

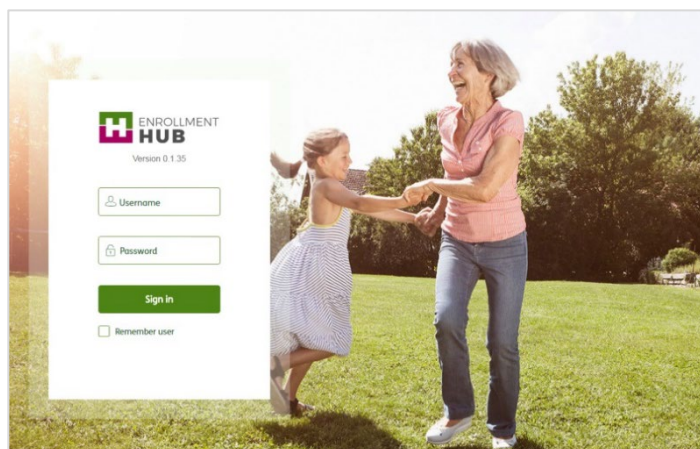
Enrollment HUB

Quick Start Guide

Purpose:	This job aid provides you an overview of the Enrollment HUB application. It is an introduction to the application, its benefits, and main screens. You will also find basic information on what you can do in the application.
Scope:	Enrollment HUB users

Introduction

Enrollment HUB is an electronic enrollment system that allows you to create and manage appointments and enrollment applications with or without internet connection. Note that prior to working offline, you will need to download the plan



information for at least one (and no more than two) state where you are licensed to sell from the Settings page listed under the Menu (also called Hamburger menu).

Most Common Applications

Enrollment HUB will allow you to complete the following applications and forms:

- Individual Medicare
- Scope of Appointment
- Member Authorization Form (MAF)
- Humana Pharmacy Authorization Form
- PHI (Protected Health Information) Form
- Optional Supplemental Benefit (OSB) Enrollment
- Group Medicare
- Individual Dental and Vision (IDV)
- Medicare Supplement (only in the following states: AK, AL, DC, FL, MN, ND, NH, NM, NY, OK, RI, SD, WV, WY)

Main Screens

When you first log in to Enrollment HUB, you will identify two main sections:

Menu and Workbench

Menu

The **Main Menu** also called Hamburger Menu, displays the main features of Enrollment HUB.

It includes the following components:

- Workbench
- Toolbox
- Settings
- Transactional Report
- Guided Tour

Home	Agent Toolbox	Settings	Disclosures	Help
Workbench	Transactional Report Provider Locator Pharmacy Calculator Digital Marketing Materials Member Care Assessment (MCA)	Settings	Mobile App Privacy Statement End User License Agreement	Contact Us
				Log Out

These features allows you to access important information and drive sales while easily navigating the application selections to perform a variety of actions which include:

- Creating scope of appointment
- Creating an enrollment application
- Accessing important links you need for your work
- Downloading the information you need to work in off-line mode
- Checking your transactions
- Plus more

Workbench

The **Workbench** is the starting point to create and manage your scopes of appointment and enrollments. You can filter your appointments and enrollment cards into categories for more efficient use of the cards within the Workbench.

The screenshot shows the 'Workbench' interface with the 'APPOINTMENTS' tab selected, indicating 2 appointments. The 'ENROLLMENT APPLICATIONS' tab shows 17190 applications. The interface includes a 'Filter' button, a 'Sort By' dropdown set to 'New to old appointment', and an 'Add SOA' button. Two appointment cards are visible:

- SOA Signed:** New Contact: Y | Multiple Attendees: N/A. Name: testvv vv. Address: 345 dhgh, LOS ANGELES, CA 90011. ID: 1AA1AA1AA11. Date/Time: 04/10/2021 12:56 AM EDT. SOA ID: KMNAYZ28UYRFH22N. SOA Signature: 03/24/2021.
- SOA Unsigned:** New Contact: Y | Multiple Attendees: N/A. Name: te rr. Address: LOS ANGELES, CA 90009. Date/Time: 04/06/2021 11:30 PM EDT. SOA ID: KMPZAIIFWPAU7C0Z. SOA Signature: (blank). SOA Expiration: 04/20/2021.

Workbench – Appointments Tab

Once in the **Workbench**, you can create a new appointment and manage existing ones. In the **Scope of Appointment (SOA)** section, you will be able to add the applicant's information, determine what plan(s) you will discuss, set a time for the appointment, and capture their signature.

This screenshot is identical to the one above, showing the 'Workbench' interface with the 'APPOINTMENTS' tab selected. It displays the same two appointment cards: one signed and one unsigned, with their respective details and SOA information.

Workbench - Enrollment Applications Tab

In the **Workbench** you can also create and manage enrollment applications for new and existing members. You will be able to select an appropriate plan based on the zip code provided, enter necessary information, and capture the agent's signature.

The screenshot shows the 'Workbench' interface for 'ENROLLMENT HUB'. At the top, there's a 'Menu' icon and a 'Support' link. Below the header, there are two tabs: 'APPOINTMENTS 2' and 'ENROLLMENT APPLICATIONS 17190'. The 'ENROLLMENT APPLICATIONS' tab is active. Below the tabs, there's a 'Filter' button and a 'Sort By' dropdown menu set to 'New to old enrollment'. A 'Start application' button is also visible. The main content area displays two application cards. The first card is for 'JIM HALPERT' with details: 'MIAMI, FL 33198', '1AA2AA3AA45', 'Humana Gold Plus HMO H1036-054', 'App Id: KN0ZHOBJS6YG2SF', 'SOA Id: generic', 'Create Date: 04/02/2021', and 'Expiration date: 04/16/2021'. The second card is for 'fhcvx dgfdgh' with details: 'FORT LAUDERDALE, FL 33303', 'Preventive Value with Humana Vision (DentalVision)', 'Dental Application ID: KN0BA535OWWGTMBH', 'Vision Application ID: KN0BA535T5MTE5B9', '# of dependents: 0', and 'Create Date: 04/02/2021'. Both cards have a 'Re-Use Data' link.

Disconnected Mode

Enrollment HUB provides you with the ability to work off-line (disconnected mode) if necessary. As a Humana agent, you are appointed to sell products in states where you are licensed. In order for the appropriate plans to be available in Disconnected Mode, you must download those states into Enrollment HUB while you have an Internet connection.

The screenshot shows the 'Enrollment HUB' interface in 'Disconnected Mode'. At the top, there's a 'Hello, SANDRA ROBAR' greeting. Below it, there's a 'Connected' status with a green toggle switch and a 'Disconnected' status with a red toggle switch. A 'Menu' icon is visible. On the right, there's a language dropdown menu set to 'English'. Below the header, there's a 'Workbench' section. A warning icon (a triangle with an exclamation mark) is displayed next to the text: 'You need to download products in at least one, and up to two states, where you are licensed to sell Humana products'.

Synchronization Mode

The synchronization of Enrollment HUB happens while being in **Connected Mode**. Therefore, it is highly recommended to start and end the day using the application in **Connected Mode**.

Enrollments created in **Disconnected Mode** will have a "*Pending Ready For Upload*" status until you connect to the Internet. Once you are connected to the Internet in **Connected Mode**, enrollments will automatically synchronize with Humana.