

Subject Line: Community Health Choice Annual Training
Sub-header: Plan Year 2019 Recertification Requirements

Dear Valued Partner,

Community Health Choice would like to make you aware that the 2019 Community Marketplace Broker Training and Quiz can now be accessed online via the Agent Portal of our website. As a reminder, you **must** complete annual training requirements prior to helping consumers enroll in Marketplace coverage during the 2019 Open Enrollment Period which begins November 1, 2018. **If you do not complete this training prior to annual open enrollment, you will not be paid on any business sold prior to your 2019 appointment confirmation.**

The 2019 Marketplace Broker Training presentation and Quiz can be accessed via the following links:

- **2019 Broker Training Presentation:**
https://www.communityhealthchoice.org/media/2368/marketplace-broker-training-2019_100218-finalpptx.pdf
- **2019 Broker Training Quiz:**
https://www.communityhealthchoice.org/media/2369/quiz_community-health-choice-broker-training-2019.pdf. The quiz must be passed with a score of 80% or above.

In addition to your quiz, we must also receive the following items to remain in good standing with Community and be Ready to Sell on November 1, 2018.

- 2019 Broker Attestation form (*attached to this communication*)
- Active benefit year certification(s) of all Individual Marketplace training by the Centers for Medicare & Medicaid Services (CMS). If you do not complete this training prior to annual open enrollment, we will not be able to pay commissions on business sold direct through the Health Insurance Marketplace.

Individual Marketplace training is offered by the Centers for Medicare & Medicaid Services (CMS) on the Marketplace Learning Management System (MLMS) and through the CMS-approved vendor, America's Health Insurance Plans (AHIP).

AHIP offers Individual Marketplace training that covers the same topic areas as the MLMS training and may be able to offer you continuing education unit (CEU) credits, depending on the state in which you are licensed.

Note: AHIP charges a fee for its training. AHIP does not offer the Small Business Health Options Program (SHOP) curriculum as part of its plan year 2019 Marketplace training. If you complete Individual Marketplace training through AHIP and are interested in completing SHOP training as part of your SHOP registration, you must return to the MLMS to complete this training.

Agents and brokers can access both the MLMS and the CMS-approved vendor training via the CMS Enterprise Portal. Log in to the CMS Enterprise Portal or create an account to get started at <https://portal.cms.gov/wps/portal/unauthportal/home/>. As in previous years, training available through the MLMS is free.

As a returning agent, please ensure that you maintain an active license with the Texas Dept. of Insurance and an active Errors & Omissions policy. If applicable, please include your license renewal or updated E & O policy along with other required documents to maintain your Community appointment.

If you have had changes to your demographic information, please provide us with your updated information, which includes your email address. Please note that an updated W9 may be necessary if you have made changes to your address. Your W9 must match your tax filing address.

Once again, to maintain your Community appointment for 2019, we must receive the following:

- 1) Community Quiz
- 2) 2019 Broker Training Attestation
- 3) Updated Demographic/Contact information including Email
- 4) Updated W9 (if necessary)
- 5) Updated TDI License (if expired)
- 6) E&O Certificate (if expired)

Please forward your 2019 recertification documents to Agent.Credentialing@CommunityCares.com so that your record can be updated accordingly.

**Thank you for representing Community Health Choice!
We value your partnership and look forward to a successful 2019!**

For questions related to application submissions, please contact AgentRelations@CommunityCares.com or by phone at (713) 295-6760.

For questions related to Contracting or Appointment, please contact Agent.Credentialing@CommunityCares.com or by phone at (713) 295-6760.

For questions related to Commissions, please contact Agent.Commissions@CommunityCares.com or by phone at (713) 295-6760.