Prominence MyAgentWorld
Agency Contact Guide

Welcome to MyAgentWorld, the platform that Prominence Medicare Advantage Agents use to complete their yearly credentialing and view Commissions/Book of Business information.

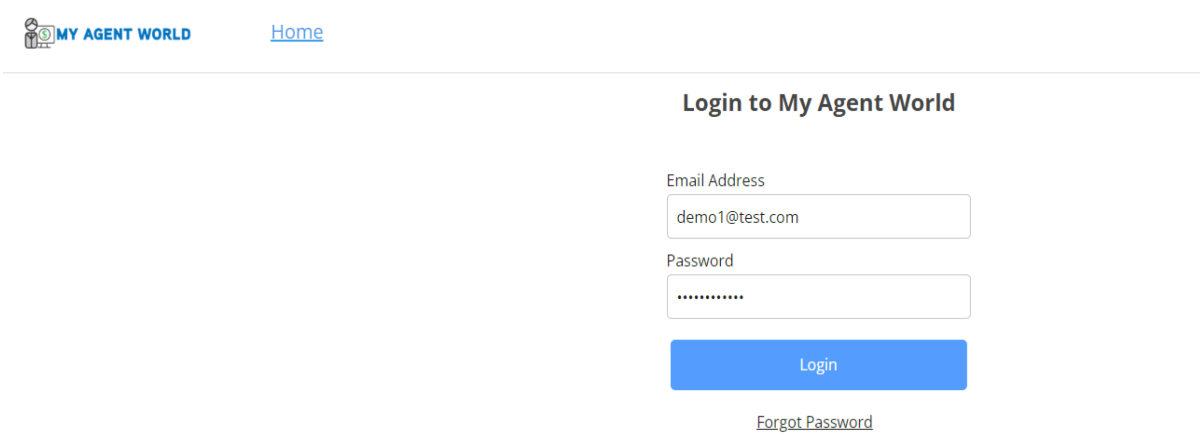
This guide is designed to provide you, the Agency Contact, with visibility to your Agency's book of business, Agent/Broker production, commission payments (if applicable), agent/broker licensing, ready to sell status (RTS), and department of insurance appointments. The Agency Contact Guide can be accessed using a Windows or iOS computer, tablet, or iPad or using an Android cell phone or iPhone.

If you have any questions about this guide, please contact your Local MA Sales Support Team, or our general mailbox at PHPMASalesGeneralMailbox@uhsinc.com.

If you have any questions about your commissions, please email PHPCommissions@uhsinc.com.

Login to My Agent World (https://www.myagentworld.com)

Please enter your email address and password to login. If you are a licensed Agent and have completed onboarding, these log in credentials are the same as what you selected during the credentialing/onboarding process. Otherwise, it is your Agency's email address, i.e. contactracting@youragency.com :

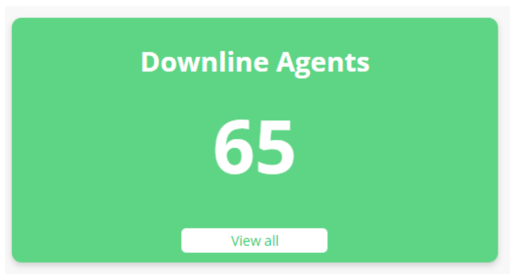


Dashboard

Upon successful login, your dashboard will be displayed showing the following information related to your Agency:

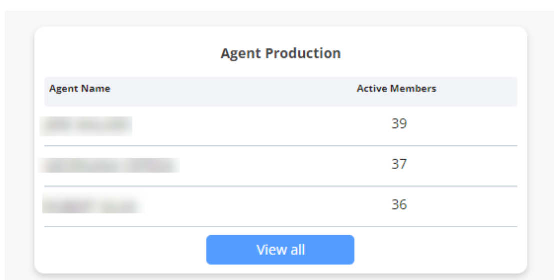
- Number of Downline Agents
- Agent Production
- Recently Added PHP MA Members by FMO/GA Agent/Brokers
- Statements ((Upcoming, Current, Last Statement, Published)
- Transactions (Upcoming, Current, Last Statement)
- Upline (If a GA reporting to an FMO)
- Agent/Broker License State and Expiration Date
- Agent/Broker Ready to Sell (RTS)
- Agent/Broker Department of Insurance (DOI) Appointments

Downline Agents – The total number of Downline Agents/Brokers assigned to your Agency.



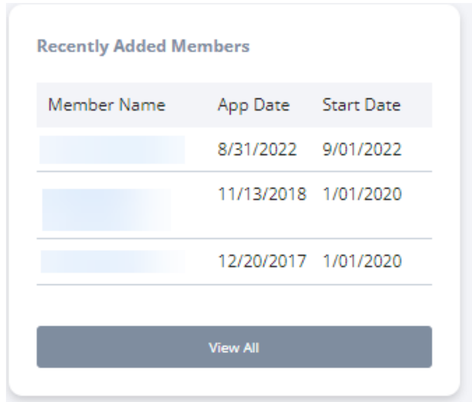
To view the Downline Agents, click on the "View all" button.

Agent Production – This view is the same as Downline Agents and will display the ***Downline Agents Section*** when the "View all" button is clicked.



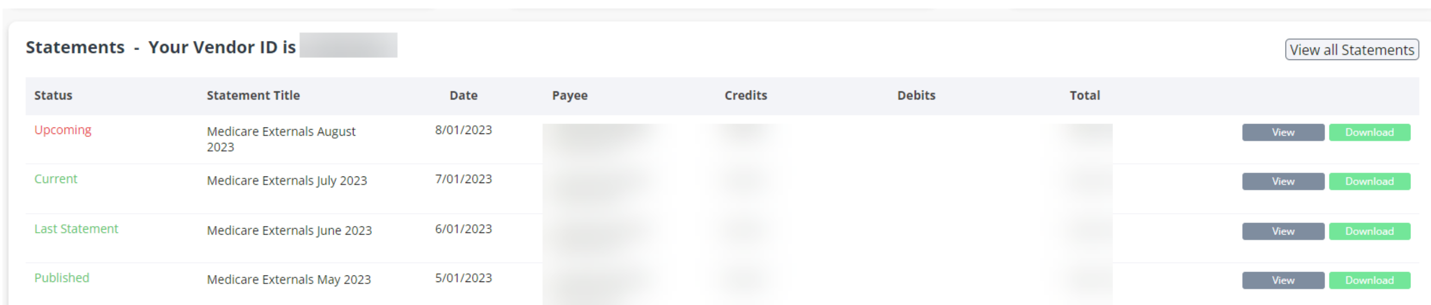
Recently Added Members

This view displays your Agent/Brokers recently added Active Prominence members by Member Name, Application (App) Date, and Start Date. When clicking the "View all" button, the Agency **Book of Business Section** will be displayed.



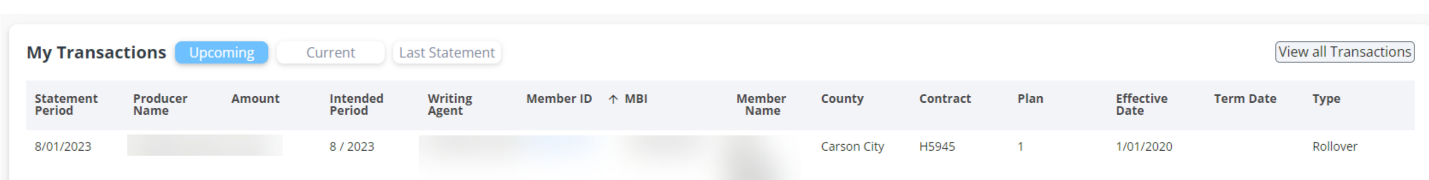
Statements

If your Agency receives payment from UHS for Prominence business, this view provides a summary level of your Agency commission statements. The Agency Vendor ID will appear at the top left-corner of the display. By clicking on the "View all Statements" button, the **Statements Section** will appear. To view or download a specific statement, click on the "View" or "Download" buttons. The "View" button will display the **Transactions Section** and the "Download" button will download a CSV copy of the statement to your desktop.



Transactions

This view provides transaction details that comprise the Agency monthly commission statements. Transactions can be viewed by clicking on the "Upcoming," "Current", or "Last Statement" button that will highlight in blue when selected. By default, the "Upcoming" button will be highlighted.



Upline – This view provides visibility to an Upline affiliation, if applicable.

Upline

Upline Name	Type	LOB	AOC	Code	Start Date	End Date
Other	Other	Medicare	Myself		1/01/2000	12/31/2199

License – This view provides visibility to all Agent/Brokers within the Agency, their state licensed, and expiration date of their state license.

License

Agent	State	Expiring Date
[illegible]	NV	[illegible]
[illegible]	FL	
[illegible]	NV	[illegible]

View all

The "View All" button allows visibility to all Agents/Brokers within the Agency and displays the **License Section.**

Ready to Sell - This view provides visibility to when the Agent/Brokers within the Agency became RTS (Ready to Sell).

Ready to Sell

Agent	State	Benefit Year	Start Date
[illegible]	NV	2022	12/06/21
[illegible]	NV	2023	6/08/21
[illegible]	NV	2022	10/01/21

View all

Clicking on the "View all" button transitions to the **RTS Certifications Section**

DOI Appointments

This view provides visibility to the state Department of Insurance (DOI) appointment dates when the Agent/Brokers within the Agency became authorized by the respective State's DOI.

DOI Appointments

Agents	State	Start Date
[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]

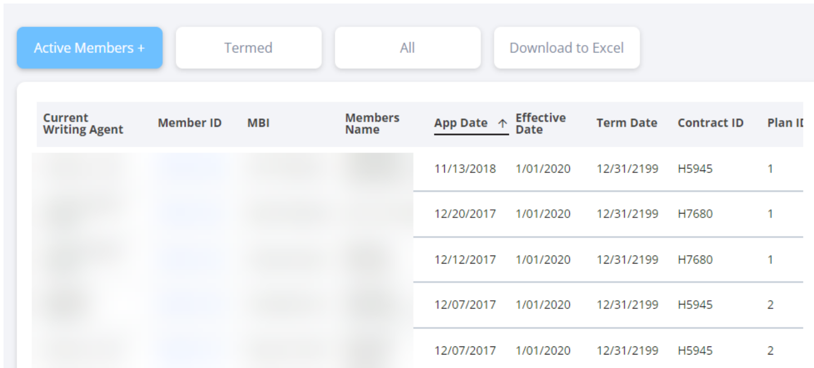
View all

Clicking on the "View all" button transitions to the **DOI Appointments Section**

Book of Business Section

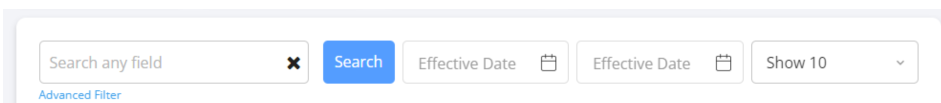
Active Members+

This view displays your Active Prominence members (Active Members box is highlighted) enrolled by your Agents/Brokers, and provides the ability to Search by any field within the data view. The display provides the Current Writing Agent, Member ID, MBI, Members Name, App Date, Effective Date, Term Date , (Prominence) Contract ID, (Prominence) Plan ID, State, Prior Plan, and Last (Payment) Transaction.



Click the MemberID hyperlink to obtain additional member information.

Use the “Download to Excel ” button to download a copy of the Downline Agents to an Excel file format.



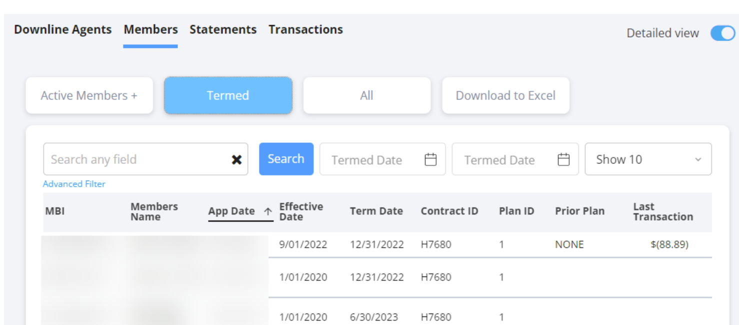
The “Show..” button allows display of 10, 50, 100, or All members.

An Effective Date range can be entered to focus on members within a specific date range.

The “Advanced Filter” feature allows for specific search criteria to be entered and applied to a search using the fields within the table displayed. Click on the “Apply” button to receive the requested search results.

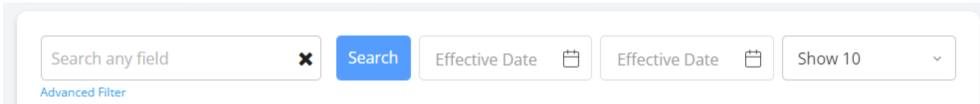
Termed (Members)

This view displays your Agent/Brokers “Termed” or Disenrolled and/or Cancelled Prominence members. The display provides the Current Writing Agent, Member ID, MBI, Members Name, App Date, Effective Date, Term Date , (Prominence) Contract ID, (Prominence) Plan ID, State, Prior Plan, and Last (Payment) Transaction.



Click the MemberID hyperlink to obtain additional member information.

Use the “Download to Excel ” button to download a copy of the Downline Agents to an Excel file format.



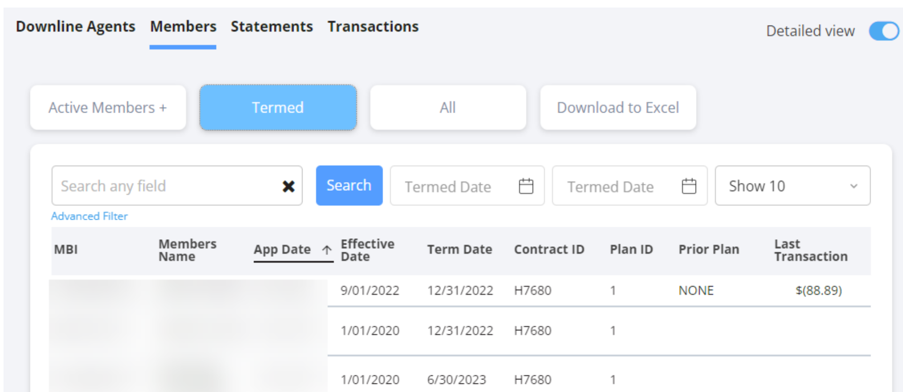
The “Show..” button allows display of 10, 50, 100, or All Termed members

An Effective Date range can be entered to focus on members within a specific date range.

The “Advanced Filter” feature allows for specific search criteria to be entered and applied to a search using the fields within the table displayed. Click on the “Apply” button to receive the requested search results.

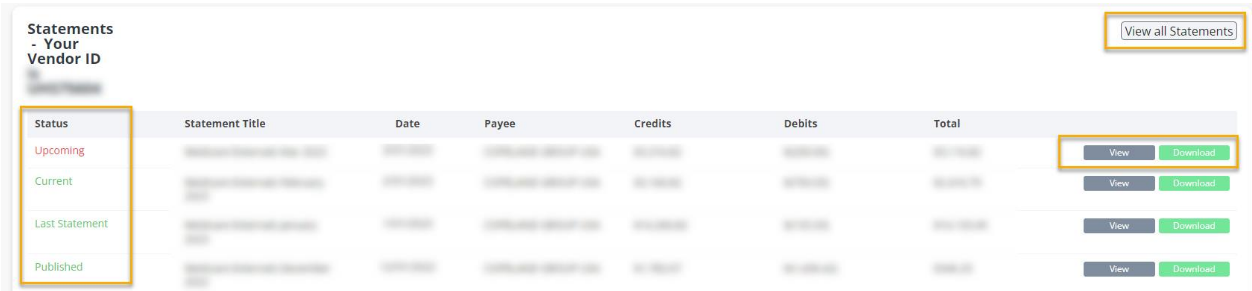
All (Active & Termed Members)

This view combines all your Agent/Brokers Active and “Termed” or Disenrolled and/or Cancelled Prominence MA members . Displayed data and functionality is identical to the “Active” and “Termed” members described above.



Statements Section

If your Agency receives payment from UHS for Prominence business, this view provides a summary level of your Agency commission statements. The Agency Vendor ID will appear at the top left-corner of the display. By clicking on the “View all Statements” button, the **Statements Section** will appear. To view or download a specific statement, click on the “View” or “Download” buttons. The “View” button will display the **Transactions Section** and the “Download” button will download a CSV copy of the statement to your desktop.



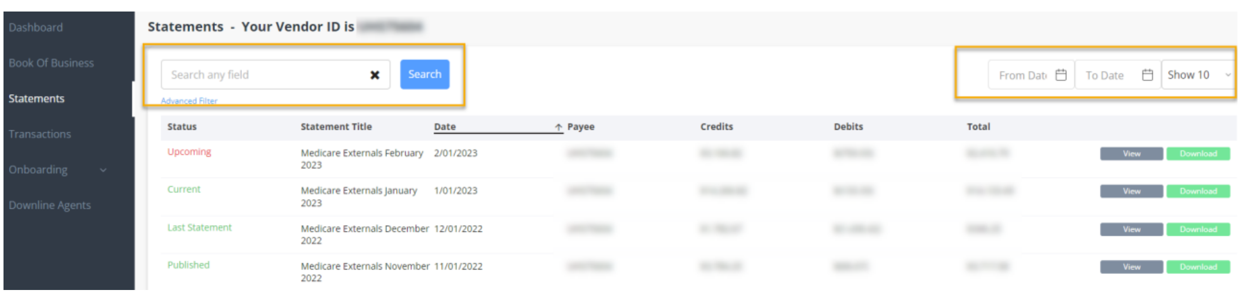
Statement Status

- “Upcoming” (Value paid on next Commission payment schedule)
- “Current” (Value paid on last completed Commission payment schedule)
- “Last Statement” (Value paid on previously last completed Commission payment schedule)
- “Published” (Value paid on previously completed Commission payment schedule)

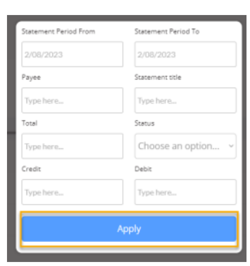
The display provides the Status, Statement Title, Date (of Payment), Payee (Agency), Credit (Value), Debit (Value), and Total (Value) = (Credit Value minus Debit Value).

If there are any questions about the statement, please email PHPCommissions@uhsinc.com.

View all Statements – Allows the ability to enter a statement ‘From’ and ‘To’ date ranges, “Show” or display 10, 50, 100, or all statements, and search for a statement. View and/or download them individually by clicking on the “View” or “Download” buttons next to the desired statement.



The “Advanced Filter” feature allows for specific search criteria to be entered and applied to a search using the fields within the table displayed. Click on the “Apply” button to receive the requested search results.

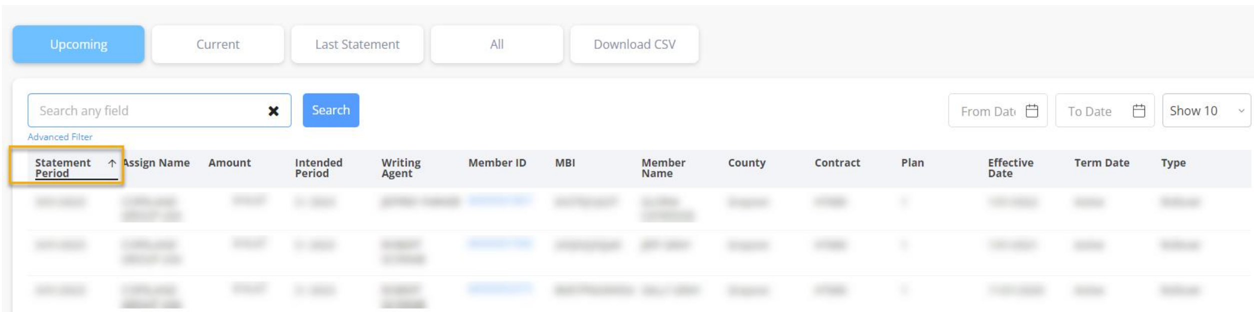


Transactions Section

This view provides transaction details that comprise the Agency monthly commission statements. Transactions can be viewed by clicking on the “Upcoming,” “Current”, or “Last Statement” button that will highlight in blue when selected. By default, the “Upcoming” button will be highlighted.

The display provides Statement Period (Date), Assign Name (Agency), Amount (Commission), Intended Period (Date), Writing Agent, Member ID, MBI, Member Name, County, (Prominence) Contract, (Prominence) Plan, Effective Date, Term (Disenrollment) Date, and Type.

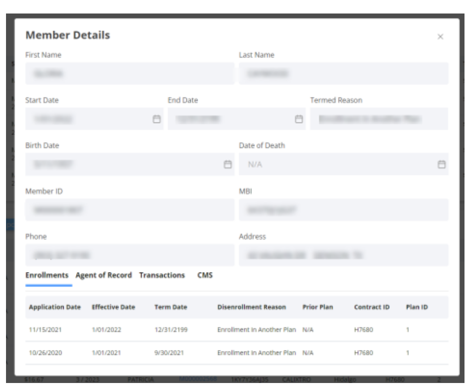
All fields except for Intended Period and Type can sorted in Ascending or Descending order by clicking on the field name and noting the arrows direction (Down arrow Ascending Sort, Up arrow Descending sort).



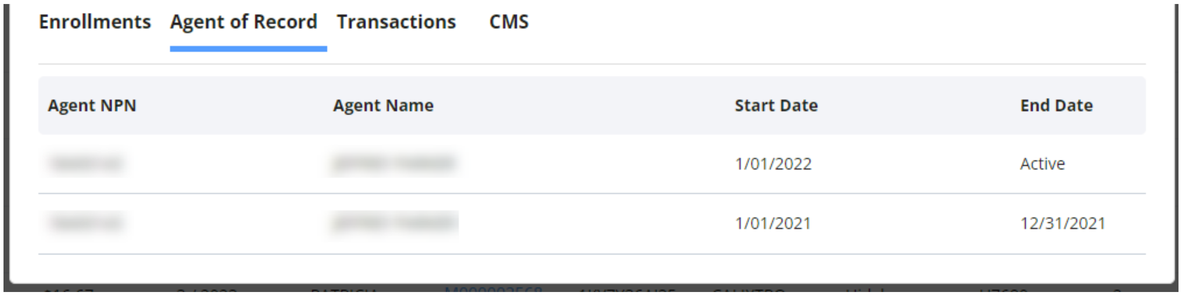
A blue hyperlink exists for Member ID that when clicking on the Member ID, provides additional Member Details as shown below where the “Enrollments” section is highlighted by default.

Use the “Download CSV” button to download a copy of the Downline Agents to a CSV (Comma Separated Values) file format.

The “Enrollments” below displays the Application Date, Effective Date, Term (Disenrollment) Date, Prior Plan, (Prominence) Contract ID, and (Prominence) Plan ID. The example above shows the member enrolled on 1/1/2021 and disenrolled on 1/1/2022.

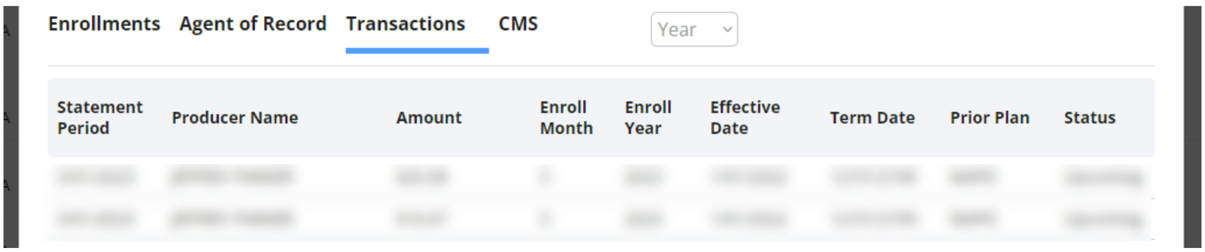


The “Agent of Record” display provides information on the Agent/Broker associated with the member’s enrollment and disenrollment.


Enrollments Agent of Record Transactions CMS

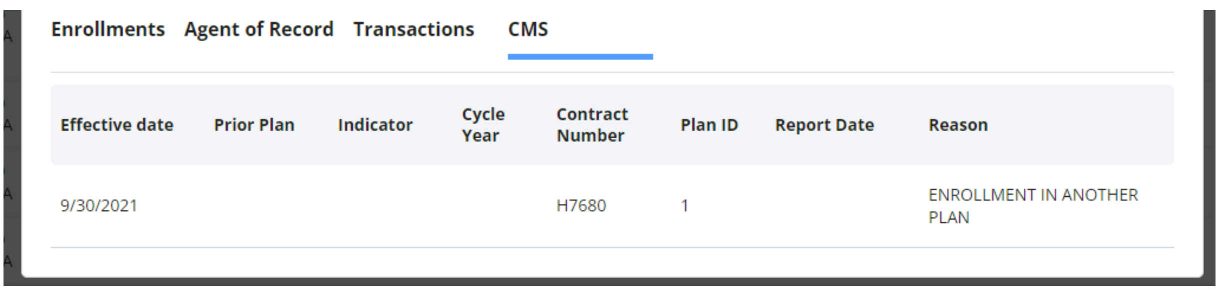
Agent NPN	Agent Name	Start Date	End Date
[illegible]	[illegible]	1/01/2022	Active
[illegible]	[illegible]	1/01/2021	12/31/2021

“Transactions” display commission payments received by the Agent/Broker associated with the member’s enrollment.


Enrollments Agent of Record Transactions CMS Year

Statement Period	Producer Name	Amount	Enroll Month	Enroll Year	Effective Date	Term Date	Prior Plan	Status
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

“CMS” displays when the member disenrolled from another carrier’s plan to enroll with Prominence Medicare Advantage.


Enrollments Agent of Record Transactions CMS

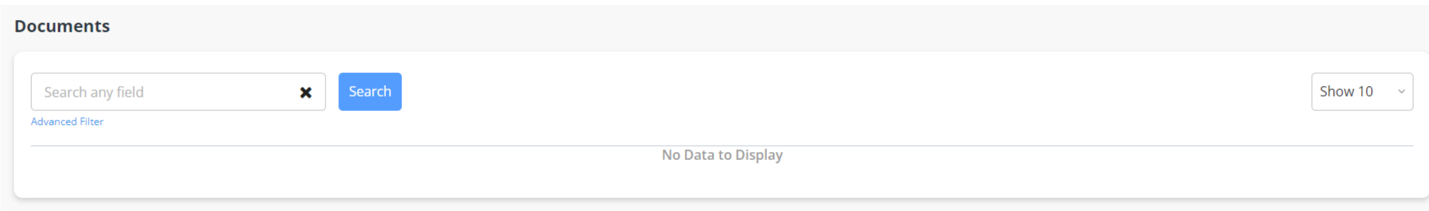
Effective date	Prior Plan	Indicator	Cycle Year	Contract Number	Plan ID	Report Date	Reason
9/30/2021				H7680	1		ENROLLMENT IN ANOTHER PLAN

Onboarding Section

The Onboarding section allows you to view the following information:

Onboard Status – Check the credentialing status of your downline agents, and encourage them to complete the program.

Documents – All documents that the Agency has uploaded. You can search, display, and download your onboarding documents from this screen.

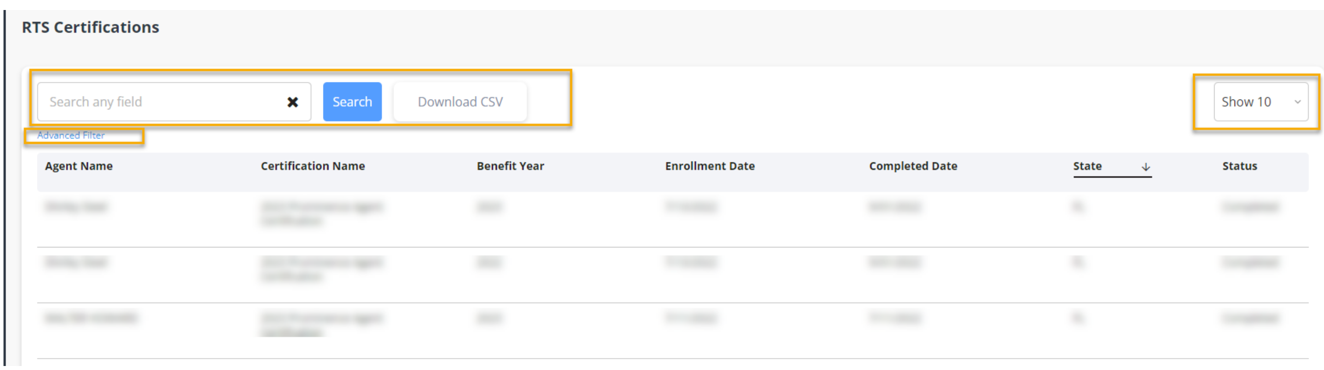


RTS Certifications

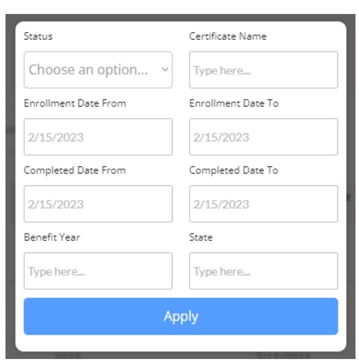
The display can be sorted in Ascending or Descending order by clicking each field (Agent Name, Certification Name, Benefit Year, Enrollment Date, Completed Date, State, or Status. The image below shows the State sorted in Descending alphabetical order, i.e. FL, NV, TX, as indicated by the down arrow. From the state's authorizations, an Agent/Broker will appear on one, two, or three lines in the report.

Use the "Download CSV" button to download a copy of the Downline Agents to a CSV (Comma Separated Values) file format.

The "Show.." button allows display of 10, 50, 100, or All RTS Certifications.



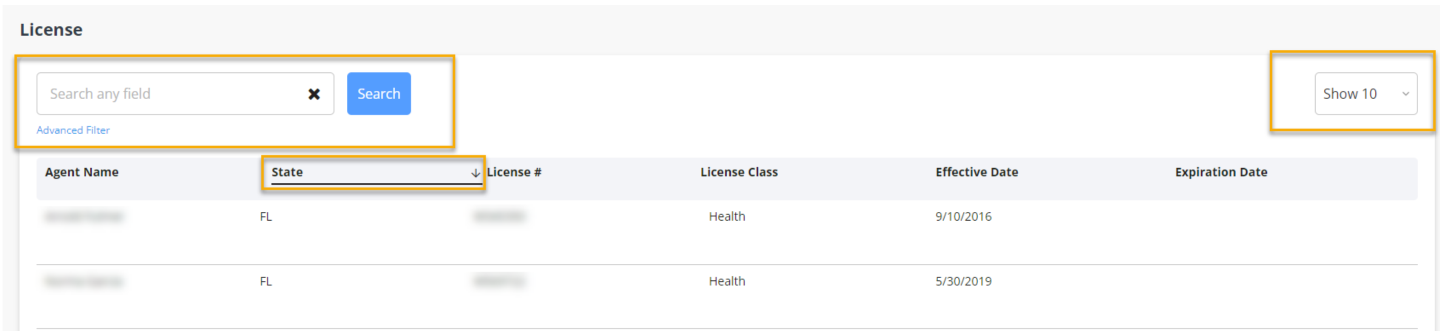
The "Advanced Filter" allows for the ability to search by Status, Certificate Name, Enrollment Dates, Completion Dates, Benefit Year, and State.



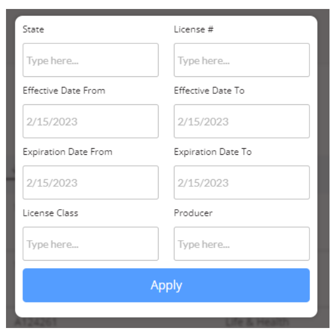
License

The display can be sorted in Ascending or Descending order by clicking each field (Agent Name, State, License# (NPN), or Effective Dates, (License) Expiration . The image below shows the State sorted in Descending alphabetical order, i.e. FL, NV, TX, as indicated by the down arrow.

The “Show..” button allows display of 10, 50, 100, or All Licensed Agents/Brokers.



The “Advanced Filter” allows for the ability to search by State, License# (NPN), Effective Dates, (License) Expiration Dates, License Class, or Producer (Agent/Broker).

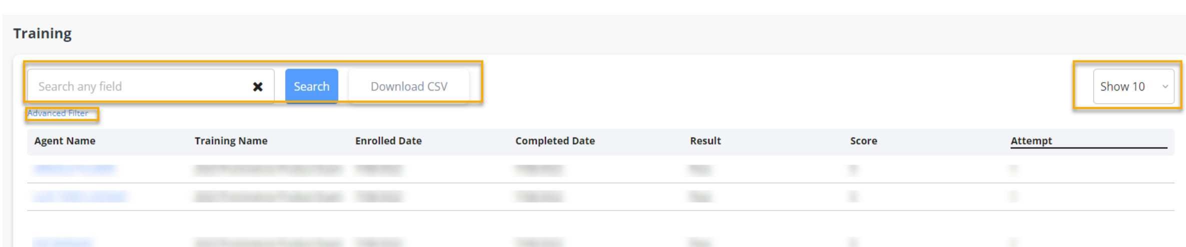


Training

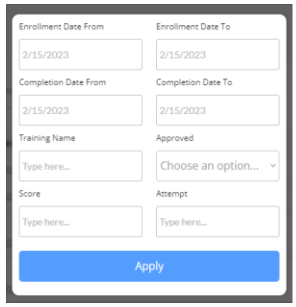
This section provides the Agent/Broker onboarding training completion and status. The display can be sorted in Ascending or Descending order by clicking each field (Agent Name, Training Name, Enrolled Date, Completed Date, Result, Score, or (Number of) Attempts. State, License# (NPN), or Effective Dates, (License) Expiration .

Use the “Download CSV” button to download a copy of the Downline Agents to a CSV (Comma Separated Values) file format.

The “Show..” button allows display of 10, 50, 100, or All Agents/Brokers that completed/attempted onboarding training.



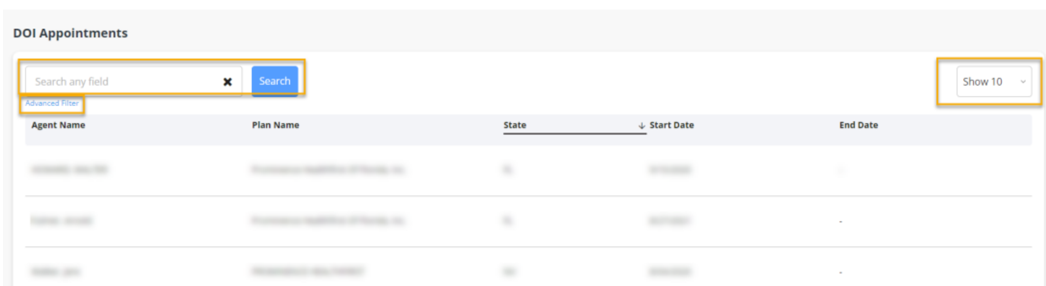
The “Advanced Filter” allows for the ability to search by Enrollment Date, Completion Date, Training Name, Approved, Score, and Attempt(s).



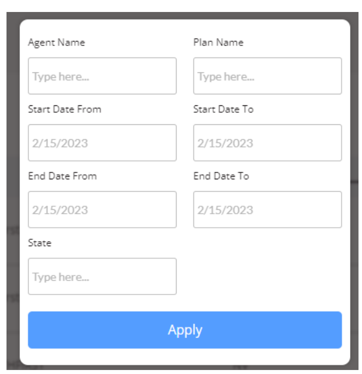
DOI Appointments

The display can be sorted in Ascending or Descending order by clicking each field (Agent Name, Plan Name, State, Start Date, or End Date). The image below shows the State sorted in Descending alphabetical order, i.e. FL, NV, TX, as indicated by the down arrow. From the states where the Agent/Broker will appear on one, two, or three lines in the report.

The “Show..” button allows display of 10, 50, 100, or All Agent/Broker DOI appointments.

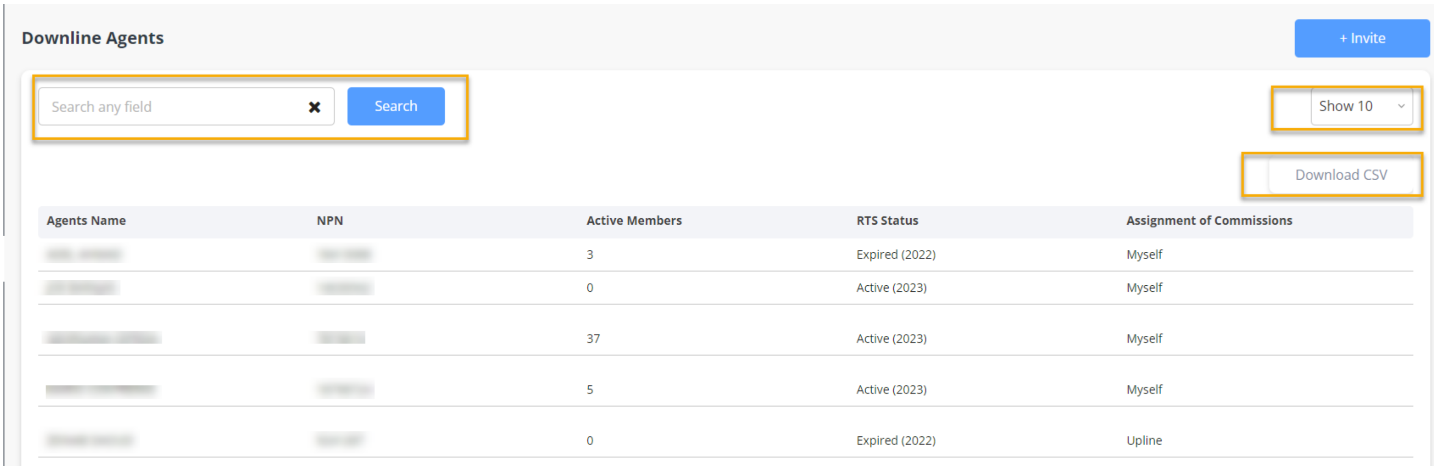


The “Advanced Filter” allows for the ability to search by Agent Name, Plan Name, Start Dates, End Dates, and State.



Downline Agents Section

The view displays Agent Name, NPN, Number of Active Prominence Medicare Advantage members, RTS Status, and Assignment of Commissions with the ability to sort in ascending or descending order for Agent Name, NPN, and Assignment of Commissions.

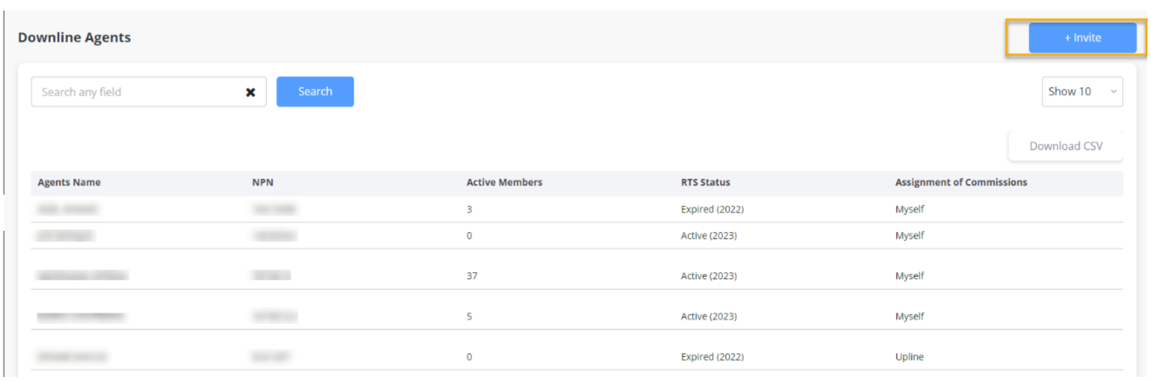


The “Search” field provides the ability to search by Agent Name, NPN, or Assignment of Commissions type (Myself, Upline).

The “Show..” button allows display of 10, 50, 100, or All Downline Agents.

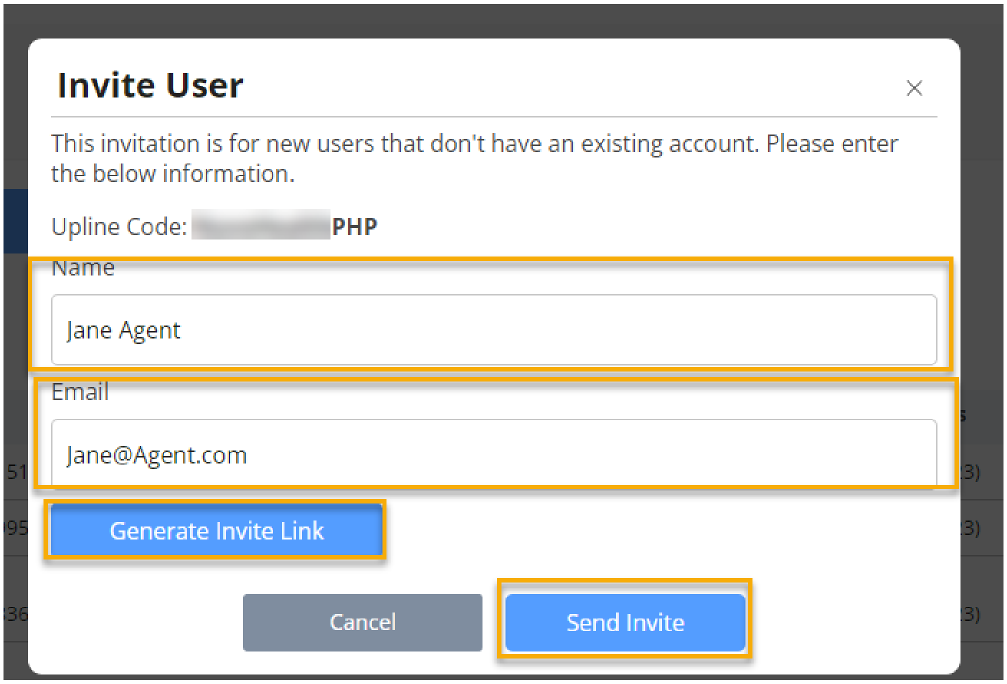
Use the “Download CSV” button to download a copy of the Downline Agents to a CSV (Comma Separated Values) file format.

When inviting a new Agent/Broker to the Agency, click the “Invite” button.



The below image will appear allowing the Agent/Broker Name and their email address to be entered. After entering the Agent/Broker Name and email address, click the "Send Invite" button to automatically send an email invitation to the Agent/Broker.

Or a link can be generated by clicking the "Generate Invite Link," which can be pasted into an email inviting the Agent/Broker to the Agency.



If you have any questions about the MyAgentWorld application, please contact your regional Sales Team member listed below:

Nevada: Christian Robledo christian.robledo@uhsinc.com and Mary Granger mary.granger@uhsinc.com

Florida: Christian Robledo christian.robledo@uhsinc.com and Staci Martin staci.martin@uhsinc.com

North Texas & Amarillo: Christian Robledo christian.robledo@uhsinc.com and Jackson Linford Jackson.Linford@uhsinc.com

South Texas & Laredo: Patty Cantu patricia.cantu3@uhsinc.com, Matthew Pollock matthew.pollock@uhsinc.com, and Paul Moreno paul.moreno@uhsinc.com

If you have any questions about your commissions, please email PHPCommissions@uhsinc.com.

MyAgentWorld Book of Business and Commissions Q&A

Q: I used the previous platform, Evolve, for my Book of Business (BoB) and Commissions statements. Where can I find historical statements if I need a copy?

A: MAW will have everything from January 2021 through current date. If you need BoB and/or Commission statements from calendar year 2020 or older, submit a request via email to PHPCommissions@uhsinc.com. Please include your name, NPN, and the specific report (BoB, Commissions) and date(s), and allow 3-5 business days to process your request.

Q: When are commissions statements available in MyAgentWorld?

A: Commission statements from January 2021 through current date will be available to you in MyAgentWorld.

Q: I am an Agency Leader, and I would like to see my whole team's information. Who should I contact for help and a walk through?

A: An Agency Leader/Agency Principal is identified within MyAgentWorld as a "Contact", and MyAgentWorld allows for a maximum of three agency "Contacts." Provided the Agency Leader/Agency Principal has been listed as an agency "Contact," and is within the three-contact limit, you will have access to your Agency's information. Please contact your local Medicare Advantage Sales Team for help getting set up as a contact.

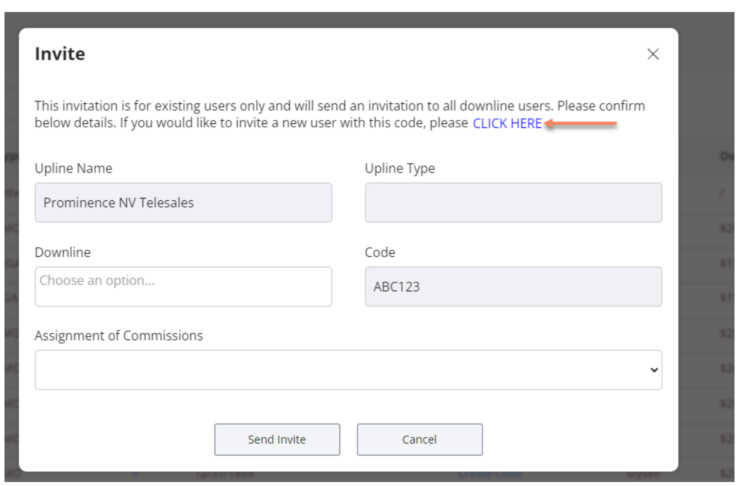
Q: How do I, an Agency Leader, modify my agency's "Contacts"?

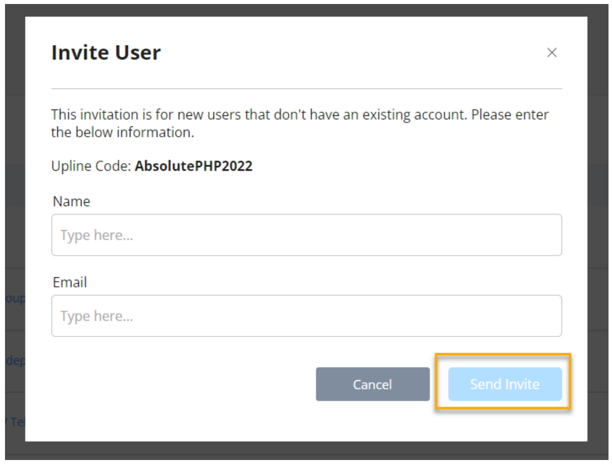
A: Please send an email to your regional Sales Operations Team member detailing the modifications needed for your agency's Contacts, including the name, email address, and telephone number of the Contact.

Q: How do I, an Agency leader, initiate a new agent onboarding process?

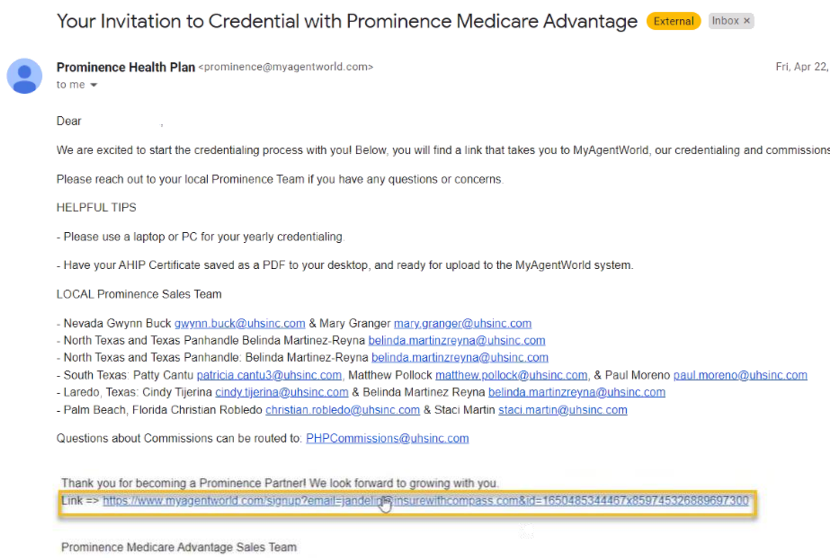
A: An Agency Contact can initiate a new agent onboarding one of two ways:

1) To add an Agent to an Agency, first check that a Code has been created for the Agency. If a code is present, click the "Hamburger" icon (three vertical dots) and two options will appear; Edit and Invite. Select Invite. See Pages (3) and (19) of this guide for additional Invitation information.
2) Send an invitation link to a new Agent within your Agency, press the ***CLICK HERE*** link. Enter the Agent First and Last Name and email address. Click the "Send Invite" button.





The invited agent will receive the following email to begin the onboarding process.



Q: When does a Broker/Agent become RTS (Ready to Sell)?

A: After the Broker/Agent completes the onboarding process and has passed the exam, the agent's appointment request will be sent to the selected selling States' Department of Insurance for official appointment status and background check. Once appointed by the DOI and cleared for background check, the Broker/Agent will receive an email confirmation from MyAgentWorld that he/she is RTS. During the busiest credentialing season, this process can take 2-10 days. During offseason times (for example, January-June), the process is generally faster. Keep in mind that each DOI manages their appointment process differently and wait times can vary.

Q: Who receives Commission payments?

A: Based upon the agreement an Agency has with their Agent/Brokers, the Agent/Broker can request that their commission payments are paid to themselves directly (Myself) or paid to the Agency (Upline).

Q: Who receives Agency Override payments?

A: Agency Override payments are sent to the Agency holding the contract with Prominence.