Online Enrollment Options

What is the benefit of doing my enrollments online?

- Faster to complete, allowing you to get more appointments done!
- Increased accuracy when completing applications, which means fewer mistakes holding up your enrollment!
- Secure and compliant!
- Makes the enrollment process faster, which makes your commissions pay faster!
- **ALWAYS** have a paper application on hand if the online tool is not functioning when you go to use it!

What do I use to complete my enrollments online?

Carrier	Application	Points	Usable Platforms
United Healthcare	LEAN (SmartEnroll is no within LEAN)	• MA/PD, PDP, SUPP • Mobile app works offline • Must login online once a day • Same login as PHD • Scopes still need to be faxed in.	• iPad • Android Tablet • IE10, Firefox, Chrome, Safari on any computer on Microsoft tablet or PC
Humana/CarePlus	MAPA	• Works for Humana and CarePlus • Mobile app works offline. • You must Synchronize and upload apps on a daily basis.	• iPad • IE10 or downloaded to Windows XP or better (requires signature pad)
AET/COV	Ascend	• Must request access by going to broker.cvty.com and registering for Coventry's Producer Portal. • Must go to arm.ascendproject.com to download on iPad or laptop • Record feature will audio record client meetings. • Must be online to fill out enrollment application and upload recordings. • Practice mode called "Test Meeting".	• iPad • Windows 7 or better
WellCare	Agent Assisted Enrollment Tool	• Must have internet access through a computer to complete • This is WellCare's preferred method for enrollment. • AVL must be completed prior to using online enrollment. And EPAV must be done after.	• Must use web browser on internet connected device to get to: https://portal.wellcare.com/agentassistedapp

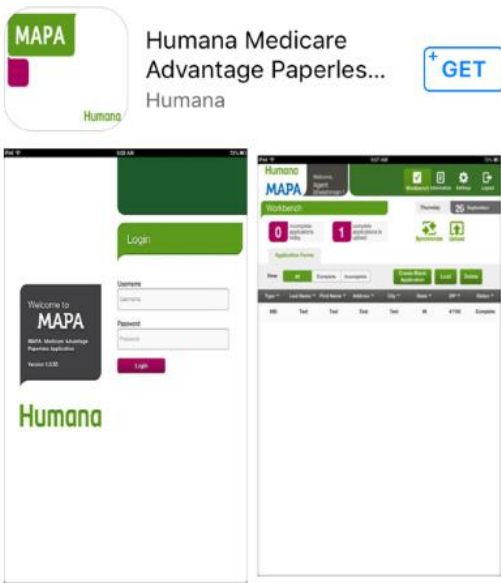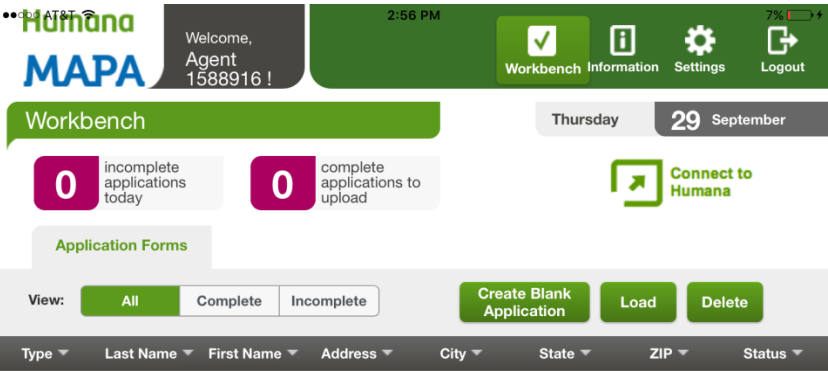|	
Go to Apple App store. Use search to search for "Humana MAPA".	
Click on the +Get button and then the Download button will appear. Click Download. Upon opening the MAPA application for the first time you will need to enter a username and a password. I strongly suggest using your Humana Agent Portal username and password. You should now be able to login to MAPA using this username and password.	
You will need to login to your Humana portal from within the app by clicking "Connect to Humana". Use the same username and password you use to connect to login on humana.com. You must select 3 of the states in which you sell to load information into Humana. Press OK. If you need to change this in the future you can do so by going to settings.	

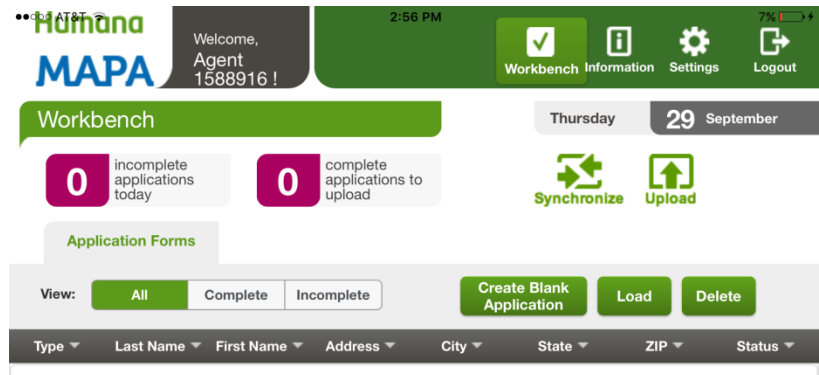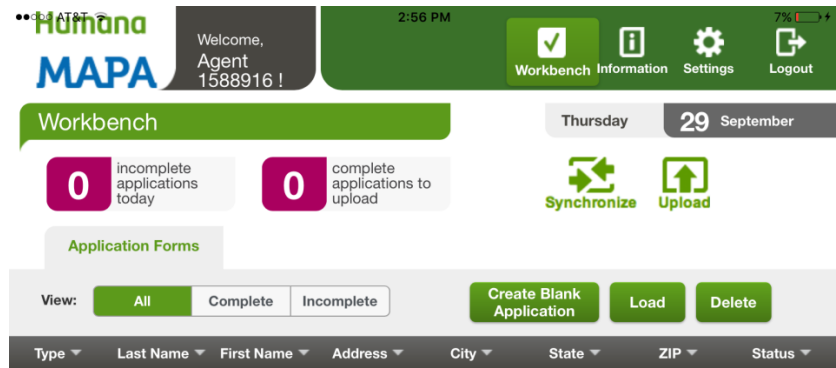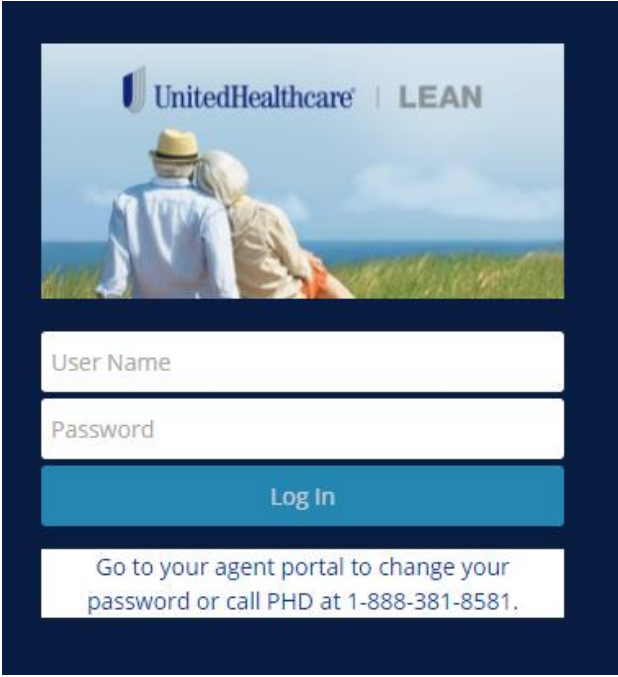|	
Before starting an application click the "Synchronize" button which will appear where "Connect to Humana" was. Click "Create Blank Application". Fill out each page as completely as possible. On Agent Information, your Affinity Partner will be "None" Review all information in the summary and the information on the signature page with the client. The client will sign using a finger or stylus on their own. Your signature will also be required. Then click capture signature in order to complete the application.	
At the end of every day you should login to the application and log in to your Humana account with in the application, so that you can synchronize and upload all of your complete applications each day. To upload an app to Humana click the upload button where "Connect to Humana" was.	

UHC LEAN Instructions

Go to Apple App store on iPad or the Google Play Store on Android. Use search to search for "UHC LEAN".	
On the iPAD, click on the +Get button and then the Download button will appear. Click Download. On Android, click install in order to download and install the application.	LEAN
Upon opening the application, you will be able to log in using your UHC writing number and the password you use to access unitedhealthproducers.com.	UnitedHealthcare | LEAN User Name Password Log In Go to your agent portal to change your password or call PHD at 1-888-381-8581.

To begin an application click either Med Supp App or MA/PDP App.

You will be taken in to the appropriate application.

Fill out each page as completely as possible.

In the MA/PDP App to add a searched PCP as the client's chosen PCP:

Click PCP Search.

Search the doctor's name or the type of PCP the client would prefer.

Select the correct Physician by clicking "Assign as PCP".

Primary Care Physician (PCP)

1. PCP Search ⓘ

2. Click to Populate Selected PCP ⓘ

PCP ID*
#

PCP Name*
Name

PCP Phone Number
0000000000

Current Patient of PCP?*   ○ Yes

Boone, Ralph M, DO
Family Practice

1215 Dunn Ave
Jacksonville, FL 32218
904-757-1998
1.4 Miles Away

+ Accepting New Patients

+ Accepts Medicaid

See physician ID number

1 Tier 1

ASSIGN AS PCP

Click the circle next to the address which the client will use to see the physician. Then click continue. Click Add Provider. On application screen now click "Click to populate selected PCP". (As seen on previous page) *This will only work if you are connected to the internet.	ACCEPTING NEW PATIENTS 1215 Dunn Ave Jacksonville, FL 32218 904-757-1998 1.4 Miles Away IN-NETWORK CANCEL CONTINUE

Review statement of understanding on the signature page with the client. The client will sign using a finger or stylus on their own. Then click accept in order to save the signature.

Your signature will also be required. Then click accept in order to save the signature.

Click Submit Application in order to submit the completed application.

AET Ascend Instructions

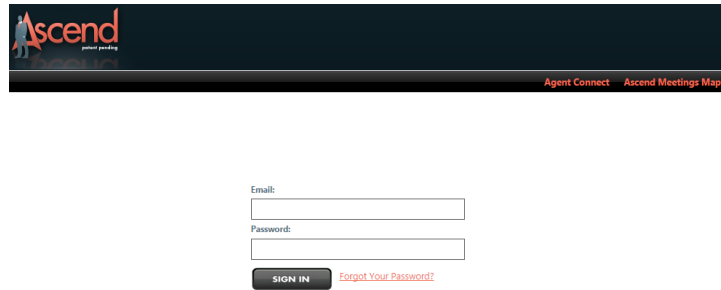|	
To request access to the Ascend application, go to broker.cvty.com. If you do not already have a log in for the Coventry Broker portal you will need to register. Log in.	**Ascend App Request Form** Please select from the below in order to request your Ascend mobile application. Need Spanish Materials?* No ▼ Next
Confirm the information is correct then click "Submit". You will need to wait until you receive an email give you access to arm.acsendproject.com.	**Ascend App Request Form** Please verify the information is correct and click Submit. Need Spanish Materials?*: No You are certified to sell in the following markets for 2017: FL Email: sarah@compassgroupinsurance.com If this email address is incorrect, please call the Broker Services Department at 1-866-714-9301 to update your records. Back Submit

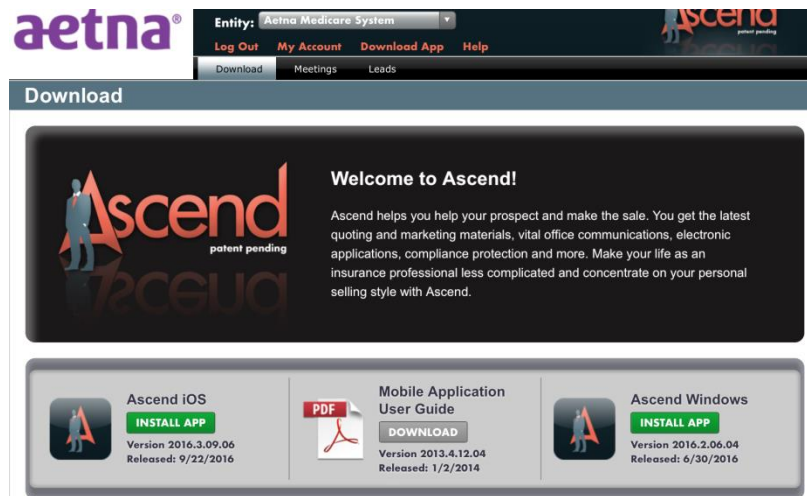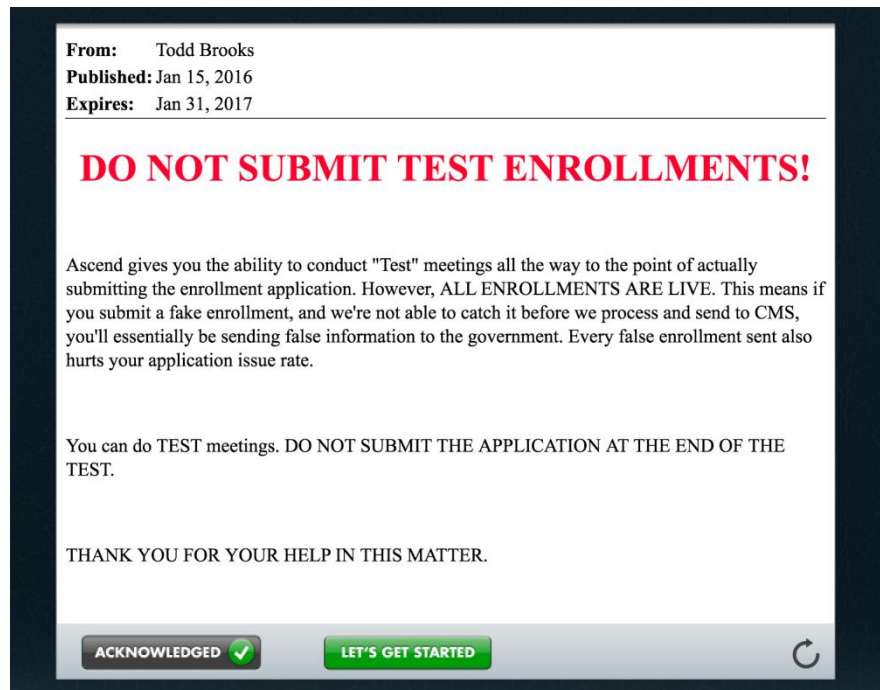|	
When you receive the email you will be able to go the website and login with the details contained in the email. You will be asked to reset your password the first time you sign in.	
To download and install the application. Make sure that you click "Install App" under the Ascend iOS. This is the application is for your iPAD. Your icon to access Ascend will be the black box with the man standing in front of the red A. You must have internet connection in order to use the application!	
To login to the Ascend application use the same email and password you set up on arm.ascendproject.com. After logging in you will first need to acknowledge the notice from the Ascend administrator regarding test enrollments by clicking the acknowledge button. Then select "Let's Get Started". When you start a new meeting, a pop up box will appear asking if you would like to record the meeting. Agreement from both you and client must be reached before selecting "Yes".	

On the left hand side of the screen you will have access to resources that can be used during this meeting. You can also look up drugs and pharmacies and compare plans.

To start an application, click "Enroll a New Beneficiary".

Fill in all required information and be sure to acknowledge if the person filling signing the application is a legally recognized representative for the beneficiary.

On the third page review the information entered. Review the fourth page with the client, then the client will need to acknowledge the agreement by checking the box. You will then be able to submit the application by clicking Submit Enrollment.