

Enrollment Hub Updates

Exciting new updates to help you prepare for 2021 AEP

AEP readiness is at the top of our mind for all of us. Being prepared and knowing what updates/enhancements occurred to your enrollment sales tools is imperative to the success of this AEP selling season. Especially now more than ever with the new virtual selling space we are operating in due to Covid-19.

What can Enrollment Hub do for you this AEP?

Virtual Selling Options Being Added:

- Electronic Signature for CarePlus products in English and Spanish
 - Emailing the consumer to sign the application
- Electronic Signature for Humana Stand Alone OSB products in English and Spanish (Available September 26th)
 - Emailing the consumer to sign the application
- Electronic Signature for SOA forms in English and Spanish
 - Emailing the consumer to sign the SOA form
- Telephonic Signature for Humana MA/MAPD/PDP/OSB products in English and Spanish
 - Dialing a Humana # with the consumer to telephonically sign the application at the end of the eHub app process
- Telephonic Signature for CarePlus products in English and Spanish
 - Dialing a CarePlus # with the consumer to telephonically sign the application at the end of the eHub app process
- Telephonic Signature for Group Medicare products in English and Spanish
 - Dialing a Humana # with the consumer to telephonically sign the application at the end of the eHub app process
- Telephonic Signature for IDV (Free Standing Dental/Vision) products in English only
 - Dialing a Humana # with the consumer to telephonically sign the application at the end of the eHub app process

New product lines and capability to better support our agents in the field:

- Individual Dental and Vision products (English only)
 - Allows for Digital Signature to sign in person along with the Telephonic Signature pointed out above
- The ability to Cross-Sell an IDV (Free Standing Dental/Vision) product from a Humana MA/MAPD/PDP
 - eHub will pre-populate as much data as it can to enhance the user experience and speed up the process

Medicare Enrollment Form Updates to keep you compliant:

- New Prequalification form for CarePlus new CareComplete C-SNP
 - Completion of this form will help identify member eligibility for the C-SNP. Form will follow the same formatting agents are familiar with when completing a Humana C-SNP plan.
- Ability to disposition an Enrollment Hub SOA for enrollment completed via paper
- Agent has the ability to Auto unlock for electronic signatures when agent “Edits” or “Resends” link
- Updates to SEP descriptions for; SNP, DST and LAW
- SEP description box expanded for readability
- Member demographics correction for the city name auto population
 - Guiding language for agent and consumer added for when you don’t see the correct city in the drop down
- Removal of ESRD questions for 2021 effective dates
- Veteran Status question- additional option added to the drop down list for selection “Prefers not to answer”
- Update to Group Coverage questions- various field renaming and responses requirements
- Various verbiage updates throughout the enrollment forms to meet Legal and Compliance standards

Please note that we are currently working with your Training team to ensure that all training documents and job-aids are up to date within Humana MarketPoint University prior to 10/1/2020

