Anthem Voice Signature Tool Quick Reference Guide

Anthem – 888-744-5856
Empire Blue – 888-417-0211
Amerigroup – 888-976-7423
Unicare – 888-974-0934
Simply – 888-918-9432

To Merge a Call on the Phone

Step 1: Select "add call"
Step 2: Dial number, phone prompt will ask for agent ID and #
Step 3: Select "merge"

1) Agents must first watch the Anthem Voice Signature Training Webcast. Upon completion of the training, the agent will be emailed an Agent Access Code to access the Voice Signature Tool.

   a) Any issues contact MedicareVoiceSignature@anthem.com

2) Obtain recorded Scope of Appointment (SOA)

   a) SOAs may be recorded on an outbound or inbound call.

   b) Speak with prospect on phone, inform them that they will be completing a recorded SOA. Prospect should have paper or e-copy of SOA.

   c) To merge the Anthem Voice Signature Tool, call the appropriate phone number (brand), and merge prospect's call.

   d) Follow phone prompts with prospect to complete recorded SOA.

   e) Remember your recording call ID number, you will need it later to enter in the mProducer electronic application.

3) Obtain recorded application signature

   a) **Recorded Voice Signature may only be conducted on inbound calls.**

   b) Speak with the prospect on phone, and inform them that they will be completing a recorded signature (use an MA script if appropriate). Prospect should have paper or e-copy of app.

   c) Merge Anthem Voice Signature Tool. Call appropriate phone number based on brand.

   d) Follow phone prompts with prospect to complete recorded signature. Remember your recording call ID number, you will need it later to enter in the mProducer electronic application.

4) Logon to mProducer

   a) Complete the steps to create an electronic application with the recorded application signature ID.

   b) Fill out electronic application, there will be two locations in the e-application to input recording ID numbers.

      i. Location 1 – Agent: Was this a face to face appointment? Select: *Yes*, then select *Recorded call*, then enter recording call ID number for SOA.

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

   c) Submit electronic application when complete.

Agent

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

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

DSNP Verification Code
_____

If Recorded call, provide recording ID OR Scope of Appointment Date MMDDYYYY
1234567-1234

Applicant Signature

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

Applicant Voice ID
1234567-1234

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