



Agent Online Enrollment for

AARP Medicare Supplement Insurance Plans

through LEAN

Technical Requirements

You must be connected to the internet to use the online enrollment tool for AARP Medicare Supplement Plans. Offline capability is currently not available.

Hardware/Software Requirements

- Signatures must be captured from you and the consumer. If you wish to submit an online enrollment application for a consumer, signatures must be captured via a **signature pad** or **touch screen device**.

Signature pad Hardware

- The tool is compatible with the following Topaz signature pad models.
 - SigLite Backlit LCD 1X5 (model T-LBK460)
 - SigLite LCD 1X5 (model T-L460)
 - SigLite 1X5 (model T-S460 and T-S461)
- You have the option to purchase signature pads from any website/store that offers the above compatible signature pads.

Signature pad Software

- **Initial software installation (Required!)** – In order for the signature pad to work in the online enrollment tool, we require agents to install additional software to their computers. Please go to the signature pad's manufacturer website here to download:
 - For Internet Explorer 11, Firefox 24 (or newer), Chrome 34 (or newer)
<http://www.topazsystems.com/Software/sigweb.exe>
 - For Internet Explorer 8
http://www.topazsystems.com/Software/sigplus_su.exe
- Note: This initial installation is required for all agents with signature pads using this tool.
- Signature pads are not supported for the MA/PDP electronic enrollment tools through LEAN

Touch Screen Devices (i.e. Tablet)

- Is compatible with most tablets and touch devices

- It has been tested on the following:
 - Apple® iPad Air 2
 - Samsung Galaxy Tab S 10.5
 - Amazon Kindle Fire HDX
 - Google Nexus 9
- If your tablet is not listed above, please test your device. Access the tool, navigate to the “What You Need” screen, select “Touch Device” and opt to test your device.

Additional Items

- **Printer**
 - We strongly recommend that agents provide applicants with a printed copy of the completed application and associated forms.
- **Fax**
 - If you have additional documents (such as Legal or Guaranteed Issue documents) that are needed to process the online enrollment application, please fax in the required documents to the following fax number: **248-524-5747**. This fax number must only be used to provide additional documentation for AARP Medicare Supplement online applications submitted via LEAN.
 - A fax coversheet is provided on the submission confirmation page for your convenience. Please be sure to include the consumer’s name, address and AARP membership number on the fax coversheet.
 - Once you receive a fax receipt confirmation, please return original documents to the consumer or destroy copies in a secured manner.

Software requirements for signature pad users:

If your computers configuration is not listed above, please test your setup. Access the tool, navigate to the What You Need screen, select “Signature Pad” and opt to test your signature pad.

Operating System (OS)

- Windows 7, 8 and 10 (running Java version 6 or higher)

Internet Browser Compatibility

- Internet Explorer versions 8 and 11
- Firefox 24 (or newer)
- Chrome 34 (or newer)

Signature pad software installation (this does not apply for tablet users)

- In order for the signature pad to work in the online enrollment tool, we require agents to install additional software to their computers. Please go to the signature pad's manufacturer website here to download:
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<http://www.topazsystems.com/Software/sigweb.exe>
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- Note: This initial installation is required for all agents with signature pads using this tool.

Software requirements for tablet users:

Internet Browser Compatibility

- LEAN supports a variety of operating systems and browsers, including Safari, Chrome and more.
- Please test your device by logging into LEAN, clicking on the Med Supp button, navigate to the 'What You Need' screen, select "Touch Device" and opt to test your tablet/touch device.

Other

- **Adobe Acrobat Reader**
 - Available for free download at <http://get.adobe.com/reader>
- **Email address** is required for the writing agent and the consumer enrolling into an AARP Medicare Supplement Plan
- **Full-disk encryption solution**
 - As Business Associates of UnitedHealthcare, agents are required to encrypt all desktops and laptops.
 - For more information, click on the following:
 - [Privacy and Security: Protecting Member Information and Incident Reporting](#)
 - [Privacy and Security: Encryption Changes](#)

Security and Privacy Reminder:

To safeguard consumer Protected Health Information (PHI), agents are prohibited from:

- Storing documents electronically on their computers or mobile device.
- Placing consumer/member information on a jump drive (or similar portable storage device).

Pop-Up Blockers

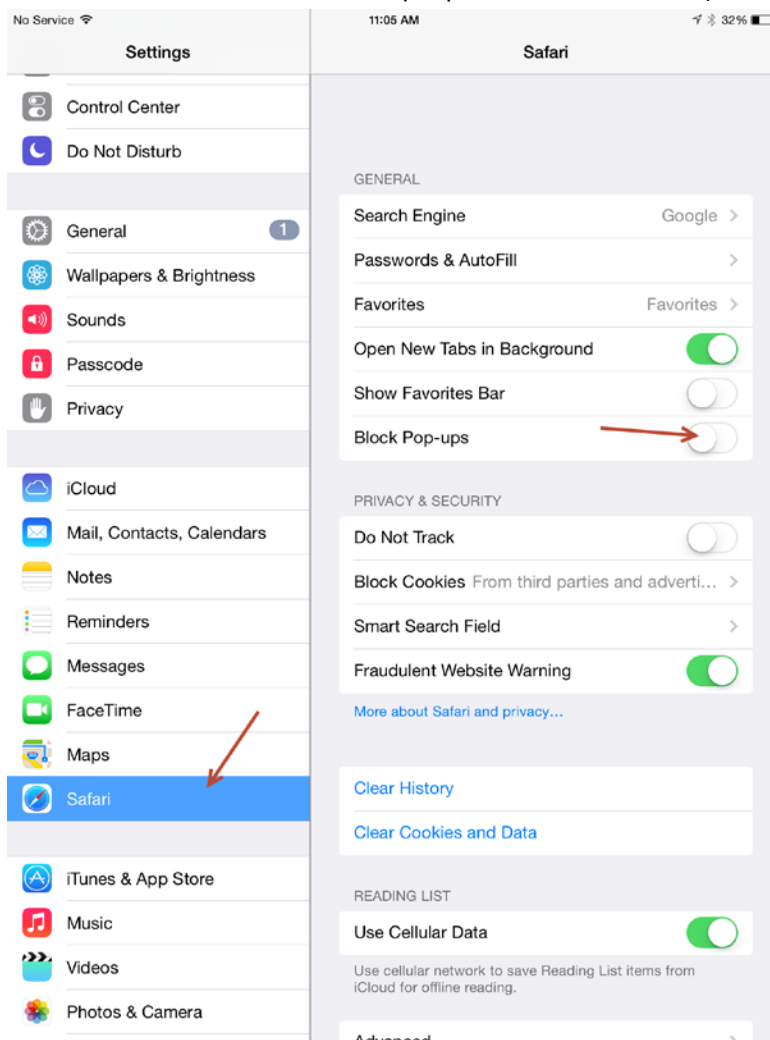
When launching a new Medicare Supplement online application, it appears in a new browser window, separate from LEAN window/app. Therefore, you will need to remove pop-up blockers or allow pop-ups for <https://lean.uhc.com/>

To remove pop-up blockers for Safari (on iPad)

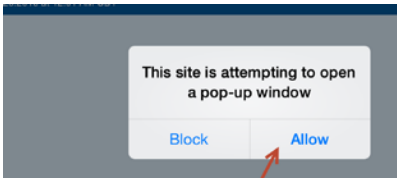
- Open Settings



- Choose Safari and ensure that Pop-Up Blocker is set to off (as shown in screenshot on next page)



- Close any open browser windows
- Launch new application
- If prompted, choose Allow



- Application will launch in a new tab

To Remove Pop-up Blocker for Google Chrome

- Go to Settings>Advanced Settings>Privacy>Content Settings
- Under Pop-ups – you have the option to “Allow all sites to show pop-ups” or Manage expectations and add <https://lean.uhc.com> to allow pop-ups.

To Remove Pop-up Blocker for Internet Explorer

- Go to Settings>Privacy
- Uncheck the “Turn on Pop-up Blocker” or Click Settings and add <https://lean.uhc.com> to allow pop-ups.

Signature Pad Applet Error

If you experience an error message that looks like the following, you will need to “Run” the application to proceed. We advise you to click the “Always trust content from this publisher.” Checkbox prior to clicking the “Run” button. Otherwise, you may see this error multiple times.

