



SELF-SERVICE OPTIONS GUIDE

Partner Field Agents

As previously communicated, we strongly recommend using all available self-service resources for the topics listed below. These tools are designed to help you find answers and resolve issues quickly, efficiently, and independently.

NOTE: Job Aids and Videos linked on this page may require you to be logged into **Vantage or **AgentAdvantage University** to view.*

Resource	Location
Enrollment Application Status	Log in to Vantage and click on the My Humana Business Center (MHBC) card ➤ [Job Aid]: Check Application Status (Includes App Status Descriptions) To receive Enrollment Status Notifications (ESN), log in to Vantage, enter your Profile by clicking on the Profile image in the top-right, then click Preferences under Enrollment Status Notifications. To access Humana's Application Tracker, go to https://ens-appstatustracker.humana.com/ ➤ [Job Aid]: Application Status Tracker Job Aid
Find A Doctor (a.k.a. Provider Search)	Go to https://www.humana.com/finder/medical/ ➤ [Job Aid]: How to use the Find a Doctor Tool Go to https://findcare.humana.com/ ➤ [Video]: Find Care Tool Demo
Rx Calculator (a.k.a. Drug Lookup)	Go to rxcalculator.humana.com ➤ [Job Aid]: Manually Build a Drug List
D-SNP Verification	Log in to Vantage, choose Eligibility Verification, then select the D-SNP Eligibility option. The D-SNP Eligibility option will offer the following, if available: • Eligibility status • Medicaid ID • Medicare ID • Dual Eligibility Level ➤ [Job Aid]: Eligibility Verification Tool

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Additional Self Service Options

To save time and get answers faster, we recommend checking the self-service guide and available resources first. They're designed to help you resolve most questions quickly—no call needed!

Resource	Location
Plan/Benefit Information	Go to Humana.com/Medicare for information on: • Humana Spending Card • Benefit Coverage • Product Availability • Product Explanation • Value Added Services Log in to Vantage and under the Sales & Marketing card, select Agent First Look Reminder: Explore Self-Service Options First Prior to contacting the Agent Support Unit, agents should first try self-service options like Humana.com, speaking with a peer or leader, or contacting a BRE/BRM—who can provide expert guidance on plan details and help you feel confident in representing them.
Medicare Supplement Enro & Plan Information	Log in to Vantage and under the Sales & Marketing card you can access: • Outline of Coverage & Application Packets • Medicare Supplement Agent Guidebook • Medicare Supplement Underwriting Guide

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Additional Self Service Options (cont.)

Compliance Information	To check current licensing and certification status, log in to Vantage and click on Licenses or Certifications under the Licensing, Certification & Contracts card. • Questions regarding Lack of Production (LOP) and Contract Termination: AMCompliance@humana.com • Questions regarding any notifications received from MP Compliance, or to dispute a claim from MP Compliance: MPComplianceSupportServices@humana.com • Questions regarding Section A Violations or Allegations: AIU@humana.com • Missing or Updating a License: agencymgt@humana.com • To complete certification or recertification, log in to Vantage and click on Humana MarketPoint University under the Education card
Vantage Registration & Account	Go to https://account.humana.com/
Order Sales Materials	Log in to Vantage and click on Medicare Sales Materials under the Sales & Marketing card
Digital Marketing Materials	Log in to Vantage and click on Digital Marketing Materials under the Quote & Enroll card
Humana Enrollment Platform	Log in to Vantage and choose Humana Enrollment Platform under the Quote and Enroll card. ➤ [AAU Page]: Learn more about Humana Enrollment Platform

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Additional Self Service Options (cont.)

Medicare Eligibility	Log in to Vantage, choose Eligibility Verification, and then select the Medicare Eligibility option to: • Verify an applicant is eligible for Medicare • Check whether an applicant is eligible for Medicaid • Determine an applicant's: ○ Medicare Part A Start and End Dates (if available) ○ Medicare Part B Start and End Dates (if available) ○ Medicare Part D Eligibility Start and End Dates (if available) ○ Uncovered Months Start and End Dates (if available) ○ Unlawful Presence Start and End Dates (if available) ○ *Medicaid Status (yes, no, or not known) ○ Low Income Subsidy Indicator ○ Low Income Subsidy Percent (if applicable) ○ Incarceration Start and End Dates ○ Comprehensive Addiction and Recovery Act (CARA) Start and End Dates ➤ [Job Aid]: Eligibility Verification Tool *If an applicant is eligible for Medicaid, you should then use the tool to check their dual-eligibility status. If a member is dual-eligible, you may be able to enroll him or her in a D-SNP plan (if any are available in his or her state and ZIP code).
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Additional Self Service Options (cont.)

Commissions Information & Disputes	Log in to Vantage and under the Commissions card you can find the following: • Commission Statement Portal (Viewing Statements) ○ <u>Current Statement(s)</u>: Last statement generated/available ○ <u>Prior Statement(s) by Statement Date</u>: View historical & current statement. ○ <u>Prior Statement(s) by Date Range</u>: Create custom report and view transactions by pay date. • Direct Deposit (Set up Direct Deposit) ○ <u>Note</u>: To make a change to an existing Direct Deposit account, it must be terminated before a new one can be added. • Payment Assignments (View Payee Relationship by Product Type) • Delegated Commission Assignment Form (To change Payment Assignment) • Individual Products Producer Partnership Plan (MA, PDP, Med Supp, Dental/Vision) ○ Pay Schedules/Amounts, Pay Guidelines & Rules • Create Pay Audit Request (Disputes/Issues) ○ Non-Payment ○ Chargebacks ○ Incorrect Rate ○ Agent of Record Disputes/Issues
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Post-Enrollment Support (Current Member & In-Process Enrollments)

Resource	Location
Viewing Member Information	Log in to Vantage and click the My Humana Business Center card for: • Humana ID • Demographics • Verify Plan • And Much More
Post-Enrollment Service Inquiry (Provided by ARSOS)	Log in to Vantage to create a service inquiry either through the Service Inquiry card or My Humana Business Center Card for: • Application Errors & Corrections (Agent Statement for Enrollment Correction) • Claims (Claims status, claims filing, pending and processed claims questions) • Demographics (Update or confirm demographic changes) • Benefits (Verification, cost of service, coordination, benefit accumulators and benefit rewards) • PCP Changes (Request new PCP/PCD changes) • Billing (Payment status inquiries and payment arrangements) • Fulfillment (Order ID card and ANOC) • General Inquiries (All other inquiries)
Current Member Post-Enrollment Support (Customer Service)	• MA/MAPD: 800-457-4708 • PDP: 800-281-6918 • Medicare Supplement: 800-866-0581 • Standalone Dental and Vision: 866-537-0232 or 866-537-0232 • Group: 866-396-8810