Email Communications

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

Sample email:

Humana.
7/17/2015
Welcome to Humana's online Medicare Advantage & Prescription Drug Plan amendment request process.
For validation of your identity you will be asked for your tax identification number/social security number and your Humana agent number.
Please <u>click here</u> to proceed with completing your amendment. This invitation will expire on 7/20/2015.
Should you have any questions before, during, or after you complete your amendment application, please contact your recruiting Managing General Agency, Humana Sales Representative or Humana's Agent Support Unit, which is available Monday–Friday from 8am–9pm EST at 800-309-3163.

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.

Please accept our	online service agreement to begin
ly agreeing to these conditions,	you are providing your legal signature. You MUST be legally authorized to sign-
ontracts on behalf of your orga	nization.
	1 The Download PDF (4.35 MB)
Welcome to www.humana.com, t	The Web site for Humana Inc. Please take a moment to read through this Create
Services Agreement (the "Agreet	ment?) before proceeding. This Agreement contains the terms and conditions you
agree to when you use our Web	see. AFTER READING THIS AGREEMENT COMPLETELY, YOU MUST CLICK
On "A AGREE" AT THE BOTTOR	4 of This SCREEM IN ORDER TO PROCEED.
PLEASE READ THIS AGREEMENT C THE SERVICE, YOU AGREE TO BE B CONDUCTED ON THE WEB CARRY IF YOU DO NOT WESH TO BE BOUR CONTAINED HEREIN.	AREFULLY BEFORE ACCESSING OR USING THE SERVICE. BY ACCESSING OR USING OUND BY THE TERMS AND CONDITIONS OUTLINED HEREIN ALL TRANSACTIONS FULL LEGAL AUTHORITY AND SCORE DECLATED BY LAW FOR PAPER TRANSACTIONS. ND BY THESE TERMS AND CONDITIONS, YOU MAY NOT ACCESS OR USE THE SERVICE
This Agreement will be governed	and construed in accordance with the laws of the Commonwealth of Kentucky
applicable to agreements made a	and to be performed in Kentucky.
Humana Inc. may modify this Ag	reement at any time, and such modifications will be effective immediately upon
either posting of the modified agr	eerement on this Web site or by nothyng You (as defined herein below). You agree
to review the agreement periodic	ally to be aware of such modifications and Your continued access or use of the
Service will be deemed Your con	culoure acceptance of the modified agreement.
Agreement with Humana	
This Agreement is between you ([11] "Met", "Mou", "You", or "User") and Humana Inc. ("Humana"), the provider
of the online information, transac	tion services and communication services. During the period in which I (User) am
provided with authorized access	to information of Humana Health Plans and subsidiaries and atfiliates of Humana, I
	You must scrol through the entire agreement before accepting.

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 \checkmark feature shown below:

Please select I accept to sign the agreement.	For More Information The Humana Inc. We 40202.	ib site is maintained by Humana Inc., 500 W. Main Street, L	.ouisville, KY	j
		Please select I accept to sign the agreement.	I occept	

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.

Humana. Producer Onboarding
You cannot continue with the onboarding process.
You may now click the Exit button to exit this session or click the View Online Service Agreement button to access the online service agreement.
Exit View 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.	To complete Producer Onboarding, you'll need:
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	Internet access 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 Yu may need to disable your pop-up blockers in order to complete the Onboarding process. Basic information about yourself Nutional 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.

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.

Humana. Prod	duce	r Onl	board	ding
1 Authentication Product Your B Selection Information B	4 ackground Questions	5 Contract Forms	6 Payment Options	7 Review & Submit
Welcome Back, Patricia 💈	2			
To continue, please verify and fill out t	he informa	tion below.		
All fields are required.				
First name	Last nan	ne		3
Patricia				
Email				
xyz@yahool.com ×	4			
Social security number 5	6			
National Producer number (NPN) 7				
Forgot your NPN? Look it up.				
Authenticate 9				

- Progress Bar: Indicates the steps a producer has completed and those that are remaining are shown.
- 2 <u>Welcome:</u> The producer is welcomed by name with instructions on how to proceed.
- 3 <u>Name:</u> 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 <u>Email</u>: 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 <u>Social Security Number</u> is required for NIPR authentication.
 - It displays masked when entered.
- 6 <u>Show</u>: The producer can display the SSN, which reveals what was entered.
- 7 <u>NPN</u> is required for NIPR authentication of an agent.



9 <u>Authenticate</u> 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:

11529946			
A Forget your NDN2	Look it up. 🗗		
Based on your NPN	N, we see that you		
Based on your NPN are licensed in the	N, we see that you following state(s) for Hu	umana products:	

- 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.



<u>Note</u>: 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 S If you're ready to start the onboarding proc you have questions along the way, don't h	OLUTIONS INC ess now, please fill out the form below. If esitate to contact our dedicated support
* Agency Name 1	
SENIOR BENEFIT SOLUTIONS INC	
* Agency Email (e.g. name@email.com)	
26@humana.com	
* Tax Identification Number 2	
Show	
National Security Number (NPN) (Please provide NPI	V if you have one.)
17520852	
* Resident State 3	
Tennessee	
Authenticate	

- 1 <u>Name:</u> 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 <u>Tax Identification Number</u> is required for NIPR authentication. It displays masked when entered.
- 3 <u>NPN</u> 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

ntication Product Selection	1 Your n Information	4 Background Cor Questions Fo	5 6 ntract Paymen Options	t Review s Subm
Product Se Donald, we he	election ave selected th	e following pr	oducts for you	
Medicare	✓ Medicare Supp	lement		
Please select Humana. Medicare select all	any additional	products you	would like to s	ell with
Please select Humana. Medicare select all 4	any additional Medicare Advantage & Prescription Drug Plans individual Major Medical, Life, Traditional Plus Dental	Products you	would like to s	ell with

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

- 1 <u>Progress Bar</u>: The authentication step shows as complete with a check mark. The Product Selection step is now highlighted as in progress.
- 2 <u>Selected Products</u>: 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 <u>Additional Products</u>: The producer can select one or more additional products aside from what was pre-selected

<u>Note</u>: When a producer selects an additional product, the hierarchy for that product will not be aligned to the recruiter.

- <u>4</u> <u>Select All</u>: The ability to select all products within a segment is provided.
- 5 <u>Continue</u>: 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:

Humana. Producer Onboarding
Authentication Product Your Background Contract Payment Review & Selection Information Questions Forms Options Submit
Your Information Agent Information: 1 of 4 2 Please complete the application. Your name appears as it does on your resident license. It cannot be updated. Name: DONALD JOHNSON
Suffix * Date of Birth (MM/DD/1117) * Gender 3 04/12/1963 4 • Male • Female 5
* Are you now or have you ever used any legal name other than shown above? • Yes • No 6
← Back 7 8 Continue →

- <u>Progress Bar</u>: The Product Selection step shows as complete with a check mark. The Your Information step is now highlighted as in progress.
- 2 <u>Sub-Step Progress</u>: Your Information consists of 4 parts for an agent. The sub-title indicates the progress within the step (i.e., 1 of 4).
- 3 <u>Suffix</u> can be optionally provided by the producer.
- <u>4</u> <u>Date of Birth</u> 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 <u>Other Legal Name</u>: 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:

Prior Name		\otimes
From Date (MM/YYYY)	To Date (MM/1717)	
Reason(s):		

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

<u>Continue</u>: The producer can advance to part 2 after providing the required information.

Agent Part 2:

8

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:
← Back 7 Continue →

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

2 <u>Correspondence/Preferred Name</u> 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.
 - 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:

7

Your Information Address Information: 3 of 4	1	
Business Address 2		
* Agency Name		
ACME Agency		
* Street Address	PO Box	
7709 HUNTERS		
* City	* State	* Zip Code
OLIVE BRANCH	MS	38654
Shipping Address 3		
🗉 Same as Business Address? 4		
* Street Address	PO Box	
7709 HUNTERS VIEW DRIVE		
* City	* State	* Zip Code
OLIVE BRANCH	MS	38654
Resident Address 5		
Same as Business Address? 6		
* Street Address	PO Box	
7709 HUNTERS VIEW DR		
* City	* State	* Zip Code
OLIVE BRANCH	MS	38654
← Back 7		8 Continue →

- 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 <u>Same as Business Address</u> 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 <u>Resident Address:</u> The resident street address, city, state and zip pre-populate from NIPR address, when available, and are required. PO Box is optional.

6 <u>Same as Business Address</u> 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 8

Back: The producer can navigate back to part 2 of Your Information.

<u>Continue</u>: 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 Business Address	s as valid postal addresses. Please confirm they are correct or click Back and correct them.
This address is correct. T709 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
- HOMINET	Back Submit

Agent Part 4:

Your Information					
Agent Background Information:	4 of 4 <mark>1</mark>				
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 (MM7777) To Date (MM7777)	Employer Name				
	2				
Address 3					
City	State Zip Code				
Duties 4					
Reason for Leaving 5					
	6 + Add Another				
← Back 7	8 Continue →				

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



- 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.
 - o The questions presented to the producer differ between Agent and Agency.



- 1 <u>Progress Bar</u>: The Your Information step shows as complete with a check mark. The Background Questions step is now highlighted as in progress.
- 2 <u>Criminal Background Information</u>: 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.

Charge 1		
City	* State	* Year (mm)
Please provide a detailed explanation in the text	box below and/	or upload an attachment.
Details		
betalo		
		→ Add Another

3 <u>Background Questions</u>: 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					

- Back: The producer can navigate to the previous Your Information step.
- 5 <u>Continue</u>: 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)

1

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

State	Origin	Disposition	Date of the Action	Effective Date	Enter Date	Penalty Amount	Length of Order (Days)
ΓN	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
Reaso dd a c	om: Failure To Pay Chil	d Support oad an attacl	hment (maxii	mum attachm	ent size of 5 N	(B) 2	
l prom	nise to pay from now o	n. <mark>3</mark>					

Explanation: The producer must provide comments or upload an attachment to explanation all of their NIPR regulatory actions.

2 <u>Upload</u>: The producer can upload an attachment that explains the action(s).

- 3 <u>Comment</u>: The producer can choose to add a comment to supplement their attachment or explain the action(s).
- <u>4</u> <u>Back</u>: The producer can navigate to the previous Background Questions step.
- 5 <u>Continue</u>: 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.

Humana. Producer Onboarding					
Authentication Product Selection	Your Backgrou Information Question	of Contract Forms	8 Payment Options	Review & Submit	
Producer Con	tract		3 =	Download PDF	
Hur	mana Produ	cer Con	tract	*	
This Humana Produc Agent or Agency Applic: "Contract"), is made and Inc., and all of their insu and DONALD JOHNSO Company and Producer "Party" or "Parties." In consideration of the intending to be legally b SECTION 1. D	er Contract, including all ame ation ("Application"), and Pro d entered into between Huma rer or health plan affiliates and n, and all of its affiliates and also are referred to in this C e mutual promises, covenant ound by this Contract, the Pa EFINITIONS	ndments, exhibits, ducer Partnership F na Insurance Com d subsidiaries (colle subsidiaries (collec ontract individually s and agreements a rties agree as follo	Company Polic Plans (collective pany, Humana lectively, the "C ttively, "Produc and collectively stated in this Co ws:	cies, the ely, the Health Plan, company") er"). The r, as the ontract, and	
← Back 4			5 Clie	ck to Sign	

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

5

<u>Back</u>: 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"

<u>Click to Sign</u>: 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.

<u>Notes</u>: 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:

Humana Producer Contract This Humana Producer Contract, including all amendments, exhibits, Company Policies, the Agent or Agency Application ("Application"), and Producer Partnership Plans (collectively, the "Contract"), is made and entered into between Humana Insurance Company, Humana Health Plan, Inc., and all of their insurer or health plan affiliates and subsidiaries (collectively, the "Company") and DONALD JOHNSON, and all of its affiliates and subsidiaries (collectively, "Producer"). The Company and Producer also are referred to in this Contract individually and collectively, as the "Party" or "Parties."

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.

<u>Note</u>: 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:

NOTICE TO MINNESOTA RESIDENTS
You have the right to obtain a copy of the report ordered by checking the box provided below.
You request to receive a free copy of the report by checking this box.

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 <u>Progress Bar</u>: 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 <u>ABTF Payee Agent Number</u>: 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.
 - <u>Note</u>: The producer will have the ability to update/change the payee number provided by the recruiter

8

9

- 5 <u>Assign All:</u> 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.
 - Back: The producer can navigate back to the first contract form.
 - <u>Continue</u>: When Direct Deposit is selected for any Type of Business, the producer continues to a Financial Information step.
 - 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.

Humana. Producer Onboarding						
Authentication Product Your Background Contract Payment Review & Selection Information Questions Forms Options Submit						
Payment Details — Direct Deposit Complete your banking information. * Please indicate type of account						
* Bank Name						
* Bank City						
* Bank State						

- **1** <u>Account Type</u>: The producer is required to select between checking and savings.
- 2 Bank Name is required.
- 3 Bank City is required.

Bank State is required and can be selected from a dropdown list.

* Bank Zip Code	
5	
* Bank Phone Number	
6	
* Bank Routing Number	
	Where do I find this? 7
* Re-enter Bank Routing Number	Ŭ
* Bank Account Number	
* Re-enter Bank Account Number	8
This sufficienties will exceed to force will will	
Humana in such time and in such manner as to	ten notification of termination or change is received by o afford Humana a reasonable opportunity to act on it.
I (We) hereby authorize Humana to initiate Aut	tomated Clearing House credits and, if necessary,
make corrections for any entries made to my a	iccount in error. 9
← Back 10	11 I Agree →

5 Bank Zip is required.

6

Bank Phone number is required.

7 <u>Bank Routing</u> 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.

John Doe 123 Mar St Anywhere US 10111	Date	790		
ANY TO THE ORDER OF				
		DOLLARS		
MENO				
< 62393597893	1010101391# 1713			

- 8 <u>Account number</u> is required, along with re-entry as confirmation. The producer is notified if this reentered number does not match the previous number. The number is masked with the option to unmask.
- 9 <u>Disclaimer</u> information is provided to explain the agreement between the producer and Humana.
- **10** <u>Back</u>: The producer can navigate back to the Payment Options step.
- 11 <u>I Agree</u>: 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.

Humana. Producer Onboarding						
Authentication	Product Selection	Your Information	Background Questions	Contract Forms	Payment Options	1 Review & Submit
Final R You're aln needed.	eview	2 Please revi	iew your info	mation and	l make any f	inal changes
✓ Proc	ducts	3				
Mec Me	licare edicare Sup	plement				

- 1 <u>Progress Bar</u>: The Payment Options step shows as complete with a check mark. The Review & Submit step is now highlighted as in progress.
- 2 <u>Instructions</u> are provided at the beginning of the step.
- <u>Products:</u> 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.

<u>Expand/Collapse</u>: 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.

<u>Edit</u>: 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 Middle Initial	DONALD	
Last Namo		
Condor	Malo	
Birth Date	Male 04 12 1062	
Diftil Date	04-12-1903	
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 Website	Yes	
Addresses		
Business Address 7709 HUNTERS VIEW DRIVE	Residential Address 7709 HUNTERS VIEW DRIVE	Shipping Address 7709 HUNTERS VIEW DRIVE
а	OLIVE BRANCH	OLIVE BRANCH
OLIVE BRANCH	MS	MS
MS	38654	38654
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 Hist 	COTY Edit
From (Mo/Yr): To (Mo/Yr):	01/2010
Employer Name:	ACME Employer
Employer Address:	123 Any Street Anytown, WI
Duties: Reason for Leaving:	Whatever they ask of me Still employed

Background Questions

This content is not applicable for Amendments.



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.

Information/Referral From Another State Agency License, Suspended 12/02/2014 12/02/2014 12/04/2014 \$0.00 Reason: Failure To Pay Child Support	State	Origin	Disposition	Date of the Action	Effective Date	Enter Date	Penalty Amount	Lengt of Order (Days)
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
Comment	Reaso	n: Failure To Pay Chil	d Support					
orem Ipsum is simply dummy text of the printing and typesetting industry.	Comr	ment psum is simply dumm	y text of the pri	nting and type	esetting indust	try.		

Forms

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

~	Forms Edit		
	Producer Contract	View	Signed
	Exhibit A - HIPAA Business Associate Agreement	View	Signed
	Exhibit B - Producer Information Security Agreement	View	Signed
	Appendix- Background Investigation Disclosure and Authorization	View	Signed
	Medicare Amendment	View	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 Edit	
	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 Inform	mation Edit
Bank Name	Test
City Name	City
State Name	AK
Zip	55555
Phone Number	555555555
Routing Number	XXXXXXXXX (Show)
Account Number	XXXXXXXXX (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 Authentication	2 Amendment Form	3 s Payment Options	Review & Submit
Welcome, KA	THERINE	2	
If you are ready to s Number now.	start the amend	ment process, please	enter your Humana Agent
* First Name		* Last Name	
KATHERINE		BAR I''	3
* Email			
* Emoil @humana.com		4	
* Email @humana.com * Social Security Nurr	iber	4	
* Email @humana.com * Social Security Num	iber Sho	4 5	
* Emoil @humana.com * Social Security Nurr •••••••• * Agent Number	iber Sho	4 5	

- <u>Progress Bar</u>: 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 <u>Welcome:</u> The producer is welcomed by name with instructions.
- 3 <u>Name:</u> 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 <u>Social Security Number</u> is required for secondary authentication. It displays masked when entered with a link to show.
- 6 <u>Humana Agent Number</u> is required and must match what was entered by the Recruiter.
- 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:

Authentication	2 Amendment Forms	3 Payment Options	Review & Submit
Welcome, M	IDWEST CERT	TFIED INS AG	Y LTD enter your Humana Agent
Agency Name MIDWEST CERTI	FIED INS AGY LTD		
* Agency Email (eg	.nome@email.com)		
* Tax Identification	Number		
* Agent Number			
Authenticate			

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:

lum	ana. Producer Or	nboarding
O athentication	Amendment Forms Payment Options	Review & Submit
of 1	leferral	Download P
BEMMA 7. Comper	A. Isation.	pany or upon termination or the
a. Ci ar b. Ci aş Fo re ca	ompensation for Company Medicare Products shall b discontinons of the BEMMAA. omplexation for sales of Non-Company Products opplexate company, carrier, or insurer or the designate or the avoidance of doubt, Company bears no respons gards to compensation or commissions due to Pro striers or insurers in regards to sales of Non-Company I	be in accordance of the terms will be made directly by the d field marketing organization. sibility, financial or otherwise, in doucer from other companies, Products.
8. Conflict Brokerag condition	Provision. Should a conflict arise between the ge Exclusive Attachment and the BEMMAA or the ns of the Brokerage Exclusive Attachment shall goverr g term or condition.	terms and conditions of this Contract then the terms and n and control as to the specific

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 <u>Contract Payment Options</u> with the following additional considerations:

Direct Deposit is the only available payment option for Agencies.

<u>Note</u>: When Direct Deposit is chosen and Financial Information already exists, the producer is notified and is <u>not</u> 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 <u>Contract Review & Submit</u> 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:
 - o The maximum number of attempts to authenticate was exceeded
 - 0

Humana. Producer Onboarding
Your application is no longer available. The maximum number of attempts to allowed to validate your information was exceeded. Please contact your recruiter or the Agent Support Unit. You may now click the Exit button to exit this session or click the "Contact Recruiter" button and a message will be sent to the Recruiter to contact you.
Exit Contact Recruiter

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

Humana. Producer Onboarding
Your application is no longer available. The affiliated agent is tied to a Strategic Alliance Partner and/or Vendor and requires a release.
You may now click the Exit button to exit this session or click the "Contact Recruiter" button and a message will be sent to the Recruiter to contact you. Exit

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

Humana. Producer Onboarding
Your application is no longer available.
Your invitation has expired.
You may now click the Exit button to exit this session or click the "Contact Recruiter" button and a message will be sent to the Recruiter to contact you.
Exit Contact Recruiter

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

Your recruiter has been notified and will contact you.	
You may now click the Exit button to exit this session.	
	Exit

The recruiter receives the following email:

Humo	na.	
TIGHTE		
0/20/2015		

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

Humana. Producer O	Inboarding
Hello, Joseph Your application is no longer available. If you have questions regarding your application, please click here if you wish to have your Recruiter contact you.	

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

Huma	ING. Producer Onboarding
Welcome Your application once our review provided. Next Steps	e back, William is currently being reviewed. We will notify you is complete at the email address you Download PDF
Application review	Your application is being reviewed. We will contact you regarding any questions or clarification if required. You will be notified by email within 5-7 business days when our review is complete.
Agent portal registration	Upon approval, you will receive an email with your Humana agent identification number and information about how to register on Humana's agent portal.
Certification & training	You may be required to take additional certification and training. Once you have registered, you may access the online certification courses and training through Humana's agent portal. Click here for additional information. Please note, for Medicare Advantage products, an instructor led course may also be required. In addition, Marketplace Individual Major Medical certification must be completed on federal or state based websites.
Marketing materials	Once you are registered on the Humana agent portal you will have access to marketing materials online.
Enrollment & selling tools	Once you are registered on the Humana agent portal you will have access to both paper and online enrollment tools. For Medicare and HumanaOne viait the Agent Workbench sites for additional information, or contact Humana's agent support at 800-309-3163, TTY users: call 711, for assistance.
Ready to sell	Once your equipped with the proper tools and have completed any necessary certification and training, your're ready to sell!

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



• <u>Declined</u>: 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.

Humana. Proc	lucer On	boar	ding	
Authentication Product Your Ba Selection Information Q	(4) (5) ckground Contract uestions Forms	B Payment Options	Review & Submit	Explore & Learn
				> Product information
Welcome back, Donald				> Sales support information
To continue, please verify and fill out t	he information below	V.		
* First Name	* Last Name			Have a question?
Donald	Johnson			
* Email				View FAQs 🗗
16@humana.com				0
* Social Security Number				Contact Humana Agent Support
Show				800-309-3163
* National Security Number (NPN)				Monday-Friday, 8am-9pm EST
Authenticate				
I forgot my NPN. Look it up on NIPR 🖻				

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:

Humana.
12/23/2015
Your contract application was successfully submitted to Humana. You will be notified of your status via email when our review is complete, typically within 5-7 business days. If you would like to return to review your status please <u>click here</u> .
Please note, your contract is not considered active until you receive notification of execution from Humana.
Should you have any questions please contact your recruiting Managing General Agency, Humana Sales Representative or Humana's Agent Support Unit, which is available Monday–Friday from 8am–9pm EST at 800-309-3163, TTY users: call 711.

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

Sample Email:

Humana.
12/23/2015
Your amendment request was successfully submitted to Humana. You will be notified of your status when our review is complete, typically within 5-7 business days. If you would like to return to review your status please <u>click here</u> .
Should you have any questions please contact your recruiting Managing General Agency, Humana Sales Representative or Humana's Agent Support Unit, which is available Monday–Friday from 8am–9pm EST at 800-309-3163, TTY users: call 711.