

# 2017 Gorman Certification

## Important things to know before beginning:

- Please follow the steps provided. They will help you navigate through the process. If you encounter any errors after ensuring you followed the process outlined, please call Gorman support at 866-341-2312 or GHG has established a help portal for Sentinel Elite, located at <https://ghg.na2.teamsupport.com>. There is also a link to this site on the Sentinel Elite login page, and in the help text of most programs. You can also submit a ticket directly on this page or by emailing [salestraining@gormanhealthgroup.com](mailto:salestraining@gormanhealthgroup.com)
- You will be required to upload E&O and AHIP Certificates in order to complete certification. We are not able to upload for you this year so you have to upload these yourself.
- You will be required to upload CMS Compliance Training Certificate and FWA Certificate. **Both of those modules can be taken through Gorman and that is highly recommended.** Even if you took it as part of your AHIP, **it is still required.**
- **Apple/Safari is not supported so please do not use that to certify.**
- Please make sure you follow these instructions prior to contacting the Gorman Help Desk for assistance.

## LOGGING IN:

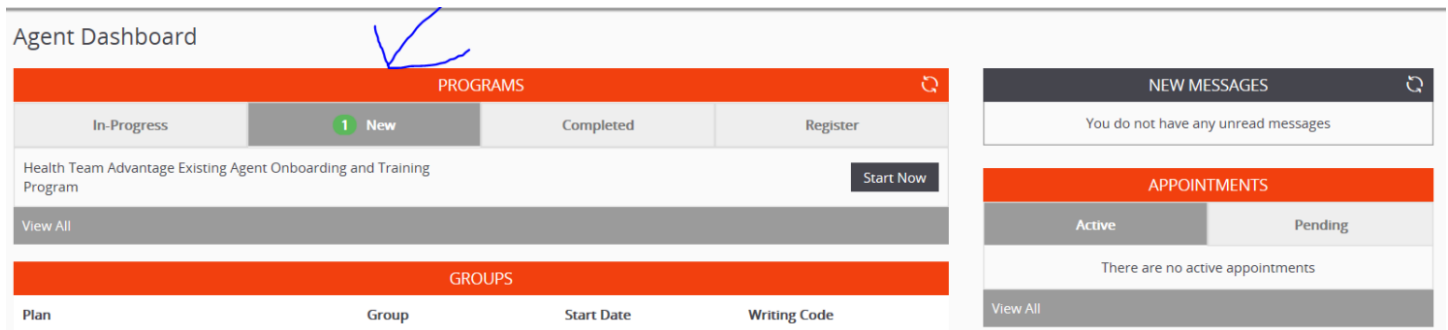
**\*\*\*\*\*If you have registered with any other carrier for 2017 certification through Sentinel Elite, you can log in with your existing username and password that you already created.**

**\*\*\*\*\*If you only use Gorman for HTA Certification, you will need to click on Register as a NEW AGENT!!!! This is VERY IMPORTANT!!!! Even if you sold HTA for 2016 you still need to REGISTER AS A NEW AGENT on the log in screen!!!!**

## STEP 1:

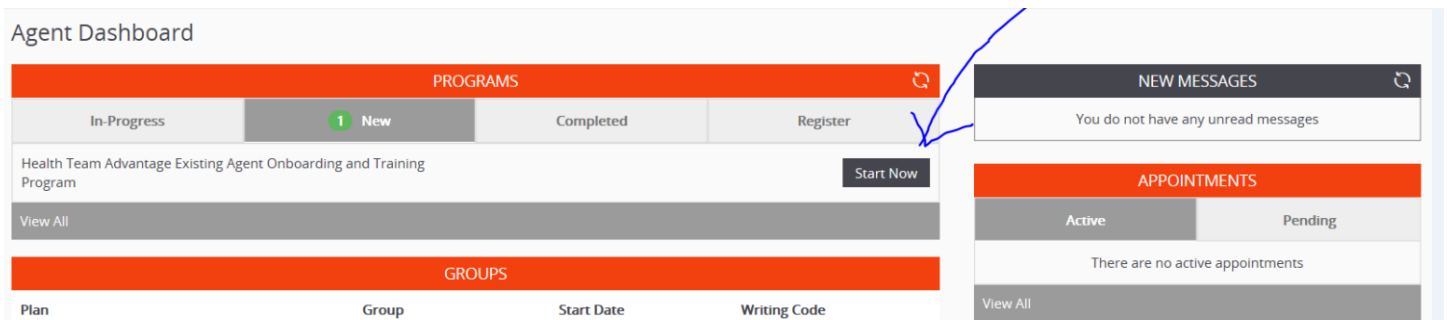
- Go to [www.Sentinelelite.com](http://www.Sentinelelite.com) and Click on Register as an Agent (even if you certified last year, you MUST select this option UNLESS you have already done Sentinel Elite for 2017 under a different carrier).
- You will be prompted to enter your SS#.
- You will be prompted to enter your group code (this will be provided by HTA or your FMO that you are under).

- You should be at your profile page. Make sure you fill out ALL the required information and on the right side of the screen, you will need to select a username and a password (make sure you write down for future use). Select the question to help you reset your password in case you forget it. Click on Complete Registration.
- You will see Registration Complete screen, click on Log In and use the username and password that you just created.
- This should bring you to your dashboard and you should see a #1 Under Programs and New. Click on New.



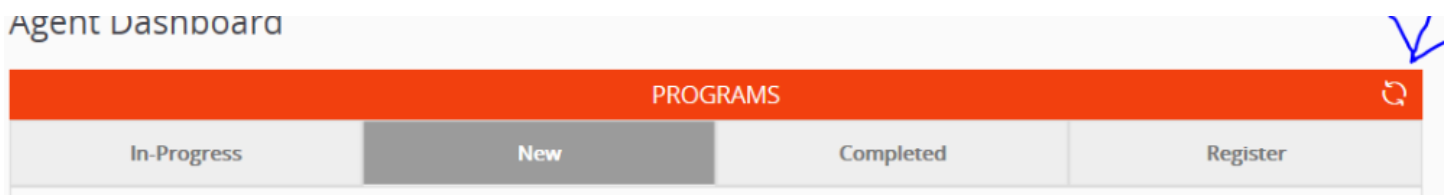
### Step 2:

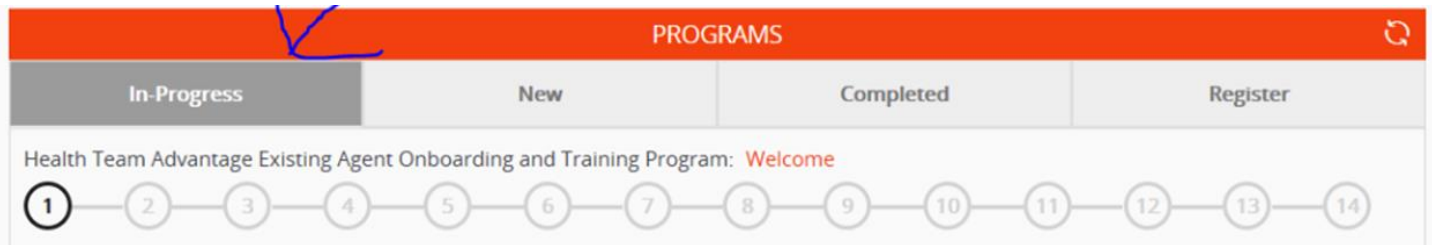
Click on START NOW



### Step 3:

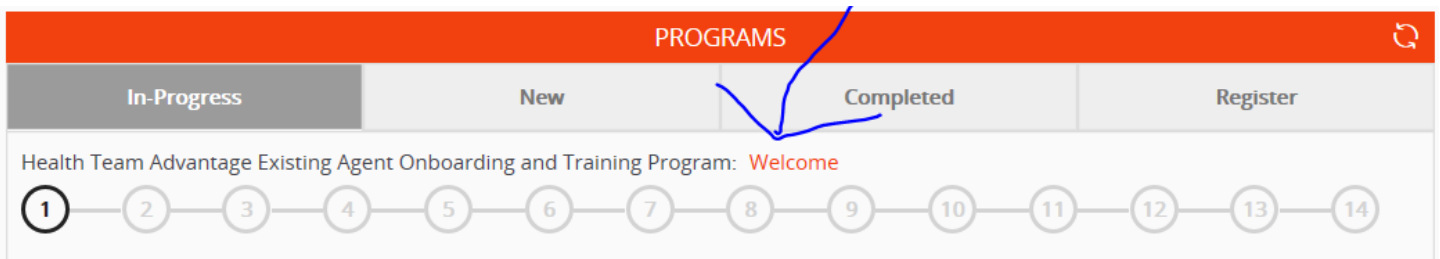
Select In-Progress tab and you can hit refresh until the program shows up under Programs. May take a couple minutes.





Step 4:

Under the In-Progress tab, you will see WELCOME....click on that



Step 5: Welcome Screen

- You will see the pop up blocker message. Make sure your internet browser will allow pop ups then click OK.
- Your welcome screen should be auto populated so just click Continue. (verify the Group that you are under is correct)
- **\*\*\*\*If it is not, STOP and contact [Agentsupport@healthteamadvantage.com](mailto:Agentsupport@healthteamadvantage.com) immediately for assistance. DO NOT CONTINUE!!!**

Step 6: W9

- Verify name and SS#
- Select option from #3
- Enter complete address information
- Type name in Signature field
- Click Save

Step 7: Code of Conduct

- Sign at bottom and click Continue

Step 8: Code of Ethics

- Sign at the bottom and click Continue

### Step 9: P & P Procedures

- Click in the “I attest” box and click Continue

### Step 10: Agent Contract


- Type your name in the Agent Signature area (following page 10 of 10) and type your title (You can just put sales)
- Type your name in the Agent Signature area (following page 11) and type your title
- Click Submit

### Step 11: AHIP Certificate

- Select YES to upload certificate
- You will see an example of what the AHIP certificate may look like. Click inside the box BELOW the example where it says Attach File, locate your saved file and Click Submit.

### Step 12: CMS Compliance Training Certificate

- If you DO NOT have a certificate that you got off Medicare Learning Network website or other external website (which most people won't have), select NO and that will allow you to do the training without uploading the certificate. Below is example of what you will see if you are doing the module through Gorman (2015 is correct). Click on GREEN ARROW.
- Read through all the pages (there is a 3 second time delay on pages) using right arrow in the bottom right of the screen.
- At the end, there will be knowledge checks that you must complete.
- Once you are done, click on CLOSE in the upper right corner. That should take you to the Post Assessment. Click on GREEN ARROW. If you don't see the assessment close that window and go back to the dashboard and click refresh and then click back on that next step.
- After completing the assessment, you will click on CLOSE in the upper right corner. You will also need to close that tab at the top of your browser as well. If you are stuck where it says LOADING, please close that tab as well and then go back to the main dashboard and click on refresh under Programs and select the next Module to be completed.


CMS Compliance Training 2015		
CMS Compliance Training 2015 - Post Assessment		

- If you do have the correct certificate, click Yes and follow the same guidelines you did for AHIP. Please make sure that your certificate looks like the one in their example or it will be rejected.

### Step 13: CMS FWA Training Certificate

- If you DO NOT have a certificate that you got off Medicare Learning Network website or other external website (which most people won't have), select NO and that will allow you to do the training without uploading the certificate. Below is example of what you will see if you are doing the module through Gorman (2015 is correct). Click on GREEN ARROW.
- Read through all the pages (there is a time delay on pages so you can't go through them too quick) using right arrow in the bottom right of the screen.
- At the end, there will be knowledge checks that you must complete.
- Once you are done, click on CLOSE in the upper right corner. That should take you to the Post Assessment. Click on GREEN ARROW.
- After completing the assessment, you will click on CLOSE in the upper right corner. You will also need to close that tab at the top of your browser as well. If you are stuck where it says LOADING, please close that tab as well and then go back to the main dashboard and click on refresh under Programs and select the next Module to be completed.



CMS FWA 2015		
CMS FWA 2015 - Post-Assessment		

- If you do have the correct certificate, click Yes and follow the same guidelines you did for AHIP.

### Step 14: FWA Form

- Attest that you read the form and CONTINUE

### Step 15: Plan Specific Training

- You must read through every slide and there is a 3 second delay on each slide. There will be an exam at the end.

#### Step 16: Plan Specific Exam

- You have 3 attempts to pass the exam with an 85% or higher

You have now completed all the steps required to be certified.

\*\*\*Please note your appointment still needs to be processed through the state, license verification, and any uploaded forms approved. Please check back in the next day or so and verify that you see your program under the READY TO SELL section of your dashboard. You should also see your appointment with HealthTeam Advantage and any licenses that you currently have. If you have not previously been appointed it may take a few days for your appointment by the state to show up.

**Thank you for your patience with Gorman in getting this up and ready for 2017 and we are looking forward to what the year will hold.**