GOLD KIDNEY HEALTH PLAN

Agent/Broker Onboarding and Certification Guide

Gold Kidney Health Plan

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Overview

- Agents must be certified each year to sell Gold Kidney Health Plan MAPD plans and be individually appointed by Gold Kidney Health Plan. Agents are also required to maintain active license status.
- Gold Kidney Health Plan utilizes EvolveNXT to deliver our annual onboarding and certification. We have designed a streamlined and simple process to get you certified and ready to sell.
- The program includes ensuring current agent information is on file, how you would like to be paid, license and appointment verification, background check, Medicare Certification and Errors & Omissions upload, and Gold Kidney product training and exam.
- You are allowed 4 attempts to pass the certification exam before you are locked out of the system.

Support Information

We are excited to get you onboarded with Gold Kidney Health Plan. Our priority is to make it easy for you and your downline to represent Gold Kidney Health Plan.
If you need any assistance or experience issues, please reach out to Gold B.A.R. (Broker Assist & Resources) at (844) 294-6535 or GKbrokers@goldkidney.com.

Getting Started

New Users

New users can begin the onboarding/certification process by submitting a contracting request. You may submit a request 3 different ways:

- Submit a Contracting Request Form via the Gold Kidney Health Plan website
- Send an email to contracting@goldkidney.com with your name, NPN, email address and upline name (if applicable).
- Submit a request to your upline. Your upline can create a contracting case on your behalf.

Existing Users (Recertifying for the upcoming plan year)

Existing users will receive a recertification email with instructions to access the Certification Case in EvolveNXT (Subject: Gold Kidney Recertification and Training).

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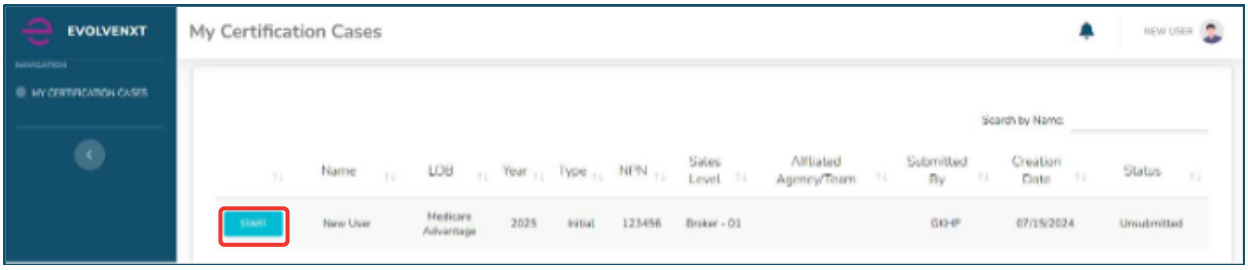
Accessing the Certification Case

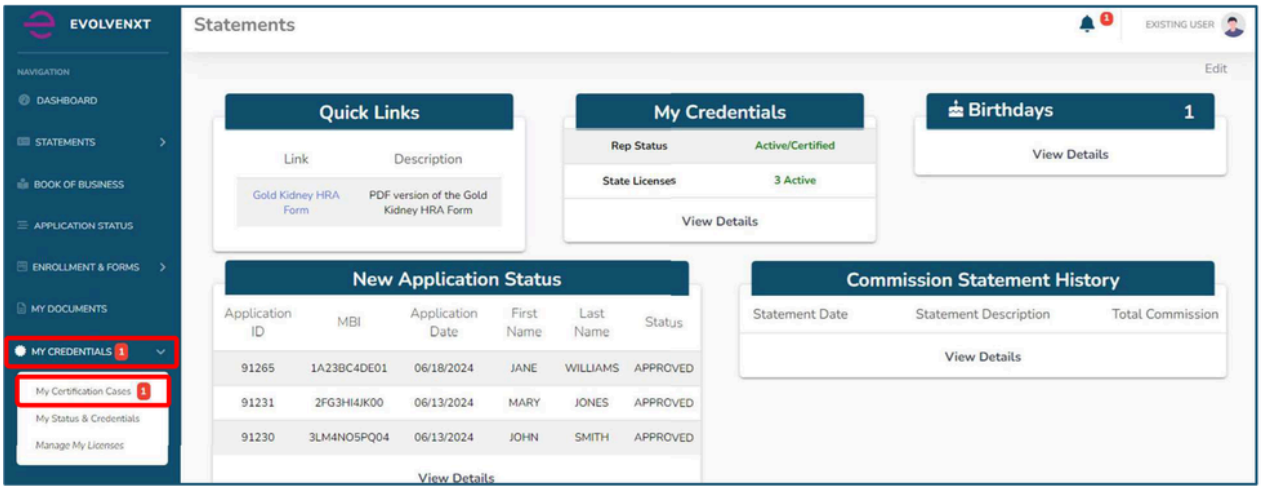
New Users

Agents who are new to Gold Kidney Health Plan will need to complete an Initial Certification case. Upon logging into EvolveNXT, you will be on the My Certification Cases page.



Existing Users (Recertifying for the upcoming plan year)

Existing users will complete a Recertification case. Upon logging into EvolveNXT, you will be on the **Dashboard**. To access the recertification case, click on **My Credentials** in the navigation panel to the left (1) then select **My Certification Cases** (2).



The **My Certification Cases** page will open. Click **Start** to begin your certification.

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Completing the Certification Case

You will now begin working on your Certification Case. You will see the following tabs below and must enter all required information within each tab.

CONTACT INFO | PAYMENT | LICENSE INFO | DOCUMENTS | TRAINING | SUBMIT

New Users: Before you can begin completing your Certification Case, a **Before You Begin** pop-up window will appear, and you will be prompted to verify your NPN and SSN. Enter your information and click **Validate**.

Contact Info	New Users: You will need to enter your information Existing Users: Your information will be populated. • Please review to ensure that your information is accurate. If your information is incorrect, click **Abort** and contact the Gold B.A.R.for assistance. • Once completed, click **Continue**.
Payment	• If commissions are being paid to the agent, please enter your banking information here. • If commissions are assigned to an upline, you will see the following message 'Based on the information collected in your invitation, no additional data is needed here.' • Click **Continue** to proceed.
Additional Info	• Lines of Business and SMS Opt-in questions
License Info	• Select the state(s) in which you wish to sell Gold Kidney plans in the upcoming year. • All states in which a Gold Kidney plan is offered, and you have an active license will display as an option. • Click **Continue** to proceed.

Documents	• All agents are required to upload the following documents:
	  ◦ Current E&O Certificate
	  ◦ AHIP Certificate
	  ◦ Void Check or Verified Bank Letter (if applicable)
	• Click **Continue** to proceed.

Training	• All agents must review and complete the GKHP Medicare Certification Training and pass the Certification Exam. *Note: You may download a copy of the training by clicking 'DOWNLOAD TRAINING MATERIAL'* • You must receive a score of 85% or higher to pass. • You are allowed 4 attempts to pass the certification exam before you are locked out of the system. • Once your status shows Passed, you will be able to move forward. • Click **Continue** to proceed.
Submit	• The final step will present you with our Gold KidneyProducer Contract and your W9. W9 is populated from the information that was entered on the Payment Tab (if applicable). • You can open and read both documents by clicking on them. • You will then check the boxes and sign your name in the space provided. • Click **Submit**.

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Next Steps

Once submitted, you will see a **"Submission Successful"** screen. You can download copies of both your contract and W9 (if applicable) on this screen.

Your case has been submitted to the Gold Kidney Health Plan staff for review and background check processing. Please allow 3 - 4 business days for review.

Once accepted, you will receive a confirmation email letting you know you are ready to sell Gold Kidney Health Plan for both the current and upcoming plan years.

Don't forget to attend a local Training Event!

Contact your local Market Manager for upcoming dates.

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GOLD KIDNEY HEALTH PLAN

Creating the gold standard for your care

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