

## **MIRAMAR FAQ**

- 1. Are agents required to attend a Training (F2F) before being loaded to Miramar?**
  - a. No. Agents may be added at any time with the links above but it is *HIGHLY* recommended to attend a Clover Health in-person event.
- 2. Will this Miramar training certify agents for 2021 and 2022 plans?**
  - a. Yes. Agents who complete the 2022 training will be appointed for 2021 and 2022.
- 3. Is AHIP required as part of or in addition to the Miramar appointment process?**
  - a. Yes, AHIP is part of the Miramar/Appointment process. There is also an option to take an equivalent certification but will cost the agent \$99. During the appointment process, Gorman will simply ask for an AHIP certificate verifying that they completed the training. Agents simply need to upload their AHIP certificate and then they can move to the next step in the appointment process. Do not use special characters when naming your AHIP.
- 4. How long is the appointment process?**
  - a. This varies depending on how fast an agent can complete the training modules and test. On average an agent takes 3-5 business days.
- 5. I forgot my login for <https://miramar-agent.com>. How do I get that information?**
  - a. Please reach out to our Broker Support team to assist you. They can provide your login information.
    - i. Email: [brokers@cloverhealth.com](mailto:brokers@cloverhealth.com)
    - ii. Phone Number: (855) 979-2236
- 6. I finished my training and exams. Can I start selling right away?**
  - a. You are **not** allowed to sell or market Clover Health plans until you have received an email stating you are appointed (even if you already completed all training). This email may take 2-5 days, as uploaded documentations must be verified.
- 7. How many attempts do I have to pass the Product Certification Program?**
  - a. You have 3 attempts to pass each of the assessments. The Program instructions state that once the agent accesses the exam module, it is counted as an attempt. You must have an 85% or higher, or the agent cannot become certified. The training module is locked during an exam. If the agent fails the exam, the training module is unlocked so the agent can review the material before another attempt.
- 8. Have questions?**
  - a. Check out Clover Health's Website - Broker Tab to see if questions can be answered before reaching out.  
<https://www.cloverhealth.com/en/brokers/frequently-asked-questions>

### **Miramar:Agent Guidelines & Tips**

- The Miramar:Agent Core Module allows an agent 3 attempts to pass. The Program instructions state that once the agent accesses the exam module, it is counted as an attempt. Once the attempts are taken, and a passing grade of 90% is not achieved, that agent cannot become certified. The training module is locked during an exam. If the agent fails the exam, the training module is unlocked so the agent can review the material before another attempt.
- Agents will proceed through the program to complete all required steps. Please note that even though the program steps are completed, there may be items still *pending review*. Agents are not certified to sell until they are listed under the “Ready to Sell” section on the agent dashboard. Each agency will receive a *Daily Report* on your agents’ certification statuses. Your agents must confirm with you that they are certified to sell the Clover Health 2022 Medicare Advantage and Prescription Drug Plans prior to marketing these plans.