# AmeriHealth Caritas Next

**2025 ACA Agent Appointment Process**

August 1, 2024

**AmeriHealth Caritas**
**Next**

A product of AmeriHealth Caritas North Carolina, Inc.

Delivering the Next
**Generation**
of Health Care

# Certification/Appointment Process

To become certified to sell AmeriHealth Caritas Next plans, please follow the steps below.

1. Ensure that you have an executed 2025 contract with your FMO. Please reach out to your FMO directly if you have questions.
2. Log into Miramar: Agent at https://Miramar-agent.com

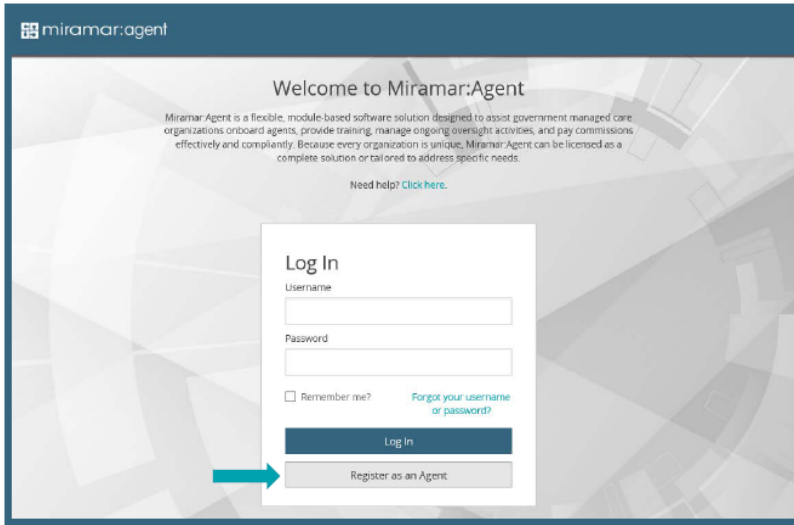| New Agents | Returning Agents |
|---|---|
| Create a new user profile<br><br>On the login page, select "*Register as an Agent*"<br>At the prompt, enter your Social Security number<br><br>Create your profile.<br><br>Register the contract year specific PIN that your FMO provided to you to start the AmeriHealth Caritas Next certification/appointment process. | If you have used Miramar in the past, you will have an existing user account and will need to validate information.<br><br>Log into Miramar: Agent<br><br>Review contact information<br><br>Register the contract year specific PIN that your FMO provided to you to start the AmeriHealth Caritas Next certification/appointment process. |

3. Follow the instructions in the module and fully complete each task.
4. Return to dashboard to ensure you have completed each required task.
5. Your certification is not complete until you receive an email from Miramar: *AmeriHealth Caritas - 2025 Ready to Sell*.

# New Users





## Create a New User Account

1. Log into Miramar Agent at:  https://Miramar-agent.com
2. Click "*Register as an Agent"*
3. Next, you will be prompted to provide your Social Security Number
4. Then, complete fields for Account Set up
   - Name, username, demographics
   - Create a password; minimum 8 characters with at least 1 uppercase letter, 1 lowercase letter, one number and one special character.
   - Select security questions and answers
   - Click *Complete Registration*.
   - Upon completion, "*A Registration Complete*" message will pop

5. Validate email address
   - Close all browser windows so that you can open your verification email.
   - You will receive an email with a link to verify your email address. If you do not receive an email, check your spam or junk folders.
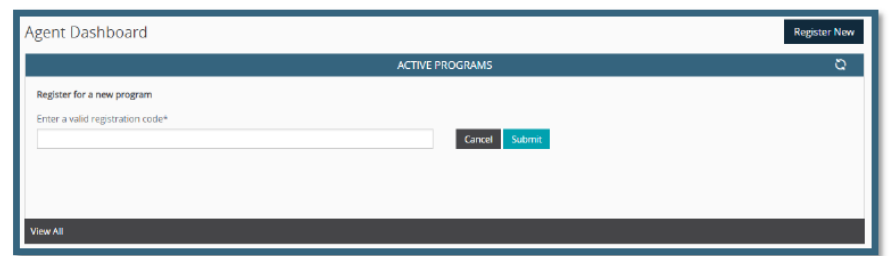
# Register PIN

After validating your email, at the login page, log in and you will be directed to the Agent Dashboard page.
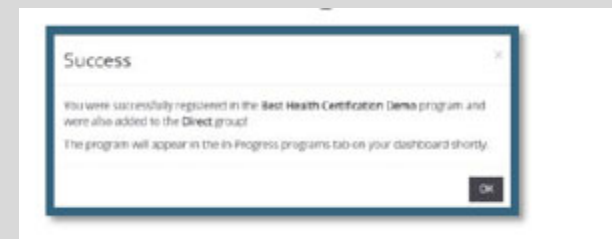
1. Register using the *Register Now* button
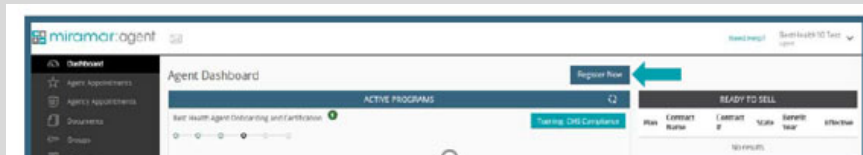


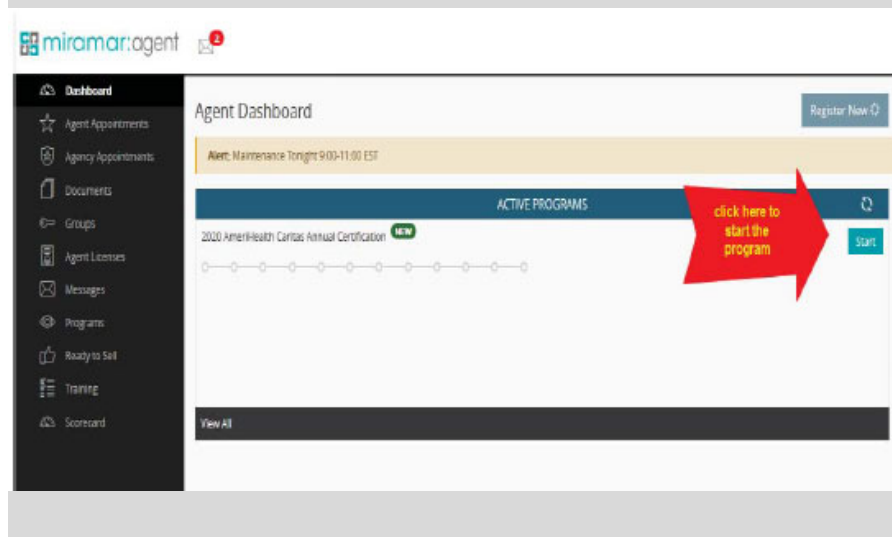2. Type in the PIN that your FMO provided and click Submit.



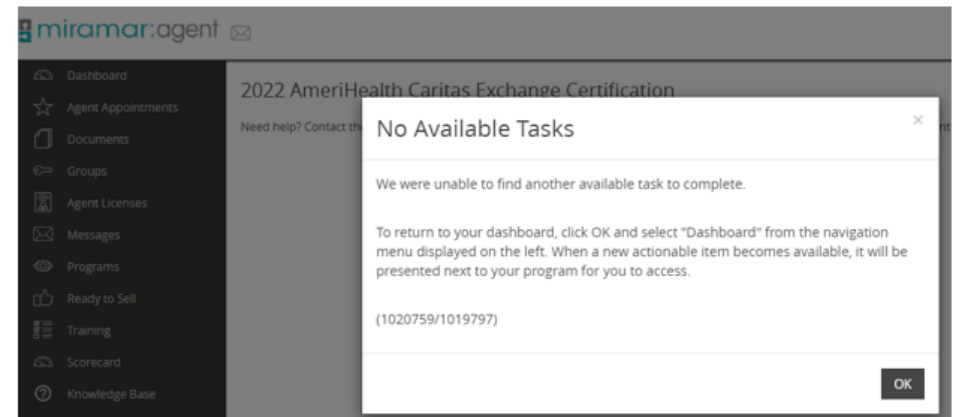3. You should then see a "Success" message. Click *ok*.

# Complete the Required Program

1. Return to the Agent Dashboard to see Active Programs.

2. Click *Start* in Active Programs to begin assigned tasks.



3. When you have completed a task, you will receive a message, *"No Available Tasks"*, click *OK* and return to the Agent Dashboard, Active Programs to begin the next task.
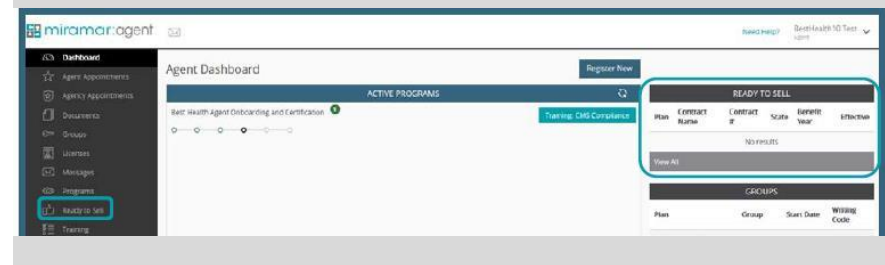
# Complete the Required Program (cont.)

When you have completed all tasks, there will be no additional tasks listed on the Active Programs.

Within the Programs tab, you will be able to see a status of Completed.
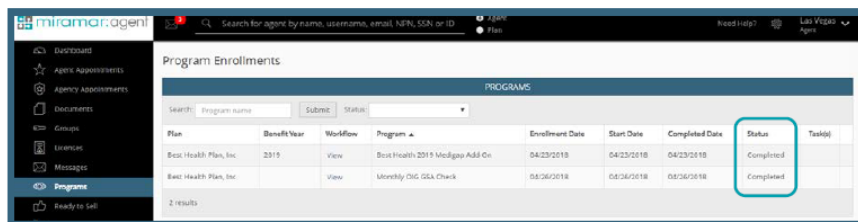


The Ready to Sell box on the Agent Dashboard will also be updated to indicate what has been completed and deemed Ready to Sell



In addition, you __must__ receive an email *"AmeriHealth Caritas - 2025 Ready to Sell"* indicating that you are Ready to Sell. That communication will provide you with Ready to Sell confirmation and additional instructions.

# Troubleshooting

| Situation | Solution |
|---|---|
| Login does not work | If you are a new user to Miramar, you will need to create an account by clicking "Register as an Agent" on the login page |
| Forgot your password | Click the "Forgot your password?" link on the login page |
| Technical questions? | Visit the help page by clicking the line on the login page |
| Additional questions? | Contact Broker Support: 1-800-769-1847 |
| Helpful Hints: | Return to Dashboard to determine what step needs to be take next |
| | Clear cookies if unable to reload page |
| | Browser compatibility: Google Chrome, Internet Explorer 11, Mozilla Firefox, Microsoft Edge |