

Getting started with Humana's Individual Specialty Plans

Startup Checklist

Congratulations

Humana has a broad portfolio of individual dental, vision, and dental/vision/hearing plans.*

- Humana's Individual Specialty Plans can be sold year-round to individuals of any age.
- Most plans with effective dates as soon as 5 days after enrollment.
- Dental plans with annual maximums that range from \$1000 to \$5000.
- Vision plans have no deductible.
- Some of the dental/vision/hearing plans cover dental implants.
- No enrollment fees on most plans.
- Some plans have no waiting periods or can waive waiting periods.

** Benefits may vary by plan and by state; limitations and exclusions apply, so it is important to refer to the state and plan specific benefit summaries.*

Access and Materials

- ☐ 1. You will need access to Humana's Agent Portal – Vantage. Register online on humana.com.

Start your online
Humana profile
activation

I'm a

Start activation now →

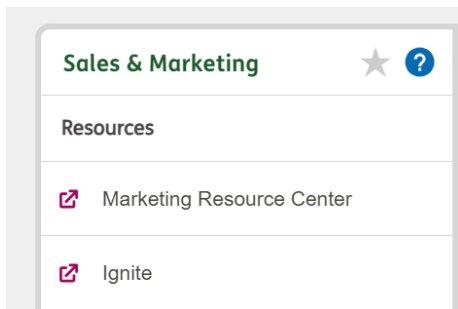
- ☒ New case quoting and enrollment forms
- ☒ Plan summaries and marketing materials
- ☒ Enrollment change forms

- ☐ 2. Find out what Individual Specialty Plans are in your area with the [Specialty Agent Plan Grid](#), available on ignitewithhumana.com, which includes state-specific Benefit Summaries as well as Rate Sheets.

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- ☐ 3. Find in-network providers at humana.com/DentistFinder.
- ☐ 4. Obtain brochures to share with prospects. Look for these brochure codes in the Marketing Resource Center (link found on Vantage homepage): Combined dental brochure GCHJXECEN and Humana Vision PLUS brochure GCHJNGWEN. You can order a digital copy (choose “print copy”) or you can order printed ones to be sent to you.



- ☐ 5. Set up your webpage using the Agent Online Application (AOA) link. Send this link to customers or prospects; then the individual can self-enroll online, listing you as Agent of Record. Create the AOA link including your agent ID number (also referred to as SAN): ***Humana.com/aoadv/7-digit-SAN***.
- ☐ 6. Ask a few questions to know what the prospect's needs are for dental or vision coverage. Do they need major services covered? Do they need services right away (i.e., don't want waiting periods)?
- ☐ 7. Do quoting and complete electronic applications in Enrollment Hub (Ehub), found on Vantage:
 - When you open Ehub, it asks for SOA. That is not required for individual dental and vision, so you can skip that.
 - Generate a Quote, inputting prospects demographics and then selecting a plan (dental, dental/vision/hearing or vision).
 - Continue within Ehub to complete the application. Alternatives for signature are Phone signature or Text Signature.
- ☐ 8. Refer to state specific details of plans with the Benefit Summary. Note that plans may have a 1-year contract. There is a 10-day cancellation period. Plans may have a missing tooth clause.
- ☐ 9. Paper applications: Occasionally you may need a paper application. For example, if a member wants to change plans (i.e., upgrade to a plan with richer benefits), those plan changes require paper apps. State and product specific paper applications are

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found in the Marketing Resource Center. For privacy reasons (if they include payment information), those applications must be mailed to Humana, P.O. Box 769649, Roswell GA 30076-8224.

- **10. Member Experience:** Please capture the applicant's email in the application; within 3 days of their enrollment, we send new members an email including their member ID, allowing them to log on to humanaonemembers.com to find their plan documents (benefit summary, certificate of coverage, ID card). An ID card is also sent in the mail approximately 7 days after enrollment.

