

Producer  
Onboarding

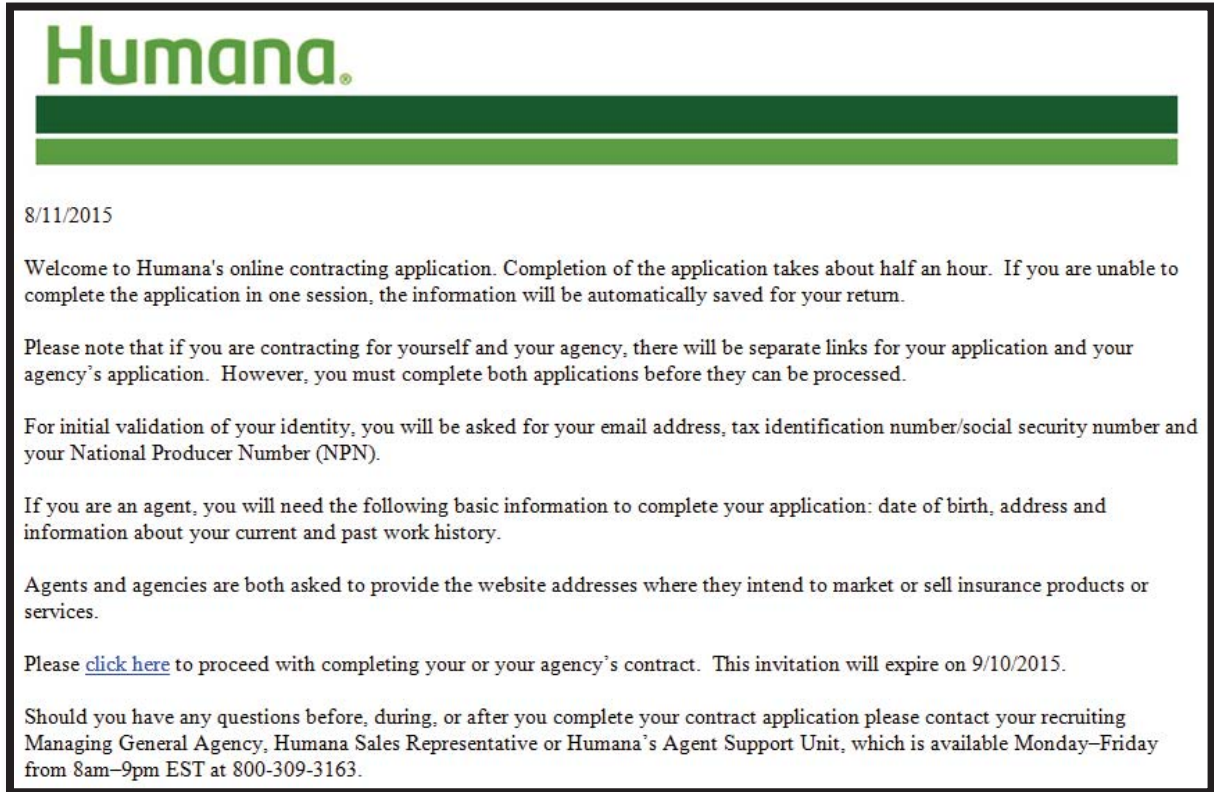
Humana.

Recruiting and  
Onboarding

**Email Communications**

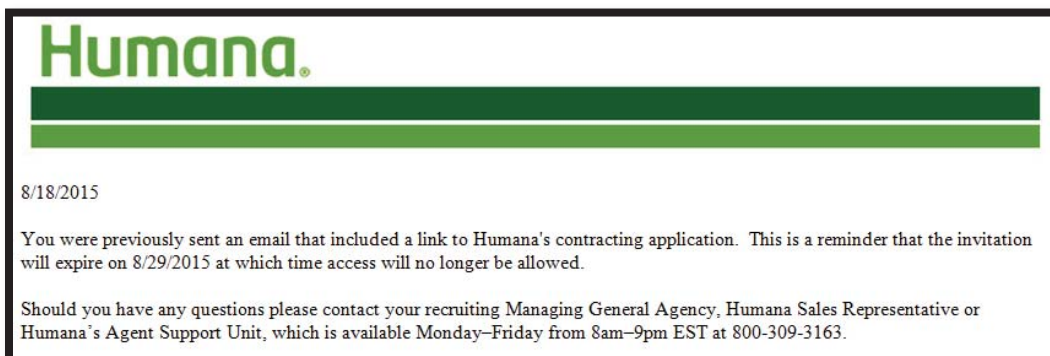
- ❖ **Recruitment Email:** When a recruitment request is successful sent, an email will generate to the recruited producer(s).

*Sample email:*



- ❖ **Recruitment Reminder Email:** When a producer does not access the recruitment request within 30 days they are sent a reminder email 5 days before it expires:

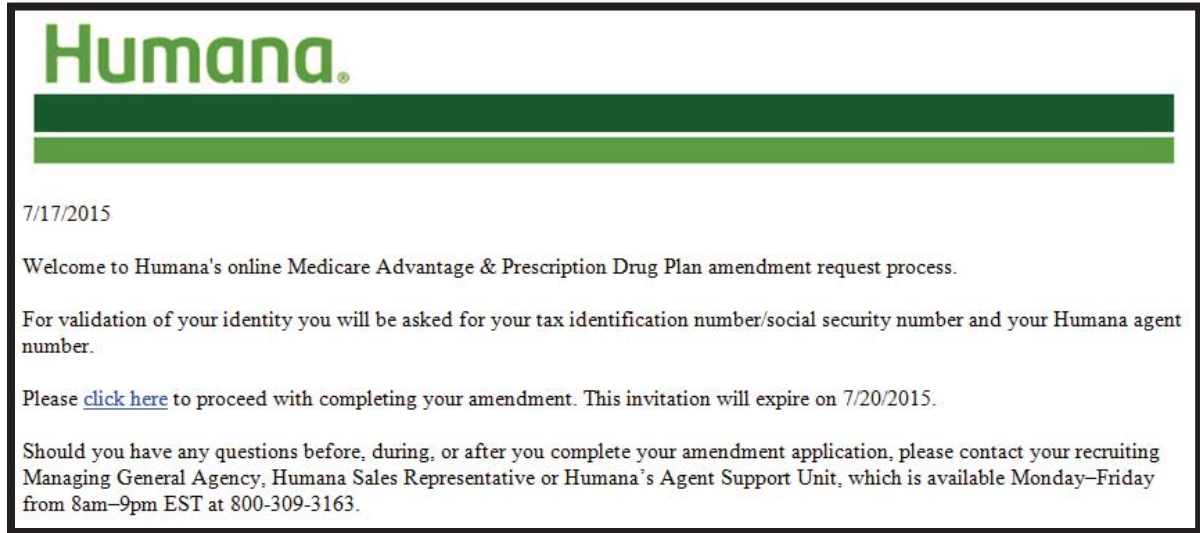
*Sample email:*



### Email Communications

- ❖ Recruit Amendment Email: When a recruit amendment request is successful sent, an email will generate to the recruited producer(s)

Sample email:



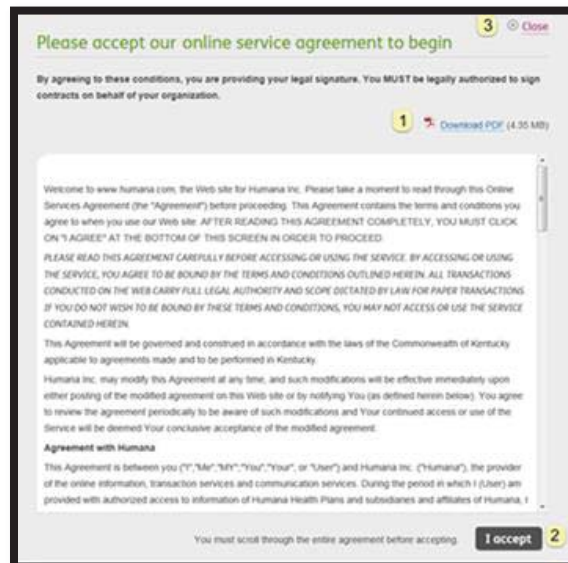
### Recruitment Amendment Expiration

- ❖ **Invitation Expiration:** When a producer does not submit their application within 10 days, the invitation expires in the same manner as previously documented for a contract invitation.


## Section 5 – Producer Onboards

### Online Service Agreement

Accepting Humana's Online Service Agreement is required the first time a producer accesses the invitation link.



1 The producer can download a pdf that contains the content of the Online Service Agreement.

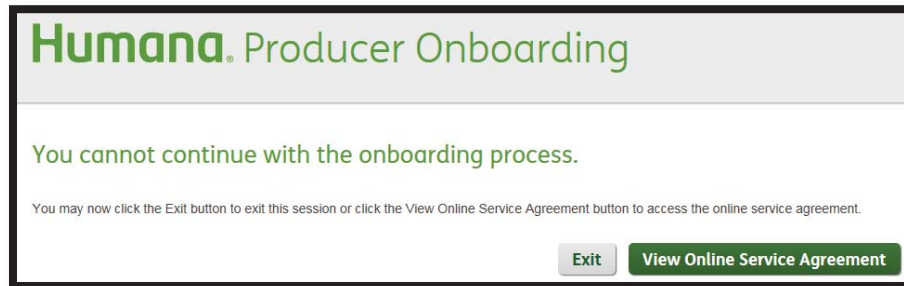
2 The “I accept” button remains disabled until the producer scrolls to the bottom of the agreement. Scrolling to the bottom activates both the “I accept” button and the ability to return to the top of the screen using the  feature shown below:



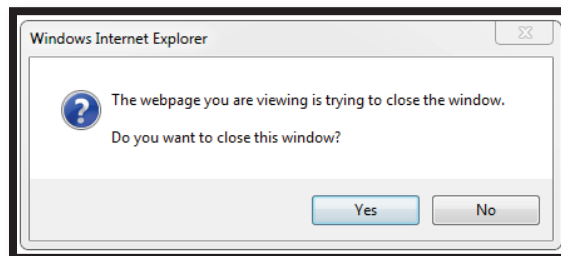
3 If the producer chooses to close the agreement without signing, the below message will display:



Selecting 'no' returns the producer back to the top of the Online Service Agreement.



Choosing to View Online Service Agreement returns the user to the initial page. Choosing to exit displays the following pop up.



❖ Selecting 'yes' will advance the producer to the screen displayed below

Getting Started

Sample carousel page:



The bottom portion of the Getting Started screen provides the following information:

**1**

Thank you for your interest in Humana. This process will take you through the steps to get contracted, receive certification and training, and ordering marketing materials.

You'll be able to explore and find out more about the opportunities and support you will enjoy as a Humana producer!

[Get Started →](#)

**3**

**To complete Producer Onboarding, you'll need:**

**Internet access** **2**

Producer Onboarding supports the current and prior major release of Chrome, Firefox, Internet Explorer (IE9+) and Safari. Please see the FAQ document for additional information.

---

**Disabled pop-up blockers**

You may need to disable your pop-up blockers in order to complete the Onboarding process.

---

**Basic information about yourself**

National Producer Number, Tax Identification Number/Social Security Number, date of birth, address, and basic information about your current and past work history.

---

**Completion time**

Completion of the application takes approximately half an hour. If you are unable to complete the application in one session, the information will be saved for your return.

[View FAQs](#) **4**

- 1** Introduction message
- 2** Minimum requirements for completing the recruitment request
- 3** Get Started button will advance the producer to the authentication step.
- 4** View FAQs displays frequently asked questions in a new window.

### Explore & Learn

Once the producer clicks the “Get Started” button, consistent reference information will appear on the right side of the page for both contracts and amendment:

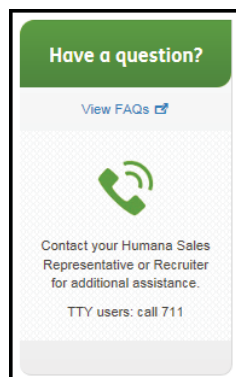
- ❖ Explore and Learn- allows the producer to navigate to Humana Product and Sales Support information.
  - The producer can expand each title to access links to additional information. When the producer expands the Explore and Learn content, it will stay expanded until the producer chooses to close it

The content expanded shows as follows:



- 1 Clicking a link allows a producer to open a document with relation information.
- 2 Selection a state and clicking “Go” allows a producer to open a document that is specific to the state.

### Have a Question?

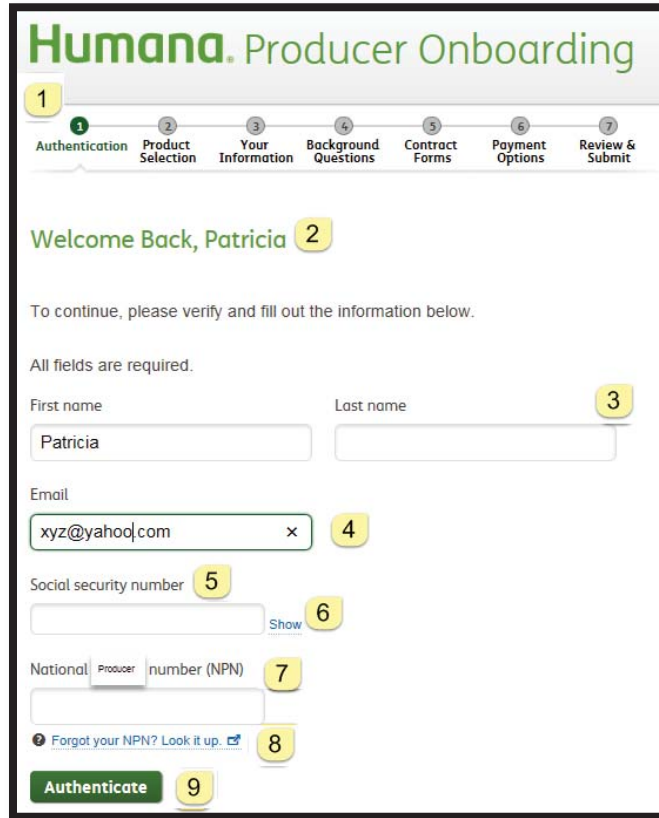


- ❖ Provides a link to frequently asked questions and displays contact information based on the recruiter sending the invite:
  - When the invitation is for an MGA, both the MGA phone number and the Humana Agent Support Unit (ASU) phone numbers are shown

**Contract Step 1 – Authentication**

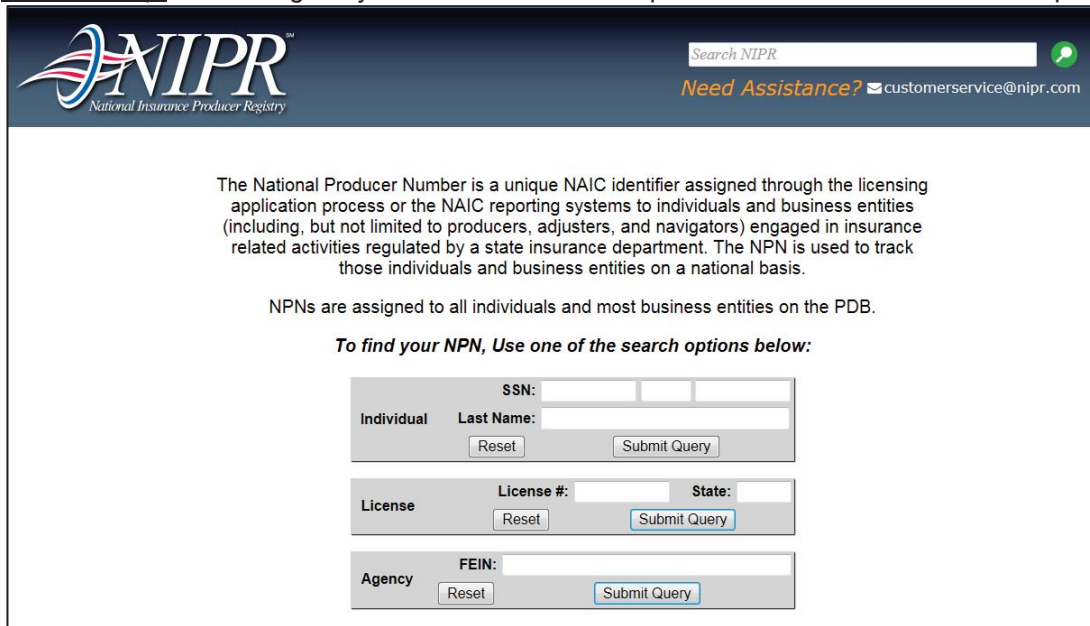
The Authentication step verifies a producer’s identity. Required fields are identified with an asterisk from this point forward.

**Agent:** Agent authentication is described below.



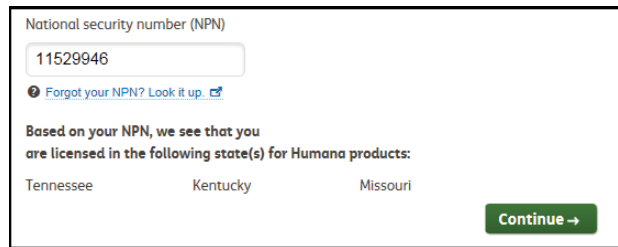
- 1 **Progress Bar:** Indicates the steps a producer has completed and those that are remaining are shown.
- 2 **Welcome:** The producer is welcomed by name with instructions on how to proceed.
- 3 **Name:** First and Last name are pre-populated with what was provided by the Recruiter. The producer can change the information to ensure it matches NIPR.
- 4 **Email:** The producer’s email is pre-populated from what was provided by the Recruiter. The producer can change the email to control where future communications are sent.
- 5 **Social Security Number** is required for NIPR authentication.
  - o It displays masked when entered.
- 6 **Show:** The producer can display the SSN, which reveals what was entered.
- 7 **NPN** is required for NIPR authentication of an agent.

- 8 **NIPR Lookup:** The “I forgot my NPN...” link allows the producer to access NIPR to look up the NPN.



- 9 **Authenticate** triggers a call to NIPR to validate the producer’s SSN and NPN. When the authentication is successful, the producer’s licenses are displayed:

Example:



- ❖ When the producer is unable to authenticate, the below error will display under the Welcome message.
  - If the producer attempts and fails more than the maximum (3), s/he will be unable to proceed and must contact their recruiter or Humana ASU to have the link reset.



**Note:** The number of attempts to authenticate is not increased when the reason the authentication fails is due to NIPR technical issues.



**Agency:** Agency authentication differs from Agent, as defined below.

Example:

**Welcome, SENIOR BENEFIT SOLUTIONS INC**

If you're ready to start the onboarding process now, please fill out the form below. If you have questions along the way, don't hesitate to contact our dedicated support team.

\* Agency Name **1**

\* Agency Email (e.g. name@email.com)

\* Tax Identification Number **2**  
 [Show](#)

National Security Number (NPN) (Please provide NPN if you have one.)

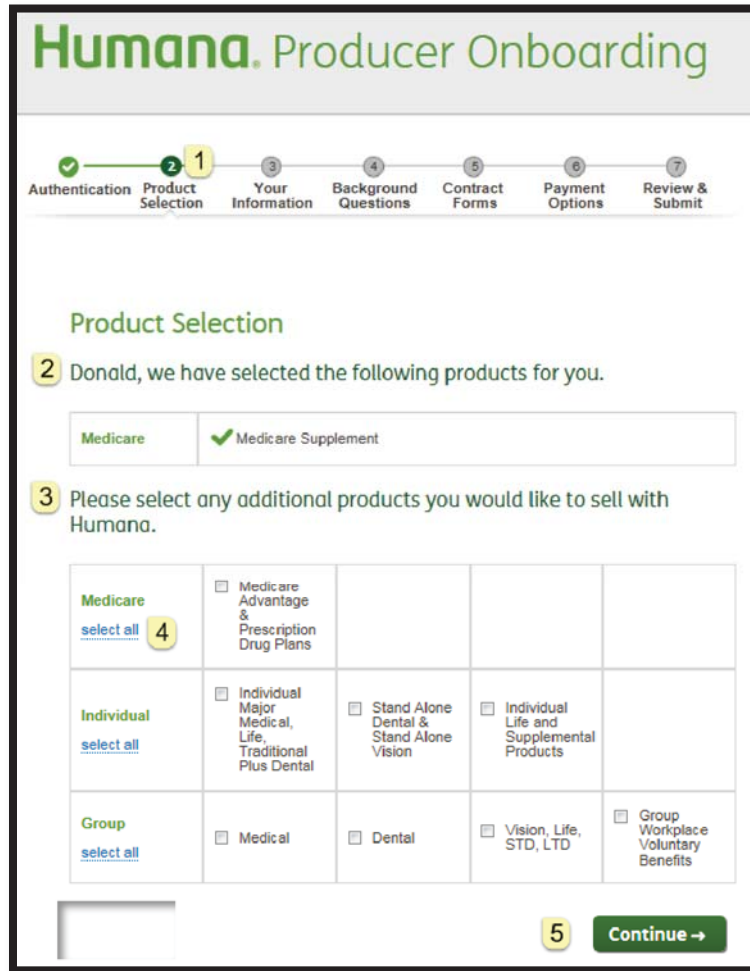
\* Resident State **3**  
 ▼



**Authenticate**

- 1** Name: Agency name is pre-populated with what was provided by the Recruiter. It is updated by what is returned from NIPR once the producer successfully authenticates.
- 2** Tax Identification Number is required for NIPR authentication. It displays masked when entered.
- 3** NPN is required only when provided by NIPR for the agency's resident state. Since not all states require an NPN, the agency must select their resident state to confirm if NPN is required.

### Contract Step 2 – Product Selection

The second step of the contract onboarding process is product selection.

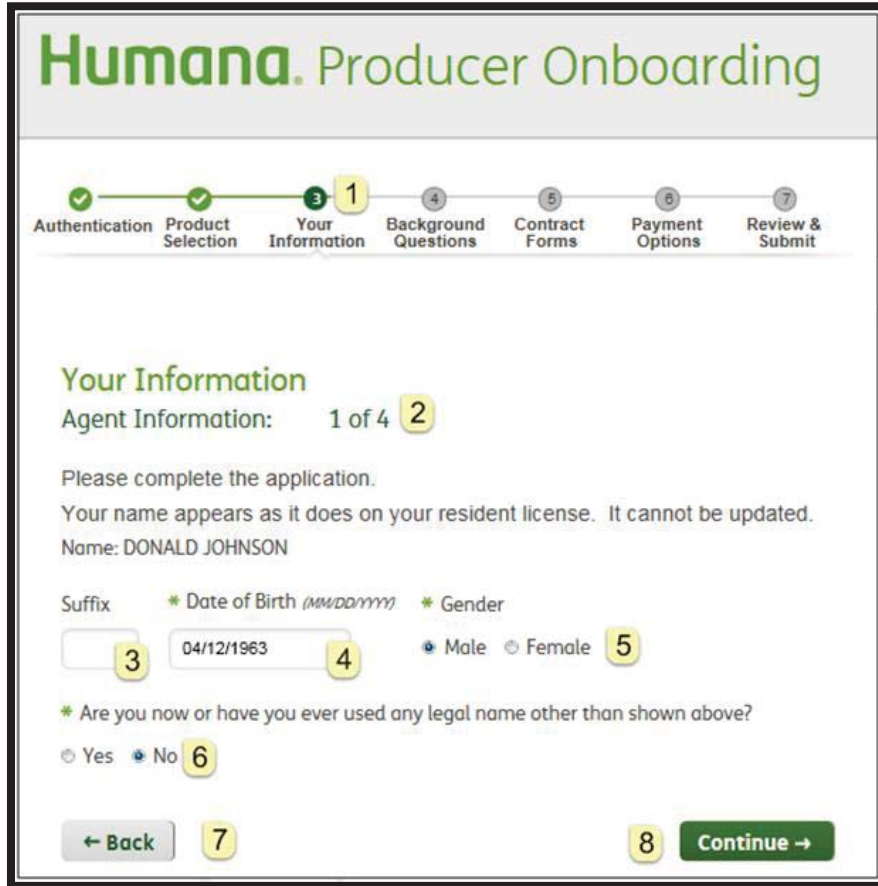



- 1 **Progress Bar:** The authentication step shows as complete with a check mark. The Product Selection step is now highlighted as in progress.
- 2 **Selected Products:** The producer is informed of the products that were selected by the Recruiter. The producer must accept these products in order to continue contracting
  - (i.e., cannot de-select any).
- 3 **Additional Products:** The producer can select one or more additional products aside from what was pre-selected
  -  *Note: When a producer selects an additional product, the hierarchy for that product will not be aligned to the recruiter.*
- 4 **Select All:** The ability to select all products within a segment is provided.
- 5 **Continue:** Once the selections are made, the producer can proceed to the next step.
  -  *Note: The ability to go back to the previous step does not apply, since the previous step was Authentication*

**Contract Step 3 – Your Information**

The third step of the contract onboarding process is split into four parts in which demographic information is gathered for a producer.

**Agent Part 1:**



- 1 **Progress Bar:** The Product Selection step shows as complete with a check mark. The Your Information step is now highlighted as in progress.
- 2 **Sub-Step Progress:** Your Information consists of 4 parts for an agent. The sub-title indicates the progress within the step (i.e., 1 of 4).
- 3 **Suffix** can be optionally provided by the producer.
- 4 **Date of Birth** is pre-populated when available in NIPR and can be updated.
  -  *Note: Updating the birth date here does not trigger an update to NIPR.*
- 5 **Gender:** The producer is required to indicate their gender in order to contract.
- 6 **Other Legal Name:** When a producer indicates other legal names have been used, additional optional information is presented for the producer to provide, including the prior name, date range the name was used, and the reason for the name change.
  - o The producer can clear the information and add additional prior names.

Other Legal Name Example:

\* Are you now or have you ever used any legal name other than shown above?

Yes  No

Prior Name ✖

From Date (MM/YYYY) To Date (MM/YYYY)

Reason(s):

[+ Add Another](#)

**7** Back: The producer can navigate to the previous Product Selection step.

**8** Continue: The producer can advance to part 2 after providing the required information.

**Agent Part 2:**

**Your Information**

Contact Details and Website Information: 2 of 4 **1**

Correspondence/Preferred Name **2**

Don

\* Email **3**

16@humana.com

\* Primary Phone Number Secondary Phone Number

123 456 7890 **4**

Fax Number

I do not have or I do not intend to have a website where I market or sell products **5**

If you do intend to market or sell products on one or more websites, then please enter all applicable websites:

**6**

[← Back](#) **7** **8** [Continue →](#)

**1** Sub-Step Progress: The sub-title indicates the progress within the step (i.e., 2 of 4).

**2** Correspondence/Preferred Name pre-populates with the Agent’s first name and is blank for an Agency. The producer can optionally provide this info.

- 3 **Email:** The producer’s email is pre-populated from the Authentication page. The producer can change the email to control where future communications are sent.
- 4 **Primary Phone** pre-populates from NIPR, when available, and is required. **Secondary Phone** can optionally be provided. **Fax Number** pre-populates from NIPR, when available, and is optional.
- 5 **No Websites:** The producer can indicate a website is not used to market or sell products by checking the box.
- 6 **Websites:** When the no websites box is not checked, the producer is prompted to provide websites used to market or sell products.
  - Note:** When a user checks the “No Websites” box, the user is not allowed to enter text. However, if the user types text, there is nothing to prevent the user from going back and checking the box.
- 7 **Back:** The producer can navigate back to part 1 of Your Information
- 8 **Continue:** The producer can advance to part 3 after providing the required information.

**Agent Part 3:**

The screenshot shows a web form titled "Your Information" with a sub-header "Address Information: 3 of 4" and a circled "1". The form is divided into three sections: "Business Address" (with a circled "2"), "Shipping Address" (with a circled "3"), and "Resident Address" (with a circled "5"). Each section has a "Same as Business Address?" checkbox (with a circled "4" for Business and "6" for Resident). The form fields are pre-populated with "ACME Agency", "7709 HUNTERS", "OLIVE BRANCH", "MS", and "38654". At the bottom, there are "Back" and "Continue" buttons, both with circled numbers "7" and "8" respectively.

- 1 **Sub-Step Progress:** The sub-title indicates the progress within the step (i.e., 3 of 4).
- 2 **Business Address:** The business street address, city, state and zip pre-populate from NIPR, when available, and are required. Agency Name is required. PO Box is optional.
- 3 **Shipping Address:** The shipping street address, city, state and zip pre-populate from the NIPR mailing address, when available, and are required. PO Box is optional.

- 4 Same as Business Address is a one-time copy of Business Address to the Shipping Address when checked. Later changing the business address after checking “Same as...” does not automatically apply the same updates to the shipping address.
- 5 Resident Address: The resident street address, city, state and zip pre-populate from NIPR address, when available, and are required. PO Box is optional.
- 6 Same as Business Address is a one-time copy of Business Address to the Resident Address when checked. Later changing the business address after checking “Same as...” does not automatically apply the same updates to the shipping address.
- 7 Back: The producer can navigate back to part 2 of Your Information.
- 8 Continue: The producer can advance to part 3 after providing the required information. Choosing to advance validates the address information provided. If discrepancies are found, the producer is given the option to:
  - Go back and correct an invalid address
  - Retain the suggested address information provided and continue
  - Retain the original address information the producer provided and continue

Sample Address Correction:

**Please confirm**

We could not verify these addresses as valid postal addresses. Please confirm they are correct or click Back and correct them.

**Business Address**

This address is correct.

7709 HUNTERS  
OLIVE BRANCH  
MS  
38654

We found suggested addresses for the following locations. Please confirm the correct address for each.

**Shipping Address**

Original       Suggested

7709 HUNTERS VIEW DRIVE	7709 HUNTERS VIEW DR
OLIVE BRANCH	OLIVE BRANCH
MS	MS
38654	38654

Agent Part 4:

**Your Information**  
 Agent Background Information: 4 of 4 **1**

List your occupation/employment history information in the fields below for the past five years, most recent first. Include a full and part-time work, self-employment, military service, unemployment and full-time education.

**Agent Background Information**

From Date (MM/YYYY) To Date (MM/YYYY) Employer Name **2**

Address **3**

City State Zip Code

Duties **4**

Reason for Leaving **5**

**6** + Add Another

**7** ← Back **8** Continue →

- 1** Sub-Step Progress: The sub-title indicates the progress within the step (i.e., 4 of 4).
- 2** Agent Background: The producer is prompted to provide the start and end dates of their employment history and the employer’s name.
- 3** Address: The producer is also prompted to provide the employer’s address, city, state and zip.
- 4** Duties: The producer will need to provide the duties performed at the employer.
- 5** Reason for Leaving: The producer will need to explain the reason for leaving the employer.
- 6** Add Another allows the producer to bring up another empty set of information to establish an additional previous employer.
- 7** Back: The producer can navigate back to part 3 of Your Information.
- 8** Continue: The producer can complete the step and advance to the Background Questions.

**Agency:**

Your Information Agency differs from Agent, consistency of a three part process, since Employment History does not apply to agencies. The differences are outlined below:

- ❖ Part 1 – Agency Information: Agency Name is pre-populated from the NIPR legal name of the Agency’s resident license.
  - The producer does not have the ability to change this name.
  - Type of Entity is required in place of Suffix, Date of Birth and Gender.

**Your Information**  
**Agency Information: 1 of 3**

Please complete the Application.  
 Agency Name: SENIOR BENEFIT SOLUTIONS INC

\* Type of Entity

Corporation  
 Limited Liability Corporation  
 Partnership  
 Sole Proprietor

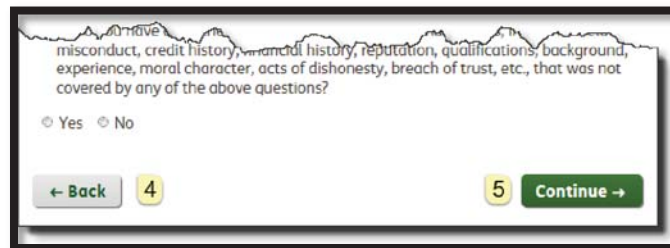
\* Is the Agency now using or has it ever used any name other than shown above?  
 Yes  No

- ❖ Part 2 – Contact Details and Website Information: No difference from agent perspective
- ❖ Part 3 – Address Information: Resident address does not apply to agencies.

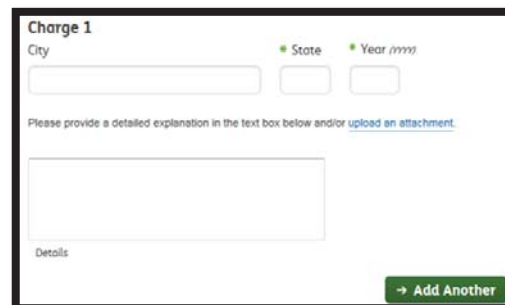


**Contract Step 4 – Background Questions (Part 1)**

- ❖ The fourth step of the contract onboarding process requires the producer to respond to background questions which will trigger a background check.
  - The questions presented to the producer differ between Agent and Agency.



- 1 **Progress Bar:** The Your Information step shows as complete with a check mark. The Background Questions step is now highlighted as in progress.
- 2 **Criminal Background Information:** Responding 'yes' to I.A and I.B requires the producer to provide the state and year in which the offense occurred. This information is sent to vendor when the background check is requested.
  - The producer can optionally provide the city, additional details and attachments, as well as disclose additional offenses with the Add Another button.



- 3 **Background Questions:** Responding 'yes' to any other background questions prompts the producer to provide a comment or add an attachment to provide an explanation, as shown below:

\* D. Do you have any other information related to criminal actions, insurance-related misconduct, credit history, financial history, reputation, qualifications, background, experience, moral character, acts of dishonesty, breach of trust, etc., that was not covered by any of the above questions?

Yes  No

Please provide a detailed explanation in the text box below and/or [upload an attachment](#).

Details

- 4 **Back:** The producer can navigate to the previous Your Information step.
- 5 **Continue:** Once all the questions have been answered, and supporting documented provided for 'yes' responses, the producer can continue to the NIPR Regulatory response step, when regulatory actions are present, or to the Contract Forms step, when no regulatory actions exist.

**Contract Step 4 – NIPR Regulatory (Part 2)**

When NIPR regulatory actions exist for the producer, explanations are required in order to complete the Background Questions step.

**Background Questions**  
NIPR Regulatory Explanation: Part 2 of 2

You are required to provide a detailed explanation and/or any related documentation for the regulatory action(s) displayed below. 1

State	Origin	Disposition	Date of the Action	Effective Date	Enter Date	Penalty Amount	Length of Order (Days)
TN	Information/Referral From Another State Agency	License, Suspended	12/02/2014	12/02/2014	12/04/2014	\$0.00	0
Reason: Failure To Pay Child Support							
TN	Information/Referral From Another State Agency	License, Suspended	12/02/2014	12/02/2014	12/04/2014	\$0.00	0
Reason: Failure To Pay Child Support							

Add a comment below or [upload an attachment](#) (maximum attachment size of 5 MB) 2

I promise to pay from now on. 3

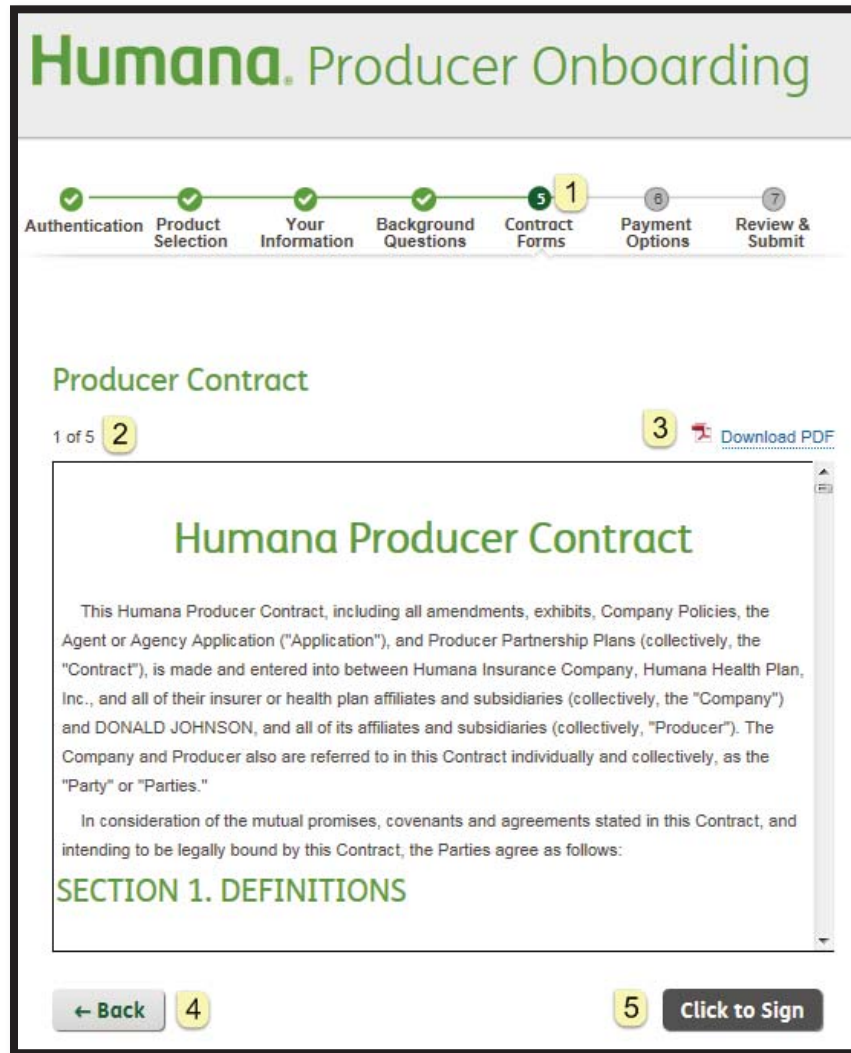
[← Back](#) 4 [Continue →](#) 5

- 1 **Explanation:** The producer must provide comments or upload an attachment to explanation all of their NIPR regulatory actions.
- 2 **Upload:** The producer can upload an attachment that explains the action(s).

- 3 **Comment:** The producer can choose to add a comment to supplement their attachment or explain the action(s).
  - 4 **Back:** The producer can navigate to the previous Background Questions step.
  - 5 **Continue:** Once supporting information has been provided, the producer can complete the step and advance to the Contract Forms step.
- Note:** NIPR Regulatory is not included as part of the contract form.

**Contract Step 5 – Contract Forms**

The fifth step of the contract onboarding process requires the producer to sign required contract forms based on the products they are contracting to sell.



- 1 **Progress Bar:** The Background Questions step shows as complete with a check mark. The Contract Forms step is now highlighted as in progress.
- 2 **Form Progress:** The sub-title indicates the number of forms that require a signature and the progress made (i.e., 1 of 5).
- 3 **Download:** The producer can download a pdf that contains the content of the current form.

- 4 **Back:** The producer can navigate to the first Background Question step, which:
- Brings the producer back to the beginning of the Background Questions step, when the producer is on the first form, or
  - Brings the producer back to the previous form, when the producer has already signed at least one form. The button appears as “Next” instead of “Click to Sign”

- 5 **Click to Sign:** The producer must scroll to the bottom of the form to activate the “Click to Sign” button. Clicking the button advances the producer to the next form (if additional forms are remaining), or the Payment Options step, once all forms are signed.

**Notes:** Once a form has been signed, it cannot be “unsigned”. Navigating back to the Product Selection screen and continuing forward may result in additional form signature depending on the selected product.

**Special Considerations:** The following forms have special considerations:

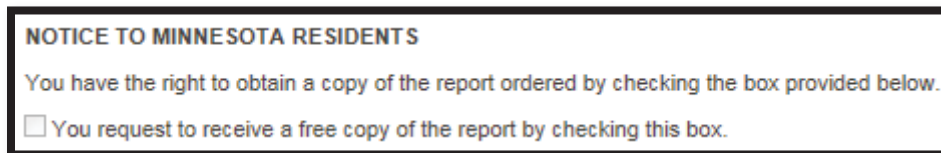
- ❖ The producer’s name is inserted into the Contract Form:



- ❖ The Background Check and Disclosure Form is required when contracting, however if completing an amendment and the producer previously contracted through Producer Onboarding, the background form will not be displayed. Within this form, the producer is allowed to select to receive a free copy of the background report when that producer has a resident state in California, Minnesota or Oklahoma.

**Note:** The system determines the resident state based on the resident address the producer entered in the Your Information section when onboarding, which may not match NIPR.

Example:

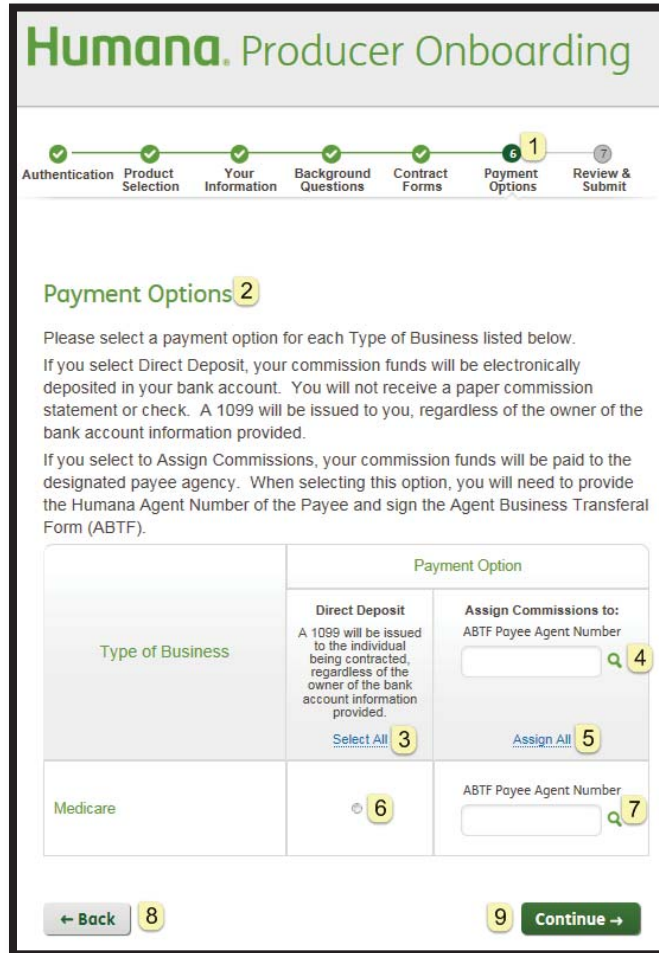


### Contract Step 6 – Payment Options

The sixth step of the contract onboarding process requires the producer to select payment options, choosing between Direct Deposit and assigning payments to a payee. The availability to provide these options depends on the following:

- ❖ The availability of Direct Deposit or ABTF depends on the selected products.
- ❖ Direct Deposit is the only available payment option for Agencies.

The Types of Business listed in the Payment Options grid are driven by the selected products. When a producer is onboarding as part of a “Both” invitation, the agent will have the ability to assign payments to the agency that is currently being onboarded.



- 1 **Progress Bar:** The Contract Forms step shows as complete with a check mark. The Payment Options step is now highlighted as in progress.
- 2 **Instructions:** Are provided at the beginning of the step.
- 3 **Select All:** Allows a producer to quickly assign all Types of Business to Direct Deposit.
- 4 **ABTF Payee Agent Number:** The Payee Number defaults to what was provided by the Recruiter, when applicable.

- The producer can provide a payee number and use the magnifying glass to translate the number to the Payee name to confirm the correct payee was selected.

**Note:** The producer will have the ability to update/change the payee number provided by the recruiter

- 5 Assign All: Allows the producer to quickly assign all Type of Business to the provided Payee Number.
- 6 Individual Selection: The producer can activate Direct Deposit at the Type of Business level.
- 7 Individual Selection: The producer can look up or activate at the Type of Business level.
- 8 Back: The producer can navigate back to the first contract form.
- 9 Continue: When Direct Deposit is selected for any Type of Business, the producer continues to a Financial Information step.
  - o When Direct Deposit is not selected, the Payment Options step is completed and the producer continues to the Final Review step.

**Contract Step 6 – Direct Deposit Form**

When Direct Deposit is selected for at least one Type of Business, the producer is required to provide Financial Institution information.

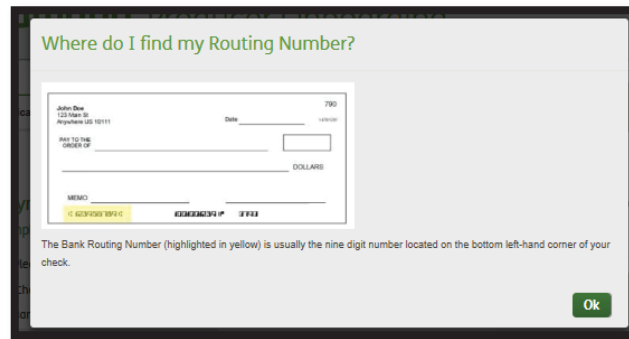
- 1 Account Type: The producer is required to select between checking and savings.
- 2 Bank Name is required.
- 3 Bank City is required.
- 4 Bank State is required and can be selected from a dropdown list.

The screenshot shows a form for entering bank information. It includes the following fields and callouts:

- 5**: Callout for the "Bank Zip Code" field.
- 6**: Callout for the "Bank Phone Number" field, which consists of three separate input boxes.
- 7**: Callout for the "Bank Routing Number" field, with a link "Where do I find this?" next to it.
- 8**: Callout for the "Re-enter Bank Routing Number" field.
- 9**: Callout for the "Re-enter Bank Account Number" field.
- 10**: Callout for the "Back" button at the bottom left.
- 11**: Callout for the "I Agree" button at the bottom right.

Below the fields, there is a disclaimer: "This authorization will remain in force until written notification of termination or change is received by Humana in such time and in such manner as to afford Humana a reasonable opportunity to act on it. I (We) hereby authorize Humana to initiate Automated Clearing House credits and, if necessary, make corrections for any entries made to my account in error." This text is associated with callout **9**.

- 5** Bank Zip is required.
- 6** Bank Phone number is required.
- 7** Bank Routing number is required as a 9-digit number with leading zeroes. A link to assist with locating the Bank Routing number on a check is provided. Re-entry of the number is required as confirmation.



- 8** Account number is required, along with re-entry as confirmation. The producer is notified if this re-entered number does not match the previous number. The number is masked with the option to unmask.
- 9** Disclaimer information is provided to explain the agreement between the producer and Humana.
- 10** Back: The producer can navigate back to the Payment Options step.
- 11** I Agree: When the required Direct Deposit information is provided, the producer can complete the Payment Options step and continue to the Submit and Review step.

**Contract Step 7 – Review & Submit**

- ❖ The final step of the onboarding process allows a producer to review, and optionally edit, the information provided prior to submitting the completed application to Humana for review.



- 1** Progress Bar: The Payment Options step shows as complete with a check mark. The Review & Submit step is now highlighted as in progress.
- 2** Instructions are provided at the beginning of the step.
- 3** Products: for which the producer was recruited, as well as any additional products the producer selected, are displayed. The producer is not allowed to change this information as part of the Review & Submit process.

Expand/Collapse: The “Your Information” step content displays in expanded view by default, as shown on the next page. The remaining step content is collapsed by default and can be optionally expanded and reviewed by the producer, when that step is applicable.

Edit: Each step provides the option to click the “Edit” link, which returns the producer back to that step in the process. ***The producer must then click continue to advance through all subsequent steps to arrive back to the Review & Submit step.***



### Your Information

This content varies between Agent and Agency and is not applicable for Amendments.

▼ **Your Information** [Edit](#)

Suffix  
First Name DONALD  
Middle Initial  
Last Name JOHNSON  
Gender Male  
Birth Date 04-12-1963

Contact Information

Correspondence Name Don  
Email Address 16@humana.com  
Primary Phone Number 5555555555  
Fax Number  
Secondary Phone Number  
I do not have or I do not intend to have a website where I market or sell products Yes  
Website

Addresses

Business Address	Residential Address	Shipping Address
7709 HUNTERS VIEW DRIVE a OLIVE BRANCH MS 38654	7709 HUNTERS VIEW DRIVE OLIVE BRANCH MS 38654	7709 HUNTERS VIEW DRIVE OLIVE BRANCH MS 38654

### Employment History

This content applies only to Agent contracts. The section displays even when no Employment History was provided to give the producer the option to add it during the review step.

▼ **Employment History** [Edit](#)

From (Mo/Yr): 01/2010  
To (Mo/Yr):  
Employer Name: ACME Employer  
Employer Address: 123 Any Street  
Anytown, WI  
Duties: Whatever they ask of me  
Reason for Leaving: Still employed

### Background Questions

This content is not applicable for Amendments.

**Background Questions** Edit

**I. Criminal Background Information**

A. Are there any criminal charges pending against you? Yes

State	MI
Year	2006
Details	I am innocent.

B. Have you ever been convicted of or pleaded guilty or no contest to any felony, misdemeanor, or any other violation of law other than minor traffic offenses? If yes, provide complete information and attach copy of court order. No

**II. Department of Insurance, CMS, and other Insurance Industry Background Information**

A. Have you ever been the subject of any investigation or proceeding by any insurance department? No

### NIPR Regulatory

This content applies only for Agents and Agencies that are contracting and have NIPR regulatory actions. The actions are displayed in grid format followed with support comments and attachments.

**NIPR Regulatory Actions** Edit

State	Origin	Disposition	Date of the Action	Effective Date	Enter Date	Penalty Amount	Length of Order (Days)
TN	Information/Referral From Another State Agency	License, Suspended	12/02/2014	12/02/2014	12/04/2014	\$0.00	0

Reason: Failure To Pay Child Support

**Comment**

Lorem Ipsum is simply dummy text of the printing and typesetting industry.

**Attachment**

[lolo \(18\).txt](#)

**Forms**

This content varies based on the selected products the producer is contracting to sell.

Forms <span>Edit</span>		
Producer Contract	<a href="#">View</a>	Signed
Exhibit A - HIPAA Business Associate Agreement	<a href="#">View</a>	Signed
Exhibit B - Producer Information Security Agreement	<a href="#">View</a>	Signed
Appendix- Background Investigation Disclosure and Authorization	<a href="#">View</a>	Signed
Medicare Amendment	<a href="#">View</a>	Signed

**Payment Options**

This content varies based on the selected products the producer is contracting to sell and the options that were selected.

Payment Options <span>Edit</span>	
Type of Business	Payment Option
Medicare	Direct Deposit
Individual Major Medical, Life, Traditional Plus Dental	Direct Deposit

**Financial Information**

This content applies when a contracting producer selects Direct Deposit as a Payment Option. It does not apply to amendments.

Financial Information <span>Edit</span>	
Bank Name	Test
City Name	City
State Name	AK
Zip	55555
Phone Number	5555555555
Routing Number	XXXXXXXX (Show)
Account Number	XXXXXXXX (Show)

### Amendment Step 1 – Authentication

Amendment authorization requires the producer’s Humana Agent Number in place of an NPN.

- ❖ The number provided must match what was specified by the Recruiter when the invitation was sent.
  - The producer’s Tax ID (Social Security Number for an agent or Tax Identification Number for an agency) is required as secondary validation and must correspond with the Humana Agent Number in Solar.

**Agent:**

- 1 Progress Bar: The steps a producer has completed and those that are remaining are shown with a progress bar that is activated at this point in the process.
- 2 Welcome: The producer is welcomed by name with instructions.
- 3 Name: First and Last name are pre-populated with what was provided by the Recruiter.
- 4 Email: The producer’s email is pre-populated from what was provided by the Recruiter.
  - The producer can change the email to control where future communications are sent.
- 5 Social Security Number is required for secondary authentication. It displays masked when entered with a link to show.
- 6 Humana Agent Number is required and must match what was entered by the Recruiter.
- 7 Authenticate verifies the SAN matches what was provided by the recruiter and corresponds with the entered Social Security Number.

- ❖ When the producer is unable to authenticate, an error displays under the Welcome message. If the producer attempts more than the maximum (3), the producer is unable to proceed and must contact their recruiter or Humana ASU to be reset.

**Agency:** Agency authentication differs from Agent in that the Agency Name replaces the First and Last Name and the Tax Identification Number replaces Social Security number.

Example:

### Amendment Step 2 – Forms

The second step of amendment onboarding requires the producer to sign the form that corresponds to the amendment that was selected by the recruiter.


- ❖ The producer may also be required to complete the Background Investigation Disclosure and Authorization form, if one was not previously signed.

Example:

### Amendment Step 3 – Payment Options

The third step of amendment onboarding requires the producer to select between Direct Deposit and ABTF for the amendment. This functionality works in a similar manner as [Contract Payment Options](#) with the following additional considerations:

- ❖ Direct Deposit is the only available payment option for Agencies.

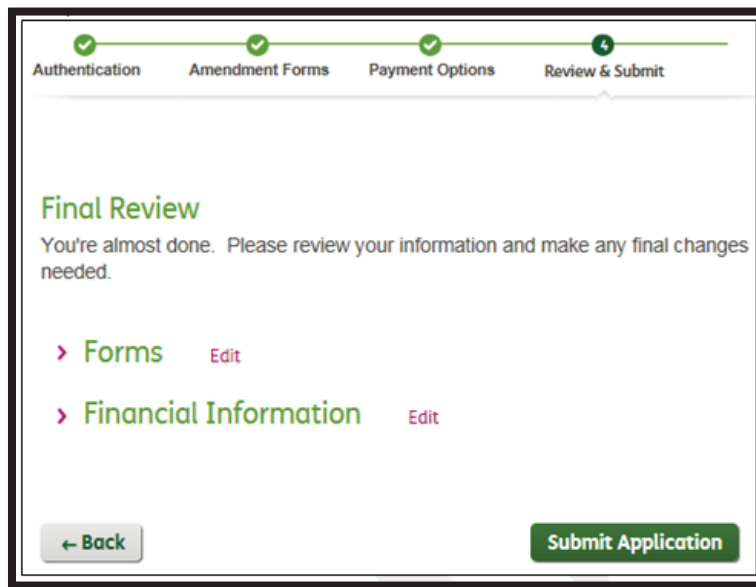
 **Note:** When Direct Deposit is chosen and Financial Information already exists, the producer is notified and is not presented with the Direct Deposit page.

### Amendment Step 4 – Review & Submit

The fourth and final step of amendment onboarding allows the producer to review and submit their amendment application. This functionality works in a similar manner as [Contract Review & Submit](#) with the following differences:

- ❖ The following contract review content conditionally applies to amendments:
  - Financial Information only applies when it does not currently exist
- ❖ The following contract review content does not apply to amendments:
  - Your Information
  - Employment History
  - Background Questions
  - NIPR Regulatory

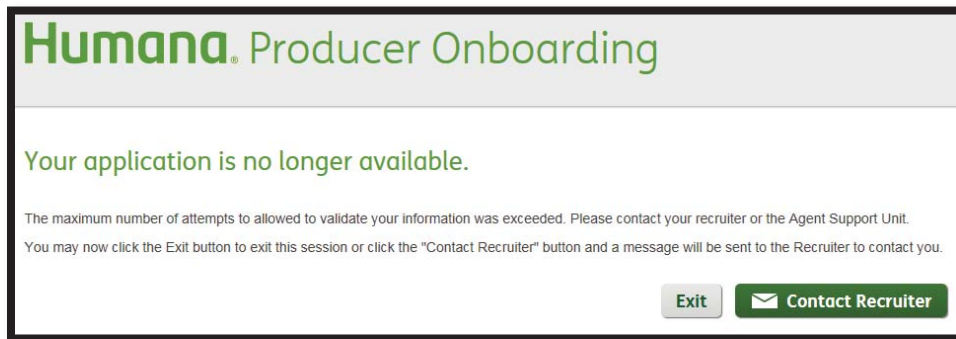
Example:



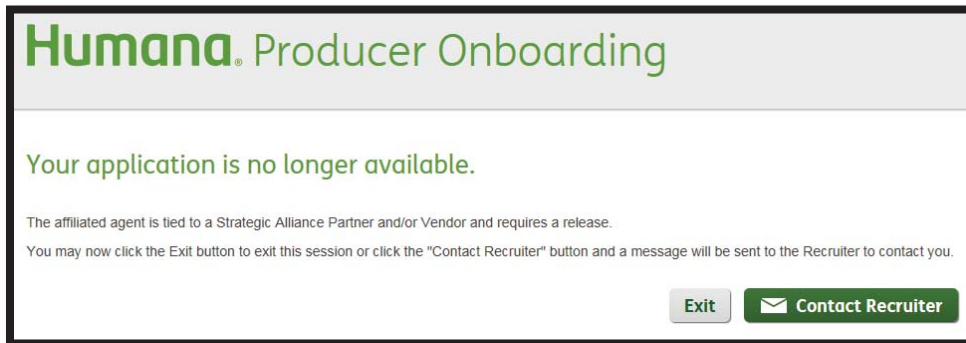
### Returning Producer

A previously authenticated user that exited the application process and returns later using their link does not need to re-acknowledge the online service agreement.

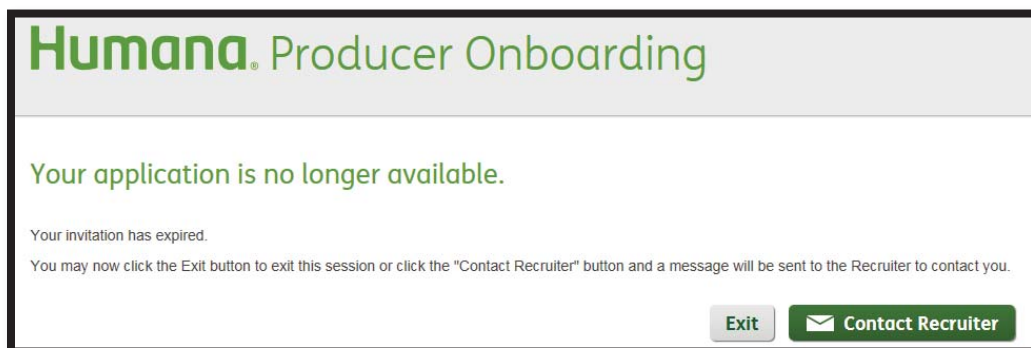
- ❖ Once the returning producer has successfully authenticated, the following validation steps determine how to correctly direct the producer.
- ❖ **Application No Longer Available:** The producer is greeted with a message that provides the option to email their Recruiter when their application is no longer available for one of the following reasons:
  - The maximum number of attempts to authenticate was exceeded
  -



- Re-applying the eligibility rules flags a producer as no longer being eligible to contract



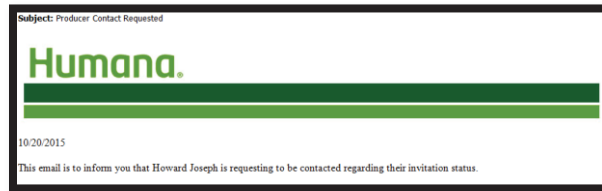
- The invitation was not accessed prior to the business expiration timeframe



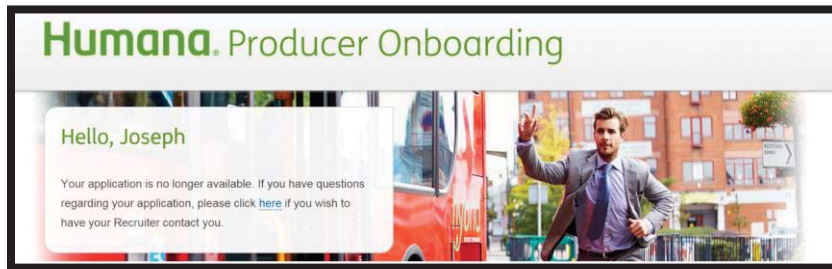
- Selecting to Contract Recruiter for any of the above situations triggers the following notification:



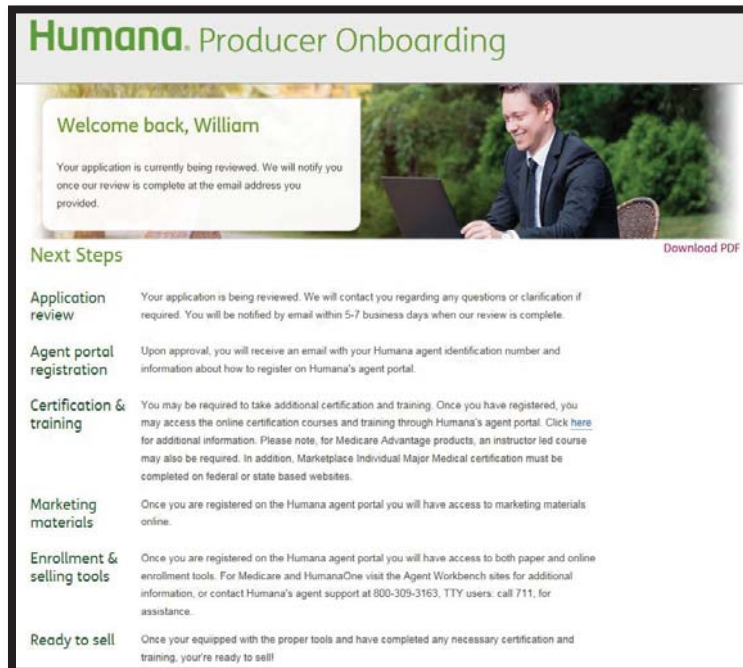
The recruiter receives the following email:



- The invitation was cancelled, either before or after submission:

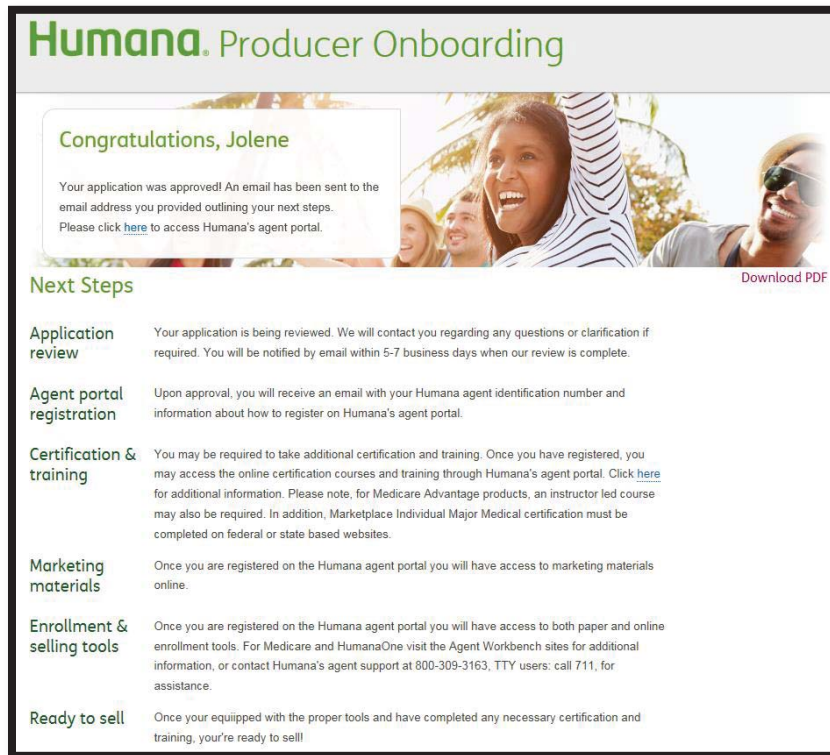


- ❖ **Application Submitted:** When a returning producer previously submitted their application, the producer is greeted appropriately based on the status:
  - Under Review: When still under review, the producer is greeted with a Welcome back messages and the Next Steps information:





- **Approved:** When approved, the producer is greeted with a Congratulations messages along with next steps information, and re-directed to the agent portal.



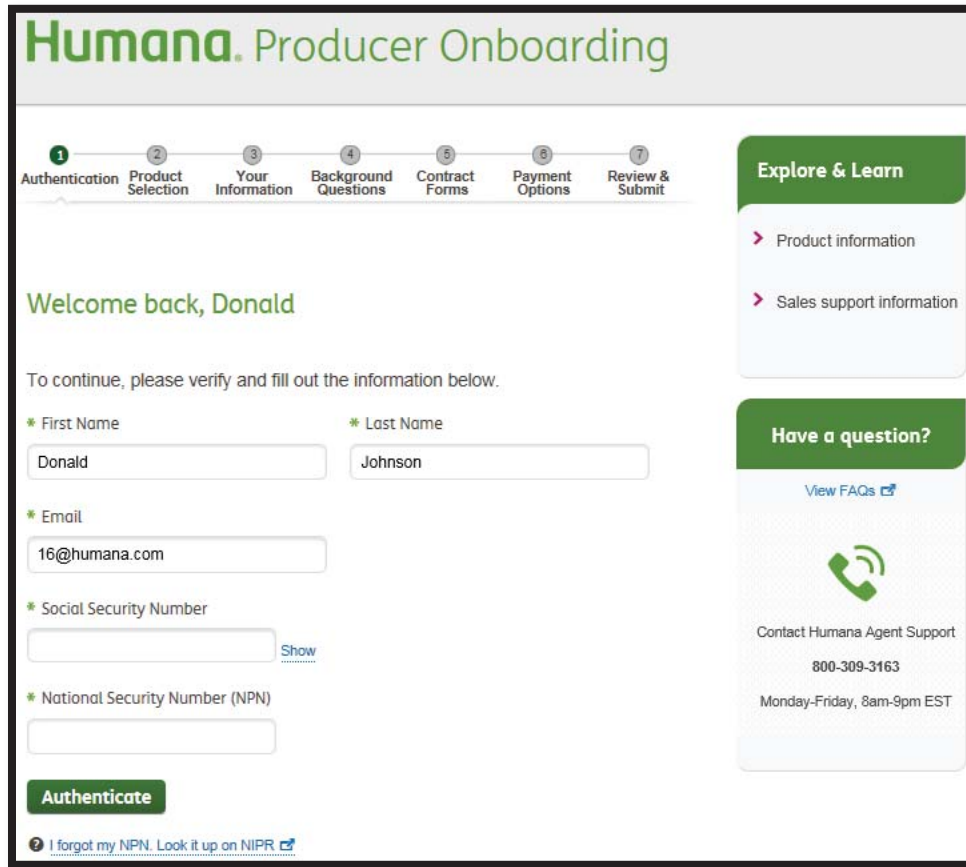
- **Declined:** When declined, the producer is reminded that they received an email indicating the outcome of the application.



❖ **Expiration Date:** When a producer authenticates after receiving a reminder email, the invitation expiration date is advanced by the expiration timeframe to provide additional time for the producer to complete the invitation. This advancement of the date occurs only once.

- When a producer authenticates one of the producers for a both invitation, the expiration date is automatically advanced for the other producer.

- ❖ **Valid to Return:** When a producer returns back to complete their application, a “Welcome Back” message displays requesting that the producer re-authenticate themselves. Upon successful authentication, the producer is returned to the step following the last step that was fully completed.



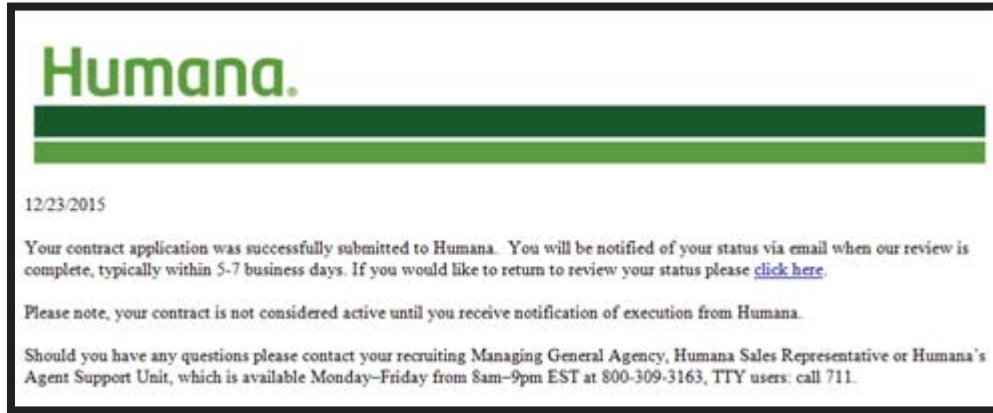
- ❖ **Access Time Out:** As an additional security feature, a producer’s session will expire due to inactivity.



**Email Communications**

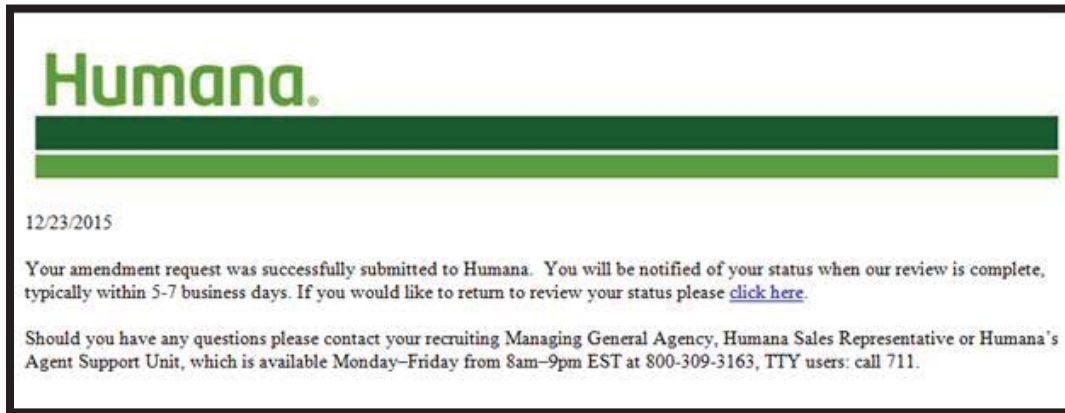
- ❖ **Contract Submission:** A producer receives an email similar to the one below upon submitting their contract application for consideration.

Sample Email:



- ❖ **Amendment Submission:** A producer receives an email similar to the one below upon submitting their amendment application for consideration:

Sample Email:



## Section 6 – Search & Review

The Search & Review component of Producer Onboarding allows users to monitor and/or manage the progress of a producer through the onboarding lifecycle.

### Search & Review Access

❖ **Producer Access:** Retail MGA user results are limited to recruitments that are tied to the GA’s ID.

### MGA Recruiter Search Criteria

A Recruiter’s Search Criteria is as follows:

The screenshot shows a web interface titled "Search & Review" with navigation tabs for "Recruit", "Search & Review", "Reports", and "Admin". Under the "Search Criteria" section, there are six input fields: "Agent Name (Last, First)", "Agency Name", "Email Address", "NPN", "Invitation Sent (Start)", and "Invitation Sent (End)". Each field is numbered 1 through 6. At the bottom right, there are two buttons: "Clear Search" (labeled 7) and "Search" (labeled 8).

- 1 **Agent Name** allows the user to search based on a producer’s last and first name
- 2 **Agency Name** allows the user to search based on a producer’s agency name
- 3 **Email Address** allows the user to search based on a producer’s exact email address (i.e., partial search not allowed). The user is notified when the email is not in an expected format.

**Tax ID** allows the user to search based on a producer’s SSN or TIN. The user is notified when 9 numbers are not provided, which disables the Search button until corrected.

**Agent Number** allows the user to search based on a producer’s SAN. The user is notified when 7 numbers are not provided, which disables the Search button until corrected.

4 **NPN** allows the user to search based on a producer’s NPN. The user is notified when more than 10 numbers are provided, which disables the Search button until corrected.

5 and 6 **Invitation Sent** date range allows the user to provide a date, or select from a calendar.

7 **Clear Search** allows the user clear all filters and return the results to the initial default.

8 **Search** allows the user to apply the filter criteria to identify the matching recruitments, which appear in the results.

- A minimum of one filter criteria is required in order to search.

## Search Results Functionality

### Search Criteria:

- ❖ **Recruitment Type:** Agent, Agency or Both
- ❖ **Invitation Type:** Contract or Amendment
- ❖ **Name:** Agent Name (First and Last) or Agency Name
- ❖ **Agent Number:** Available in the following situations:
  - For an amendment, or
  - For a previously contracted producer who is re-contracting, or
  - When a contracting producer's application has been approved and loaded to SOLAR
- ❖ **Sent Date:** The date and timestamp when the Recruiter sent the invitation to the producer.
- ❖ **Submit Date:** The date and timestamp become available once a producer submits a completed application.
- ❖ **Status:** Contains the producer's current onboarding status.

### Content Sections

Once a producer has been selected from the Results grid, the applicable content sections with additional information display. The available sections include:

- [Background Questions](#): Includes those questions that were answered 'yes' by a producer
- [NIPR Regulatory](#): Displays a producer's regulatory actions that are on file with NIPR
- [Comments](#): Displays existing and allows new comments and attachments to be added
- [Recruitment Information](#): Recaps the selections made by the Recruiter at the time the invitation was sent to the producer
- [Application History](#): Lists the major statuses as a producer passes through them
- [Activity Log](#): Includes additional details of all actions take for the producer

### Default Sort Sequence

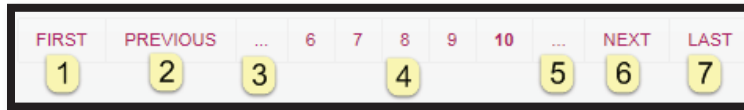
By default, the selected recruitments are sorted as defined below. Users can also choose to toggle between ascending and descending order by clicking on the column heading of any result field.

- ❖ **Search:** When the user filtered on the recruitments, the results are displayed in invitation sent date/timestamp sequence, oldest to newest

### Export

Users have the option to export Search results, which exports all the recruitments that met the search criteria (not only those shown on the screen). Users can also choose to copy individual result fields in order to paste the information elsewhere.

**Paging**



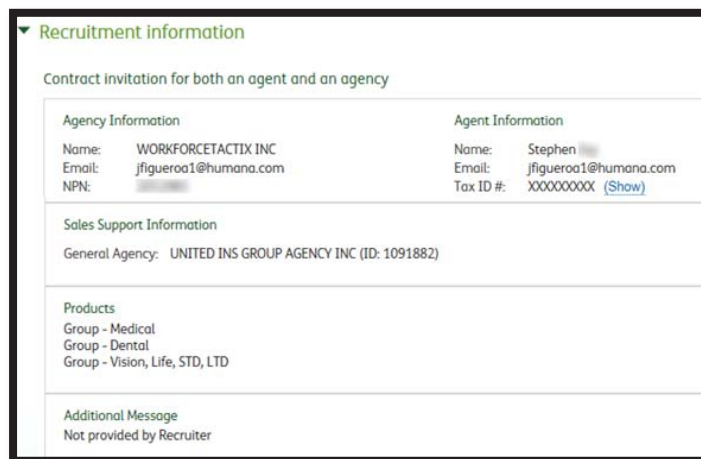
When multiple pages of information are available, the user can navigate between pages as follows:

- 1 **First** displays the initial set of pages. It is disabled with a hover (⊗) when on the first set of pages.
- 2 **Previous** steps back a page (e.g., 8 to 7). It is disabled with a hover (⊗) when on the first page.
- 3 **First Ellipsis (...)** steps back 5 pages (e.g., 6-10 to 1-5). It is disabled when on the first set.
- 4 **Individual Page** navigation allows a user to pick a specific page within the current set of five pages.
- 5 **Second Ellipsis (...)** advances 5 pages (e.g., 1-5 to 6-10). It is disabled a hover (⊗) when an additional set of pages is not available or when on the final set of pages.
- 6 **Next** advances a page (e.g., 3 to 4). It is disabled with a hover (⊗) when on the last page.
- 7 **Last** displays the final set of pages. It is disabled with a hover (⊗) when on the last set of pages.

**Recruitment Information**

- ❖ By default, the Recruitment Information section is shown collapsed. This content shows a summary of the options a Recruiter selected or provided at the time the invitation was sent to the producer.
- ❖ The content varies based on the type of recruitment, showing the information that is applicable depending on whether the invitation is for an amendment or contract, as well as for an agent, an agency or both.
- ❖ When a producer selects additional products as part of submitting their application, those products are listed under the Recruiter selected products with a sub-heading of “Additional products selected during onboarding.”

*Both Example:*



### Application History

- ❖ This history allows users to monitor a producer’s progression through the onboarding process. The content is shown in descending date sequence so that the most recent history appears first. Click on a heading to change the sort order.
  - Page navigation is provided when more than five history entries exist for the producer, in the same manner as previously documented for search results.

Application History		
Status	Action Taken By	Action Date and Time
Invitation Sent	Jenny Figueroa	08/17/2015 - 02:25 PM

- ❖ **Statuses Included:** The history that displays within Application History content section is limited to actions that result in the producer’s status being set to any of the following:


Invitation Sent	Background Check Completed	Declined
Cancelled Recruitment	Application Under Review	Cancelled Application
Expired	Approved	Closed Out
Pending Submission	Pending Execution	
Background Check Pending	Activated	

 *Note:* A complete set of a producer’s activity is available in the Activity Log content section

- ❖ **Action Taken By:** What displays in the action taken by column depends on the source of the status change. When the action:
  - Is taken by a Recruiter or Approver, the person’s name is displayed
  - By the person who received the invitation, the word ‘Producer’ is displayed
  - Is the result of the application applying business rules, the word ‘System’ is displayed
- ❖ **Action Date and Time** captures the timestamp when the activity occurred.

### Activity Log

- ❖ The content is shown in descending date sequence so that the most recent history appears first. Click on a heading to change the sort order.
  - Page navigation is provided when more than five history entries exist for the producer, in the same manner as previously documented for search results.

 *Note:* This content section is at a more granular level than Application History for the purpose of allowing a user to provide customer support and conduct a more detailed analysis of a producer’s progression through the onboarding process.

- ❖ **Grid:** The section contains the following information:


Activity log				
1 Activity	2 Event	3 Event Details	4 Action Taken By	5 Action Date and Time
PRODUCER CONTRACT MANAGEMENT	APPLICATION UNDER REVIEW		POADMIN1 POADMIN1	01/26/2016 – 12:35 PM
PRODUCER CONTRACT MANAGEMENT	APPLICATION UNDER REVIEW		DINESH AGRAWAL	01/25/2016 – 02:30 PM
PRODUCER CONTRACT MANAGEMENT	BACKGROUND CHECK PASS	1/19/2016	SYSTEM	01/19/2016 – 02:45 PM
PRODUCER CONTRACT MANAGEMENT	BACKGROUND CHECK COMPLETED		SYSTEM	01/19/2016 – 02:45 PM
PRODUCER CONTRACT MANAGEMENT	BACKGROUND CHECK PENDING	1316324	SYSTEM	01/19/2016 – 08:58 AM

- 1 **Activity:** Activity Log content is sub-divided into three types of activities:
  - Recruitment
  - Onboarding
  - Contract Management
- 2 **Event** is the trigger that caused the activity to occur.
- 3 **Event Data** is optional additional information that was captured that is related to the event (
- 4 **Action Taken By:** What displays in the action taken by column depends on the source of the status change. When the action:
  - Is taken by a Recruiter or Approver, the person’s name is displayed
  - By the person who received the invitation, the word ‘Producer’ is displayed
  - Is the result of the application applying business rules, the word ‘System’ is displayed
- 5 **Action Date and Time** captures the timestamp when the activity occurred.

### Manage Invitation Actions – Cancel/Resend/Reset

#### Cancel Recruitment


A Recruiter is allowed to cancel recruitment when the producer has not yet been submitted the application. Canceling the recruitment prevents the user from being able to submit a contract or amendment for consideration.

 **Note:** Since the ability to update an existing recruitment is not provided, a Recruiter may use this function to cancel and resend an updated invitation to a producer. Canceled contracts and amendment are not stored to pdf.




**Exceptions:** When a Recruiter chooses to cancel one half of a 'both' invite, the following notifications occur when applicable.

- ❖ When the other half was already approved, the user is notified that continuing will change the status of the previously approved half of the invite from approved to cancelled
- ❖ When the producer previously logged in to start either half of the invitation, the user is notified that the agent, agency or both already started their submission
- ❖ For either notification, the user is given the option to proceed with cancelling the recruitment, which cancels both the agent and agency invitations, or choose not to cancel.

 **Note:** *The producer is not notified that the cancellation occurred. The assumption is that the Recruiter already has been in contact with the producer, which led to cancelling the recruitment. The Producer Onboarding interface will provide the producer with instructions if the producer accesses the link in the future after the cancellation.*

### Resend Invitation Email

- ❖ A Recruiter is allowed to resend a producer their invitation email, which contains that producer's unique link into the Producer Onboarding interface, when the status is Invitation Sent or Pending Submission.

 **Notes:** *The ability to send to a different email address is not available. If the wrong email was originally specified, the Recruiter must cancel and resend the invitation. Resending it does not reset the invitation expiration date.*

### Reset Invitation

- ❖ A Recruiter is allowed to reset a producer's authentication attempts when the producer exceeds the maximum allowed.
  - Having a maximum authentication attempts allows the support person to confirm the producer's identity to prevent fraudulent access to Producer Onboarding.
  - The Recruiter can also assist the producer with troubleshooting what may be triggering the authentication issues.

## Review Application Actions – View

### Contract/Amendment View

- ❖ A Recruiter is allowed to view/download a producer's contract or amendment, with the appropriate watermark, once the producer has submitted their application.
  - When a Recruiter does not have access to view the contract or amendment, the button is not visible.

## Section 7 – Reports

### Report Access

**Available Reports:** The reports that are available within Producer Onboarding include:

- ❖ **Activity:** Detailed recruitment information for monitoring a producer's onboarding progress.
- ❖ **Review Aging (May 2016):** Monitor timely review of submitted producer applications.
- ❖ **Just in Time Aging (May 2016):** Ages producers that are pending execution.

**Timing:** Report information is as of the end of the previous day (i.e., is not real-time).

**Producer Access:** Access to the recruitments that are included in reports differs between internal and external users based on role restrictions:

- **MGA:** When the user is an MGA, access is limited to recruitments that are tied to the GA's ID.

**Access by Role:** Reports are made available to internal and external users as shown in the grid below:

**Export:** Users are allowed to export the report content into an Excel format. The export identifies:

- Report name
- Name of the user who generated the report
- Report timeframe, when applicable to the report
- Date and time the report was produced

### Activity Report

**Filter Criteria:**

- The default report timeframe is set to the current month with the option to override. Users are limited to providing a starting date within the current or previous year, not to exceed 400 days in the past.
- Includes recruitments with an Onboarding status last updated within the report timeframe.
- Users can optionally select one or more Segments for which the producer was recruited.

**Sort:** Ascending Onboarding Status Last Update Date sequence

**Data Elements:**

- Recruiter Name
- Sales Office name and number, when applicable
- MGA Name, ID and Number, when applicable
- Onboarding Status
- Onboarding Status Last Update Date
- Recruitment Type
- Segment
- Name
- Agent Number, when available
- Submission date
- Activation date
- ABTF Payee number and name, when provided by recruiter or producer
- Primary Phone Number
- Email
- Business Address (address 1, address 2, city, state, zip)
- Resident Address (address 1, address 2, city, state, zip)
- Failed Logon Attempts count