



# Agent Onboarding: Trusted Senior Specialists LLC

CHRISTUS Health Plan is pleased to announce our annual contracting programs are now available. To complete the 2025 contracting program(s), log into [miramar-agent.com](https://miramar-agent.com).

## Miramar-Agent registration code

Use the following unique registration code(s) to sign your agency agreement:

- Health Insurance Exchange: **TSS3098HIX**
- Medicare Advantage: **TSS3091MA**

## Getting started

- Clear your internet browser history and enable pop-ups
- Update your profile (email address, physical address, phone numbers, etc.)
- CHRISTUS 2025 HIX Certification (10 steps to RTS)
  - Complete FFM training at least one week before
- CHRISTUS 2025 MA Certification (11 steps to RTS)
  - Product training included (20 questions)

## Compensation related to contracting

CHRISTUS Health Plan implemented a new commissions system for both Medicare and Exchange lines of business. The new commission system does not process retro commissions. The new system only calculates broker commissions and agency fees beginning with the month in which an agent/agency completes the certification program on [miramar-agent.com](https://miramar-agent.com). To ensure payment of broker commission/agency fees, please make sure your agency and all downline agents complete the certification programs before 12/31/2025.

## Contact us:

833.889.4357 (HELP)

[TXbrokersupport@christushealth.org](mailto:TXbrokersupport@christushealth.org)

[CHRISTUShealthplan.org](https://CHRISTUShealthplan.org)

24-742553

## Agent policy

An agent requesting to move from their current CHRISTUS contracted agency to another CHRISTUS contracted agency must present a release letter. If the current field marketing organization (FMO) refuses to release the agent, CHRISTUS will honor the refusal for a period of 6 month waiting period from the date the agent requested to change. Please note CHP will ONLY honor this change once per contracted year. At the end of the 6 months waiting period, CHRISTUS will process the change without a release letter. If an agent release request letter is received during the blackout period September 1- December 31. CHRISTUS will not process the release until January 1 of the next contract year. When an Agent moves from one CHRISTUS contracted AGENCY to another CHRISTUS contracted AGENCY, the Agent's book of business, including commissions, will follow the Agent. Any administrative fees due as described in Exhibit A will be paid solely to the new AGENCY.

