



2018 MeridianCare Medicare Annual Certification Sentinel Elite Program User Guide

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Register Program Code as an Existing Sentinel User

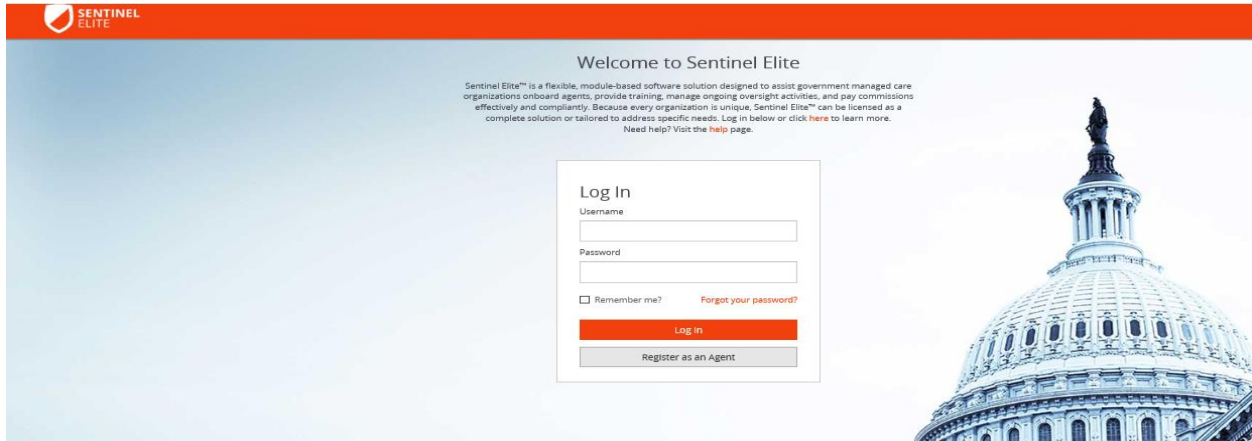
Register As a New Agent in Sentinel Elite

Steps in 2018 MeridianCare Medicare Annual Certification Online Program

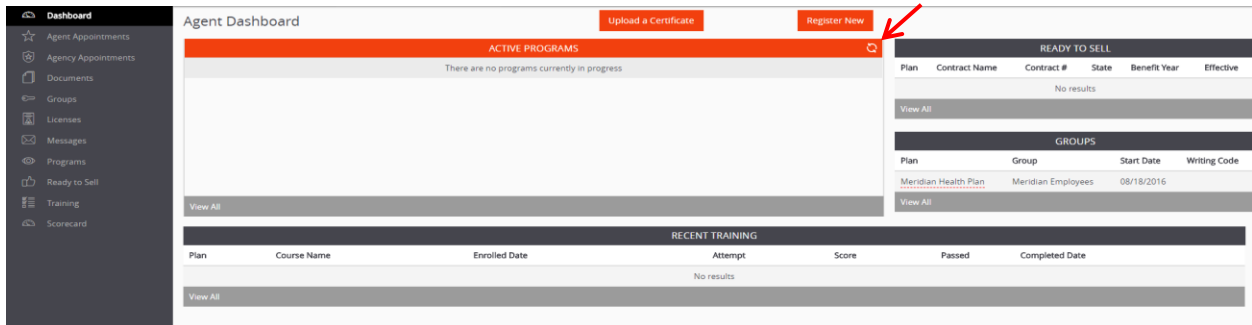
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Register Program Code as an Existing Sentinel User

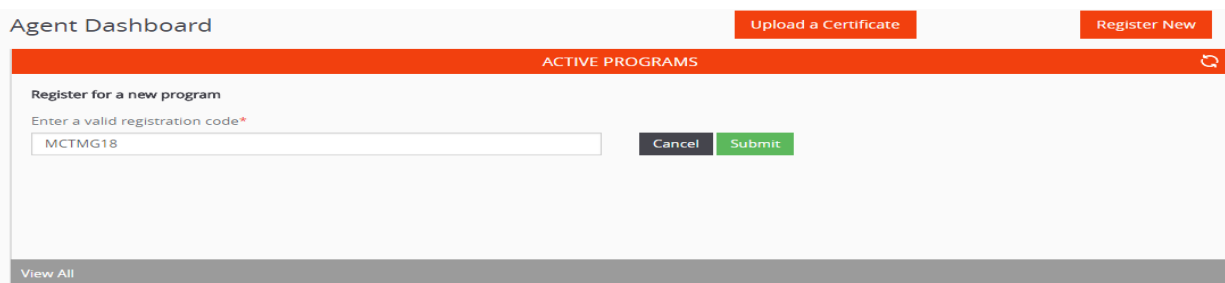
If have already registered as an agent in Sentinel Elite, log into your account at <http://sentinelelite.com>.



After you log in, you will land on the Agent Dashboard. To register the 2018 MeridianCare onboarding program, click on the box "Register New" located at the top center of the dashboard.



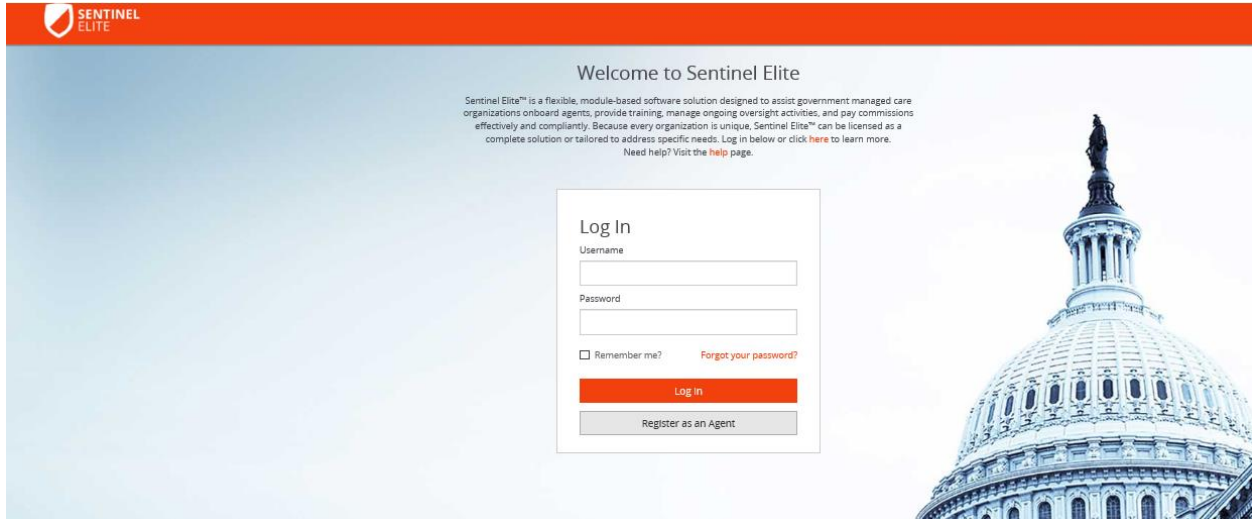
Enter program code **MCTMG18** in the "Register for a new program" section, then click submit. You might need to refresh the "Active Program" widget for the 2018 MeridianCare program to appear.



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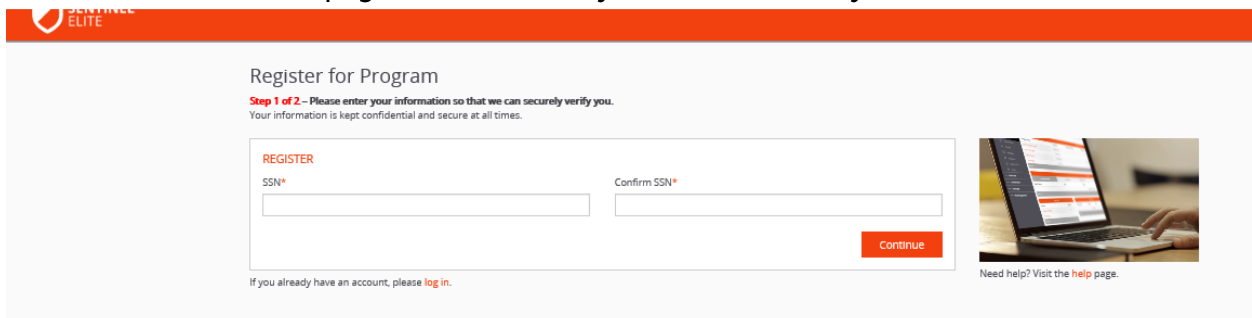
Registering as a New Agent in Sentinel

If you are not already a register agent in <http://sentinelelite.com>, the first step is to create a user profile or “Register as an Agent”:



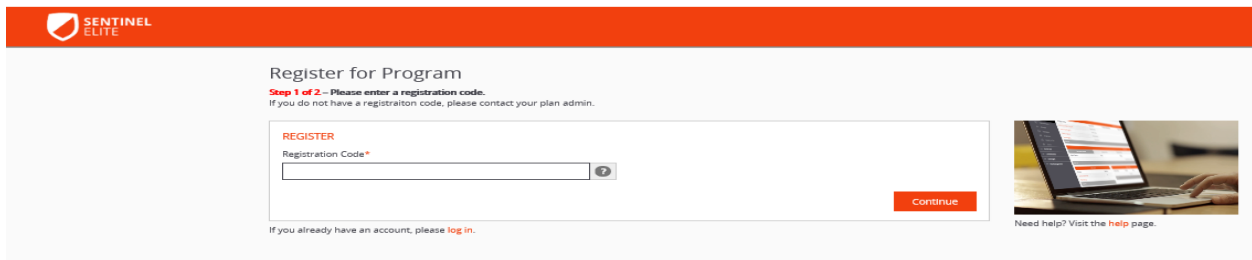
The screenshot shows the Sentinel Elite login page. At the top left is the Sentinel Elite logo. The main heading is "Welcome to Sentinel Elite". Below this is a paragraph of text: "Sentinel Elite™ is a flexible, module-based software solution designed to assist government managed care organizations onboard 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](#)." In the center is a "Log In" form with fields for "Username" and "Password", a "Remember me?" checkbox, a "Forgot your password?" link, and "Log In" and "Register as an Agent" buttons. On the right is a large image of the dome of the U.S. Capitol building.

- Select “Register as an Agent”
- The next page is where enter your Social Security Number



The screenshot shows the "Register for Program" page. The heading is "Register for Program". Below it is "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." The form has two input fields: "SSN*" and "Confirm SSN*", with a "Continue" button. A small image of a laptop is on the right. At the bottom left, it says "If you already have an account, please [log in](#)." At the bottom right, it says "Need help? Visit the [help page](#)."

- Enter in your registration code: MCTMG18



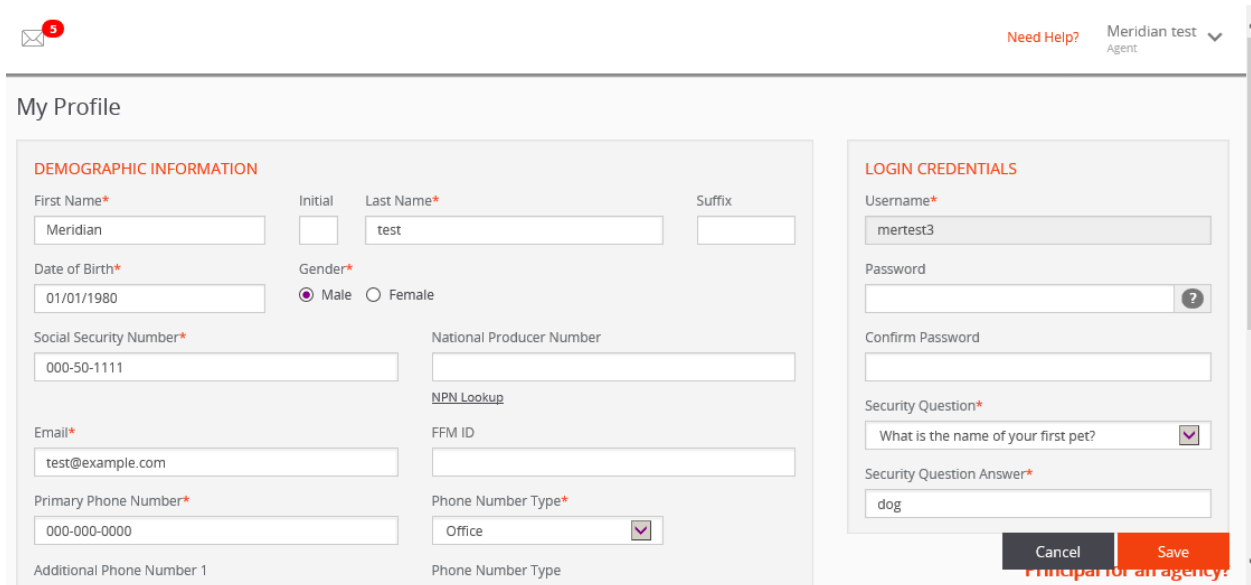
The screenshot shows the "Register for Program" page. The heading is "Register for Program". Below it is "Step 1 of 2 - Please enter a registration code. If you do not have a registration code, please contact your plan admin." The form has one input field: "Registration Code*", with a "Continue" button. A small image of a laptop is on the right. At the bottom left, it says "If you already have an account, please [log in](#)." At the bottom right, it says "Need help? Visit the [help page](#)."

- Once you have submitted your registration code you will be prompted to create a username, password, and security questions.

- Password requirements:
 - 8 or more characters
 - At least one special character (i.e. !#&\$)
 - At least one digit
 - At least one uppercase letter



- Enter in your demographics on the profile screen.

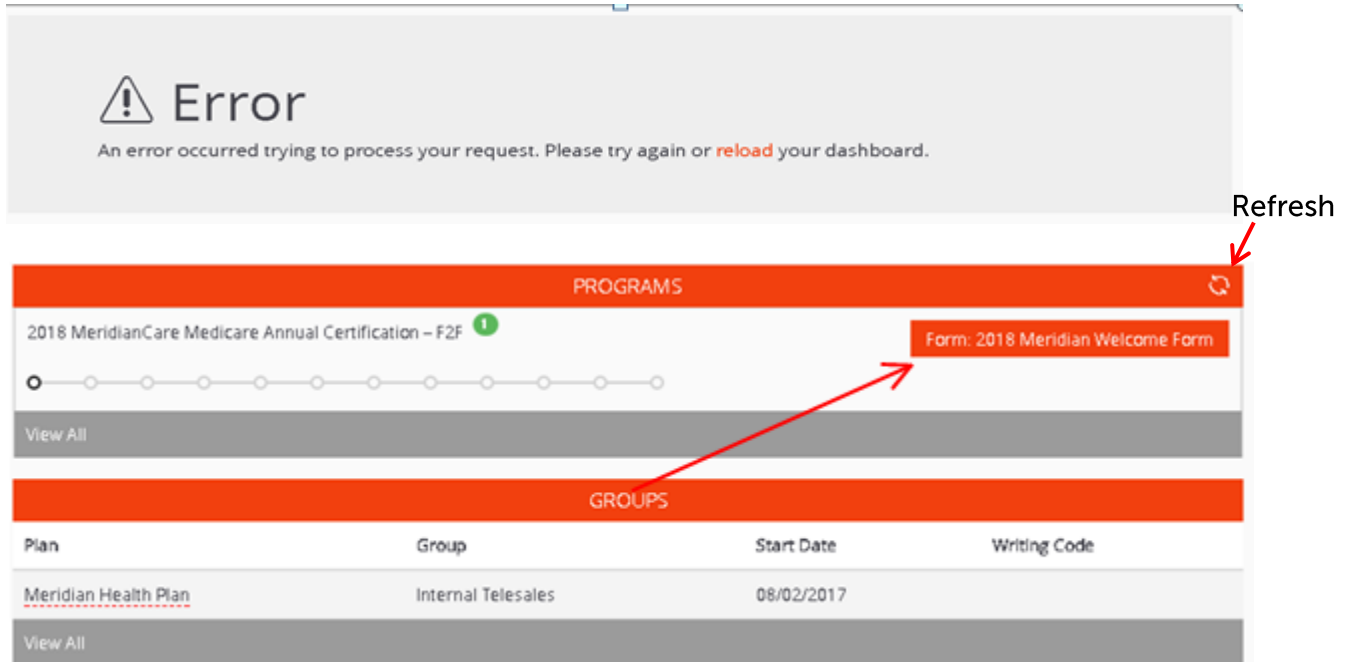


- Select save.

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Welcome Form

On your dashboard, under the Program section, the 2018 MeridianCare Medicare Annual Certification - Online program will be displayed. You will have to click to “Start” to begin the new program then refresh your Programs section. **Disclaimer: if you receive errors throughout the workflow, refresh the page or delete your cookies. You may have to do this often.*



Error
An error occurred trying to process your request. Please try again or **reload** your dashboard.

PROGRAMS Refresh

2018 MeridianCare Medicare Annual Certification – F2F ¹

Form: 2018 Meridian Welcome Form

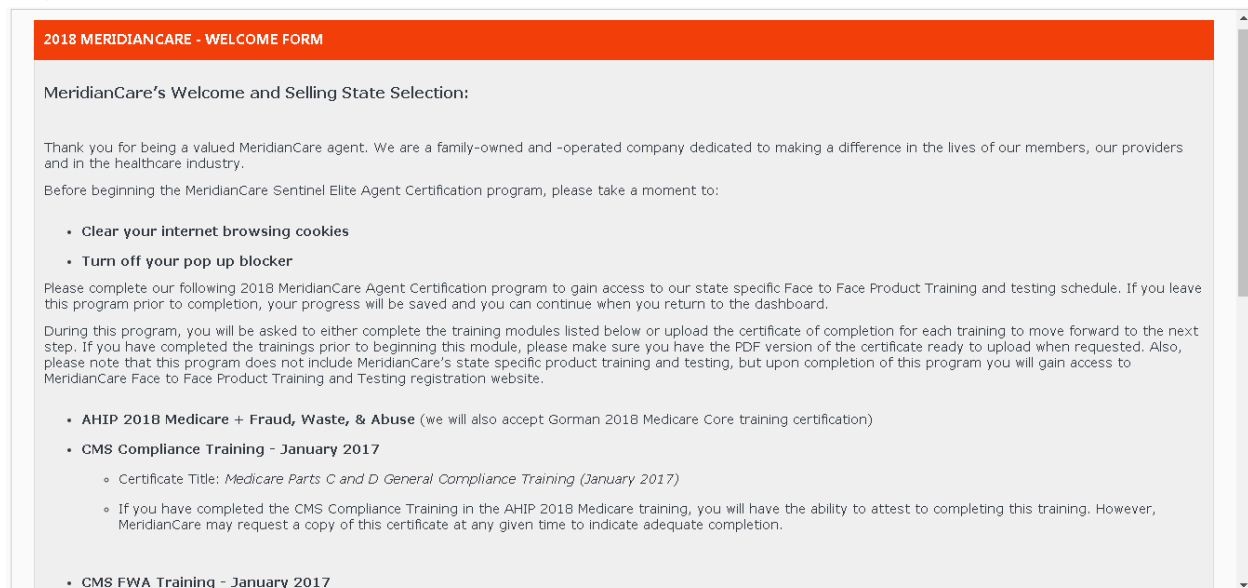
View All

GROUPS

Plan	Group	Start Date	Writing Code
Meridian Health Plan	Internal Telesales	08/02/2017	

View All

Once you begin, the welcome form will be the first step. Please click on “Form: 2018 Meridian Welcome Form” and read this page carefully to understand everything that is required.



2018 MERIDIANCARE - WELCOME FORM

MeridianCare's Welcome and Selling State Selection:

Thank you for being a valued MeridianCare agent. We are a family-owned and -operated company dedicated to making a difference in the lives of our members, our providers and in the healthcare industry.

Before beginning the MeridianCare Sentinel Elite Agent Certification program, please take a moment to:

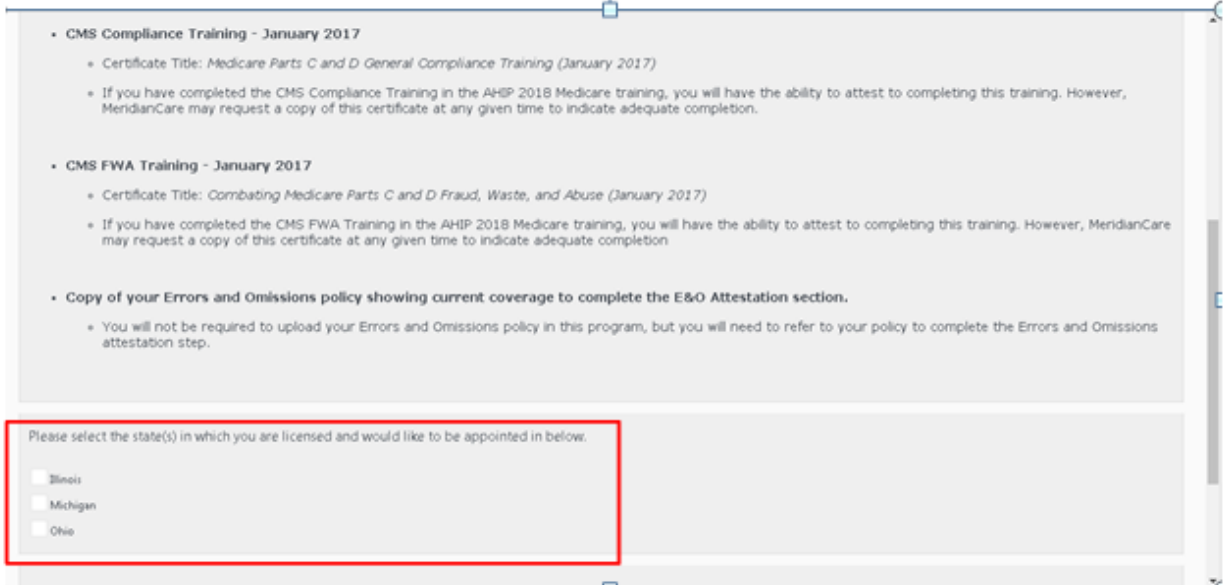
- Clear your internet browsing cookies
- Turn off your pop up blocker

Please complete our following 2018 MeridianCare Agent Certification program to gain access to our state specific Face to Face Product Training and testing schedule. If you leave this program prior to completion, your progress will be saved and you can continue when you return to the dashboard.

During this program, you will be asked to either complete the training modules listed below or upload the certificate of completion for each training to move forward to the next step. If you have completed the trainings prior to beginning this module, please make sure you have the PDF version of the certificate ready to upload when requested. Also, please note that this program does not include MeridianCare's state specific product training and testing, but upon completion of this program you will gain access to MeridianCare Face to Face Product Training and Testing registration website.

- AHIP 2018 Medicare + Fraud, Waste, & Abuse (we will also accept Gorman 2018 Medicare Core training certification)
- CMS Compliance Training - January 2017
 - Certificate Title: Medicare Parts C and D General Compliance Training (January 2017)
 - If you have completed the CMS Compliance Training in the AHIP 2018 Medicare training, you will have the ability to attest to completing this training. However, MeridianCare may request a copy of this certificate at any given time to indicate adequate completion.
- CMS FWA Training - January 2017

Toward the bottom of the page you will select the state(s) in which you are licensed and wish to be appointed in then click the **Continue** button to move to the **MeridianCare Agent Agreement** step.



• **CMS Compliance Training - January 2017**

- Certificate Title: *Medicare Parts C and D General Compliance Training (January 2017)*
- If you have completed the CMS Compliance Training in the AHIP 2018 Medicare training, you will have the ability to attest to completing this training. However, MeridianCare may request a copy of this certificate at any given time to indicate adequate completion.

• **CMS FWA Training - January 2017**

- Certificate Title: *Combating Medicare Parts C and D Fraud, Waste, and Abuse (January 2017)*
- If you have completed the CMS FWA Training in the AHIP 2018 Medicare training, you will have the ability to attest to completing this training. However, MeridianCare may request a copy of this certificate at any given time to indicate adequate completion.

• **Copy of your Errors and Omissions policy showing current coverage to complete the E&O Attestation section.**

- You will not be required to upload your Errors and Omissions policy in this program, but you will need to refer to your policy to complete the Errors and Omissions attestation step.

Please select the state(s) in which you are licensed and would like to be appointed in below.

- Illinois
- Michigan
- Ohio

*Please note that each state selected above requires separate product training and testing that is not included in this MeridianCare 2018 Agent Certification program. Upon completion of this program, you will need to register and attend a MeridianCare Face to Face Product Training to complete your appointment process.

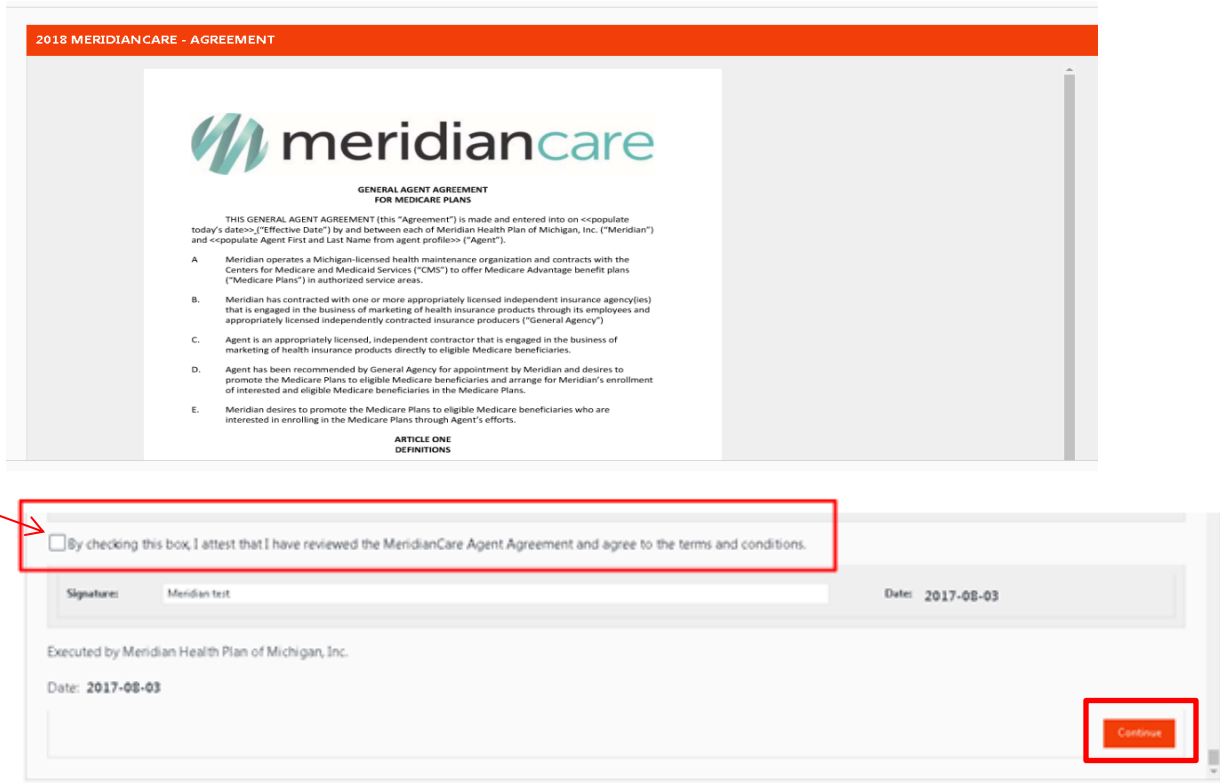
If you have any questions or concerns regarding MeridianCare's Onboarding or Appointment process, please contact MeridianCare's Agent Appointments at (866)821-2540 for Illinois or (866)821-2650 for Michigan and Ohio. Thank you.

Continue

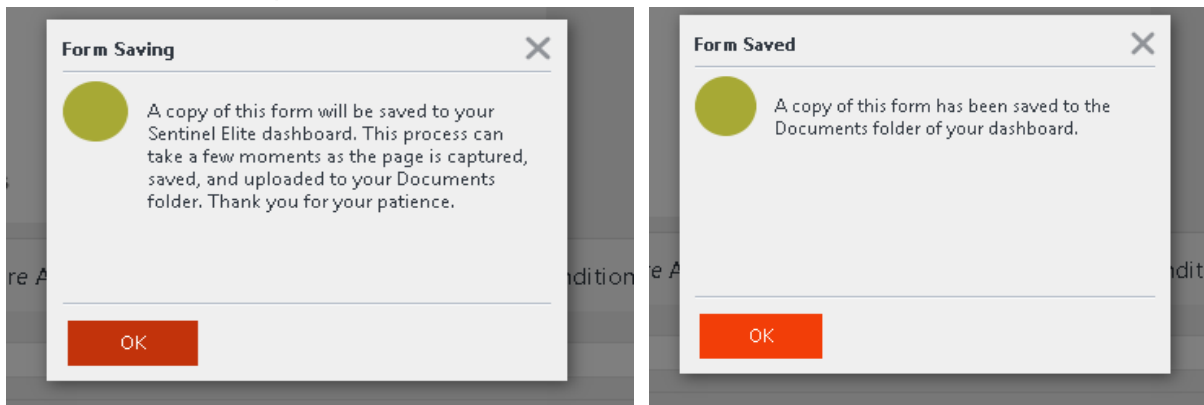
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Agent Agreement

In this step, please read the MeridianCare Agent Agreement carefully, then once you are finished reading, scroll to the bottom and check the attestation box by clicking in the box then click Continue.



A copy of the form will be saved to your dashboard, click OK to move to the Background Check Consent step.



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Background Check Consent

On the "Background Check Consent" step, please read the section carefully, and then scroll to the bottom of the screen to **type in your full legal name** then click **Accept**. This step can take up to 20 minutes for Sentinel Elite to complete the background check.

2018 MeridianCare Medicare Annual Certification – F2F
For assistance please call: • 866-821-2540 for Illinois • 866-821-2650 for Michigan & Ohio

BACKGROUND CHECK CONSENT

ACKNOWLEDGEMENT AND AUTHORIZATION FOR CONSUMER REPORTS

Meridian Health Plan

In connection with your application for services with Meridian Health Plan and their agent, Gorman Health Group, you understand that consumer reports or investigative consumer reports may be requested about you including information about your character, general reputation, personal characteristics and mode of living, employment record, education, qualifications, criminal record, driving record, credentials, and/or credit and indebtedness, and may involve personal interviews with sources such as supervisors, friends, neighbors, associates, public record or various Federal, State, or Local agencies.

You hereby authorize the obtaining of such consumer reports and investigative consumer reports at any time after execution of this authorization. By signing below, you hereby authorize without reservation, any party or agency contacted by Meridian Health Plan and/or its agent Gorman Health Group, or the consumer reporting agency acting on behalf of Meridian Health Plan or its agent, Gorman Health Group, to furnish the above mentioned information to Meridian Health Plan, its agent, Gorman Health Group, or any other agents, affiliates, or designated representatives. You further authorize ongoing procurement of the above mentioned reports at any time during your continued contract for services. You also agree that a fax or photocopy of this authorization with your signature shall be accepted with the same authority as the original.

You can find the complete text of the Fair Credit Reporting Act, including your rights under the Fair Credit Reporting Act, on the Federal Trade Commission's web site at <http://www.ftc.gov>.

For New York residents only:

A consumer report will be requested in connection with your application, and additional consumer reports may be requested during your continued contract for service with Meridian Health Plan. You have the right, upon request, to be informed whether or not a consumer report was requested; as well as, the name and address of the consumer reporting agency that furnished the consumer report.

My signature below indicates that I have read, understand, and accept all disclosure and acknowledgements.

AUTHORIZATION

Entering my name below constitutes my digital signature, and is intended by me to have legally binding effect.

Signature:

Date: 8/3/2017

Once the Background Check has been completed, return to your Programs dashboard to start the **Errors & Omissions Attestation** step.

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Errors & Omissions Attestation

For the **Errors and Omissions Attestation** step, please read the section carefully. Once you are done reading check the attestation box by clicking in the box, then clicks **Continue** to move to the **MeridianCare FWA** step.

2018 MeridianCare Medicare Annual Certification - F2F

For assistance please call: • 866-821-2540 for Illinois • 866-821-2650 for Michigan & Ohio

2018 MERIDIANCARE - ERRORS AND OMISSIONS

Errors & Omissions Attestation

MeridianCare requires agents to maintain at all times during the term of appointment, Errors and Omissions Insurance coverage in the amount of, but not less than \$1,000,000 per occurrence and \$1,000,000 annual aggregate limit. The policy must be held with an insurer that is licensed in a state of which the agent is requesting appointment or is appointed with MeridianCare. The policy must also state your name as a covered entity. Agents must request that notice be provided to MeridianCare by the insurer of any reduction, modification, cancellation or termination of policy. Agent must also notify MeridianCare immediately if such policy is or will be reduced, modified, canceled or termination.

I attest that I have adequate Errors and Omissions Insurance coverage as described above and I may be required to submit the policy to MeridianCare at any time.
I understand that I must maintain adequate coverage throughout my entire appointment with MeridianCare.
If I do not have a policy that meets the above requirements my appointment will be terminated.

Signature: Date: 2017-08-03

[Continue](#)

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MeridianCare FWA

For the MeridianCare FWA step, please read the section then click **Continue** to go to the AHIP/Core Training step.

2018 MeridianCare Medicare Annual Certification – F2F

For assistance please call: • 866-821-2540 for Illinois • 866-821-2650 for Michigan & Ohio

2018 MERIDIANCARE - FWA INFORMATION

MeridianCare FWA Information

Ways to Report Non-Compliance, Fraud, Waste & Abuse

MeridianCare is required to have policies and procedures in place to address non-compliance and fraud, waste, and abuse. MeridianCare has multiple mechanisms in place to report suspicious or actual non-compliance and FWA. Suspicious or actual non-compliance and FWA can be reported one of the following ways:

- By notifying a supervisor, manager, or director at MeridianCare.
- Directly to the MeridianCare Compliance Officer.
- To MeridianCare's Legal Department.
- To MeridianCare's Human Resource Department.
- Through the MeridianCare Fraud Hotline number: **855-375-6725**
- Hotline reports can be made anonymously and are confidential.
- Through the MeridianCare website at: <http://www.mymeridiancare.com>

MeridianCare Compliance Officer

It is important to know MeridianCare's Medicare Compliance Officer's contact information in case you need to make a report. The MeridianCare Medicare Compliance Officer is Triet Tran.

Triet Tran, Vice President of Medicare Compliance
Meridian Health Plan
1 Campus Martius, Detroit, MI 48226

Meridian Health Plan
1 Campus Martius, Detroit, MI 48226
Phone: 313-324-3700
Email: Triet.Tran@mhplan.com

MeridianCare Fraud Hotline Number

Suspicious non-compliance or fraud, waste, and abuse can be reported by calling the MeridianCare Fraud Hotline number. Reports made via the hotline are confidential and can be made anonymously.

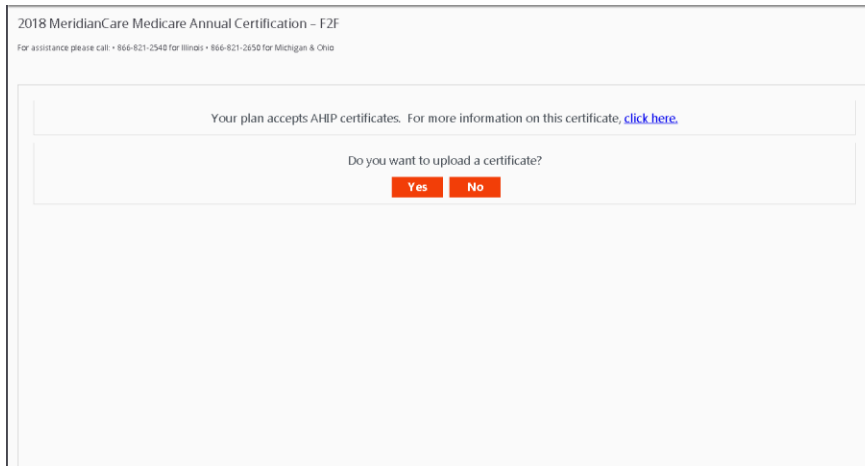
- **MeridianCare Fraud Hotline: 855-375-6725**

Continue

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AHIP/Core Training

On the AHIP upload step, you have the option to upload the **AHIP 2018 Medicare + Fraud, Waste and Abuse Training** certificate by selecting **"Yes"** or to take Gorman's Core Medicare 101 Training for \$95 by selecting **"No"**. If you select the **"Click here"** link, it will give you examples of what the certificates look like.

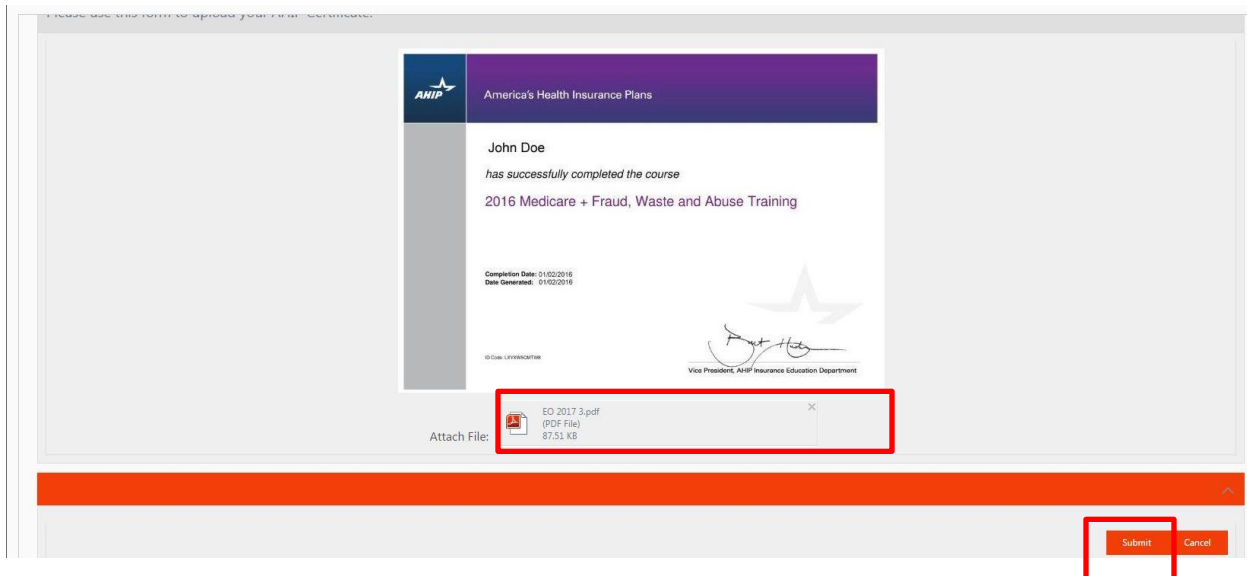


2018 MeridianCare Medicare Annual Certification - F2F
For assistance please call - 866-821-2548 for Illinois • 866-821-2650 for Michigan & Ohio


Your plan accepts AHIP certificates. For more information on this certificate, [click here](#).

Do you want to upload a certificate?

If you selected **"Yes"** to upload the AHIP certificate, your next step will be to upload your PDF version of your AHIP certificate. To attach the file, click in the box next to **Attach File**: then select the AHIP documents from your folder. Once the document is loaded, click **Submit**. After the certificate is accepted by Sentinel, you will go to the **CMS Compliance & FWA Attestation** step.



Please use this form to upload your AHIP certificate.



America's Health Insurance Plans

John Doe
has successfully completed the course
2016 Medicare + Fraud, Waste and Abuse Training

Completion Date: 01/02/2016
Date Generated: 01/02/2016

© 2016 LYNKACAPITAL

Vice President, AHIP Insurance Education Department

Attach File:

If you selected “No” on the AHIP upload page and want to take the **Gorman Medicare 101 Core** training, you will come to the below page. During this step a new tab will open for you to pay for the Gorman Core training. If the window does not automatically appear, please make sure your web browsers Pop-Up blockers are enabled to more forward to the payment screen.

2018 MeridianCare Medicare Annual Certification - F2F
For assistance please call • 866-821-2540 for Illinois • 866-821-2650 for Michigan & Ohio

The GHG Medicare Core Training will open as a pop-up window. Please make sure you have enabled pop-ups for this site. For more information on how to enable pop-ups, please visit our Knowledge Base article at:
<https://ghg.na2.teamsupport.com/knowledgeBase/5071175>

If you have already completed the GHG Medicare Core Training in the pop-up window, this form is no longer active. Please close this window and return to your dashboard for your next steps.

If you do not wish to satisfy this requirement by completing the GHG Medicare Core Training, click the button below to return to the certificate upload page.

[Cancel Training and Return to Certificate Upload](#)

****If you click “No” by accident and have an AHIP certificate for upload, in this step, you have the ability to go back by to the AHIP upload page by clicking “Cancel training and return to Certificate upload”.**

A prompt box will appear and ask you if you wish to cancel this training session, click **OK**. Once you return to the AHIP upload screen, click **“Yes”** to upload your AHIP.

is requirement by completing the GHG Medicare Core Training, click the button below to return to the certificate upload

Cancel Training

Are you sure you wish to cancel this training session?

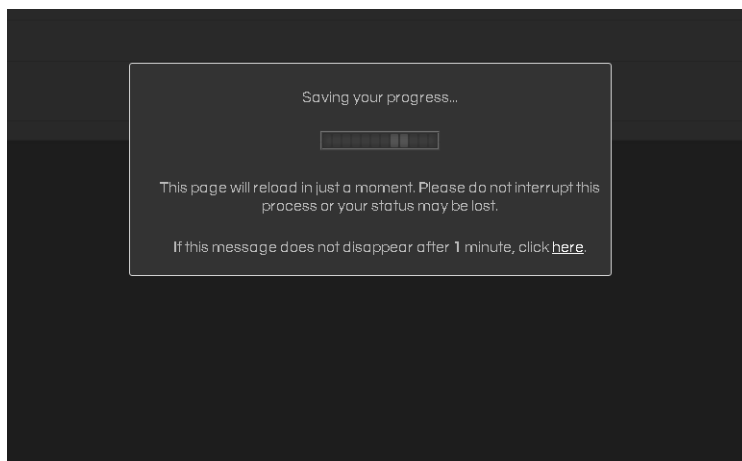
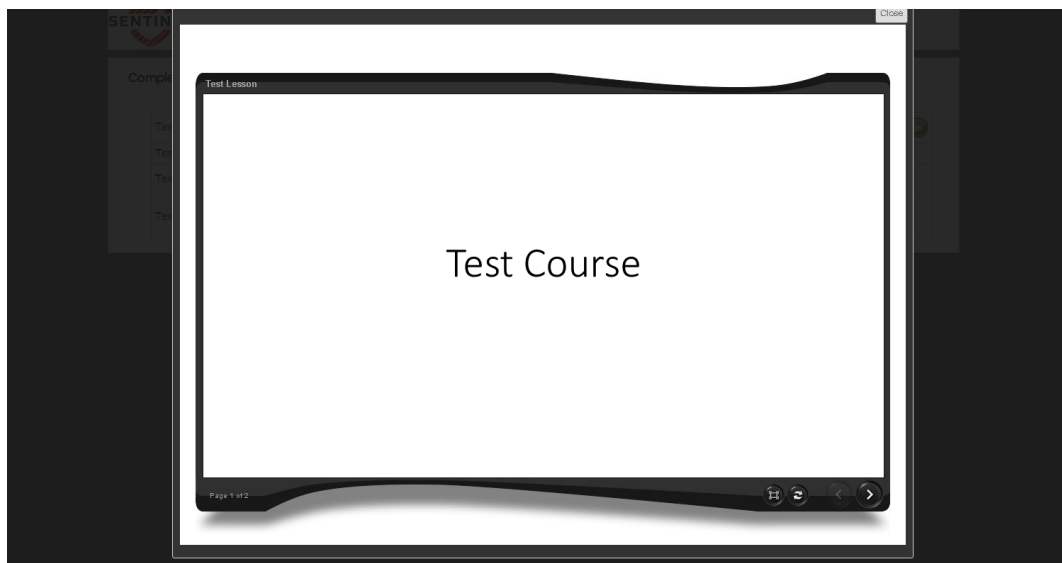
[OK](#) [Cancel](#)

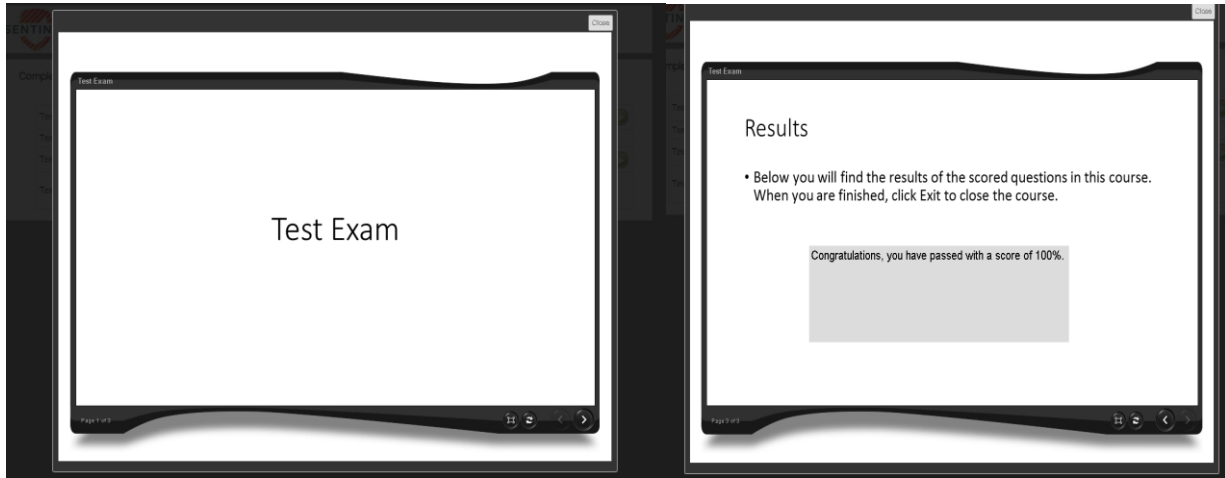
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Gorman Medicare 101 Core Training Program

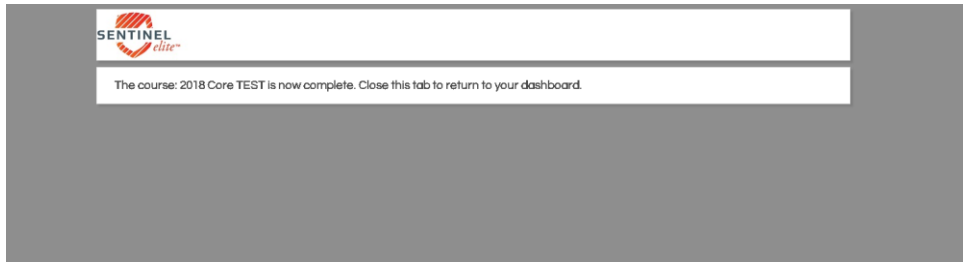
Skip this section if you uploaded an AHIP certificate.

After you pay for the Gorman Medicare Core, a new tab will appear with the training lessons. Complete each lesson by clicking on the green play button. Once you have completed each lesson, you can take the Exam. You will have 3 attempts and need a 90% to pass.





Once you complete the exam, close the tab and return to the dashboard to go to the **CMS Compliance & FWA Attestation** step.



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CMS Compliance & FWA Attestation

During the CMS Compliance and FWA attestation step, please read carefully then select **“Yes”** if you completed the CMS Compliance and FWA training through AHIP or select **“No”** if did not take AHIP and need to complete the CMS Compliance & FWA trainings or have the CMS certificates for upload.

2018 MeridianCare Medicare Annual Certification – F2F

For assistance please call: • 866-821-2540 for Illinois • 866-821-2650 for Michigan & Ohio

2018 MERIDIANCARE - FWA COMPLIANCE ATTESTATION

Attestation of Prior Completion of CMS Compliance and FWA Training

CMS requires that all employees, as well as first-tier, downstream and related entities (FDRs), such as employed, captive and independent agents, complete and comply with CMS Compliance Training and Fraud, Waste and Abuse Training annually. These two courses are NOT the same as the annual Medicare Training.

Select “Yes” below if you:

- Completed the CMS Compliance and CMS Fraud Waste and Abuse Trainings through AHIP’s 2018 Medicare Training.

Select “No” below if you:

- Opted out of taking the CMS Compliance and CMS Fraud Waste and Abuse Trainings through AHIP
- Completed the CMS Compliance and CMS Fraud Waste and Abuse Trainings through CMS’s MLN website and have the certificates to upload. You will be requested to upload the certificates in the next step.
- Still need to take the CMS Compliance and CMS Fraud Waste and Abuse Trainings.

By selecting “Yes” below, I attest that I elected to take the CMS Compliance and CMS Fraud, Waste and Abuse Training through AHIP and have successfully completed these trainings.

Yes No

*Misrepresentation of the answer above will result in termination of your onboarding process and/or appointment.

If you selected **“Yes”** your next step will be the **Face to Face Attestation**. If you selected **“No”** your next step will be the **CMS Compliance Upload/Training**.

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CMS Compliance Upload/Training

Skip this step if you selected “Yes” to the CMS FWA & Compliance Attestation.

If you selecting “No” on the Attestation page, it will take you to the CMS Compliance certificate upload page. If you don’t have a CMS compliance certificate (because you haven’t taken the training yet), then select “No, proceed to training” to complete the CMS Compliance Training. Otherwise select “Yes, Upload Certificate” to upload your CMS Compliance certificate.

2018 MeridianCare Medicare Annual Certification – F2F
 For assistance please call • 866-821-2540 for Illinois • 866-821-2650 for Michigan & Ohio

CMS Compliance Certificate Upload

In accordance with the guidelines set by CMS, everyone associated with a Medicare Advantage or Part D Plan is required to complete General Compliance Training as well as Fraud, Waste, and Abuse Training annually. These are two separate courses.

If you previously completed this training through the Medicare Learning Management System (MLMS), you may elect to upload it at this time. If you have not yet completed this requirement, select No below, and you will proceed to take the training.

Since AHP grants the same certificate for Compliance and FWA completion as it does for attestation thereof, an AHP certificate uploaded here will be rejected.

For more information, visit the Sentinel Elite Support Portal FAQ on the accepted certificate types here: <https://ghg.na2.teamssupport.com/knowledgebase/5068001>

Do you wish to upload a CMS certificate?

Yes, Upload a Certificate
No, Proceed to Training

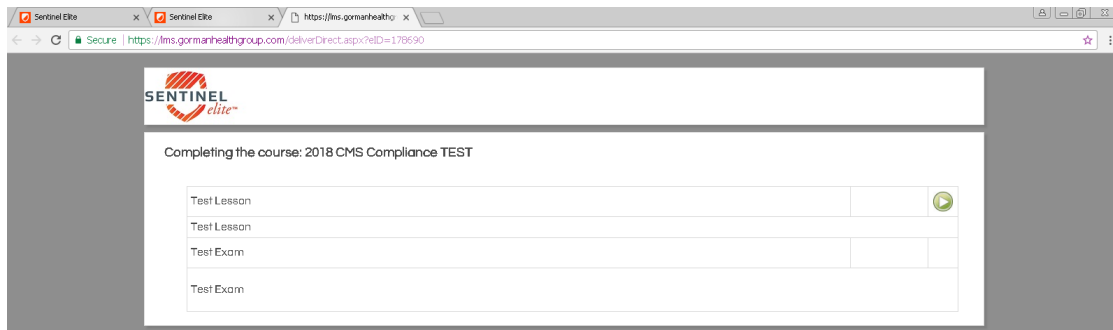
2018 MeridianCare Medicare Annual Certification – F2F
 For assistance please call • 866-821-2540 for Illinois • 866-821-2650 for Michigan & Ohio

This training course will open as a pop-up window. Please make sure you have enabled pop-ups for this site. Click the link below for further instructions for enabling pop-ups.
<https://ghg.na2.teamssupport.com/knowledgebase/5071175>

If you have already completed your training in the pop-up window, this form is no longer active. Please close this window and return to your dashboard for your next steps.

Loading Training Content...

Cancel and Return to Upload Certificate



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CMS FWA Upload/Training

If you don't have a CMS FWA certificate (because you haven't taken the training yet), the select **"No, proceed to training"** to complete the CMS FWA Training. Otherwise select **"Yes, Upload Certificate"** to upload your CMS FWA certificate.

2018 MeridianCare Medicare Annual Certification – F2F

For assistance please call: • 866-821-2540 for Illinois • 866-821-2650 for Michigan & Ohio

CMS Fraud, Waste, and Abuse Certificate Upload

In accordance with the guidelines set by CMS, everyone associated with a Medicare Advantage or Part D Plan is required to complete General Compliance Training as well as Fraud, Waste, and Abuse Training annually. These are two separate courses.

If you previously completed this training through the Medicare Learning Management System (MLMS), you may elect to upload it at this time. If you have not yet completed this requirement, select No below, and you will proceed to take the training.

Since AHP grants the same certificate for Compliance and FWA completion as it does for attestation thereof, an AHP certificate uploaded here will be rejected.

For more information, visit the Sentinel Elite Support Portal FAQ on the accepted certificate types here: <https://ghg.na2.teamsupport.com/knowledgeBase/5068101>

Do you wish to upload a CMS certificate?

Yes, Upload a Certificate

No, Proceed to Training

2018 MeridianCare Medicare Annual Certification – F2F

For assistance please call: • 866-821-2540 for Illinois • 866-821-2650 for Michigan & Ohio

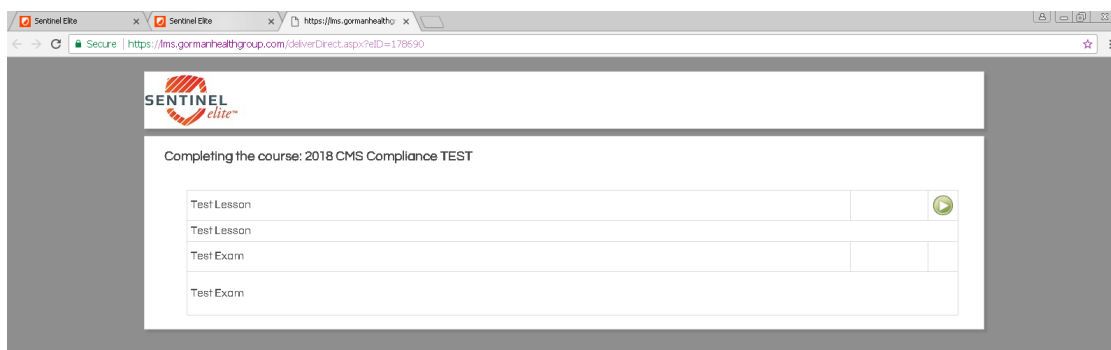
This training course will open as a pop-up window. Please make sure you have enabled pop-ups for this site. Click the link below for further instructions for enabling pop-ups.

<https://ghg.na2.teamsupport.com/knowledgeBase/5071175>

If you have already completed your training in the pop-up window, this form is no longer active. Please close this window and return to your dashboard for your next steps.


Loading Training Content...

Cancel and Return to Upload Certificate



SENTINEL elite



Completing the course: 2018 CMS Compliance TEST

Test Lesson				
Test Lesson				
Test Exam				
Test Exam				

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Upload CMS Certificates

If you selected “Yes Upload Certificate” to either the CMS Compliance or CMS FWA training, below are examples of the CMS FWA and Compliance certificates that will be accepted for upload.

<p>Compliance Training</p>	<p>Compliance Training and Fraud, Waste and Abuse Training are not the same.</p> <p>This certificate can only be received by taking the CMS Compliance Training on the Medicare Learning Network (MLN) at https://learner.mlmlms.com/Default.aspx. The name of the course is “Medicare Parts C and D General Compliance Training (January 2017) (Contact hours: 20 min.)”</p> <p>You may also take through another source, but the other source MUST indicate that the training provided matches CMS content and was not modified to be accepted. As AHIP provides a certificate for both training completion and attestation WITHOUT completion, an AHIP certificate is not acceptable to fulfill this requirement.</p> <p>If you don't have a certificate, you will be able to take training within the program.</p> <p>While Compliance Training does not have benefit years like annual Medicare training, it has to be completed annually. For 2017 benefit year programs, training must have been taken after 1/1/2017 to be accepted. For 2018 benefit year programs, training must have been taken after July 1, 2017 to be accepted.</p>	
<p>FWA Training</p>	<p>Compliance Training and Fraud, Waste and Abuse Training are not the same.</p> <p>This certificate can only be received by taking the CMS FWA Training on the Medicare Learning Network (MLN) at https://learner.mlmlms.com/Default.aspx. The name of the course is “Combating Medicare Parts C and D Fraud, Waste, and Abuse (January 2017) (Contact hours: 30 min.)”.</p> <p>You may also take through another source, but the other source MUST indicate that the training provided matches CMS content and was not modified to be accepted. As AHIP provides a certificate for both training completion and attestation WITHOUT completion, an AHIP certificate is not acceptable to fulfill this requirement.</p> <p>If you don't have a certificate, you will be able to take training within the program.</p> <p>While FWA Training does not have benefit years like annual Medicare training, it has to be completed annually. For 2017</p>	

Uploading certificate page:

2018 MeridianCare Medicare Annual Certification – F2F

For assistance please call • 866-821-2540 for Illinois • 866-821-2650 for Michigan & Ohio

DOCUMENT UPLOAD
⌵

Please upload the specified document below.

Document: **2018 CMS FWA Certificate**

Attachment:

Most documents will be reviewed within 24 hours, but it may take up to 72 hours during peak busy periods.

You will receive a message when your document is approved or denied. If your document is not approved, you will be returned to upload. In most cases, you must have an approved document (or pass training) to complete your program.

If your organization allows you to proceed in the Program while the document is being reviewed, you can proceed to the next step by selecting the step from the Program list on your dashboard.

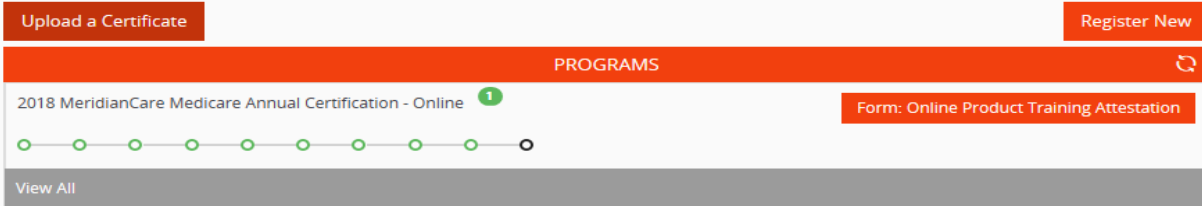
Submit
Cancel

****If you are a Principle, this will be your last step. MeridianCare does not require Principles agents to be appointed.***

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Online Certification Attestation/State Specific Training Programs

After your exam score is submitted, you will have to select "Online Product Training Attestation."



Please read the attestation carefully, and then click on the box next to the attestation and click continue.

2018 MERIDIANCARE - ONLINE STATE SPECIFIC PRODUCT TRAINING ATTESTATION

Online State Specific Product Training Attestation Form

Congratulations! You've completed the **first portion** of MeridianCare's Agent Certification process! The second portion of the certification process will be the state specific 2018 MeridianCare Product Training Program(s). In order for you to gain access to the state specific MeridianCare Product Training Program(s), please complete the section below. Once you've completed this step, return to your **Sentinel Elite Dashboard** to begin the **2018 MeridianCare Product Training Program(s)** for the state(s) that you selected in the Welcome form. Upon completion of the product training program(s), you will receive notification from MeridianCare with your 2018 MeridianCare Ready to Sell status.

Please remember, if you selected multiple states on the Welcome form, you will need to complete each state specific 2018 MeridianCare Product Training Program to receive your Ready to Sell status per state.

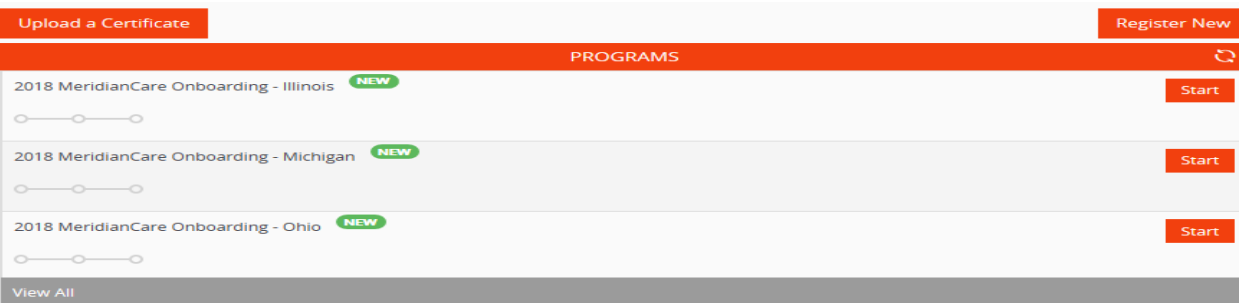
Disclaimer: A product exam will be administered at the end of each 2018 MeridianCare Product Training Program(s). A score of 85% or above will be considered passing. You will have 3 attempts to pass, however failing the product exam twice or receiving a score 65% or below, requires attendance to a MeridianCare Face to Face training session.

I understand that until I complete and pass the state specific 2018 MeridianCare Product Training Program(s) and exam, that I am not certified nor have a ready to sell status to represent 2018 MeridianCare Products.

Attestation Date: 2017-08-04

Continue

After you completed the attestation, your dashboard will display the state appointment workflow(s) of the states that you selected in the Welcome Form. You will need to complete each state product training program in order to receive your appointment/RTS for each state.



Once you have completed each state product training/exam and your appointment has been processed with the state, a Ready to Sell email will go to the email you have registered in your Sentinel Elite profile.

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**For further assistance with the
2018 MeridianCare Medicare Annual Certification
Sentinel Elite Program, please contact
MeridianCare's Agent Hotline:**

Michigan & Ohio Agents: (866) 821-2650

Illinois Agents: (866) 821-2540

**Thank You for Being a Valued
MeridianCare Agent!**