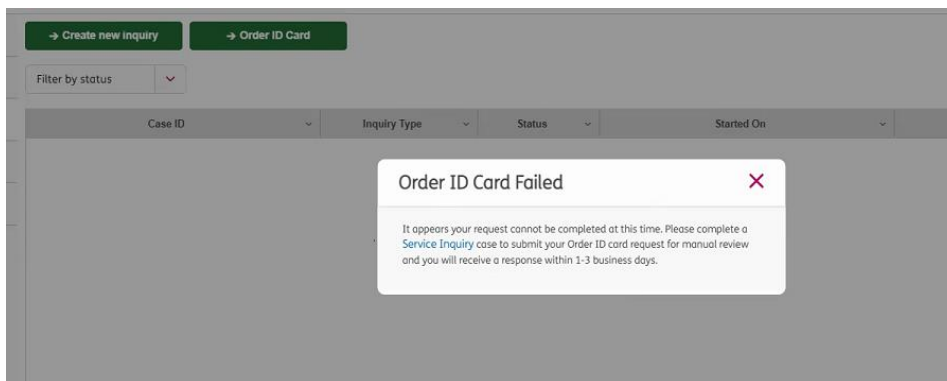
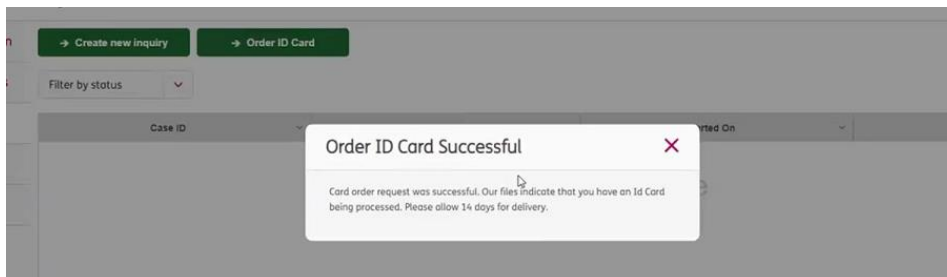
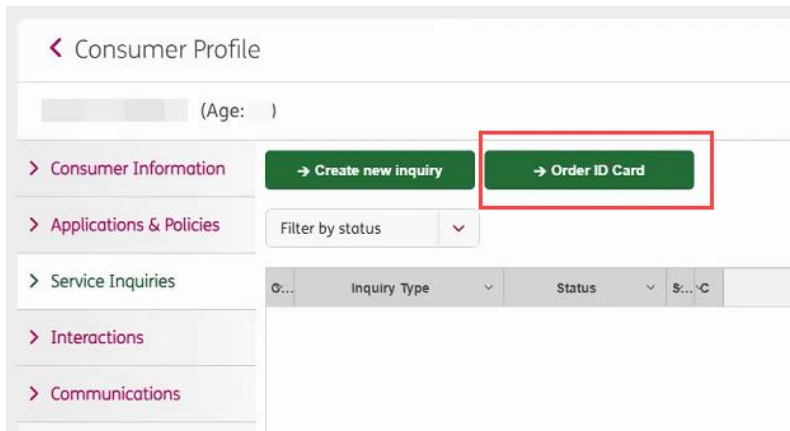


JUNE VANTAGE ENHANCEMENTS

Order ID Card

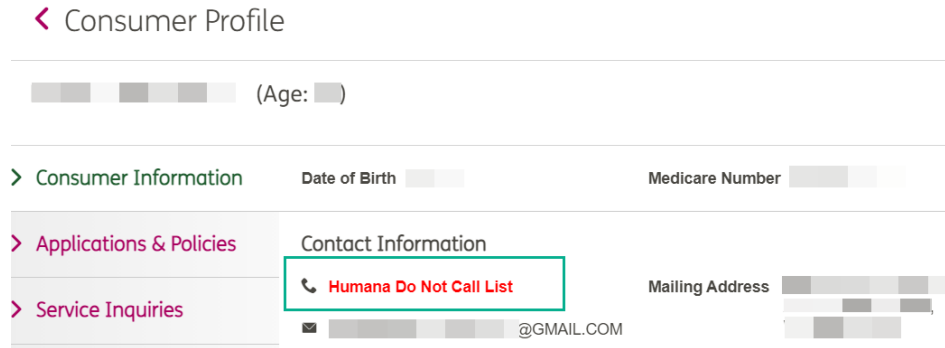
Agents now have the ability to Order an ID card through the My Humana Business section for active medical members if a request has not been made in the last 14 days. Whether the request is successful or not, you will receive a message once the button has been selected. However, if the request is unsuccessful, you should select the Service Inquiries link in the pop up message and create a service inquiry for your member.

This new feature is located on the Consumer Profile page for your active members as an easy to click button.



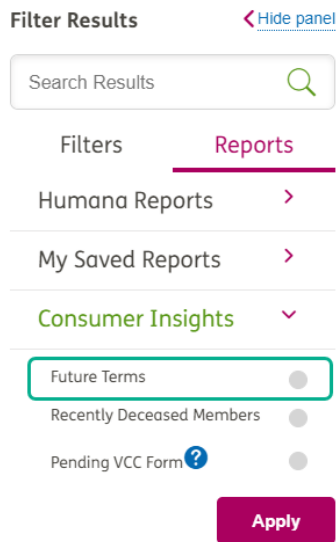
Telephonic Consumer Protection Act (TCPA)

Vantage is now running a compliance check on member phones to check if they are requesting to not be called. You will now see that members who are protected under TCPA will have a red "Humana Do Not Call" statement by the telephone icon.



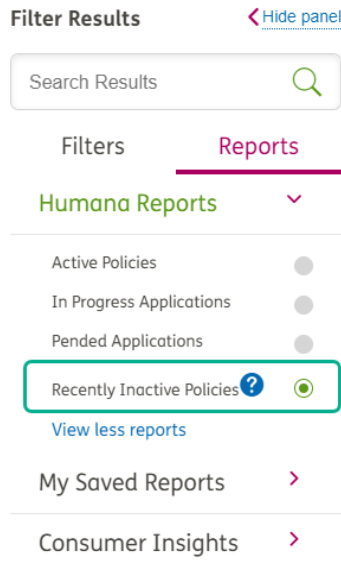
Termed Members Consumer Insights

This is a new insight, located under the Reports tab in your My Humana Business Center. The Future Terms report will allow you to see active members who will be terming in the near future. You will be able to understand the reason for the termination. Some example Reason Descriptions for policies that are terming will be: Humana Plan Transitions, Disenrollment by Member and Prefers/Enrolled in Non-Humana Plan. These policies will still show as Active but will display the termination date.



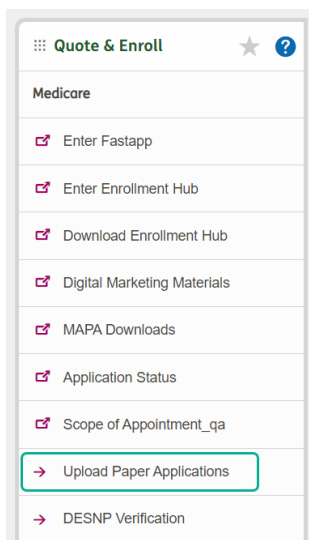
Inactive Policies Report

We have changed this Report from displaying all of the Inactive policies to showing only the most recent. Located on the card and within the My Humana Business Center under the Reports tab, the report will now only show the Inactive policies from the last 3 months (previously displayed the past 24 months). Inactive Policies will still be available for 24 months and can be accessed using the filters and search functionality in Business Center.



Upload Paper Applications

This feature has now been turned back on! You will once again be able to upload your paper applications through the Quote & Enroll card. The Upload Paper Application feature allows you to attach paper applications electronically and upload to Humana securely with a success message. Please visit Humana MarketPOINT University for more information and training on this feature.



Eligibility Tool

The DSNP eligibility tool is now displaying the Medicare ID in the results section.

< Dual Eligibility Verification

Dual Special Needs Plan eligibility verification tool does not validate agent licensing. Please be advised that agents are ultimately responsible to ensure they have all appropriate licensing and lines of authority for the products they intend to market and sell.

All Medicaid eligibility is based on information provided today and is subject to change. As required by CMS, Humana/CarePlus Enrollment makes the final determination. Ask Applicant: Do I have your permission to look up your Medicaid status to determine if you are eligible for our Dual Eligible Special Needs Plan?

Plan Year * State *

First Name * Last Name *

Date of Birth *

Gender * Male Female

Please enter prospective members Social Security Number **or** Medicaid ID/Medicaid Member ID (or both) below in order to submit this request.

Social Security Number Medicaid ID/Medicaid Member ID

Medicare ID

Status

Medicaid ID

Medicare ID

Dual Eligibility Level [?](#)

[DESNP Plan Eligibility Guide](#)