click the link below to visit our Knowledge Base article.
<https://miramar-agent.com/#/knowledgeBaseArticle/4>

If you have completed the training course and are ready to continue, please return to your Dashboard to retrieve your next step.

Step 4: Complete Your Certification Training

1. Start the **Program Training**.



2. Complete all required training modules.
3. Successfully pass all applicable certification assessments.
4. Once training is complete, select **Certification Exam** to take the 2027 Certification Exam.
5. Complete any remaining required steps.

Step 5: Appointment & Ready to Sell Status

1. Once you have completed all required steps, you will be notified that you are Ready to Sell.

Miramar:Agent Troubleshooting

If you experience issues using Miramar:Agent, we recommend the following troubleshooting steps:

1. **Use a computer or laptop.**
Do not use an iPad or tablet.
2. **Use Microsoft Edge as your browser**, if possible.
3. Allow pop-ups in your browser.
4. Clear your cookies.

5. Close the browser completely.

Close all browser windows, not just the current tab.

6. Re-open the browser.

7. Clear your cookies again.

8. Log in to Miramar:Agent.

If you continue to experience issues, you may also try using **Private/Incognito Mode**. This step is optional but may help resolve browser-related issues.