

## What to expect after you submit payment

### New Producers

- After payment is submitted please wait 2-3 business days for processing.
- You will receive an email from the Learning Management System (LMS) administrator once your account has been created. This email will contain your LMS username and temporary password. A separate enrollment email from Producer Support will be sent with instructions on how to complete the courses.
- Once you have successfully completed training, within 2-3 business days you will receive a DocuSign to review and sign. Please read these documents thoroughly.
- Your DocuSign agreement will then be reviewed. You'll receive a countersigned copy after this process is completed.
- Your Healthplanfinder Broker account will then be created within 1 week from the day you returned the DocuSign. You will receive an email with your Healthplanfinder username and a link to create your password, to login.
- After your Healthplanfinder account has been created you are fully certified and will be searchable by consumers in Healthplanfinder.

### Re-certifying Producers

- After payment is submitted please wait 2-3 business days for processing.
- You will receive an enrollment email from Producer Support notifying you that your courses have been loaded into the Learning Management System (LMS).
- Once you have successfully completed training within 2-3 business days you will receive a DocuSign to review and sign. Please read these documents thoroughly.
- Your DocuSign agreement will then be reviewed. You'll receive a countersigned copy and re-certification will be completed.

### Important Reminders

\*\* Keep a copy of your completion certificate. Carriers may want to verify you have completed yearly certification. Your completion certificate will also have the dates of your certification.

\*\* Please read all emails thoroughly before reaching out to Producer Support.