Anthem Voice Signature Tool
Quick Reference Guide

1. First, complete registry for the Anthem Voice Signature Tool
   a. You will receive an email that you have been registered.
   b. You will need to change your password within 48 hours (follow instructions in email).
   c. Any issues contact MedicareVoiceSignature@anthem.com

2. Obtain recorded Scope of Appointment (SOA)
   a. SOAs may be recorded on an outbound or inbound call.
   b. Speak with prospect on phone, inform them that they will be completing a recorded SOA (use script provided). Prospect should have paper or e-copy of SOA.
   c. Merge Anthem Voice Signature Tool. Call appropriate phone number based on brand.
   d. Follow phone prompts with prospect to complete recorded SOA.
   e. Save recording call ID number, you will need it later to enter in the mProducer electronic application.

Phone Numbers Based On Brand
Anthem – 888-744-5856
Empire Blue – 888-417-0211
Amerigroup – 888-976-7423
Unicare – 888-974-0934

To merge a call on the iPhone
Step 1: Select "add call"
Step 2: dial number, phone prompt will ask for agent ID and #.
Step 3: Select "merge".

3. Obtain recorded application
   a. Recorded applications may only be conducted on inbound calls.
   b. Speak with prospect on phone, and inform them that they will be completing a recorded application (use script provided). Prospect should have paper or e-copy of app.
   c. Merge Anthem Voice Signature Tool. Call appropriate phone number based on brand.
   d. Follow phone prompts with prospect to complete recorded application. Save recording call ID number, you will need it later to enter in the mProducer electronic application.

4. Logon to mProducer
   a. Complete the steps to create an electronic application for the recorded application.
   b. Fill out electronic application, there will be two location in the e-application to input recording ID numbers.
      i. Location 1 - Agent: Was this a face to face appointment? Select: Yes, then Select Recorded call, then enter recording call ID number for SOA.

Agent

Was this an individual face-to-face appointment?
◉ Yes ○ No

If answered Yes to question above, How was a scope of appointment (SOA) collected?
○ Paper/Electronic ◉ Recorded call ○ None

DSNP Verification Code
_____

If Recorded call, provide recording ID Of Scope of Appointment Date MMDDYYYY
23123459898

      ii. Location 2: In the Applicant Signature – "Please select how you would like to capture the applicant's signature?" Select: Voice Signature, next enter recording call ID for the application in the "Applicant Voice ID" field.
   c. Submit electronic application when complete.

Applicant Signature

Please select how you would like to capture applicants signature?
◉ Voice Signature ○ Paper Application ○ Signature Pad

Applicant Voice ID
2312345989