

Producer Onboarding

Recruit > Producers

Humana.

Product
Documentation

Partner Manual

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Table of Contents

Overview	3
What is Producer Onboarding?	3
Document Purpose	3
High Level View	3
Upload Requests	4
Portal Access	4
External Partner Initial Screen	6
Internal User Initial Screen	7
Request Submission	7
Status Email Addresses	8
Pending Errors	9
Pending Error Access	9
Common Pop Out Functionality	11
Producer Add Pop Out	13
Producer Change Pop Out	15
License Add Pop Out	16
Producer Termination Pop Out	17
Request Validation	18
Common Validation	18
Producer Add Validation	19
Background Information Request Processing	24
Producer Change Validation	25
License Add Validation	27
Producer Termination Validation	27
Partner Notification	28
Status Report Generation	28
Status Report Content	30
Appendix	31
Partner Upload Statuses	311

Overview

What is Producer Onboarding?

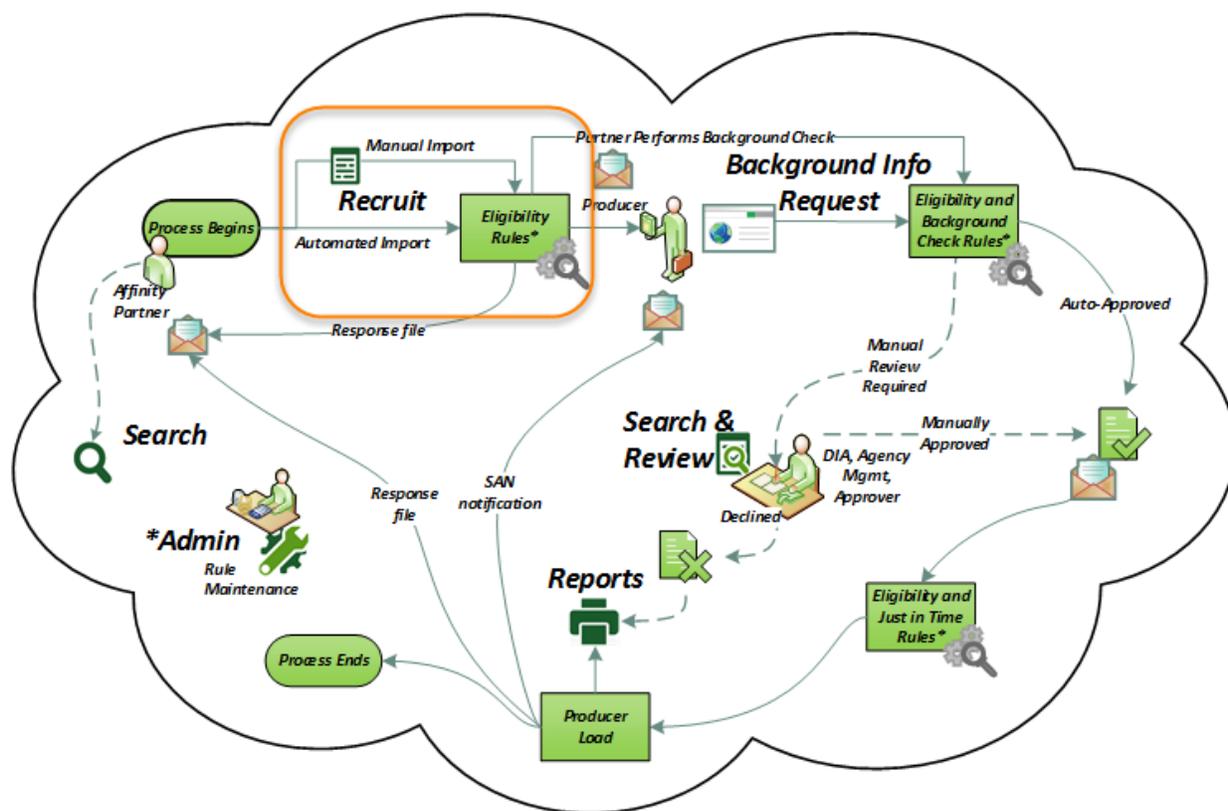
Producer Onboarding allows Retail and Commercial producers to contract directly with Humana, or align to an agency that has an agreement with Humana, in order to sell Humana products. The product expedites the onboarding process, providing producers with access to sales tools and materials within a few days of submitting their information to Humana.

Document Purpose

This document provides a detailed view of the Recruit > Producers function, a self-service tool that allows external partners to recruit producers by initiating appointment requests and correcting request errors and receive timely information about the status of their requests.

High Level View

Following is a high level view of the interaction between the main Producer Onboarding components. The component captured in this document is outlined within the orange box in the diagram below.



Upload Requests

Portal Access

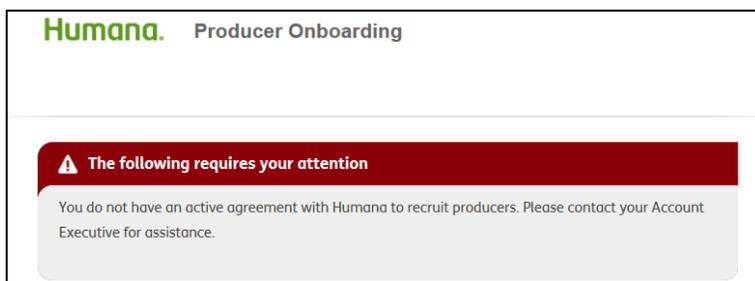
The ability to recruit partner producers is provided to both internal and external users as outlined below and is controlled by Secured Logons with the standard timeout feature for inactivity (i.e. 20 minutes).

External Partners: The Humana Agent Number (a.k.a. SAN) from the partner’s secured logon is used to confirm the partner has an active agreement with Humana for at least one product, prior to presenting the initial Producer Onboarding welcome screen shown below.



1. **Portal Identification:** The portal is identified as Humana Producer Onboarding on every page. The word Humana is a link that enables a user to return to this initial page from any point in the portal.
2. **Identification:** The user is identified by user name on every page of the portal.
3. **Logout:** The ability to logout is provided on every page of the portal.
 - When the user logged into Producer Onboarding from Humana Self-Service (HSS), the user is returned to the HSS home page after the logout.
 - When the user logged in from Agent Portal, Producer Onboarding is launched in a separate tab. Upon logout, that tab is closed allowing the user to continue working within Agent Portal.
4. **Welcome:** The user is additionally welcomed by name on the initial logon page.
5. **Link Navigation:** Navigation using blue links is provided on every page of the portal. Hovering over the link presents any sub-navigation that is available for that particular function.
6. **Tiles:** From the initial screen, a user can navigate using the tiles. These tiles are only available on this primary page. Future navigation is done using the blue links or by returning to this primary page by clicking on the word Humana.

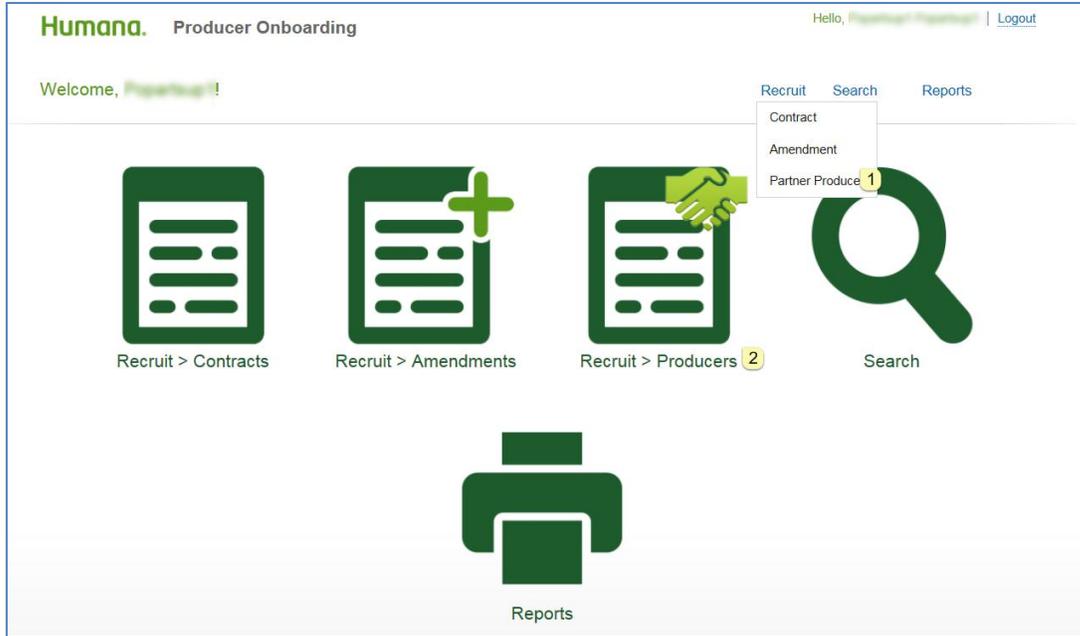
In the exception situation in which an active agreement does not exist for the partner, the following error message is presented with instructions to contact an Account Executive for assistance.



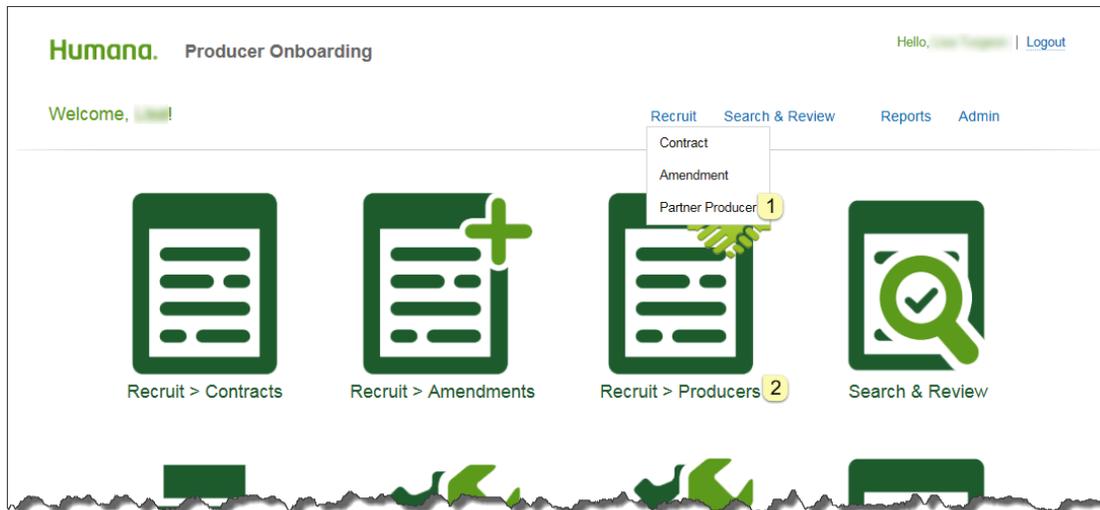
Note: An active agreement is determined by checking for the presence of the SAN on TAGAPHS.

- **Internal Users:** Administrators and Partner Support users have access to recruit producers on behalf of a partner.

Partner Support Example:



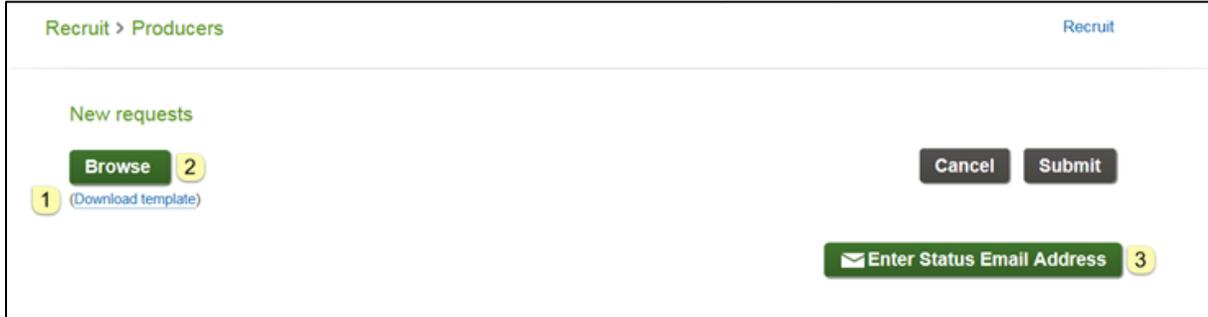
Administrator Example:



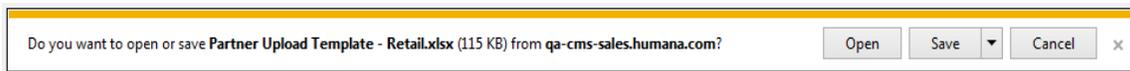
1. **Recruit > Producers** tile is provided on the initial welcome page.
2. **Partner Producer** additional dropdown is available within the existing Recruit link.

External Partner Initial Screen

The initial Recruit > Producers screen provides the ability to upload a spreadsheet containing requests. The user can also maintain email addresses to which the daily status spreadsheet is sent.



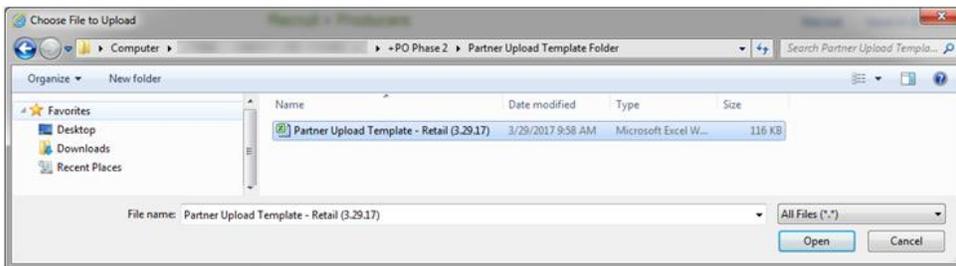
1. **Download template** provides access to an Excel template that can be used for uploading requests. Clicking the link presents the option to open or save the template based on whether the partner is eligible to sell retail or commercial products:



Retail Example:

Required	Required	Required	LA required	PT required (I/V)	PA one product is required PT optional	PA one product is required PT optional	PA required (AGT/AGY)	PA AGT required PC AGT optional (M/F)	PA AGT required PC AGT optional (15 characters)
Vendor Code	Producer Tax ID	Request Type	License State	Termination Type	Medicare	Individual Dental & Vision	Producer Type	Gender	Agent Name

2. **Browse** allows the user to navigate to a spreadsheet, which then displays the spreadsheet file name. The ability to cancel or submit is disabled until the point a spreadsheet is uploaded. A user can replace a previously uploaded file by using the Browse button again prior to submitting the requests.



3. **Enter Status Email Address** allows the user to provide or update the email address(es) to which the daily status file is sent, as described later within this document.

Internal User Initial Screen

Internal users that are assigned to an Administrator or Partner Support business function have the ability to recruit producers on behalf of a partner, change the partner’s email(s), or provide the partner with support managing their pending requests. Additional features are available to these internal users.



1. **Vendor Code** allows the user to specify which partner the user is supporting. Providing this code enables the vendor code validation edits. The code is also used to identify the partner’s Tax ID when an internal user is maintaining the partner’s email address.
2. **Lookup** allows the user to retrieve the partner name that is associated with the entered vendor code for confirmation purposes. The following errors result when the vendor code is invalid:

Message Trigger	Error Message
The provided vendor code does not exist in SOLAR.	Please provide a valid vendor code.
The provided vendor code exists but is not active for at least one of the following products: <ul style="list-style-type: none"> • Medicare, for a Retail partner, or • Individual, for a Retail partner, or • Group, for a Commercial partner 	Please provide a valid vendor code.

3. **Pending Error Search** allows the user to view any unresolved errors that exist for the partner associated with the vendor code that is provided. It is disabled until a vendor code is provided. Clicking this button replaces the vendor code with the partner’s name, when the lookup feature was not previously used, and triggers the Pending Errors list to be updated with any request that is in Request Error status, as defined later in this document.
4. **Enter Status Email Address** allows the user to set or change the email on behalf of a partner. It is disabled until a vendor code is provided.

Request Submission

Uploading a spreadsheet enables the Cancel and Submit buttons:



1. **Cancel** allows the user to remove the previously uploaded spreadsheet request. The user is prompted to confirm the cancellation, after which the initial page displays. Browsing to a new file is another means to replace previously uploaded requests prior to submission.
2. **Submit** prompts the user to confirm previously uploaded requests should be processed. When a status file email has not yet been provided for the partner, the user is prompted to enter one, as defined on the next page.

Once submitted, each request is processed through eligibility edits. Any with errors are routed to the Pending Errors grid. Both the edits and pending errors list are explained later within this document.

Status Email Addresses

At least one email address must be provided for a partner’s Tax ID in order to process an uploaded request spreadsheet. This email is used to send the daily status report link to the partner.

When a primary email does not already exist, the partner is systematically prompted to provide one. The partner can return at any time to update the email address(es).

Please update your email address.

Please update the email address(es) to which your status file is sent.

1

Primary email address

2

Additional email address (optional)

Additional email address (optional)

3

4

Note: The above title reads “Please enter your email address” the first time one is provided.

1. **Primary email address** is required for every partner.
2. **Additional email address(es)** can be optionally specified.
3. **Cancel** allows the user to return to the recruit page without changing any emails.
4. **Save** validates the provided email(s) and prompts the user to confirm the update, triggering error messages as applicable below:

Message Trigger	Error Message
The primary email is blank.	The primary email is required.
An email exceeds 254 characters.	Please provide a different email address. The one provided exceeds the 254 character maximum
The email fails standard email validation for a reason other than maximum length.	Please enter a valid email address

Example error:

partner@partner

⚠ Your email address(es)

Please enter a valid email address.

Note: An edit to identify if the same email address is entered in multiple email address lines was not required (example: partner@partner.com entered both as the primary email and as an additional email).

Pending Errors

Pending Error Access

Once the eligibility edits are applied to a request, those with errors appear in the Pending Errors list. Any that are not cancelled or resolved within 15 calendar days automatically are cancelled by the system.

The requests are sorted in the following order when initially presented:

- Ascending ccymmd date order, oldest to newest (e.g., 12/30/16 first, then 12/31/16, 1/1/17), then
- Ascending Vendor code

Sample pending errors:

Pending errors						
<input type="checkbox"/>	Request Type	Vendor	Tax ID	Agency Name/Agent First Name	Agent Last Name	Status
<input type="checkbox"/>	PRODUCER ADD	GOHI	SHOW	EUGENIA	CLOSE	
<input type="checkbox"/>	PRODUCER ADD	GOHI	SHOW	MINDY	MCNUTT	
<input type="checkbox"/>	PRODUCER ADD	GOHI	SHOW	STEPHANIE	GRAHAM	
<input type="checkbox"/>		GOHI	SHOW		WILLIFORD	
<input type="checkbox"/>	PRODUCER ADD	GOHI	SHOW		WILLIFORD	
<input type="checkbox"/>	PRODUCER ADD	GHAG	SHOW	CONRAD	AARSETH	
<input type="checkbox"/>	PRODUCER ADD	GOHI	SHOW	PRISCILLA	AVALOS	
<input type="checkbox"/>	PRODUCER ADD	GHAG	SHOW	CHILDS	JONATHAN	
<input type="checkbox"/>	PRODUCER ADD	GHAG	SHOW	LORALEE	CARMICHAEL	

FIRST PREVIOUS 1 2 NEXT LAST 10 Export Cancel Request

1. and 2. **Check box** processing is as follows:
 - The check box on the heading line allows a user to select/unselect all requests within the entire set of results from any page of the results. Confirmation is requested when this box is selected.
 - The check box on each individual request line allows the user to individually select or deselect that particular request.
 - Selections are retained when the user navigates between pages.
3. **Request Type** identifies the request that was submitted, with values of:
 - Producer Add (PA)
 - Product Add, for a subsequent Producer Add (PA)
 - License Add (LA)
 - Producer Change (PC)
 - Producer Termination (PT)
 - The characters provided in the spreadsheet when the uploaded request type is invalid

A Request Type hover displays the submitted date/timestamp displays based on the user's time



4. **Vendor code** displays the characters that were submitted by the partner. Hovering over the vendor code displays the partner name, when the code is valid.

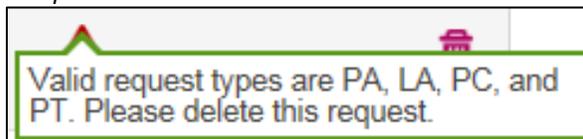
5. **Tax ID** is initially shown hidden with the options to show then hide.

6. **Agency Name / Agent First and Last Name** displays the name by applying the rules below in the sequence shown:

- From the spreadsheet, when provided (not from NIPR)
- From Humana's agent database for a maintenance request (LA, PC, PT or product add), when the producer exists
- From the corresponding Producer Add request in a processing upload status for a maintenance request (LA, PC, PT or product add), when the producer is in the process of being loaded, or
- Blank, when none of the above apply

7. **Status error icon**, which the user can hover over to display one or more error messages.

Sample error:



8. **Status pop out icon**, when the user is allowed to correct an error. When clicked, the user is presented with a detail page based on the request type, as explained later within this document. This icon is not provided for the following situations:

- When the request type is invalid.
- For a License Add, since the invalid state is included in the message and the only option provided is to delete and resubmit the request.
- For a request flagged with an error by any of the following eligibility edits, which are explained later within this document:
 - Common edits
 - Partner product eligibility
 - Duplicate recruitment
 - Producer eligibility
 - Release required
 - NIPR validation
 - Agency gender validation
 - Producer change validation

 **Note:** When a pop out icon is not provided, the partner must cancel the request and submit a valid one.

9. **Status garbage can icon**, which prompts for confirmation that the request should be cancelled.

 **Note:** When the producer was identified as requiring a release, either external or internal, the request status is set to Release Required following the cancellation. When the producer was not flagged as requiring a release, the request status is changed to Cancelled Request.

10. **Navigation** between pages is provided when the list contains more than 10 requests.

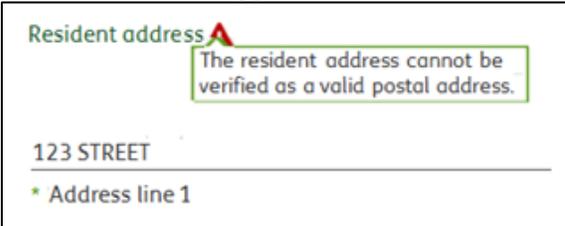
11. **Export** allows the user to export all requests in the list (not just those shown on the current page) to an Excel spreadsheet that includes a heading row and one row for each request. The exported requests are in the same sequence as the grid. The information contained in the export includes:
 - Date Submitted, as CCYY-MM-DD Example: 2017-02-14
 - Request Type, with the value shown in the list
 - Vendor Code (4 positions)
 - Vendor Name, when the vendor code is valid
 - Tax ID
 - Agency Name/Agent First Name, with the name from the list
 - Agent Last Name, with the name shown in the grid for an agent (blank for agency)
 - Status, with the error messages concatenated

12. **Cancel Request** is disabled until at least one request is selected using a checkbox. This button allows more than one request to be cancelled at a time. User confirmation is required.

 *Note: When the producer was identified as requiring a release in the error message, either external or internal, the request status is set to Release Required following the cancellation. When the producer was not flagged as requiring a release, the request status is changed to Cancelled Request.*

Common Pop Out Functionality

The following functionality is common to all request types when a user clicks the pop out icon:

- The detail page that is presented is titled with the request type followed with the partner name, the vendor code and the producer name.
Example: Producer Add for DEMO AGENCY, INC. (DEMO) – JOHN DOE
- When the partner provided their own producer ID, an additional line displays:
Example: Partner Producer ID: A12345
- The error icon with the line shown in red identifies each piece of information identified with an error.
 
- The error icon appears after the address title for an invalid address for which Finalist USPS address validation had no suggestion.
 
- The error icon appears in front of the invalid data for other errors.
 
- Hovering over the error icon displays the same message that is shown within the pending errors list.
- The user can optionally change/add information that was not initially flagged in error, unless that information is display only.

- Any section that contains an error is shown expanded, to draw attention to the action that is required. Sections with valid information are shown collapsed, and can be optionally expanded to view or change that information.

Example:



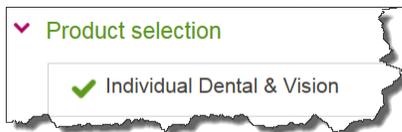
Clicking the pop out icon for the request in the above example would show the Producer Add details.

- Producer information** is shown expanded to allow the user to choose the gender.
 - Address information** is shown expanded to allow the user to provide the shipping zip code.
- A user can choose between one of the following actions:
 - Cancel**, which requires confirmation to return the user to the pending error list without applying any changes made
 - Save & Return**, which saves any changes made, applies the edits and returns the user to the pending error list. This option can be used when some, but not all, of the errors were fixed.
 - Apply Edits**, which keeps the user within the pop out when any errors remain. When all errors have been resolved, the user returns to the pending error list with a confirmation message indicating the request was removed from the list since it is continuing with processing.

Producer Add Pop Out

The producer add request pop out contains the following sections:

1. **Product** information, which always shows collapsed since any product error prevents display of the pop out icon, requiring the user to cancel and resubmit the request. This section can be expanded to view the selected product(s); however, no changes to those selections can be made.



2. **Producer** information, which shows expanded when any of the information is in error. The content varies based on whether the producer is an agent or agency, with information that cannot be updated shown in greyed font, as described below:

- **SSN or Tax ID**, display only in grey font, initially shown hidden with options to show then hide
- **Producer type**, display only in grey font with values of agent or agency
- **Date of Birth** (from NIPR), display only in grey font for an agent
- **Name from NIPR**, display only in grey font, with first, last and middle for an agent, and the agency name for an agency
- **Agent gender**, for an agent, set to what the partner provided when valid and unselected when in error, with the option to choose between male and female

 *Note: The NIPR name may differ from what the partner provided (i.e., Elizabeth vs. Beth).*



3. **Addresses**, where the business and shipping addresses are shown for agents and agencies. The full resident address is shown for agents. The resident state is shown for agencies, since it is used as part of NIPR validation to determine when an agency has an NPN.

- **Business address**, retrieved from SOLAR as the address of the request vendor code, display only in a grey font
- **Shipping address**, reflecting suggestions provided by Finalist USPS address validation, or the original address provided by the partner, when a suggested address is not provided by Finalist.
- **Same as Business Address** option, which allows the user to copy the business address to the shipping.
- **Resident Address** for agents, or only the resident state for agencies.
- **The address is correct option**, available only to users with the Administrator business function, allows an override when Finalist USPS address validation is unable to suggest a valid address.

 *Note: If you receive this error and you know the address is correct, contact POContracting@humana.com with a screen shot of the error message.*

Addresses

Business address	Shipping address	Resident address
<input type="text"/> Agency name	<input type="checkbox"/> Same as Business Address?	<input type="checkbox"/> The address is correct?
214 W HURON Address line 1	516 N GRANT AVE * Address line 1	516 N GRANT AVE * Address line 1
<input type="text"/> Address line 2	<input type="text"/> Address line 2 (optional)	<input type="text"/> Address line 2 (optional)
CHICAGO City	YORK * City	YORK * City
Illinois State	Nebraska * State	Nebraska * State
60654 Zip	68467 * Zip	68467 * Zip

4. Contact information, which contains the following:

- Primary email
- Recruitment contact email
- Primary phone number
- Fax phone number (optional)
- Partner comments, which are limited to 100 characters

Contact information

* Primary email

* Recruitment contact email

* Primary phone number Fax phone number (optional)

Partner comments

Producer Change Pop Out

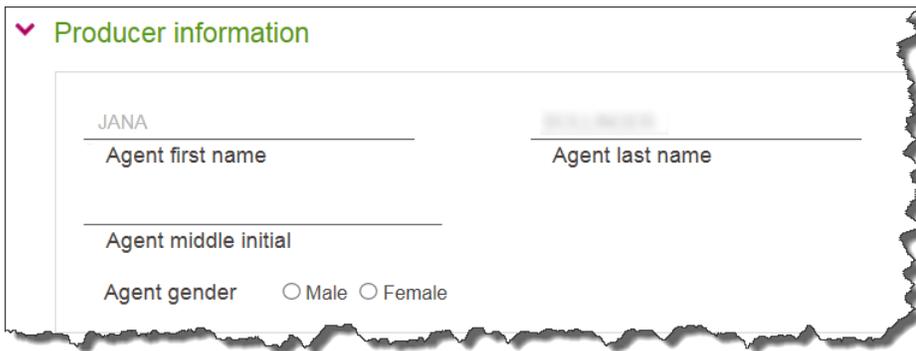
The producer change request pop out contains the sections described below.

1. **Producer information**, which shows expanded when any of the information is in error. A user is unable to change a producer's Tax ID or producer type (agent or agency) once the producer is onboarded, which is the reason this information is not shown in the pop out. The content varies based on whether the producer is an agent or agency, as described below:

- **Name**, with first, last and middle for an agent, and the agency name for an agency

 *Note: Agency Management will ensure the name matches NIPR prior to making any changes.*

- **Agent gender**, for an agent, with the option to choose between male and female, or to leave this option unselected to retain the value from when the producer was added.



2. **Addresses**, where the business and shipping addresses are shown for agents and agencies. The full resident address is shown for agents only. It is acceptable to leave an entire address blank when it is not being changed; however, when any part of an address is updated, the full address must be provided in order to pass the Finalist USPS address validation (e.g., changing the apartment number would require the full address line, city, state and zip to be provided again).

- **Business address**, retrieved from SOLAR as the address of the request vendor code, display only in a grey font
- **Shipping address**, reflecting any suggestions provided by Finalist USPS address validation when one is suggested, or the original address provided by the partner, when a suggested address is not provided by Finalist.
- **Same as Business Address** option, which allows the user to copy the business address to the shipping.
- **Resident Address** for agents only.
- **The address is correct option**, available only to users with the Administrator business function, allows an override when Finalist USPS address validation is unable to suggest a valid address.

 *Note: If you receive this error and you know the address is correct, contact POContracting@humana.com with a screen shot of the error message.*

Addresses

Business address	Shipping address	Resident address
Agency name	<input type="checkbox"/> Same as Business Address?	<input type="checkbox"/> The address is correct?
111 E WACKER DR STE 2100 Address line 1	Address line 1	1661 W Hill St Address line 1
Address line 2	Address line 2 (optional)	Address line 2 (optional)
CHICAGO City	City	Louisville City
Illinois State	State	Kentucky State
60601 Zip	Zip	40210 Zip

3. **Contact information**, which contains the following. The recruitment email applies only at the time of producer add and cannot be changed:
- **Primary email**
 - **Primary phone number**
 - **Fax phone number** (optional)
 - **Partner comments**, which are limited to 100 characters

Contact information

Primary email

Primary phone number Fax phone number (optional)

Partner comments

Note: The product section does not apply to producer change requests. A producer add must be used to add a product. A producer termination request can be used to terminate a single product when a producer has more than one.

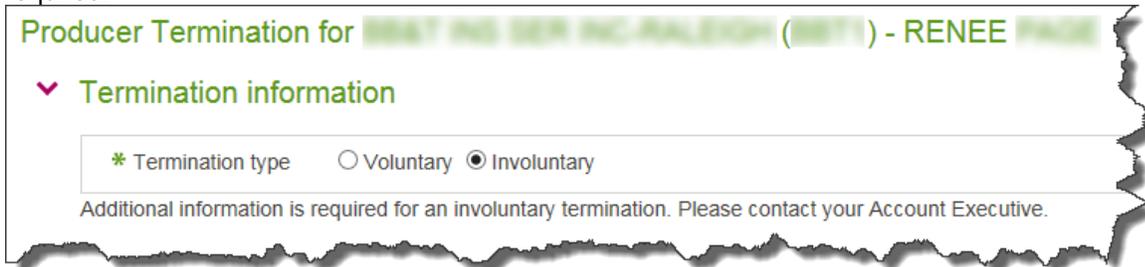
License Add Pop Out

A pop out is never provided for a license add request. When the user provides an invalid state, the user must cancel the request and submit a valid one in its place.

Producer Termination Pop Out

The producer termination request pop out allows a user to choose between voluntary and involuntary when that selection was not made at the time the request was submitted.

When involuntary is selected, a message appears informing the partner that additional information is required.



Request Validation

Common Validation

Each request in an uploaded spreadsheet is processed through the following scrubbing logic.

1. **Heading rows** are identified and bypassed based on the following criteria:
 - Must be one of the first two rows in the spreadsheet
 - The Request Type cannot contain one of the valid two-digit codes (PA, LA, PC or PT)

 *Note: The above rules will not detect the following scenarios.*

 - Invalid request code in either of the first two rows of the spreadsheet, or
 - A heading line in other than the first two rows. This heading line is processed as a request, resulting in multiple errors (e.g., invalid vendor code, Tax ID, request type, etc.)
2. **Blank rows** are bypassed.
3. **Invalid characters are removed:**
 - Agent/agency name invalid characters include: & ()
 - Address invalid characters include: ! @ \$ % & * () _ - + = \ { } : ; ' " < > , . ? /
4. **Obsolete request** types LC and LT are systematically cancelled on behalf of the partner.

 *Note: The partner's status file contains "Obsolete request type" in the Humana comments.*
5. **Invalid request** types LC and LT are systematically cancelled on behalf of the partner.

Once a request has been scrubbed, it is routed to the pending error list with a status set to Request Error when any of the following common errors are detected:

Message Trigger	Error Message
The request type is other than PA, LA, PC or PT.	Valid request types are PA, LA, PC and PT. Please delete this request.
The Tax ID is blank, zero, not numeric or greater than 9 numbers.	Please delete this request and upload one with a valid Tax ID
The provided Tax ID exists in the Producer Exclusions list. <i>Note: This rule applies at the time of upload and approval</i>	The producer is ineligible to be appointed with Humana. Please delete this request.
The vendor code is missing.	Please delete this request and upload one with a valid vendor code.
The vendor code is not active for at least one product for a producer add (PA): ➤ Medicare, for a Retail partner, or ➤ Individual, for a Retail partner, or ➤ Group, for a Commercial partner	Please delete this request and upload one with a valid vendor code.
The vendor code is not assigned to any of the SANs that belong to the Tax IDs of the partner for which the file was uploaded for any request type	Please delete this request and upload one with a valid vendor code.
The producer type is other than AGT or AGY (not case sensitive) for a Producer Add request.	The producer type must be AGT or AGY. Please delete this request and upload one with a valid producer type.
The last name is missing for a Producer Add request with a producer type of AGT.	The last name is required in order to verify the producer in NIPR. Please delete this request and upload one with the producer's last name.

When a request passes the above edits, additional eligibility checks are applied based on the request type, as defined in the following sections of this document.

Producer Add Validation

The logical sequence for validating a producer add request that passed the common edits is as listed below, with each set of validations described in detail in subsequent sections of this document. When a request fails one of the steps below, it is reported within the pending errors list with a status of Request Error, and does not proceed through any further edits.

1. Partner product eligibility
2. Duplicate checks
3. Producer eligibility
4. Release required
5. NIPR validation
6. Request information verification
7. Next steps determination, when a request passes all of the previous edits

1. **Partner product eligibility rules**, which apply at the time of both upload and approval of background check (if applicable), and may trigger any of the following errors:

Message Trigger	Error Message
A Retail partner is missing an active partner agreement with Humana.	You do not have an agreement with Humana for Medicare or Individual, Dental and Vision products. Please delete this request.
The overall status of a Retail partner’s Humana Agent Number is <u>not</u> active.	You do not have an agreement with Humana for Medicare or Individual, Dental and Vision products. Please delete this request.
A Commercial partner is missing an active partner agreement with Humana.	You do not have an agreement with Humana for Group products. Please delete this request.
The overall status of a Commercial partner’s Humana Agent Number is <u>not</u> active.	You do not have an agreement with Humana for Group products. Please delete this request.
A Retail partner’s overall status is active, <u>and</u> <ul style="list-style-type: none"> • the partner selected Medicare in their upload spreadsheet, <u>and</u> • the partner is <u>not</u> authorized for Medicare products for the vendor code of the request. 	You do not have an agreement with Humana for Medicare products. Please delete this request.
A Retail partner’s overall status is active, <u>and</u> <ul style="list-style-type: none"> • the partner selected Individual in their upload spreadsheet, <u>and</u> • the partner is <u>not</u> authorized for Individual products for the vendor code of the request. 	You do not have an agreement with Humana for Individual Dental and Vision products. Please delete this request.
A Commercial partner’s overall status is active, <u>and</u> <ul style="list-style-type: none"> • the partner selected Group in their upload spreadsheet, <u>and</u> • the partner is <u>not</u> authorized for Group products. 	You do not have an agreement with Humana for Group products. Please delete this request.
No product was selected.	You must select at least one product for which you are contracted with Humana to sell when adding a producer. Please delete and resubmit your request.
A Retail partner has an agreement with Humana for Medicare, <u>and</u> <ul style="list-style-type: none"> • the partner selected the Medicare product, <u>and</u> • a MarketPoint Brokerage market source exists for the producer in any status other than termed <p><i>Note: If the partner also selected the Individual product, the partner must delete the request and upload a new one for Individual only. The system cannot treat Individual as a product add, since the producer is not aligned with the partner for Medicare.</i></p>	The producer is active with MarketPoint Brokerage and requires a release. Please delete this request.

 **Note:** Determining when a partner is authorized for a product requires checking whether specific market sources exist on TAGAPHS for the SAN associated with the vendor code. Individual products are market source 52. Medicare products are market sources 54 and 56. Group products are market sources 60 and 87.

2. **Duplicate identification**, which:

- **Automatically cancels** the request for a producer already tied to the partner in SOLAR with:
 - An active overall status, and
 - An active or pending execution contract status, and
 - Active market source(s) for all of the requested products.

 *Notes: This rule applies at the time of upload and approval. The partner's status file contains "Producer already aligned to your agency" in the Humana comments.*

- **Automatically cancels** the request for an onboarding producer when the producer is not already aligned with the partner in SOLAR, and another producer add is in a processing upload status with identical product selections for the same Tax ID for a vendor code belonging to the partner.

 *Notes: This rule applies at the time of upload and approval. The partner's status file contains "Producer already aligned to your agency" in the Humana comments.*

- **Identifies a product add** for an existing producer when:
 - The producer is already aligned to the partner in SOLAR with an active overall status for a vendor code assigned to the partner, and
 - The producer add request contains a product that the producer does not already have, and
 - The partner does not already have a producer add request in a processing upload status for that product for the same Tax ID and a vendor code assigned to the partner.

 *Note: When the spreadsheet selection includes the product the producer already has, that column of the spreadsheet is automatically set to a space.*

Example: The partner submitted a producer add for Individual only. The request processed and the producer was loaded to SOLAR. The partner then submits a request for this same producer for both Individual and Medicare. The second request is processed as a Medicare product add with Individual set to a blank by the system.

- **Identifies a product add** for an onboarding producer when the producer is not already aligned with the partner in SOLAR, and another producer add is currently in a Processing upload status with a different product for the same Tax ID for a vendor code that belongs to the partner.

 *Note: When the spreadsheet selection includes the same product as the original request, that column of the spreadsheet is automatically set to a space.*

Example: The partner submitted a producer add for Individual only. The partner then submitted another request for this same producer for both Individual and Medicare prior to the first request completing. The second request is processed as a Medicare product add with Individual set to a blank by the system. Reference the grid for request in process scenarios for Retail.

Alignment in Process Scenarios - Retail		
Previous PA	Subsequent PA (same Tax ID)	Result
Individual	Individual	Cancelled
	Medicare	Processed as a Medicare product add
	Individual & Medicare	Individual is set to a space; processed as a Medicare product add
Medicare	Individual	Processed as an Individual Dental and Vision product add
	Medicare	Request is cancelled
	Individual & Medicare	Medicare is set to a space; processed as an Individual product add
Individual & Medicare	Individual	Cancelled
	Medicare	Cancelled
	Individual & Medicare	Cancelled

- **Identifies the error** “The producer is already in the process of being recruited for the <product> product. Please delete this request.” as outlined below, where the product is inserted in the message that displays in the pending error list.

Attempted Recruitment		Existing Recruitment		Duplicate occurs for the attempted recruitment when:
Recruitment Type	By	Recruitment Type	By	
Contract	Tax ID	Partner producer add	Tax ID	The partner producer add request is in a processing upload status for the same product and Tax ID.
	NPN	Partner producer add	Tax ID	The partner producer add request is in a processing upload status for the same product and the Tax ID for that NPN. <i>Technical Note: The current state exceptions when NIPR is down apply.</i>
Amendment	SAN	Partner producer add	Tax ID	The partner producer add request for the Tax ID associated with the Amendment’s SAN is in a processing upload status for the Medicare product.
Partner producer add	Tax ID	Contract	Tax ID	The Tax ID contract recruitment is in an active status for the same product and Tax ID.
	Tax ID	Contract	NPN	The NPN contract recruitment in an active status for the same product and the Tax ID associated with the NPN.
	Tax ID	Amendment	SAN	The partner producer add includes the Medicare product and an amendment recruitment is in an active status for the same Tax ID that is associated with the amendment Humana Agent Number
	Tax ID	Partner producer add	Tax ID	A different partner has a producer add request in a processing upload status for the same Tax ID (regardless of the product). <i>Note: The current state option where select partners allow their producers to align with a different partner for a product is out of scope.</i>

3. **Producer eligibility rules**, which apply at the time of both upload and approval of background check (if applicable), and may trigger any of the following errors:

Message Trigger	Error Message
Producer is already contracted as a career agent	The producer must request a release from their former Humana sales director. Please delete this request.
The producer is not career and has a contract status that is pending termination.	The producer is pending termination. Please contact your Account Executive regarding the producer’s eligibility to be appointed with Humana. Please delete this request.
The producer had an overall active status, <u>and</u> an inactive contract status, <u>and</u> the reason is Appointment Fee Reimbursement ('95')	The producer currently has an inactive contract status due to an outstanding balance for appointment fees. The balance due must be paid. Please delete this request
The producer had an overall active status, <u>and</u> an inactive contract status, <u>and</u> the reason is not Appointment Fee Reimbursement ('95')	The producer currently has an inactive contract status. Please contact your Account Executive regarding the producer’s eligibility to be appointed with Humana. Please delete this request.

4. **Release verification rules**, which apply at the time of both upload and approval, and may trigger any of the following errors:

Message Trigger	Error Message
The producer is tied to another partner, as identified by: <ul style="list-style-type: none"> • An active or pending execution status of an Affinity Partner contract, <u>and</u> • An active or pending execution status of market source for a product that is not HGPA, <u>and</u> • A vendor code that is not assigned to the partner 	The producer requires a release. Please delete this request.
The producer has an active vendor contract.	The producer requires a release. Please delete this request.

Message Trigger	Error Message
The producer is tied to a General Agency, as identified by: <ul style="list-style-type: none"> • An active or pending execution status of a HGPA contract, <u>and</u> • An active or pending execution status of a market source for the recruited product, <u>and</u> • A tie to a General Agency. 	The producer requires a release. Please delete this request.

5. **NIPR eligibility rules**, which apply at the time of both upload and approval of background check (if applicable) under the following conditions for producer add requests only (i.e., not product adds):

- The request was not identified as a product add in the duplicate checks, and
- The producer is an agent with a last name provided, or the producer is an agency in a state that requires the producer to be registered with NIPR

 *Note: When a previous NIPR call did not occur in the current state timeframe, NIPR is contacted using the information based on the producer type:*
 Agent: Tax ID and last name
 Agency: Tax ID

The following errors may be generated:

Message Trigger	Error Message
NIPR does not respond. <i>Note: Three attempts are made with a configurable timeframe between each (currently an hour) before this error occurs. The request will remain in a processing status during this time.</i>	We experienced technical difficulties with NIPR. Please delete and resubmit your request.
An agent does not exist in NIPR.	The agent does not have an active resident license in NIPR. Please verify the Tax ID exists in NIPR with a last name that matches the producer’s license. Please delete and resubmit your request.
An agency does not exist in NIPR. <i>Note: An agency’s resident state is used to determine whether agencies exist in NIPR for that state to avoid incorrectly generating this error.</i>	The agency does not have an active resident license in NIPR for the provided Tax ID. Please delete your request.
An agent exists in NIPR but does not have an active resident license.	The agent does not have an active resident license in NIPR. Please verify the Tax ID exists in NIPR with a last name that matches the producer’s license. Please delete and resubmit your request.
An agency exists in NIPR but does not have an active resident license.	The agency does not have an active resident license in NIPR for the provided Tax ID. Please delete your request.
A producer exists in NIPR without an active LOA for their active resident license: <ul style="list-style-type: none"> • Both agents and agencies must have an active Health LOA regardless of the product for which the producer is invited, <u>and</u> • Agents invited for Medicare must have an active Medsupp/Long Term Care LOA when one is required for the agent’s resident state, based on current state rules. 	The producer does not have the required line of authority for their resident license in NIPR. Please delete and resubmit your request when the line of authority has been added.

6. **Request information** validation, which may trigger one or more of the following errors:

Message Trigger	Error Message
The producer type is AGY and the gender is <u>not</u> blank.	Gender must be blank for an agency. Please delete and resubmit this request to either change the producer type to AGT or the gender to a blank.
The producer type is AGT and the gender is blank.	Gender is required for an agent.
The producer type is AGT and the gender is not M or F (not case sensitive).	Valid gender values are M for male and F for female.
The primary email is spaces.	The primary email is required.
The primary email exceeds 254 characters.	The primary email address exceeds the 254 character maximum.
The primary email fails for a reason other than length, which includes existing in Humana’s invalid email list (e.g., none@humana.com).	Please enter a valid primary email address.
The recruitment email is spaces.	The recruitment email is required.
The recruitment email exceeds 254 characters.	The recruitment email address exceeds the 254 character maximum.
The recruitment email fails for a reason other than length, which includes existing in Humana’s invalid email list (e.g., none@humana.com).	Please enter a valid recruitment email address.
The recruitment contact email is provided but matches any of the following email addresses: <ul style="list-style-type: none"> • The primary email address the partner established for their daily status email, <u>or</u> • Either of the optional alternate email addresses the partner established for their daily status email, <u>or</u> • The email address of the partner’s SAN associated with the provided vendor code in SOLAR 	Please provide the producer’s recruitment contact email address. This address cannot be the same as one of your agency email addresses.
The primary phone is not provided or all zeroes.	The primary phone number is required.
The primary phone number is provided, but is other than 10 numbers.	The primary phone must be 10 numbers without punctuation.
The fax number is provided but is other than 10 numbers.	The fax phone must be 10 numbers without punctuation.
Shipping address line 1 is blank.	Shipping address line 1 is missing.
Shipping city is blank.	Shipping city is missing.
Shipping state is blank.	Shipping state is missing.
Shipping zip is blank.	Shipping zip is missing.
Shipping address line 1 contains any variation of PO Box or Box in any case combination.	The shipping address cannot be a Post Office box.
Either of the shipping address lines exceeds 25 characters.	Shipping address lines cannot exceed 25 characters. The primary portion of the address should appear on line 2 with the secondary part of the address appearing on line 1.
The shipping address passes the previous validations but cannot be verified by Finalist USPS address validation. <i>Note: When Finalist USPS postal validation suggests an address, that address is automatically used in place of what the partner provided.</i>	The shipping address cannot be verified as a valid postal address. Please confirm with the producer and try again.
Resident address line 1 is blank for an agent producer add.	Resident address line 1 is missing.
Resident city is blank for an agent producer type.	Resident city is missing.
Resident state is blank for an agent producer type.	Resident state is missing.
Resident zip is blank for an agent producer type.	Resident zip is missing.
Resident address line 1 contains any variation of PO Box or Box for an agent producer type in any case combination..	The resident address cannot be a Post Office box.
Either of the resident address lines exceeds 25 characters for an agent producer add.	Resident address lines cannot exceed 25 characters. The primary portion of the address should appear on line 2 with the secondary part of the address appearing on line 1.

Message Trigger	Error Message
The resident address passes the previous validations but cannot be verified by Finalist USPS address validation for an agent producer add. <i>Note: When Finalist suggests an address, that address is automatically used in place of what the partner provided.</i>	The resident address cannot be verified as a valid postal address. Please confirm with the producer and try again.
Resident Address Line 1 matches address line 1 of the partner’s address in SOLAR for an agent producer add.	The resident address cannot be the same as the business address.
The resident state is blank for an agency producer add.	Resident state is required.
The resident state does not contain a valid two-position abbreviation.	Resident state is invalid.
The provided comments exceed 100 characters.	Please shorten the comments to 100 characters or less.

 *Notes: Agent and Agency name information is not validated since what is retrieved from NIPR is used. When the partner producer ID exceeds 25 characters, it is truncated without error.*

7. **Valid request:** When no errors are identified, the next step of the producer add process is determined based on the following rules:
 - **Alignment Review** is required for a Retail producer or product add request when:
 - The producer already has the active recruited product for HGPA, and
 - The producer did not have a GAMS relationship term for that product within a business configurable timeframe.

Note: This check determines when a producer recently received a release from a General Agency. DIA review is not required in this situation.
 - When alignment review is not required, a **Background Information Request** email is sent to a producer that is not already active in SOLAR with an active Retail product when:
 - Humana must perform the background check, or
 - The partner performs the background check but the producer has NIPR regulatory actions. In this situation, the producer must provide an explanation to Humana for the approver to review.

 *Notes: Background information requests are not sent for a producer add processed as a product add.*

Background Information Request Processing

When Humana must order a background check, or the partner completed a background check but the producer has NIPR regulatory actions, an email is sent to the producer’s recruitment contact email address. The background information request email is formatted as follows.

1. **From address** is set to a do not respond email address.
2. **Subject line** that indicates a response is required.
3. **Today’s date** is inserted in the body.
4. **A unique link** is inserted in the body to allow the producer to access Humana’s partner portal to authenticate and provide the required background information.
5. **Expiration date** in the body that is systematically derived to notify the producer at what point the request will no longer be available.

A sample email is found on the next page.

Sample email:

From: DoNotRespond@humana.com [mailto:DoNotRespond@humana.com] **1**
Sent: Thursday, March 30, 2017 1:52 PM
To: [Redacted]
Subject: Your Attention is Required - Humana Background Authorization **2**



3/30/2017 **3**

Welcome!

As a part of the appointment process, Humana Insurance Company obtains a background report. The link below will take you to an authorization form that is required before the report can be requested.

For initial validation of your identity, you will be asked for your social security number/tax identification number.

If you do not complete the authorization form, you will not be appointed nor permitted to act on behalf of Humana in any manner or capacity. **4**

Please [click here](#) to proceed. This link will expire on 4/9/2017. **5**

If you have any questions, please contact your agency.

Producer Change Validation

When a producer change request passes the common edits, the following validation occurs in the sequence listed.

- Request validation:** When the request fails one of the initial validations below, it is reported within the pending errors list with a status of Request Error and is not processed through the field level validations.

Message Trigger	Error Message
The Tax ID the partner provided on the change request is <u>not</u> active in SOLAR. <i>Notes: If the producer is in the process of being recruited by the partner, the partner must wait for the producer to load prior to changing any information. More than one change request can be in progress for a Tax ID. It is not a business requirement to confirm the producer is aligned with the partner in Humana's agent database.</i>	This producer is not aligned to your agency. Please delete this request.
No information was provided; the request is empty.	No information was requested to be changed.

- Duplicate:** When a producer change request identically matches another request that is being processed for the same Tax ID and a vendor code that belongs to the partner, the request is systematically cancelled on behalf of the partner.

 *Note: The status file that is sent to the partner contains "Duplicate request" within the Humana comments in this situation.*

3. **Field validation:** When a producer change request passes the preliminary validation, field level validation takes place, which may trigger one or more of the following errors:

Message Trigger	Error Message
The producer type is agent and the gender is <u>not</u> M or F or blank.	Valid gender values are M for male and F for female.
The primary email exceeds 254 characters.	The primary email address exceeds the 254 character maximum.
The primary email fails for a reason other than length, which includes existing in Humana’s invalid email list (e.g., none@humana.com).	Please enter a valid primary email address.
The primary phone number is provided, but is other than 10 numbers	The primary phone must be 10 numbers without punctuation.
The fax number is provided but is other than 10 numbers.	The fax phone must be 10 numbers without punctuation.
Shipping address line 1 contains any variation of PO Box or Box in any combination of case.	The shipping address cannot be a Post Office box.
Either of the shipping address lines exceeds 25 characters.	Shipping address lines cannot exceed 25 characters. The primary portion of the address should appear on line 2 with the secondary part of the address appearing on line 1.
The shipping address passes the previous validations but cannot be verified by Finalist USPS address validation. This could occur if the partner provides only one piece of address information. For example, in the situation in which the partner is changing only the apartment number, the full city, state and zip must still be entered. <i>Note: When Finalist suggests an address, that address is automatically used in place of what the partner provided.</i>	The shipping address cannot be verified as a valid postal address. When changing any portion of the address, the full address is required. Please confirm with the producer and try again.
Resident address line 1 contains any variation of PO Box or Box for an agent in any combination of case.	The resident address cannot be a Post Office box.
Either of the resident address lines exceeds 25 characters for an agent.	Resident address lines cannot exceed 25 characters. The primary portion of the address should appear on line 2 with the secondary part of the address appearing on line 1.
The resident address passes the previous validations for an agent but cannot be verified by Finalist USPS address validation. This could occur if the partner provides only one piece of address information. For example, if the partner is changing only the apartment number, the full city, state and zip must be entered <i>Note: When Finalist USPS postal validation suggests an address, that address is automatically used in place of what the partner provided.</i>	The resident address cannot be verified as a valid postal address. When changing any portion of the address, the full address is required. Please confirm with the producer and try again.
The provided comments exceed 100 characters.	Please shorten the comments to 100 characters or less.

4. **Validation bypassed:** The following information is not validated:
- When a producer exists as an agency, any information provided in the agent name or resident address is ignored without error.
 - When a producer exists as an agent, the agency name is ignored without error.
 - The logic does not check if the resident address is the same as the shipping address for a producer change. The person applying the producer change is responsible for this verification when the request is manually completed.
 - Any information provided in the Partner Producer ID is bypassed without error

5. **Valid requests:** When the request is valid, the status is changed to Pending. The request is then routed to the Manual Maintenance queue for manual processing with the reason the partner provided in the upload Partner Comments.

 *Note: When the partner does not provide a comment, the reason defaults to “Producer Change Request”.*

License Add Validation

When a license add request passes the common edits, the following validation occurs in the sequence listed.

1. **Request validation:** When the request fails one of the validations below, it is reported within the pending errors list with a status of Request Error.

Message Trigger	Error Message
The Tax ID the partner provided on the license add request is <u>not</u> active in SOLAR <u>and not</u> in the process of being recruited by the partner	This producer is not aligned to your agency. Please delete this request.
The state abbreviation is blank.	The state abbreviation is required. Please delete and resubmit the request with a valid state abbreviation
The state abbreviation is not valid	The state abbreviation (xx) is not valid. Please delete and resubmit the request with a valid state abbreviation.”, where the digits the partner provided are inserted in the message where xx is shown

2. **Duplicate:** When a license add request matches another request that is being processed for the same Tax ID and a vendor code that belongs to the partner, the request is systematically cancelled on behalf of the partner.

 *Note: The status file that is sent to the partner contains “Duplicate request” within the Humana comments in this situation.*

3. **Terminated Producer:** When a terminated producer is recruited again, any license adds are not considered duplicates of any that were previously submitted (i.e., duplicate checks “start over” with each new producer add request).
4. **Valid requests:** When the request is valid for an existing, active producer, the request is processed. When the producer is in the process of onboarding, the request status changes to “Pending Producer Add”. Once the producer add completes, the license add request is processed. If the producer add is cancelled or declined, the license add is systematically cancelled.

Producer Termination Validation

When a producer termination request passes the common edits, the following validation occurs in the sequence listed.

1. **Request validation:** When the request fails the validation below, it is reported within the pending errors list with a status of Request Error.

Message Trigger	Error Message
The Voluntary Term column is set to a value other than ‘I’ or ‘V’ (not case sensitive)	Please provide the termination type (voluntary or involuntary).

2. **Automatic Cancellation:** A producer termination request is systematically cancelled on behalf of the partner for either of the following situations:

- **Not Active:** The Tax ID the partner provided on the producer termination request is not active in SOLAR.

 *Note: The status file that is sent to the partner contains “Producer not active” within the Humana comments in this situation.*

- **Duplicate:** The request matches another producer termination request that is being processed for the same Tax ID, a vendor code that belongs to the partner, and the identical product selection.
 - 📌 *Note:* The status file that is sent to the partner contains “Duplicate request” within the Humana comments in this situation.

- 3. **Manual Termination:** A producer termination request is placed in a Pending status and routed to the Manual Maintenance queue for manual processing for either of the following two situations:
 - **Multiple Contracts :** The Tax ID has an active contract description with a next higher SAN that is not tied to the partner. The reason shown in the Manual Maintenance queue is “Manual termination required (multiple contract description codes).”
 - Examples:*
 - *Producer is tied to Humana for Individual and a partner for Medicare.*
 - *Producer is tied to one partner for Individual and a different partner for Medicare.*
 - *Producer is tied to one partner for Individual and a GA for Medicare.*
 - *Producer is an enroller (MAGA/MAPA tied to KMG Representative) and also tied to a partner.*
 - **Product Level:** A Retail partner selected ‘Y’ for either the Medicare or Individual product column of the upload spreadsheet (but not both columns) and the producer has active market sources in SOLAR for both Individual and Medicare products. The reason shown in the Manual Maintenance queue is “Manual termination required for <product> only”, where the product is inserted (Medicare or Individual).

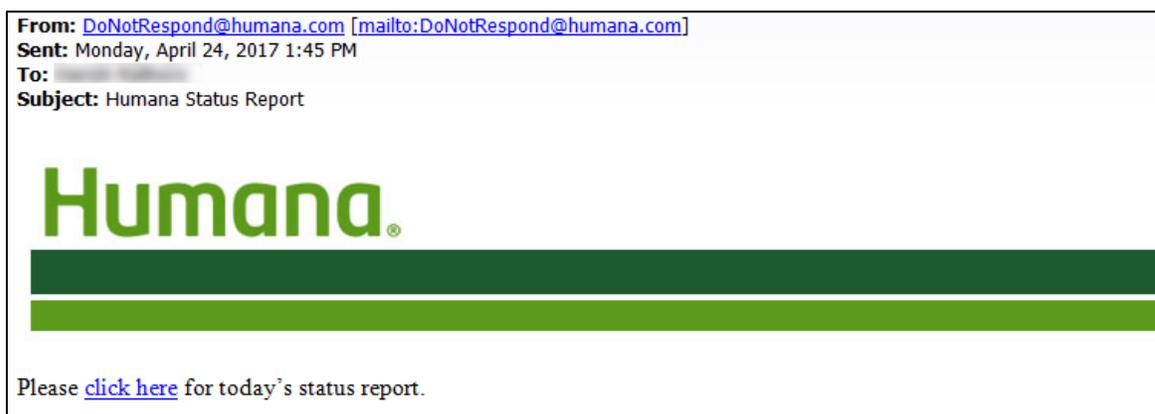
- 4. **Valid requests:** When the request is for a full termination of an existing, active producer, the request status changes to “Pending Termination”.

Partner Notification

Status Report Generation

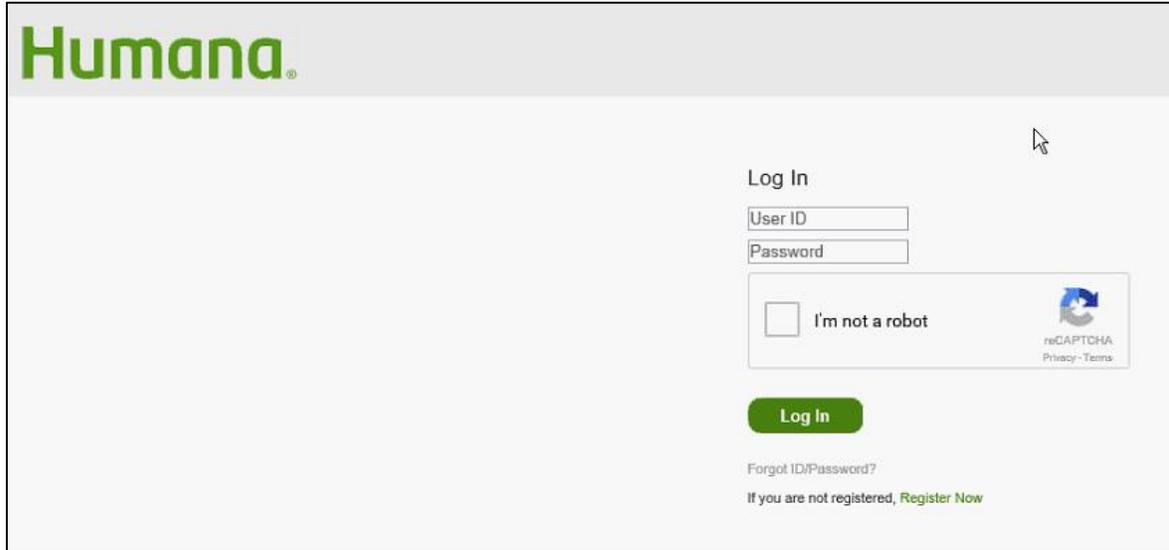
Partners are notified of the status of their requests with an automated email communication that is generated as described below.

1. **Frequency:** The status email is sent, seven days a week at 3:00am CST, to the email(s) the partner established within the Recruit > Producers function. When a partner has no requests that qualify for the status report, the partner does not receive an email that day.

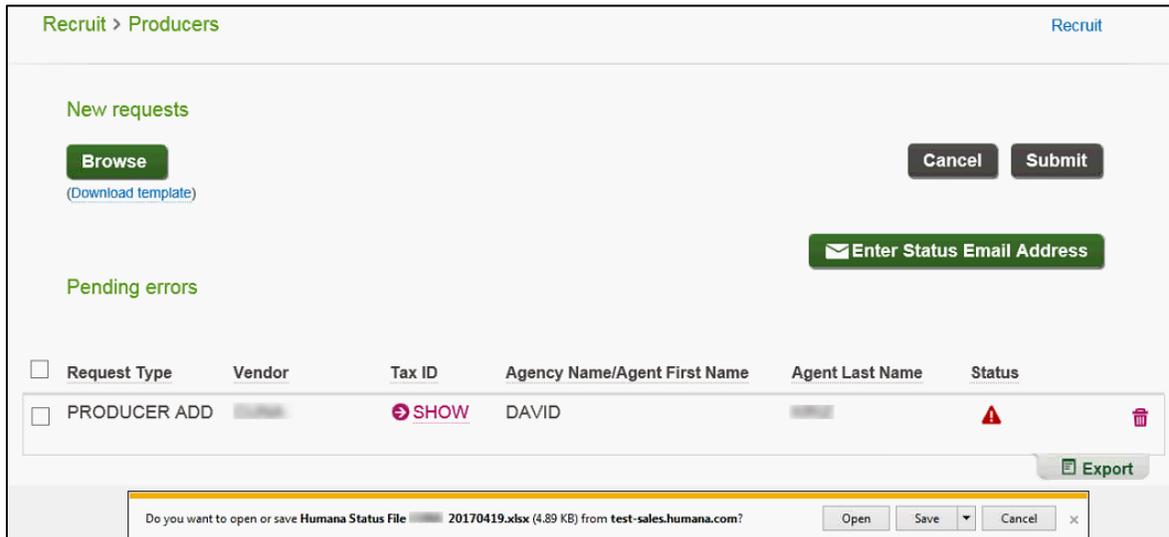


2. **Access:** The email contains a link the partner can access which prompts the partner to enter their secured Humana log on, which automatically navigates the partner back to the Recruit > Producers function once provided.

If the partner is not already logged on through Secured Logons, the partner will be asked to provide their credentials.



The partner is presented with any pending errors and the option to open or save their status file.



Note: The above example uses Internet Explorer. The appearance may differ with other browsers.

3. **Access Errors:** Following is a list of potential errors that could occur when accessing the report:

Message Trigger	Error Message
The link accessed is for a report that is no longer available (i.e., more than 30 days old),	The requested status report is no longer available. Status reports expire after 30 days.
A report that is not available due to technical issues	The requested status report is currently not available. Please try again later.

Status Report Content

1. Requests included:

- **Tax ID driven:** The status spreadsheet is generated based on Tax ID so that it includes requests submitted by the partner, as well as any submitted on behalf of the partner by an Administrator or Partner Support user.
- **Statuses included:** Any request in a processing upload status, and any requests that changed to a status of completed or removed since the report was last generated.

2. Status Report Content:

The status spreadsheet contains the original spreadsheet information that was provided by the partner (without the instructions row), modified as follows.

- Updates may be made to the individual field content for a Producer Add:
 - Finalist updates to address information
 - Name information replaced with what was retrieved from NIPR
 - Information changed manually by the partner in a pop out page
- The name is set as follows for a maintenance request (LA, PC, PT or product add):
 - From SOLAR for when the producer exists
 - From the corresponding Producer Add request that is in a processing upload status

3. Information Appended:

The following additional information appended at the end of each row:

- Request Status
- Humana Agent Number, when the request is in one of the following statuses, otherwise blanks.
 - Pending Execution
 - Activated
 - Closed out
 - Completed
- Request Error Message, with multiple messages concatenated and separated by a semi-colon, when the request status is Request Error.
- Humana Comments, when provided by a Humana associate when a request is manually cancelled or completed, or inserted by the system, otherwise blanks.
- Date Submitted, containing the date the request was submitted in CCYYMMDD format.
- Date Completed, containing the date the request was set to an upload status of completed or removed in CCYYMMDD format, otherwise blanks.

 *Note: This is not the date the request was included on the file the final time. It is the date the request status changed.*

4. Sequence:

The data rows of the spreadsheet are sorted in ascending date submitted (CCYYMMDD) then Tax ID order.

5. Status Spreadsheet Name:

The date generated and vendor code are included within the spreadsheet name in the format "Humana Status File XXXX CCYYMMDD", where XXXX is the first vendor code found for the Tax ID of the partner. *Example: Humana Status File DEMO 20180220*

Appendix

Partner Upload Statuses

The following list shows how partner statuses are classified as the upload status:

Partner Request Status	Upload Status	Request Types	Request Types	Included on Status Report
Request Submitted	Processing	All	A request was uploaded for Humana processing.	Continuously until completed
Request Error	Processing	All	An error was found during request validation.	Continuously until completed
Request Expired	Removed	All	A request in error was not corrected within 15 calendar days.	One final time once completed
Alignment Review	Processing	Producer Add (PA)	A requested producer is already selling the product(s) for Humana.	Continuously until completed
Release Required	Completed	Producer Add (PA)	A requested producer is already aligned to sell Humana products and the request was cancelled.	One final time once completed
Background Information Request Sent	Processing	Producer Add (PA)	An email requesting background information from the requested producer was sent.	Continuously until completed
Background Information Request Expired	Removed	Producer Add (PA)	A request for background information was not completed by the producer within 10 calendar days.	Continuously until completed
Background Information Pending Submission	Processing	Producer Add (PA)	A producer authenticated and began providing background information, but has not yet submitted it to Humana.	Continuously until completed
Background Information Submitted	Processing	Producer Add (PA)	A producer submitted their background information to Humana.	Continuously until completed
Background Check Pending	Processing	Producer Add (PA)	A background check was ordered for a producer who submitted their background information to Humana.	Continuously until completed
Background Check Completed –or- Partner Completed Background Check	Processing	Producer Add (PA)	Humana's background vendor returned a background report for a producer or Partner completed Background.	Continuously until completed
Background Under Review	Processing	Producer Add (PA)	Humana is in the process of reviewing a producer's background information.	Continuously until completed
Approved	Processing	Producer Add (PA)	Humana reviewed and approved a producer add request.	Continuously until completed
Pending Execution	Completed	Producer Add (PA)	The producer was assigned a Humana Agent Number and must certify or submit a quote in order to activate.	Continuously until completed
Activated	Completed	Producer Add (PA)	The producer has been activated and appointed.	One final time once completed
Declined	Removed	Producer Add (PA)	Humana reviewed a producer's background information and declined the producer add request.	One final time once completed
Cancelled Request	Removed	All	A request was cancelled for any reason other than a release is required.	One final time once completed
Closed Out	Removed	Producer Add (PA)	The producer remained in a pending execution status for more than 180 days.	One final time once completed
Pending Producer Add	Processing	Producer Add (PA) processed as a product add, LA	The request is held pending the completion of the corresponding producer add request.	One final time once completed

Partner Request Status	Upload Status	Request Types	Request Types	Included on Status Report
Pending Termination	Processing	PT	A producer termination request is waiting to be scheduled for processing.	Continuously until completed
Termination Scheduled	Processing	PT	A producer termination request was scheduled for processing.	Continuously until completed
Pending	Processing	PC, select PT	A request is waiting for manual Humana processing.	Continuously until completed
Completed	Completed	Producer Add (PA) processed as a product add, PT, LA, PC	Product Add, Producer Termination, License Add and Producer Change successfully processed. For License Adds where producer is Pending Execution, appointments will be held until Activated.	Continuously until completed