

Imperial Health Plan Onboarding & Certification Instructions

1. Go to: <https://certification.imperialhealthplan.com/Account/Login>

AGENT CERTIFICATION AND ONBOARDING

Please sign-in if you already have credentials.

User Id
Enter your user id

Password
Password

[Forgot your password?](#)

Login

Please register if you do not have credentials.

I do not have credentials

2. Click on “I do not have credentials” and follow prompts.

Please enter DOI and NPN

License Number

NPN #

Selling Market

Next

3. Enter your info to create your profile.

4. **IMPORTANT:**

- **DO NOT** click on the box that is marked “I’m an Independent Agent”
- Under “Contracted Agency”, **SELECT Western Asset Protection Inc** from the dropdown list

The screenshot shows a 'General Data' form with the following fields and values:

Field	Value
First Name	JOHN
Middle Initial	D
Last Name	DOE
Email	JOHN@ABCINSURANCE,
DOB	05/24/1976
NPN	12345678
DOI	12345678
Address 1	123 ABC STREET
Address 2	
City	PHOENIX
State	AZ
Zip	85032
Phone Number	(555) 555-5959
Contracted Agency	Western Asset Protection, Inc
I'm an Independent Agent	<input type="checkbox"/>

Annotations on the form:

- A red box labeled "SELECT WAP" points to the "Contracted Agency" dropdown menu.
- A red box labeled "DO NOT SELECT INDEPENDENT AGENT BOX" points to the "I'm an Independent Agent" checkbox.
- A red arrow points from the "DO NOT SELECT INDEPENDENT AGENT BOX" box to the "I'm an Independent Agent" checkbox.

Buttons: Previous, Next

5. After completing your profile, you will receive an email with your User ID (your email address) and default password. If you don't receive the email, your default password should be Password@123


6. Go back to <https://certification.imperialhealthplan.com/>. Login and create a new unique password.

7. You will be redirected back to login screen. Sign in with User ID and new password.

8. You will be redirected to your profile screen. Click “Next”.

9. Upload your agent documents, one document at a time.

Welcome to Imperial's on-line certification portal



Upload Documents

Please upload the following documents. Please Note the following.

- Document Size cannot be greater than 5 MB
- Only documents of type JPG, JPEG, PNG, PDF, XLS, XLSX, DOC, DOCX and TIFF are accepted

Document Type	Expiration Date	Document Location
AHIP <input type="button" value="v"/>	<input type="text"/> <input type="button" value="Calendar"/>	<input type="text"/> <input type="button" value="Choose a file..."/> <input type="button" value="Upload"/>

- Select the “Document Type” from the dropdown (AHIP, DOI/License or E&O)
- Enter the “Expiration Date”
- Under “Document Location”, click on “Choose a file...” to select the document saved on your computer
- Click “Upload”

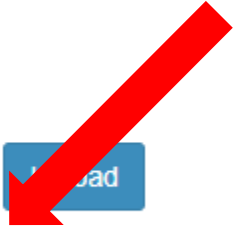
- The message “Document uploaded successfully” will appear on the screen after each document is uploaded

successfully as shown below:

Please upload the following documents. Please Note the following.

- Document Size cannot be greater than 5 MB
- Only documents of type JPG, JPEG, PNG, PDF, XLS, XLSX, DOC, DOCX and TIFF are accepted

Document Type	Expiration Date	Document Location
AHIP <input type="button" value="v"/>	12/31/2020 <input type="button" value="calendar"/>	<input type="text"/> <input type="button" value="Choose a file..."/> <input type="button" value="Upload"/>



Document uploaded successfully

10. After successfully uploading the 3 requested documents, click “Next”.

11. On the Agent/Agency Compensation Agreement, type your full name in the box provided and click “Next”.

The Agent, hereby releases all compensation responsibilities from Imperial Health Plan which may become due and payable under existing contracts between Agent and FMO for Imperial Health Plan . All commission is dictated by Imperial Health Plan and paid directly to the FMO. Imperial Health Plan shall not be liable for any indebtedness due to agent by FMO. Agent accepts rate in complete satisfaction and discharges Imperial Health Plan of any and all monetary and nonmonetary obligations owed to Agent by FMO. Agent Acknowledges and agrees that the commissions payable as set forth in agents agreed contract rate with below agency are adequate and appropriate for the services rendered		
Agency: Western Asset Protection, Inc		
<input type="text"/>	Agent Signature: [Type your Full Name]	Date: 08/13/2019 <input type="button" value="calendar"/>



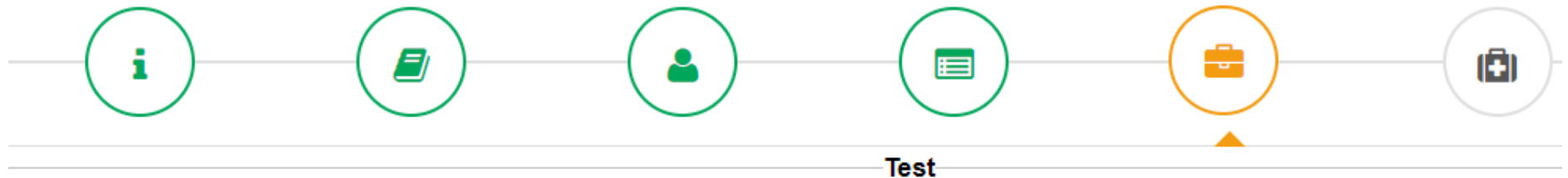
12. On next screen, select the following training course:

Year: 2020
Test Type: Annual
Plan: 003 ARIZONA

Previous Take Test View Training Content

13. Click next to review 55 training slides.

14. After reviewing training slides click "Start Test" when you are ready to begin the 25-question test.



Please note the following about our certification and training program

- You need to read the entire presentation before taking the exam
- All questions must be answered and you must achieve a score of 85% or greater
- You need to pass the certification exams within 3 attempts

Previous Start Test

15. Click "Next" after selecting your answer. You will see the following message:

Test In Progress

Answer captured. Please continue to next question

16. Click "Next" again, when you are ready to proceed to the next question. This is not a timed test.
17. After 25 questions, you will receive your score and test results (Pass or Fail).
18. If you fail the test, you may click "Retake Test" to begin again. You have 3 attempts to pass with a score of 85% or higher. Contact your upline before making 3rd attempt.
19. If you pass, will receive a certificate of completion via email and Western Asset Protection will notified of your status.
20. Imperial Health Plan will review the agent docs (AHIP, License, etc.) to ensure all are valid and not expired. This process can take 48 hours.
21. **You are NOT ready to sell until you receive a second email confirmation from Imperial Health Plan stating you are fully certified to sell.**
22. **Questions** may be directed to brokersupport@imperialhealthplan.com