



MARYLAND HEALTH CONNECTION

BROKERS

STEP BY STEP GUIDE 25-26



Table of Contents

Table of Contents.....	2
Introduction & Overview.....	3
Major Training Milestones for the 2025-2026 Open Enrollment Period.....	3
MHBE Training Account Creation/Application.....	5
Account Creation.....	5
Application.....	7
After Application Submission.....	11
Adobe Learning Manager.....	12
Account Creation.....	12
Navigating the Learner Dashboard.....	13
Pre-Authorization Structure.....	16
Using the Player.....	17
Registering for the Pre-Credentialing Final Exam.....	20
Job Aids.....	22
Help Features.....	23
After You Have Completed Training.....	24



Introduction & Overview

This document provides Brokers who are seeking authorization with Maryland Health Benefit Exchange a step by step guide for accessing The MHBE Portal for CAW Registration & Application to complete the required training for the 2025-2026 plan year. Follow these instructions in order to fulfill your training obligations and ensure that you are able to assist your clients with their enrollments.

Major Training Milestones for the 2025-2026 Open Enrollment Period

Accessing the required training for Brokers seeking authorization can be described in three major steps:

1. Create a The MHBE Portal for CAW Registration & Application and Complete Broker Application specific to your broker role.
2. Once your application has been approved; you will have access to your training applicable to your broker role.
3. Complete the required online training for OE 2025-2026 (See Chart below). Required training must be completed within 45 days once your application is approved.

OE 2025-2026 Training Requirement Chart

Open Enrollment Training Requirement Chart (X=Required)						
Course	New Broker: Individual & Small Biz	New Broker: Individual Only	New Broker: Small Biz Only	Returning Broker: Individual & Small Biz	Returning Broker: Individual Only	Returning Broker: Small Biz Only
2025 Pre-Authorization Training Curriculum	x	x	x	n/a	n/a	n/a
2025 Annual Training Curriculum	n/a	n/a	n/a	x	x	x
Consumer Portal Manual	x	x	x	optional	optional	optional
Final Exam	x	x	n/a	2026 TRANSITION POLICY: ALL EXISTING BROKERS MUST TAKE EXAM TO BE AUTHORIZED FOR MHC		



Step-by-Step Instructions



MHBE Training Account Creation/Application

Account Creation

1. Go to <https://mhbe.force.com/training/CustomCommunityLogin>
Click on the Register link.

Note: If you already have a MHBE Portal for CAW Registration & Application Account, skip to page 7

The screenshot shows the login page for the MHBE Portal for CAW Registration and Application. At the top is the Maryland Health Connection logo. On the left, there are input fields for Username and Password, a Login button, a checkbox for 'Remember me', a link for 'Forgot Password?', and a Register button highlighted with a red box. On the right, there is a welcome message and a list of four steps for account creation and application submission. At the bottom left, there is a small Maryland state flag icon.

maryland health connectionSM

Username
Password

Login

☒ Remember me

[Forgot Password?](#)

Register

Welcome to the MHBE Portal for CAW Registration and Application

1. Create an account using the [Register](#) link on this page.
2. You will receive an email which contains a link to complete and submit an application for your consumer assistance worker role. (If you do not see this email in your in-box, check your spam folder.)
3. Once you submit your completed application and it is approved, you will receive an email with the subject "Your Application Has Been Approved."
4. Once your training courses have been assigned, you will receive log-in instructions for the Learning Management System. Your training and certification testing (if applicable) will be provided on-line.

If you have any problems or concerns, please contact the appropriate program manager.

2. Complete the registration form by entering your First Name, Last Name, Email, and create a password. Passwords should be at least 10 characters long and a mix of characters and numbers. Click the Submit button.

The screenshot shows the self-registration page for the MHBE Training Portal. At the top is the Maryland Health Connection logo. Below the logo is a welcome message and instructions. The form contains input fields for First Name, Last Name, Email, Password, and Confirm Password, followed by a Submit button.

maryland health connectionSM

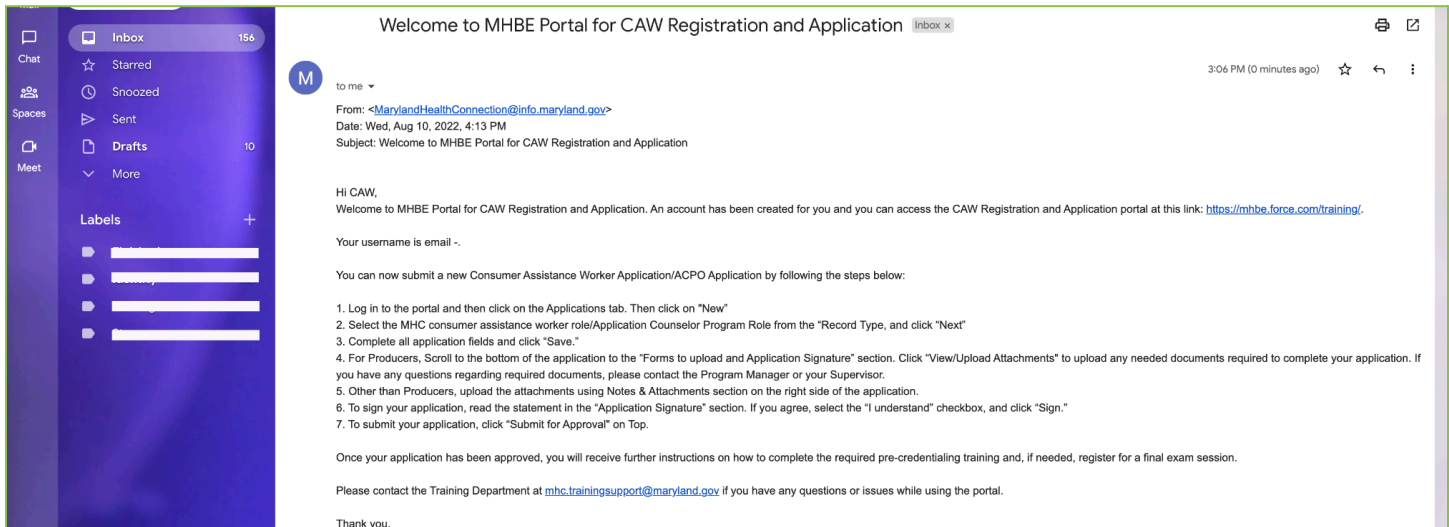
Welcome to MHBE Training Portal Self Registration Page. Please enter all details below to create a new account. Your password should be at least 10 characters long and should be a mix of characters and numbers. Please contact mhc.trainingsupport@maryland.gov if you have any issues creating an account.

First Name
Last Name
Email
Password
Confirm Password

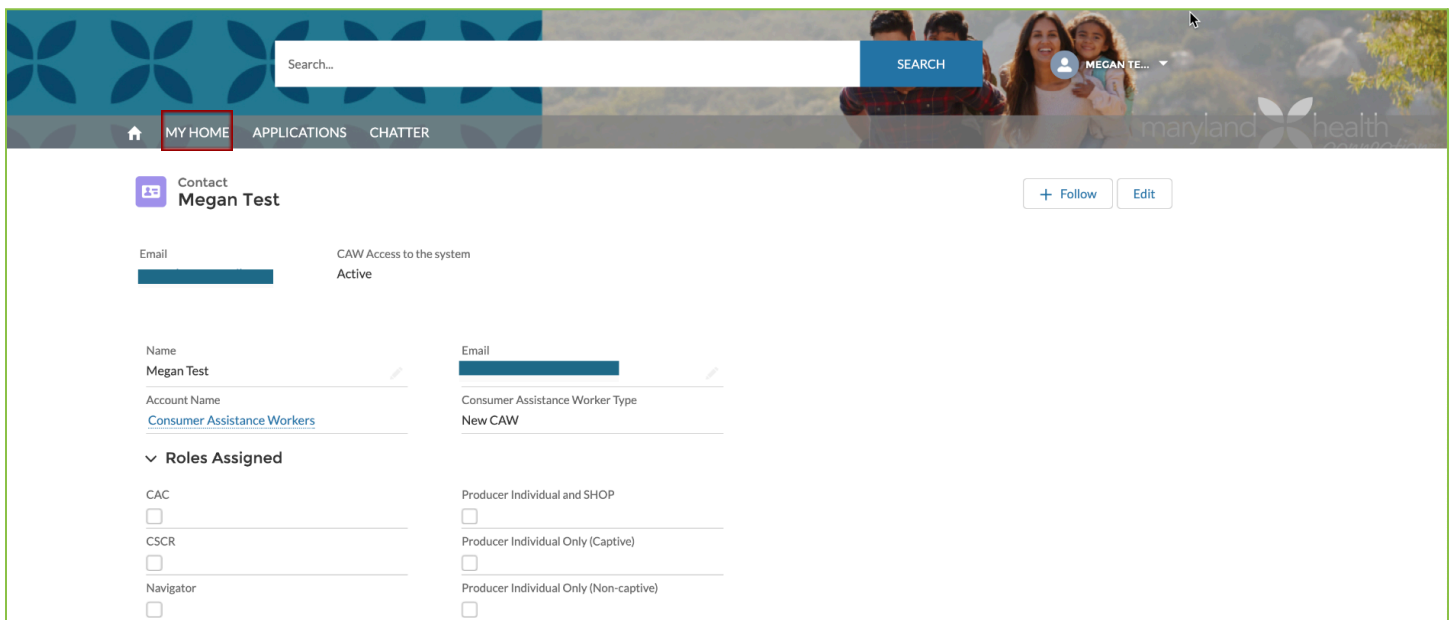
Submit

3. You will receive a confirmation email with the subject "Welcome to the MHBE Portal for CAW Registration & Application." The email contains the MHBE Training Portal link: <https://mhbe.force.com/training/CustomCommunityLogin> so that you can complete and submit an application.

Click on the link provided in the confirmation email and enter the login credentials you created during registration.

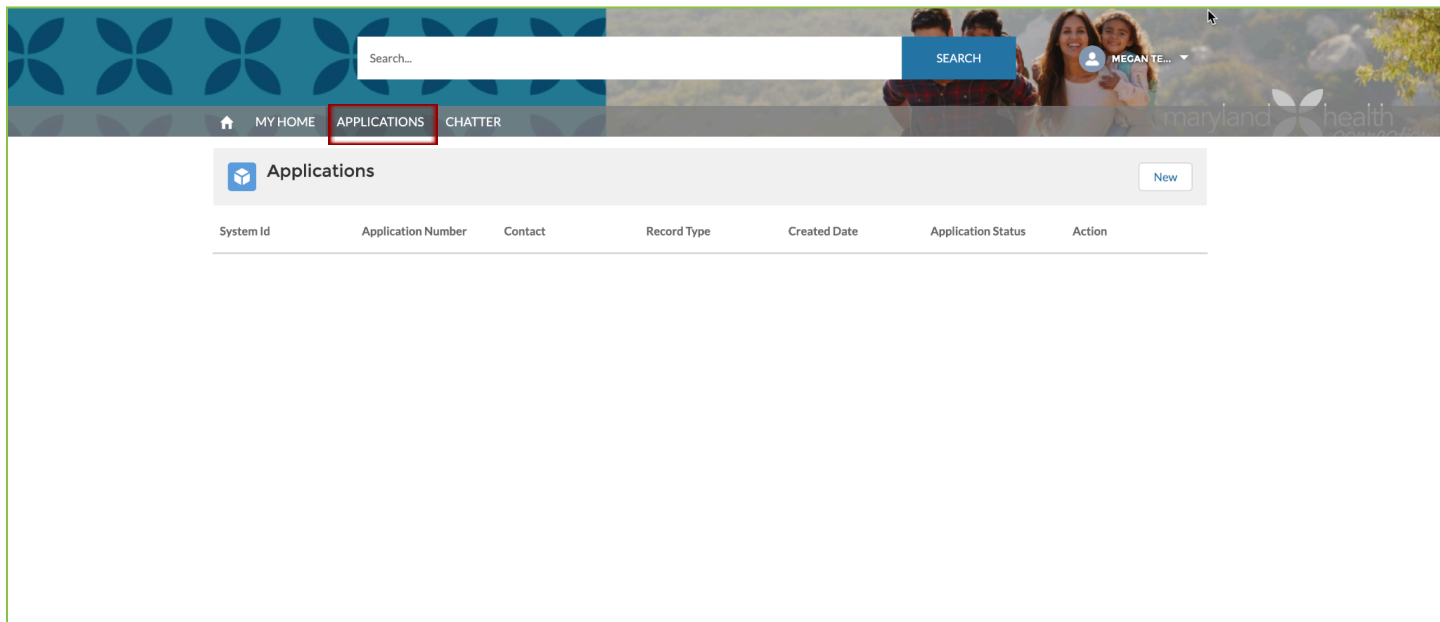


4. Click on the **Home Tab**. This shows an overview of the information you entered when creating an account as well as any CAW roles that were approved and assigned to your account.



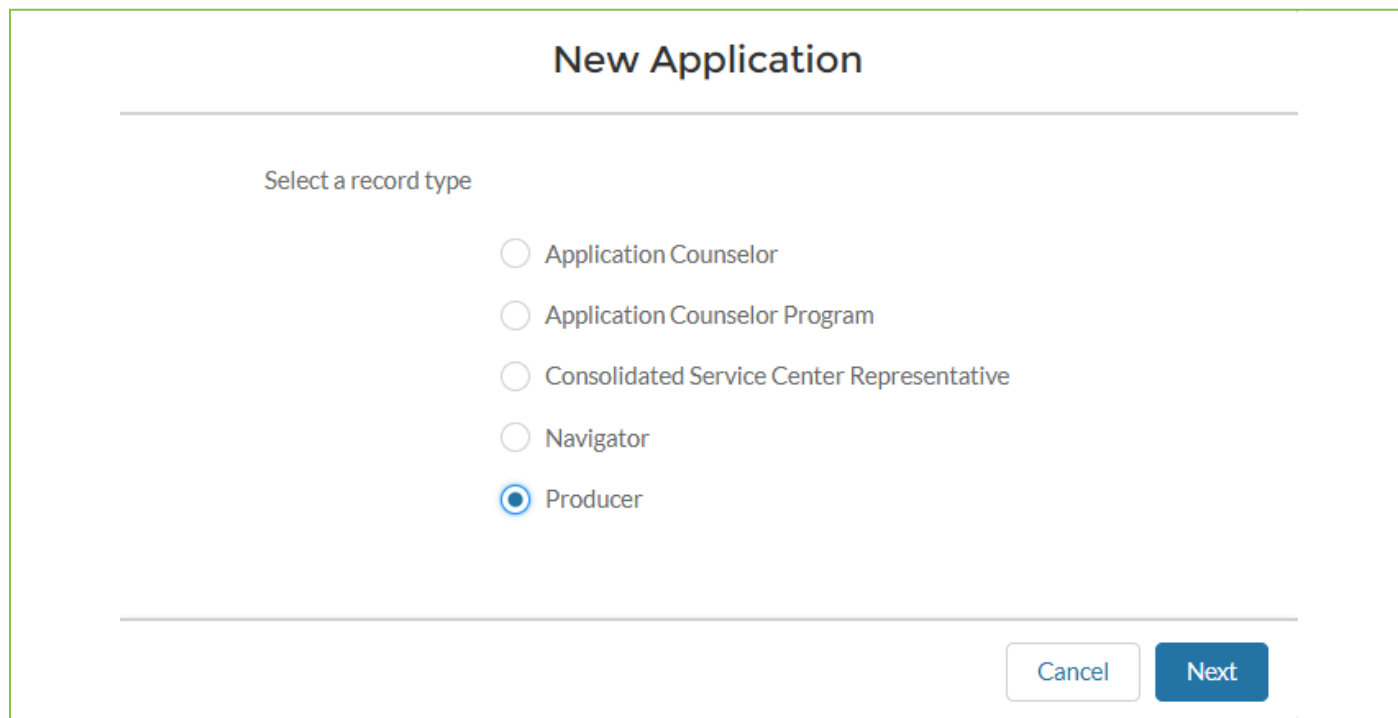
Application

1. Click on the **Applications** tab.
Click on the **Create New Application** button.



The screenshot shows the Maryland Health Connect web application. At the top, there is a navigation bar with a search bar, a user profile for 'MEGAN TE...', and a logo. Below the navigation bar, there are three tabs: 'MY HOME', 'APPLICATIONS' (which is highlighted with a red box), and 'CHATTER'. Under the 'APPLICATIONS' tab, there is a section titled 'Applications' with a 'New' button. Below this, there is a table with the following headers: 'System Id', 'Application Number', 'Contact', 'Record Type', 'Created Date', 'Application Status', and 'Action'. The table is currently empty.

2. Select "Producer" from the options and click **Next**.



The screenshot shows the 'New Application' form. The title 'New Application' is centered at the top. Below the title, there is a section titled 'Select a record type'. Under this section, there are five radio button options: 'Application Counselor', 'Application Counselor Program', 'Consolidated Service Center Representative', 'Navigator', and 'Producer'. The 'Producer' option is selected, indicated by a blue dot. At the bottom right of the form, there are two buttons: 'Cancel' and 'Next'.

3. Enter requested information into the application fields:

- Company/Agency Name – this is visible to consumers
- Company Agency Website – this is visible to consumers
- Languages spoken other than English – this is visible to consumers
- Assistance Offered Email
- Assistance Offered in Person
- Assistance Offered Phone
- National Producer Number – ensure this number matches your license
- Maryland Insurance License Number – ensure this number matches your license
- Authorization for Individual Exchange?
- Seeking Authorization for Small Business?
- Visible to consumers - Individual?
- Visible to consumers - Small Biz?
- What Connector Entity Region do you work? (What region do you primarily work with?)
– this is used by Connector Entities to refer consumers to brokers

Enter your Address Information:

- Please be sure to choose the correct state if you do not reside in MD.
- If your Mailing address is not the same as your business address, type your address in the Mailing Address fields.
- If your Mailing address is the same as your business address, check the box.

Enter your Contact Information:

- Work Phone – this will appear on the website
- If you will be using a different phone number for MFA, type the cell phone number in the MFA Cell Phone field
- If you are using your work cell phone for MFA, check the box
- Business Email – this will appear on the website
- If you will be using a different email address for MFA, type the email address in the MFA Email Address field
- If you are using your business email address for MFA, check the box

4. Please review the entire application. If you are not ready to submit the application, you will be able to log out and come back to edit any information before submitting for approval.

Brokers will need to open the Attestation and the Non-Exchange Entity Agreement (NEEA) documents to electronically sign the forms:

Forms to Upload and Application Signature

Before submitting your application, please follow the instructions below to upload the required Attestation:

- Click on the form name below to sign the forms.
- Complete sign and click on save. document will auto attached.
- Once sign is completed you can download the forms, by the clicking same below link.
- Upload a PDF copy of your E & O certificate.
- Upload a PDF copy of your MD license.


Individual Only (Non-captive) Maryland Health Connection Statement Producer Attestation

Individual Only (Non-captive) Non-Exchange Entity Agreement (NEEA)

5. Within the Attestation and NEEA documents, check the box, sign the document, and select "Save"

☒ By checking this box, I hereby attest to the above statements and agree to comply with the policies, procedures and rules established by the Maryland Health Connection.

Sign Here



Save

Clear

6. Brokers will need to upload a copy of their Errors & Omissions (E&O) and their Maryland broker license.

View / Upload Attachments

Upload Attachments

Select Type

Select Attachment Type

Select Attachment Type

Choose File

No file chosen

Upload

Action	Status	Expiration Date	Valid Till
E & O			
MD License			

- To upload the required documents:
 - Choose the file type from the drop down
 - Please note, the file must be a PDF
 - Select "Choose File" to open a new window to select your document
 - Select "Upload" to upload your document
 - Please note, you can only upload one document at a time
7. Once your application is ready for submission with all requested supporting documentation, you must complete an Application Signature. Please read, click the check box next to "I understand", and click the **Sign** button.

8. Once you have done this, you will see a notification that your application is ready to submit.

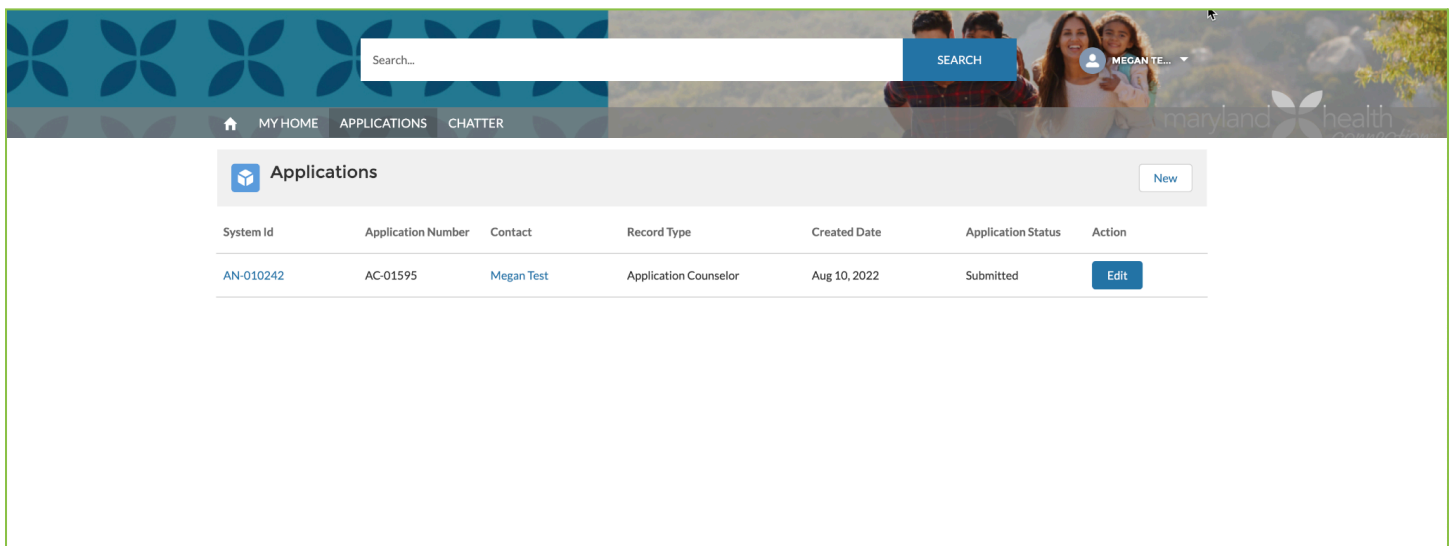
9. Submit the application for approval by clicking **Submit for Approval**. This button is located at the top right of your application. A small window will appear. Add any comments, and then click **Submit**.

After Application Submission

1. After you have submitted your application, it will appear in your applications tab as “submitted.” Your application will be reviewed within 3-5 business days and you will receive a confirmation email regarding the approval of your application.

Once the application is approved, you should look for a communication from MHC Training Support Team inviting you to create an account and login. You will receive this email within 24 hours after receiving application approval. Brokers should also expect an email from their Program Manager.

Note: You will not be granted access to training with the LMS without an approved application.



Search...

SEARCH

MEGAN TE...

maryland health

Applications

New

System Id	Application Number	Contact	Record Type	Created Date	Application Status	Action
AN-010242	AC-01595	Megan Test	Application Counselor	Aug 10, 2022	Submitted	Edit



Account Creation




1. Adobe accounts that have been created with your work email (IE, maryland.gov or other official email domains) are acceptable to use for your training profile.

In addition, please make note as you create your account that your password must:

- Include at least one number or symbol
- Include both upper and lower case Latin characters
- Be at least 8 characters long

Create an account
Already have an account? [Sign in](#)

Sign up with social


  


Or

Sign up with email

Email address


First name Last name

Password 

Date of birth 

Month Year

January

 [United States](#)

By clicking Create account, I agree that:

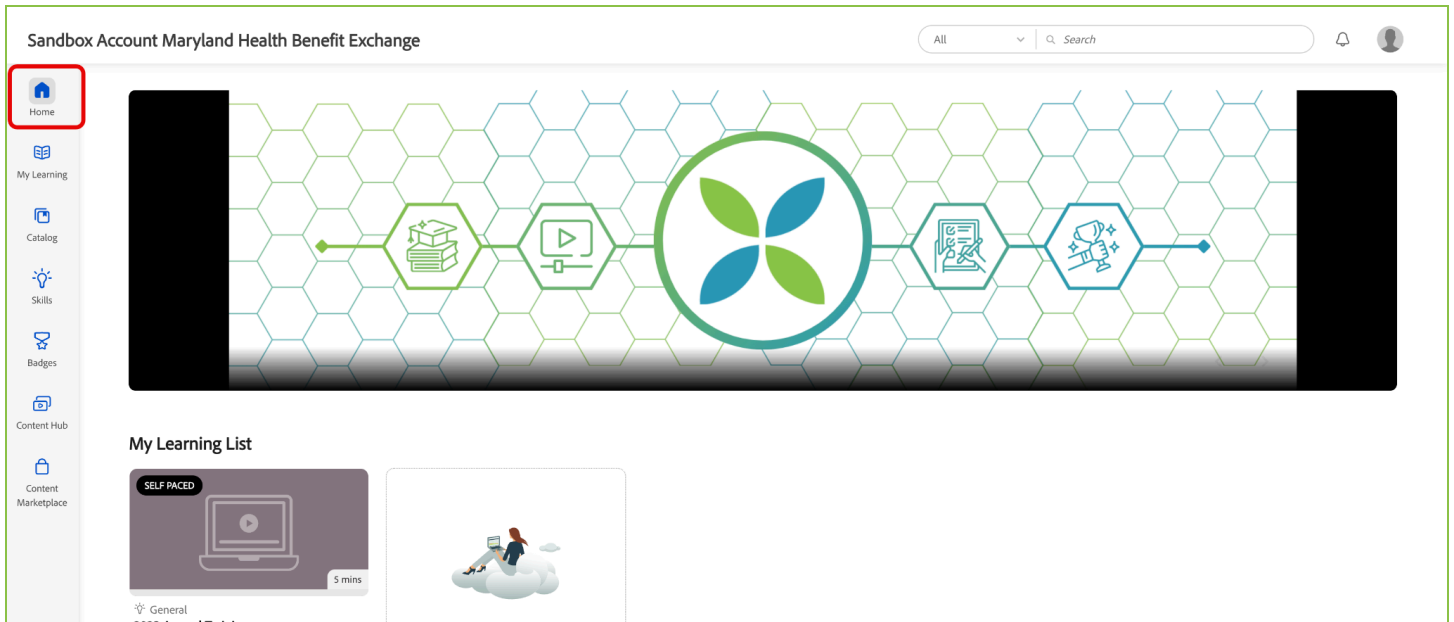
- I have read and accepted the [Terms of Use](#).
- The [Adobe family of companies](#) may keep me informed with *personalized* emails about products and services.

See our [Privacy Policy](#) for more details or to opt-out at any time.

[Create account](#)

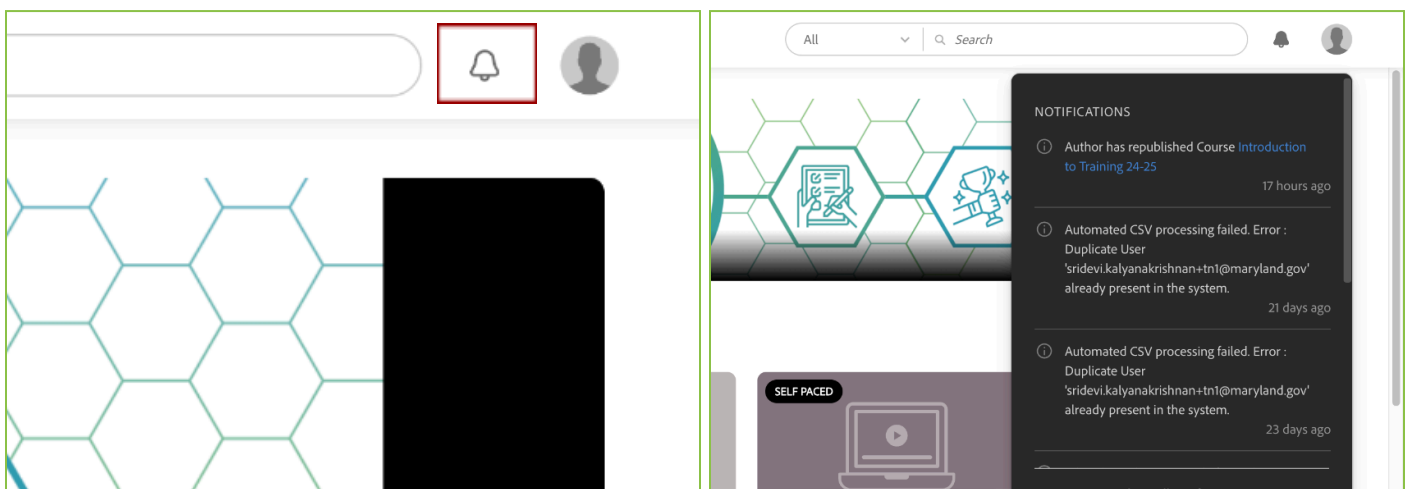
Navigating the Learner Dashboard

1. Upon opening Adobe Learning Manager, you will see your dashboard.



2. The bell icon on the top of the dashboard will signal any notifications you may have, including:

- Courses assigned
- Job aids assigned
- Announcements



3. The “Compliance Status” donut on your screen lets you know about training that’s overdue (in red) or nearing a deadline (in orange).

You can launch any of those trainings from the list to the right of the donuts. Note that this area contains only training that you are ALREADY enrolled in.

EXPLORE

All your enrollments in one place
[View My Learning](#)

Calendar

< March 2025 >

S M T W T F S

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30 31

Filter sessions

21 March, 2025

No sessions planned for this day yet!

Compliance Status

Total 1

1 On track

All (1)

MHC for Small Business Broker Pre-Aut...
Learning Path - Assigned by Admin
Due on 1 May 2025 On track

All (1) >

Overdue (0) >

Upcoming within next 30 days (0) >

On track (1) >

4. To the right of the donuts, you will find a calendar of your learning assignments.

Catalog

Skills

Badges

Content marketplace

General

MHC for Small Business Broker Pre-Authorization Training 24-25

EXPLORE

Start learning!
All your enrollments in one place
[View My Learning](#)

Calendar

< March 2025 >

S M T W T F S

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30 31

Filter sessions

21 March, 2025

No sessions planned for this day yet!

Compliance Status

Total 1

1 On track

All (1)

MHC for Small Business Broker Pre-Aut...
Learning Path - Assigned by Admin
Due on 1 May 2025 On track

All (1) >

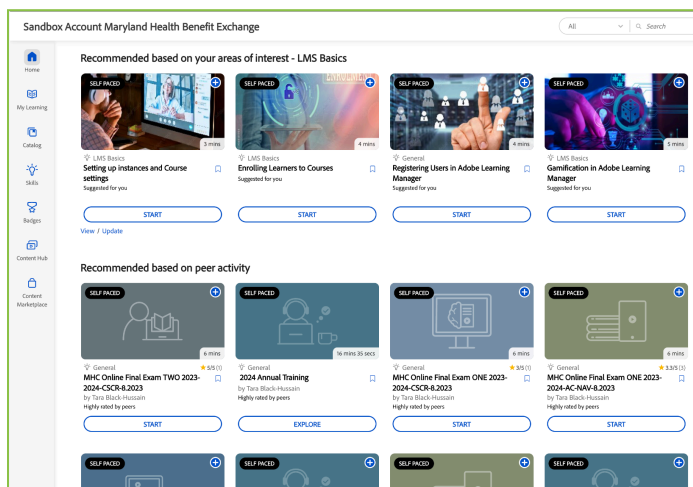
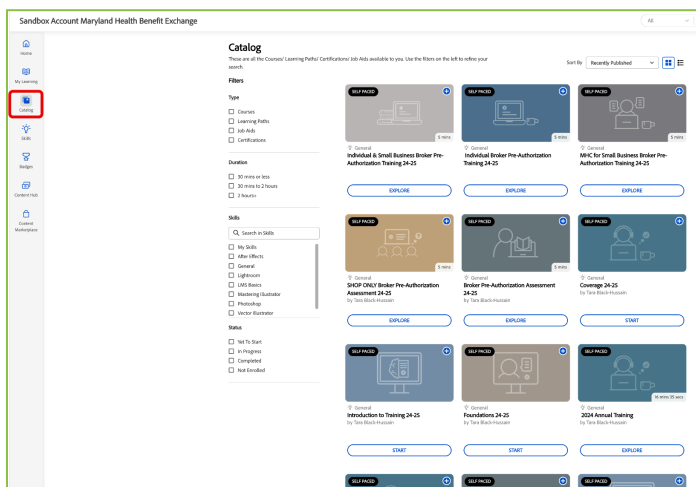
Overdue (0) >

Upcoming within next 30 days (0) >

On track (1) >

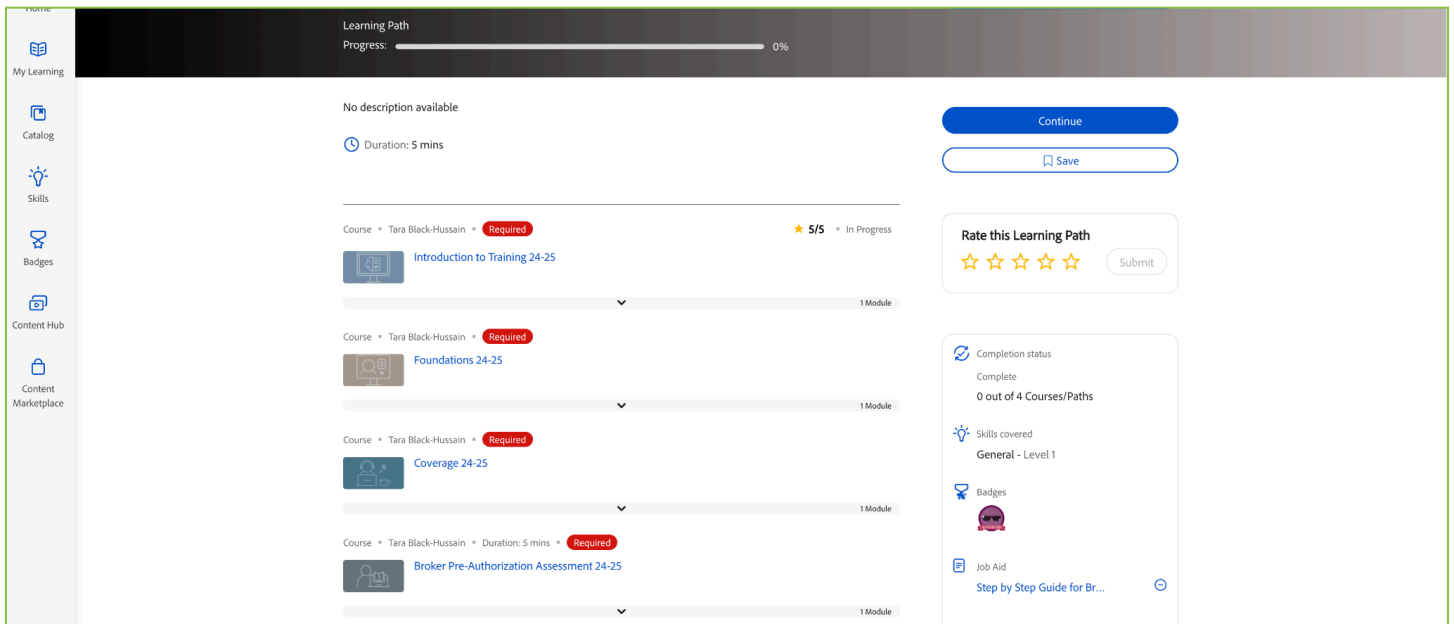
5. If you want to find any other training or job aids available to you, you can:

- Use the catalog tab to enroll in training courses and view job aids
- Scroll to the bottom of your dashboard to view recommended trainings based on your area of interests or peer activity



Pre-Authorization Structure

- The Broker Pre-Authorization Training is split into five courses: Foundations, Coverage, Subsidies, Medicaid, and Application.

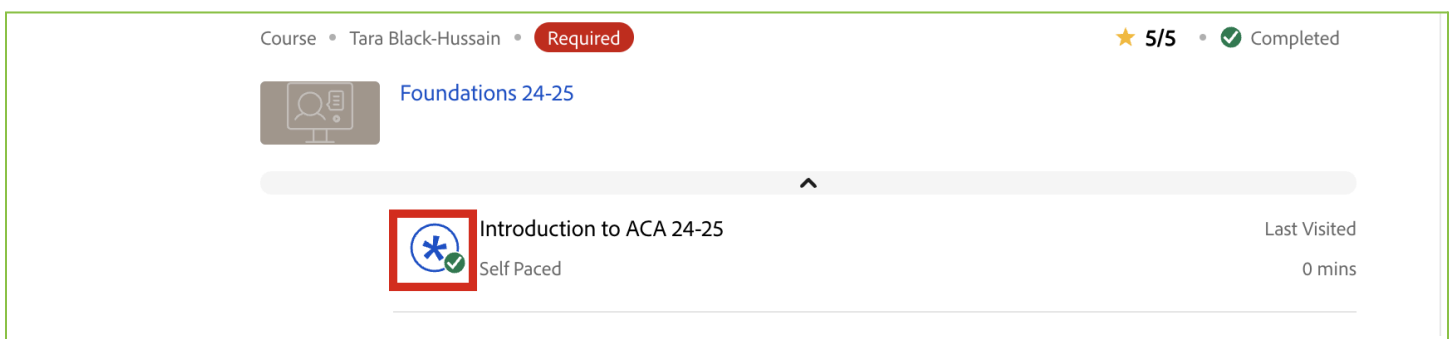


- Each module will end with a five question quiz; to continue to the next module, you must score at least 80% on the quiz.

If you fail the quiz:

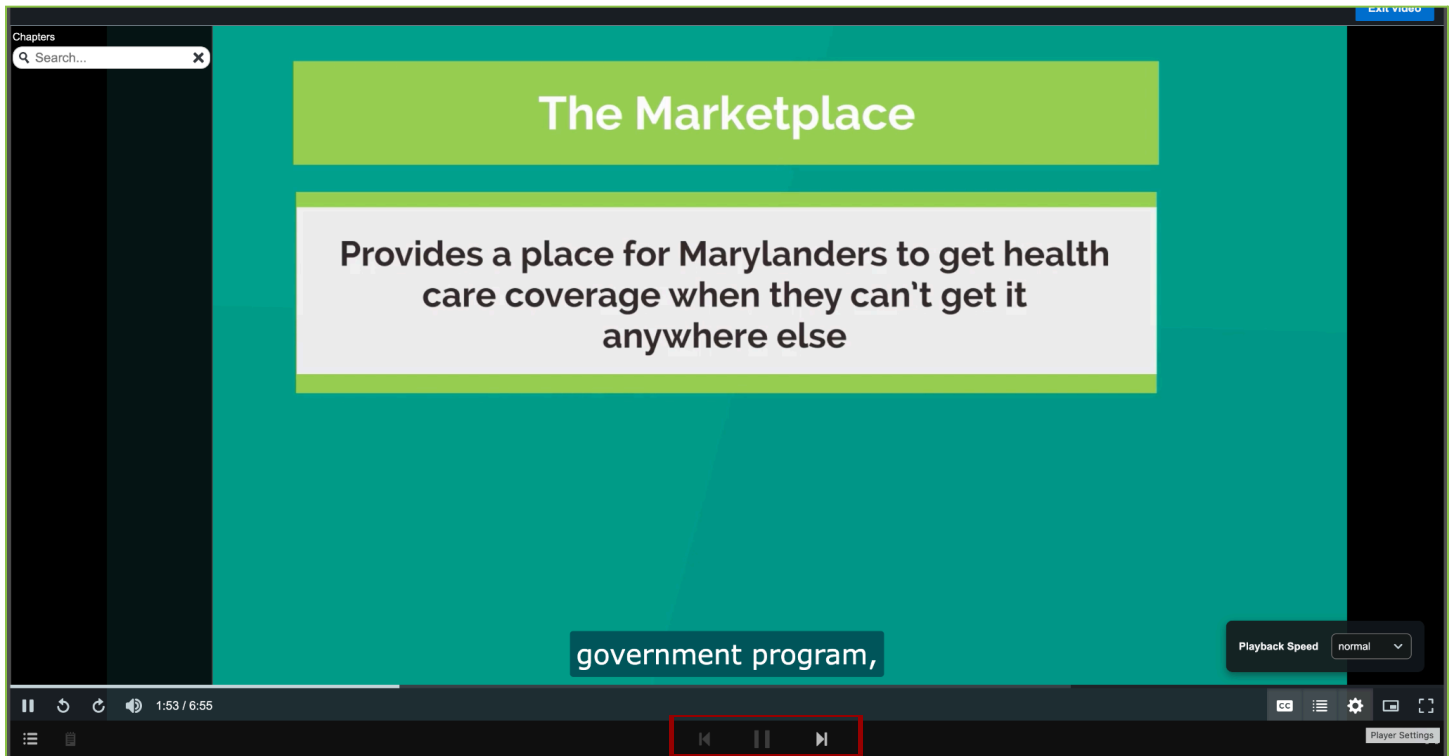
1. Close the assessment window
2. Review the module to find the correct quiz answers
3. Select the Assessment from the content list to retake until you receive a passing score

Note: You can tell if a video/quiz has been passed when a check mark appears on the course icon.

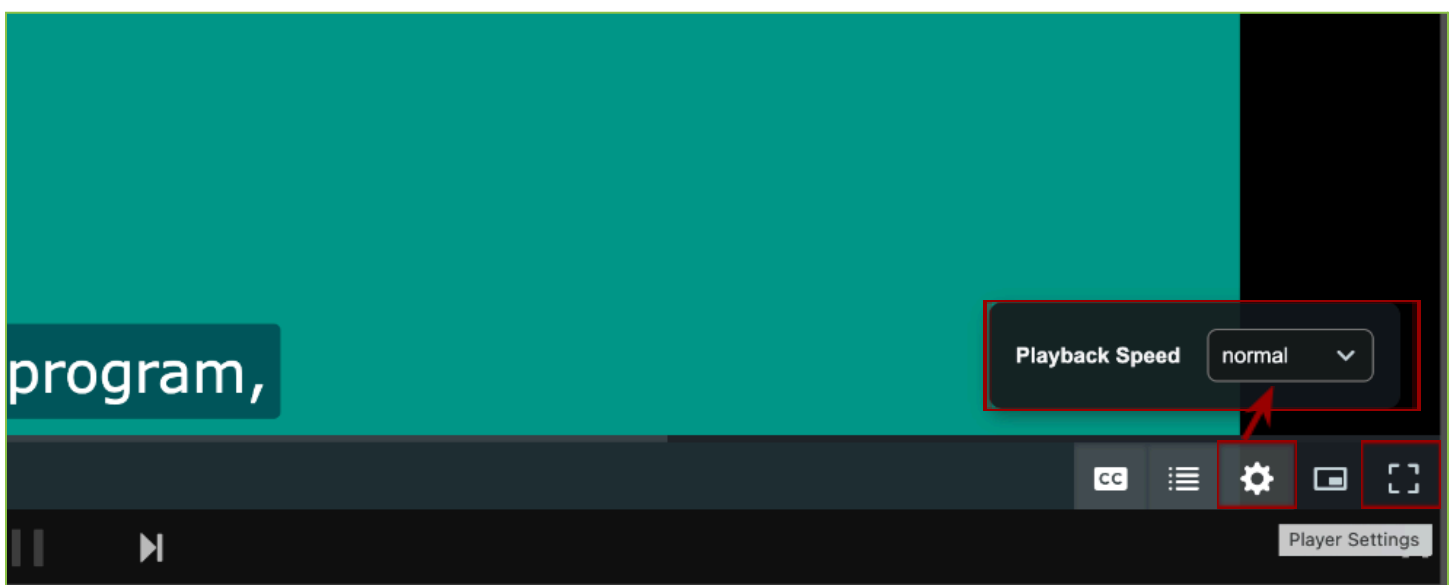


Using the Player

1. Once you start a course, it will appear in the player. This player adapts to fit different types of content and will automatically guide you through all elements of your courses.



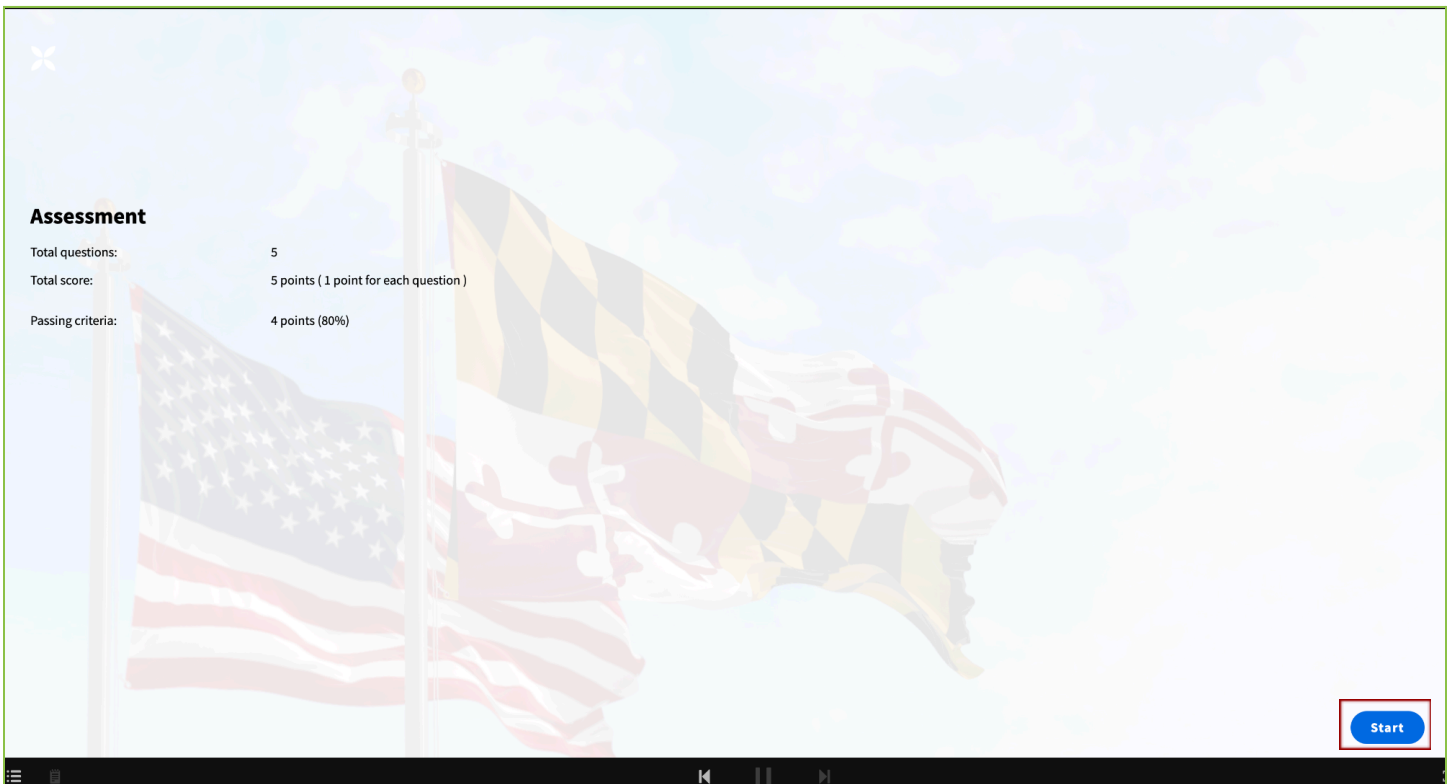
2. At the bottom right corner of the player, you will have the option to open the Player Settings gear to control the Player Speed, or the Full Screen button to expand the screen view.



3. Captions will be inactive by default. To turn on closed captions, use the Closed Captions icon in the bottom right of the player.



4. During your course, there will be quizzes throughout. Below is an example of the Foundations Quiz. Select "Start" to begin the quiz.



5. After taking the quiz, your score will be displayed. Use the forward or X icon to close or move on with the course.


Foundations Assessment 24-25

You have passed the quiz.



Total questions: 5

Total score: 5 points (1 point for each question)

Passing criteria: 4 points (80%)

Your score:  4 points (80%)

[Review answers >](#)

Use the  and  button in the player to proceed to the next module or close the quiz respectively.


6. If you fail the quiz, you must close the screen and select "Reattempt" to try again. You must pass the quiz to continue.

You have failed the quiz.



Total questions: 5

Total score: 5 points (1 point for each question)

Passing criteria: 4 points (80%)

Your score:  3 points (60%)


[Review answers >](#)

Use the  and  button in the player to proceed to the next module or close the quiz respectively.

No description available

Modules Notes


Core Content 5 mins


 SHOP ONLY Broker Pre-Authorization Assessment 24-25
SELF PACED [Reattempt](#) Last Visited 5 mins


[Continue](#)

[Save](#)

0/1 Core Content Completed

 Badges

 COMPLETION

 Skills covered

Registering for the Pre-Credentialing Final Exam

The final exam is a mandatory part of the Broker's credentialing process. **Please note that you may not take the final exam unless you have completed the self-paced Pre-Authorization Learning Path** (Five courses: Foundations, Coverage, Subsidies, Medicaid, and Application.)

Once you have completed your training, you will need to take the credentialing exam. In order to enroll in the first attempt final exam, click the "Catalogs" option from your Learner Dashboard. All available courses will be listed on this page. Refine your search by checking the Courses check box. The first and second attempt exam session registration will be available in separate courses listed as MHC Certification Exam Registration (First Attempt) and MHC Certification Exam (Second Attempt).

Please follow the steps below to register.

1. To register for a first attempt session:

- Open the learner catalog, refine your search for courses. The registration is listed as CAW MHC Certification Exam Registration (First Attempt). Click the "Explore" button.
- Select the exam instance date that you would like to take the online exam and click the blue "Enroll" button.

The screenshot shows a learner dashboard with a search bar at the top containing the text "mhc final exam registration 2025-2026". Below the search bar, there are filters for "Type" (Courses, Learning Paths, Job Aids, Certifications) and "Duration" (30 mins or less, 30 mins to 2 hours, 2 hours+). The search results are displayed in a grid of three cards. The first card is titled "MHC Final Exam Registration 2025-2026" and has a red box around its "EXPLORE" button. The second card is titled "MHC First Attempt Exam Registration 23-24" and has a blue "EXPLORE" button. The third card is titled "MHC Online Final Exam THREE 2023-2024-CSCR-8.2023" and has a blue "START" button. The interface includes a sidebar with navigation links (Home, My Learning, Catalog, Skills, Badges, Content Hub) and a top navigation bar with a "Sort By" dropdown set to "Relevance".

MHC Final Exam Registration 2025-2026
Course
Skills: General

This Course has following Course Instances. Select a suitable Instance to enroll.

Instance Name	Starts On	Complete by	Location(s)	Actions
September 3rd, 2025 Seats available	Sep 03, 2025 (10:00 AM)	Sep 03, 2025 (11:59 PM)		Select
August 20th, 2025 Seats available	Aug 20, 2025 (10:00 AM)	Aug 20, 2025 (11:59 PM)	Online	Select

MHC Final Exam Registration 2025-2026
CLASSROOM

0 Enrollment(s)
[Share](#)

No description available

Modules

Core Content 1 hr 30 mins

MHC Final Exam One Registration
Classroom 1 hr 30 mins

Date and time Aug 20, 2025 (10:00 AM - 11:30 AM)	Duration 1 hr 30 mins
Seat limit No Seat Limit	Instructor Not Available
Location Online	

Instance details

Name
August 20th, 2025
[View All Instances](#)

Completion status
Minimum required
1 out of 1 Modules

Skills covered
General - Level 1 (1 Credits)

Deadlines
Completion
Aug 20, 2025, 11:59 PM

Authored by
 Tara Black-Hussain

[Enroll](#)
[Save](#)

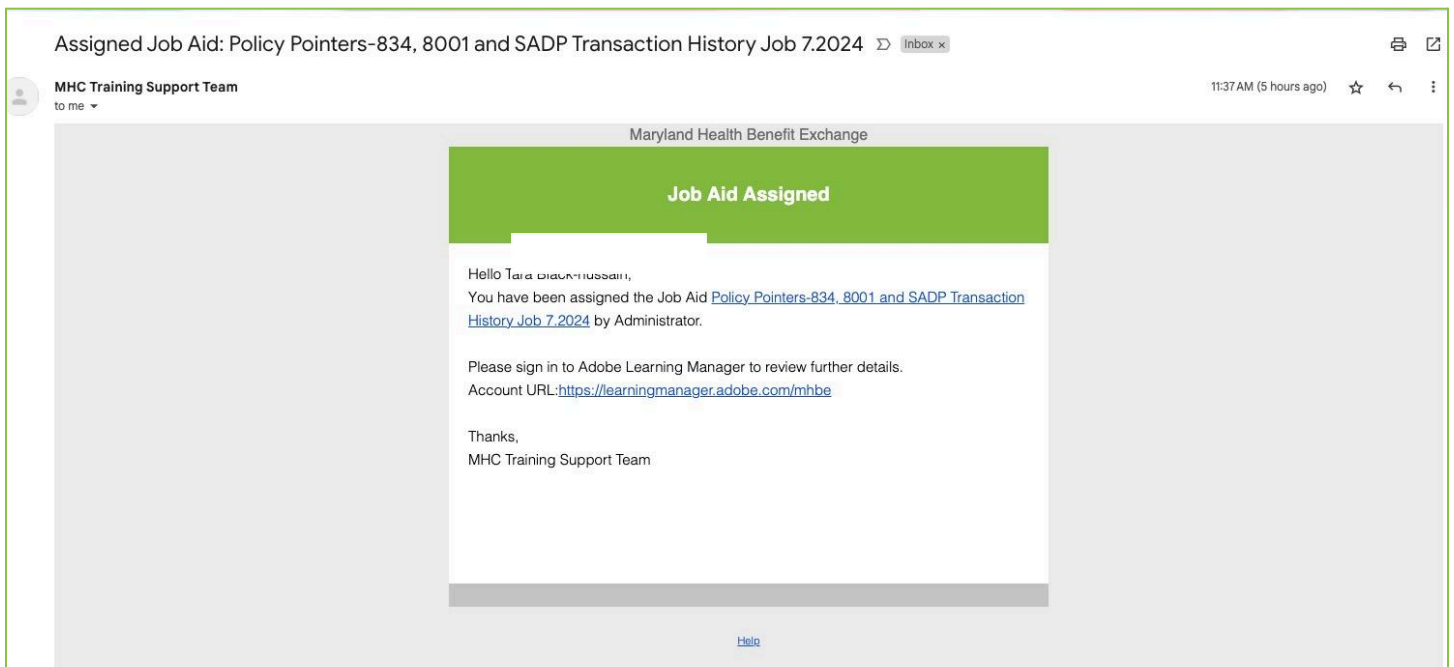
2. If you were unable to achieve a passing score on your first attempt exam, you will need to register for a second attempt session:
 - Open the learner catalog, refine your search for courses. The registration is listed as CAW MHC Certification Exam Registration (Second Attempt). Click the “explore” button.
 - Follow the same enrollment steps as first attempt registration for the second and third attempt exams.

Job Aids

The Maryland Health Benefit Exchange will be assigning:

- Policy pointers
- Manuals
- Guides
- System updates
- Job aids

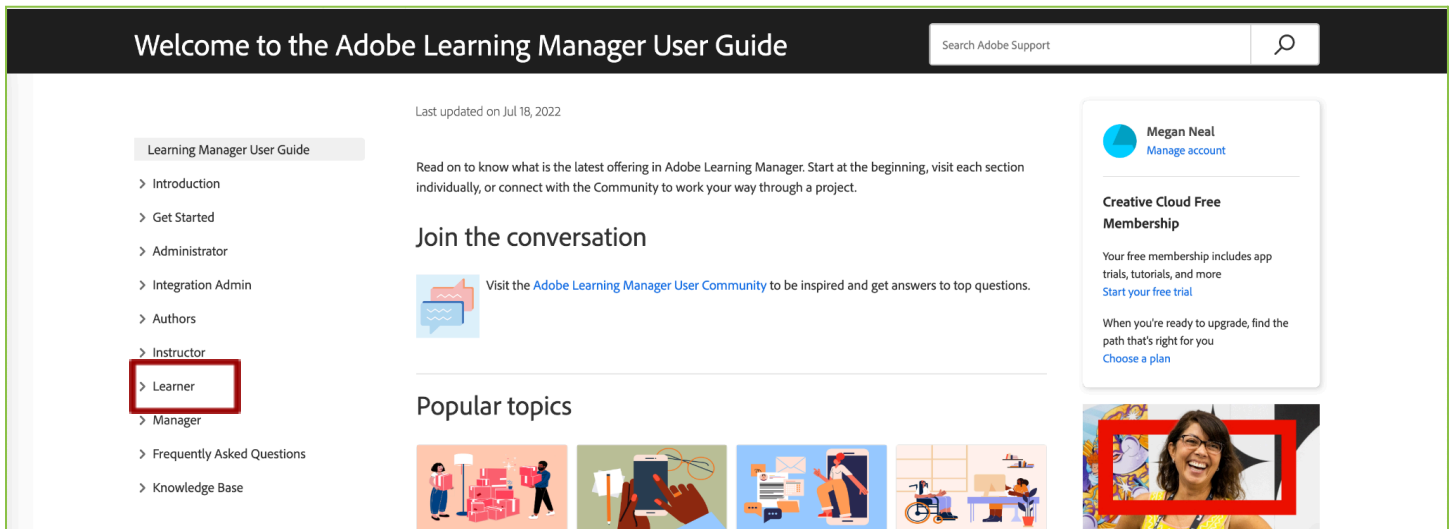
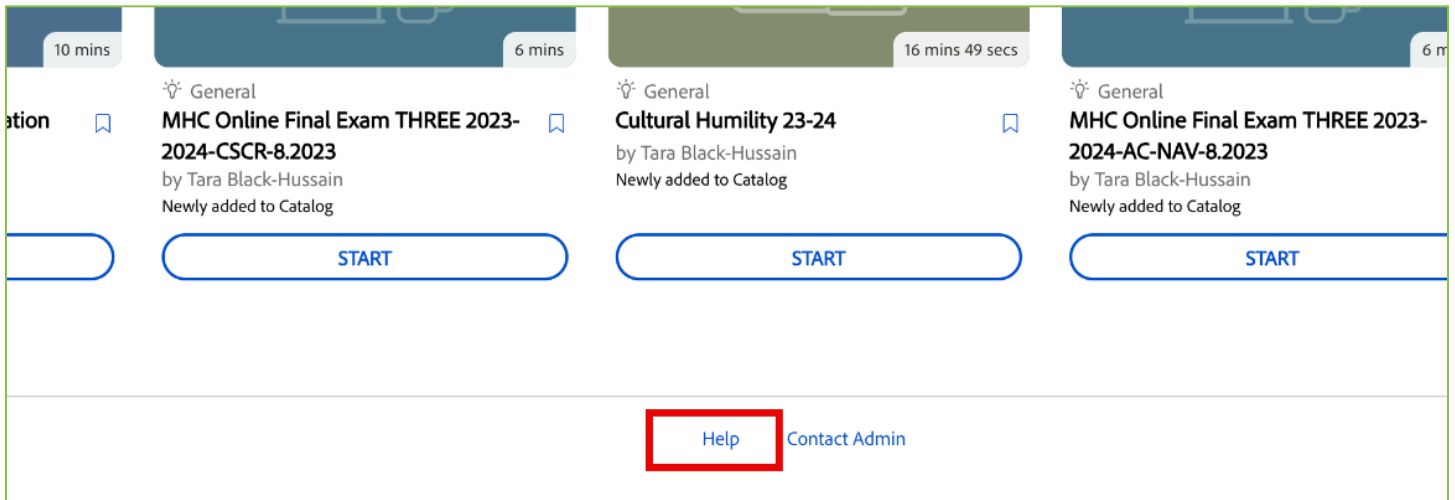
All of these documents will be added to the Job Aids section in ALM and assigned as they become available. They are not required training courses but are important documents as they may pertain to your role with Maryland Health Connection.



Help Features

If you need help with any adobe function, clicking Help in the footer (down at the bottom) of the Learner Dashboard will route them to the ALM User Guide. This guide has helpful information on many aspects of the ALM experience, and can help you with many of your questions and concerns.

Choose Learner from the menu on the left side of the screen once you have arrived at the ALM User Guide to find more information.



*SHOULD YOU EXPERIENCE ANY DIFFICULTIES, ERRORS, OR OTHER ISSUES IN ANY STEP OF THIS TRAINING PROCESS, PLEASE CONTACT OUR MHBE TRAINING TEAM VIA EMAIL AT **MHC.TRAININGSUPPORT@MARYLAND.GOV***



After You Have Completed Training

Congratulations! After passing the exam, you have completed your required training!

If you are a returning broker: You should now be prepared to help your clients during the upcoming enrollment period.

If you are a new broker: If you have completed all of the requirements, you should expect to receive your authorization letter & Broker Portal credentials (unless Small Biz only) from us within a week.

If you have not received your authorization letter & Broker Portal credentials from us *after a week* of completing all of the authorization requirements, please email us at mhbe.producers@maryland.gov.

DO NOT TRY TO CREATE YOUR OWN BROKER PORTAL ACCOUNT. This will cause issues with the creation of your Broker Portal.

Once you receive your emails from us, you should be all set to help your clients during the upcoming enrollment period.