Vantage – Uploading Paper Applications & Secure Email

PURPOSE: To provide instruction to securely submit paper applications through Humana Vantage
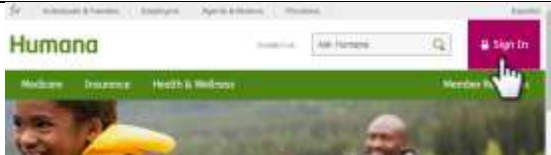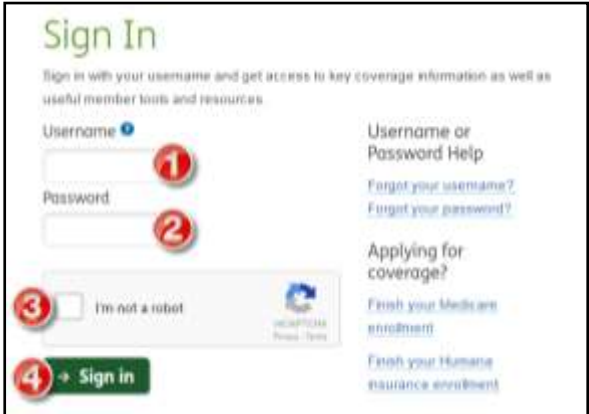
SCOPE: All Agents Introduction:

Paper applications can now be submitted through a SECURE process in Humana Vantage Agent Portal.

⚠️ Care Plus applications, CarePlus SOAs and applications with a payment method identified as credit card cannot be submitted via email or through Humana Vantage.

Uploading Paper Applications Process:

Click the plum Sign In box in the top right corner of Humana.com	
Log in as an agent at Humana.com (using your Humana Vantage - Agent Portal log in) Enter your Username Enter your Password Verify that you are not a robot by checking the box and selecting the pictures that meet the given description. Click Sign In.	

For the Commercial business ONLY agent, the legacy agent portal will display. Vantage is only for Retail Business.

For the Retail business ONLY agent, the Vantage dashboard will display.

For Retail and Commercial business agent (who sell BOTH), a pop up window will display to select either Vantage (for your Retail Business) or the Agent Portal (for you Commercial Business). For Employer and Agent & Broker, the multi portal access page will display. Humana Vantage is for your retail business.	

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Ultimately anything that an agent would normally send into the fax line can be sent via this method. Examples are:

- Coversheets (for compliance/PHI purpose)
- Medicare applications
- SOAs
- CC SNP Pre-Qualifying Forms
- Medicare Supplement application with applicable forms
- Humana Pharmacy MAF

If you are unsure, check the instructions on the form you are trying to submit.

⚠️ PHI consent forms and other products (aka TIPs) MAF's are submitted to different locations per directions on those forms and should not be included via this method.

⚠️ Care Plus applications and CarePlus SOAs cannot be submitted through Humana Vantage.

⚠️ Any applications with a payment method identified as credit card cannot be submitted via email or through Humana Vantage.

Place all applications in a pile and scan the document as a PDF, TIF, or TIFF file.

The scanned filed is limited to 20 MB or 500 pages.

You can only upload one file at a time, but that file may contain more than one application.

More than one application can be included in the file
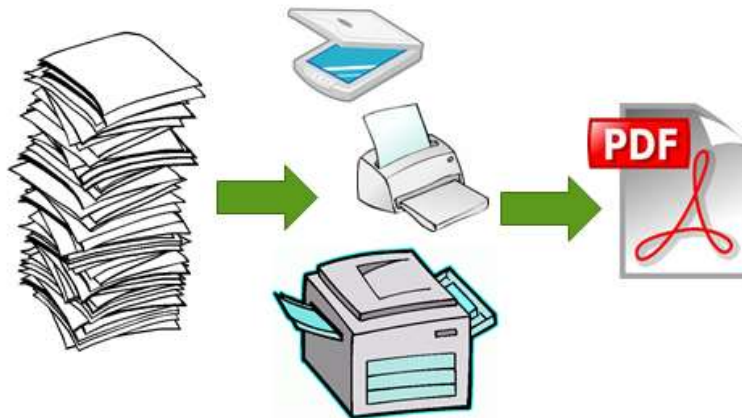
⚠️ Please keep all applications and forms for a member together and with their corresponding application

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On the Quote & Enroll card click the link for Upload Paper Applications	
1. Enter the Member Name 2. Enter the corresponding Application ID (the application ID must be 15 characters or LESS). This is not required. 3. Click + Add Member button	
4. Continue to enter Member's Names and corresponding Application IDs, clicking +Add Member after each one. 5. The Members list will reflect each member and their Application ID as it is added. A member's name can be removed by clicking the remove link beside their name.	
6. After all names have been added, attach the Application. When browsing to find the file to upload, only these file formats will be listed.	 File formats supported: PDF, TIF, and TIFF. Files can be up to 20MB in size ~~or~~ and should be no larger than 500 pages in length.

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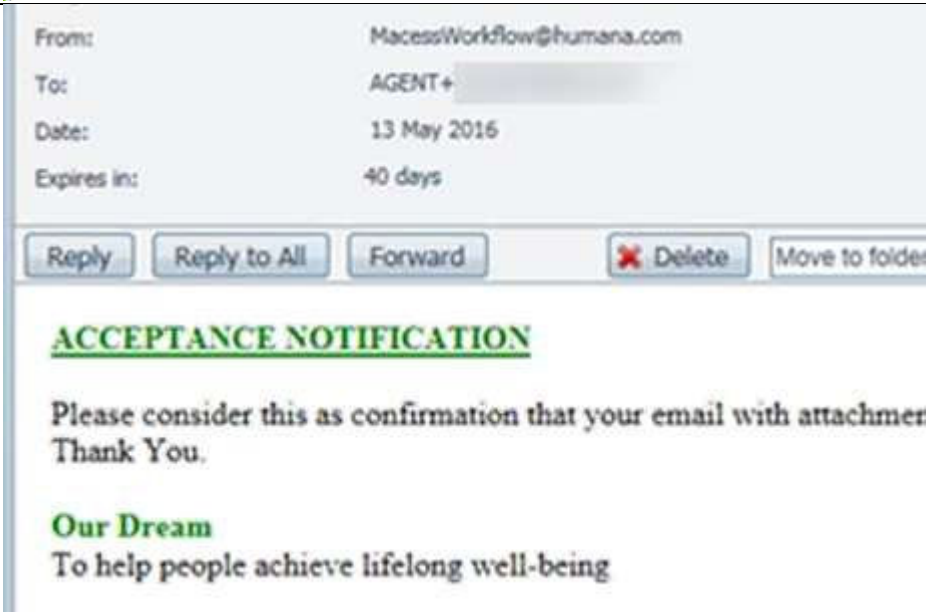|	
Only one file can be attached at a time. The LAST file attached will be the file submitted. 7. Once the file has been attached, click Submit.	**Application Upload:** Application Upload * [Choose File] pdf1.pdf [Submit] **7**

- This uses SECURE email to ensure our members' information is protected!
- All information will be sent SECURELY to MedEnroll@humana.com
- All responses will be sent via SECURE mail to YOUR email address. Make sure your email address is up-to-date in your Vantage profile. Internal, Humana Employed agents must use their Humana email address

You will receive a COPY of the secure email submitted with your applications. NOTE that the email is identified as Secured Enrollment.	From: ☐ AGENT+ ← Agent's secured email address will have AGENT+ added in To: ■ front of their registered email address. Cc: ☐ AGENT+ Subject: Secured: Enrollment - John Smith, Second Member name 📧 Message 📄 pdf1.pdf (424 KB) → Secured email will always state "Secured" in the Subject line. Below you will find the applicants name(s), application ID(s) (if provided) and an attachment of the application above. | Name	Member Application ID | |---|---| | John Smith | 555-12345 | | Second Member name | |
You will receive a second secure email with an Acceptance Notification that your submission has been received and is being processed.	From: MacessWorkflow@humana.com To: AGENT+ Date: 13 May 2016 Expires in: 40 days [Reply] [Reply to All] [Forward] [✖ Delete] [Move to folder] **ACCEPTANCE NOTIFICATION** Please consider this as confirmation that your email with attachmer Thank You. **Our Dream** To help people achieve lifelong well-being

⚠️ NOTE: it is recommended that once the file has been submitted and accepted, that the scanned file be DELETED from any machine.

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If your submission was NOT accepted you will receive an email stating this.

Your message cannot be accepted and has been deleted. In order for us to successfully receive your message, please ensure all of the following guidelines are met prior to re-sending your message to us:

YOUR ENROLLMENT TRANSACTION WAS NOT ACCEPTED

Your message cannot be accepted and has been deleted. In order for us to successfully receive your message

- The email must be sent from a Humana secured* MS Outlook account or from a secured Humana Portal
- The email must include an attachment of the actual scanned and uploaded enrollment documentation
  NOTE: Attachments containing the .zip / other invalid Macros extensions will not be accepted
- The email must include the word 'Enrollment' as part of the subject line

- The enrollment submission email should not contain password protected attachments.

Following criteria were not met:

- The enrollment submission email should not contain password protected attachments.

Thank You

- The email must be sent from a Humana secured MS Outlook account or from a secured Humana Portal (like Vantage Agent Portal).
- The email must include an attachment of the actual scanned and uploaded enrollment documentation
- NOTE: Attachments containing .zip or other invalid Macros extensions will not be accepted
- The enrollment submissions email should not contain password protected attachments.
- The email must include the word "Enrollment" as part of the subject line (If submitting via Vantage Agent Portal, this requirement will be done for you.)

Process complete

PRE-AEP Compliance Notice:

Humana will be conducting an investigation for any AEP enrollment period application that it receives during Pre-AEP that has an agent name or number on it. As a result, it is EXTREMELY important to reinforce to enrollees that the application should NOT be sent to Humana before Oct. 15.

- Agents should not guide the applicant to sign or date the application during Pre-AEP.
- Advise the enrollee that the date should be between October 15 and for receipt by Humana no later than December 7.
- It is very important that agents do NOT date or submit the application during Pre-AEP.

Frequently Asked Questions

Can they still fax or email applications using the old process? YES, but note that when emailing applications they must use a SECURE email. And that any applications with credit card information cannot be emailed. Submitting through the form in Humana Vantage ensures that SECURE email is used as required by security and compliance policies.

Does it matter how they scan the applications? Documents may be scanned using PDF, TIF, or TIFF files. It should be noted that all security and compliance policies for protecting consumer information must be followed.

Do agents need to maintain the paper copies once they have been scanned? YES, the paper applications contain the legal signature of the applicant and must be maintained in accordance to all compliance policies in the same way as if they were faxed.
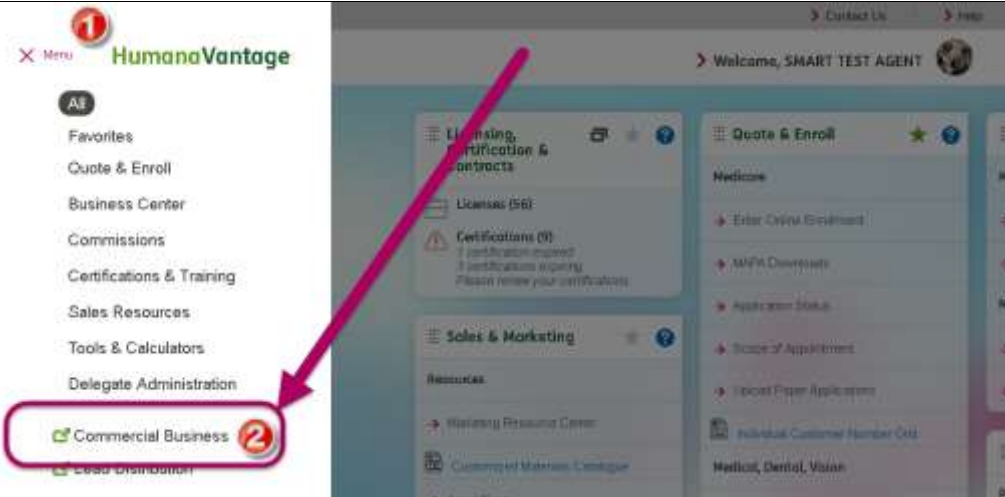
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DO NOT USE THE HUMANA ENROLLMLENT DOCUMENT TRANSMITTER MOBILE APP WITH HUMANA MAPD, PDP, OR MED SUPP APPLICATIONS OR FORMS

The Humana Enrollment Document Transmitter Mobile App available for Apple and Android phones is for Group (Commercial) applications ONLY.
It is not meant to be used with Humana MAPD, PDP, or Med Supp applications or forms.

SECURE Email

All responses will be sent via SECURE email to the agent's email address. The agent's email address must either be from a SECURE DOMAIN or be REGISTERED for SECURE email.

External or contracted agents should ensure their email address is updated and accurate in Humana Vantage Agent Portal.

Your Agent Profile can be updated from the your Profile in the top right corner in Humana Vantage

You cannot register an INTERNAL Humana email (username@HUMANA.com) with Secure Mail because it is already secure!

The following (and others not listed) are known SECURE DOMAINS that are already considered secure and will not need registered:

@Humana.com	@gohealth.com
@StateFarm.com	@onlinesecuremail.com
@xerox.com	@healthplan.com
@aonhewitt.com	@banklife.com
@usaa.com	@bankers.com
@willistowerswatson.com	@ehealthinsurance.com

All of these users with SECURE DOMAINS including internal Humana associates CAN still submit paper apps and AgentRSOS inquiries via Vantage. Their process is only easier because their email domain is already secure and they will not be required to go through the Secure Mail Axway system.

Only external users with an unsecure email domain will access replies and autoreplies through the Secure Mail link on the Contact Us page through Humana Vantage.

If your email domain (the part following the @ symbol) is not listed above, please register for SECURE email.

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Register Unsecure Email Address

To register an unsecure email address to send and receive SECURE email, first you must access the Legacy (OLD) Agent Portal through the Commercial Business Link in the Vantage Menu.

In Humana Vantage, 1. Click on Menu in the top left corner, then 2. Commercial Business. This will open the Legacy (OLD) Agent Portal.	
On the Legacy (OLD) Portal, 3. Click on **Communication Center** in the top right corner.	

Once in the Communication Center in the Legacy (OLD) Agent Portal, continue registration process by clicking the **Modify my secure email address**.
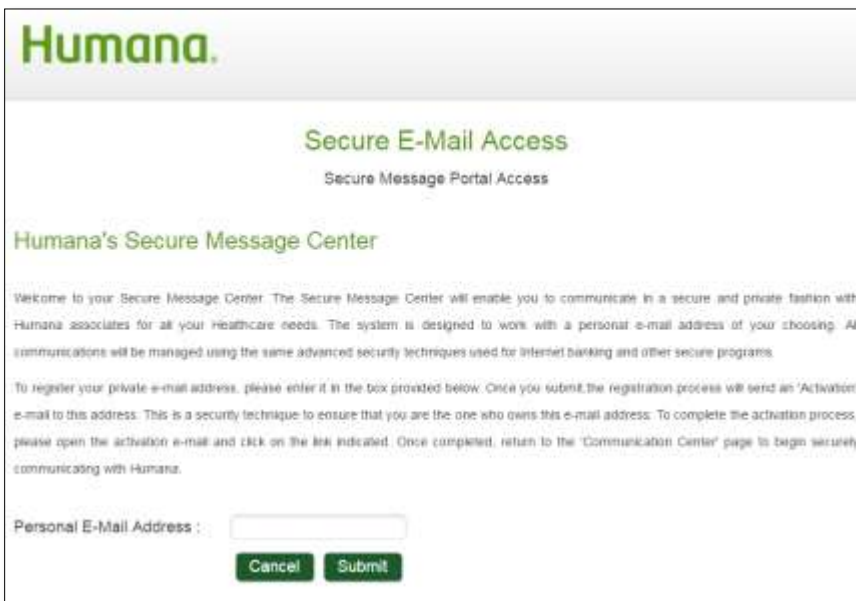
On the Communication Center 4. Click **Modify my secure email address.**	

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A welcome screen will open. To register your private email address, please enter it in the box provided and click Submit.	
A message informing you that an email has been sent for activation. Please activate your account using the link in the email sent to your email address.	
In your email box you will have received an email regarding the subject "Humana Secure E-Mail Confirmation" from SecureEmail@humana.com In that email, click the link **Humana Secure Message Activation**.	
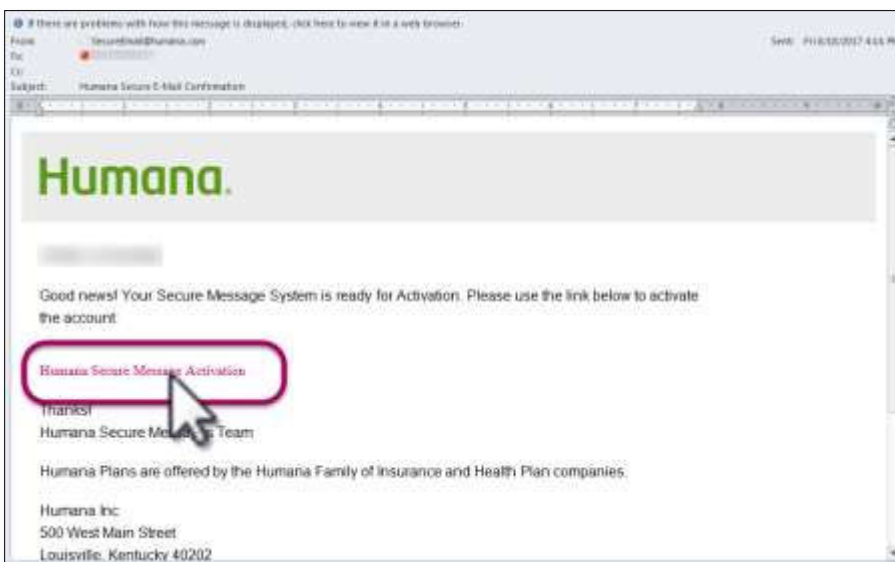
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This will open a window informing you that the activation has been successful!	

The FIRST time after successfully activating the secure email , go back to the Legacy (OLD) Agent Portal (repeat step 1-3 in these Register Unsecure Email Address instructions)

On the Communication Center click **Access my messages** This will initiate the single sign on process to ensure it works through Humana Vantage.	

Once registered and the single sign on has been initiated, you will access you Secure Email through the link on the Contact Us page to send and receive all secure email.

Click Contact Us in the top right corner of the Humana Vantage site. Send and receive secure email through the Send secure mail link.	

Process Complete