

Online Enrollment/T-Sig Process

Here is a way to significantly streamline the telephone enrollment process. Online enrollment is available this year to all licensed Marketpoint Medicare agents without having to pre-apply for a special password.

By going to <http://humana.com> and, either signing in with your User ID and password or registering and getting a new User ID and password, you can access the "Agent Portal". If you have already registered, but forgot your ID and password, you can click on "forgot user password".

Then go to "Senior Products" and then to "Enter Online Enrollment". After you complete the online enrollment you will be provided with an application number.

You will then call T-Sig with the client on the telephone, provide them with the application number you received during on-line enrollment, and the enrollment will be completed. See attached for telephone numbers and availability

The actual entering of information will have already been completed, which will cut down significantly on the time needed to be on the telephone with your client. For those doing seminars the client information can be entered after the seminar and then you can coordinate a "Confirmation Conference Call", with the client, at a later time.

One item to be aware of is that on-line enrollment is also available on the regular <http://www.humana.com> that can also be used by clients. DO NOT use this for your on-line enrollments as you will not receive a commission via this method and you will not receive an application number.

If you want to ensure that your client is enrolled properly the first time, and you are interested in avoiding commission problems, it is strongly urged that you use T-sig. The short time required after entering the information online will pay for itself, in time saved, by reducing later enrollment and commission problems. Not to mention, will better serve your clients.

Below is a list of 10 additional benefits that will be available to you by using T-Sig. It also includes the enrollment telephone number and hours of operation.



TOP REASONS FOR USING T SIG

- 1.** Your client is instantly placed in the enrollment system, providing immediate access to care.
- 2.** Clients receive ID cards within 3 to 5 business days
- 3.** Virtually mistake proof! Eliminates lost or late arriving paper forms, which is primarily important for enrollments completed at the end of the month
- 4.** Eliminates Pended enrollments, which result from incomplete, inaccurate, or illegible paper applications
- 5.** Agent receives Commissions more timely and accurately
- 6.** Information uploaded to CMS daily, reducing plan eligibility issues, and the potential for new members to be placed in the wrong plans
- 7.** Enhanced reporting and tracking of sales. All T Sig Sales are viewable in Real Time from Humana's agent web portal
- 8.** No need to manage a supply of enrollment forms
- 9.** Overall delivery to agents and consumers becomes more efficient
- 10.** Simple and easy to use. No technology expertise needed. Everything is done via the telephone!

Hours of operation -
Monday through Friday 8:30 am - 9 pm And Saturday 9 am to 8 pm EST

Telephone Number 1-800-351-7798