

Producer Onboarding Search Function

Humana.

Partner Manual

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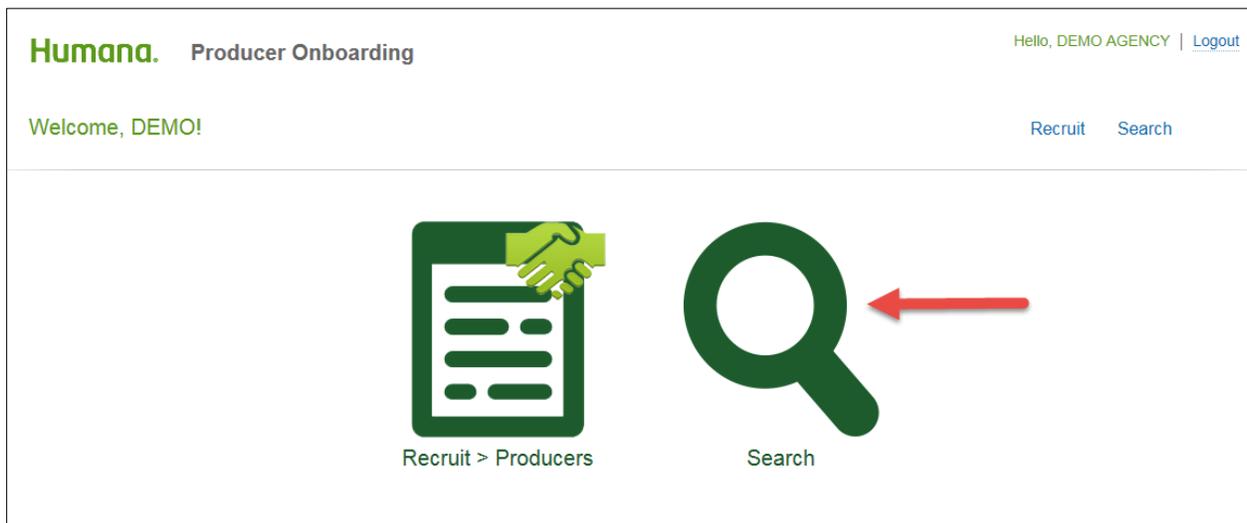
Overview

What is Producer Onboarding?

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

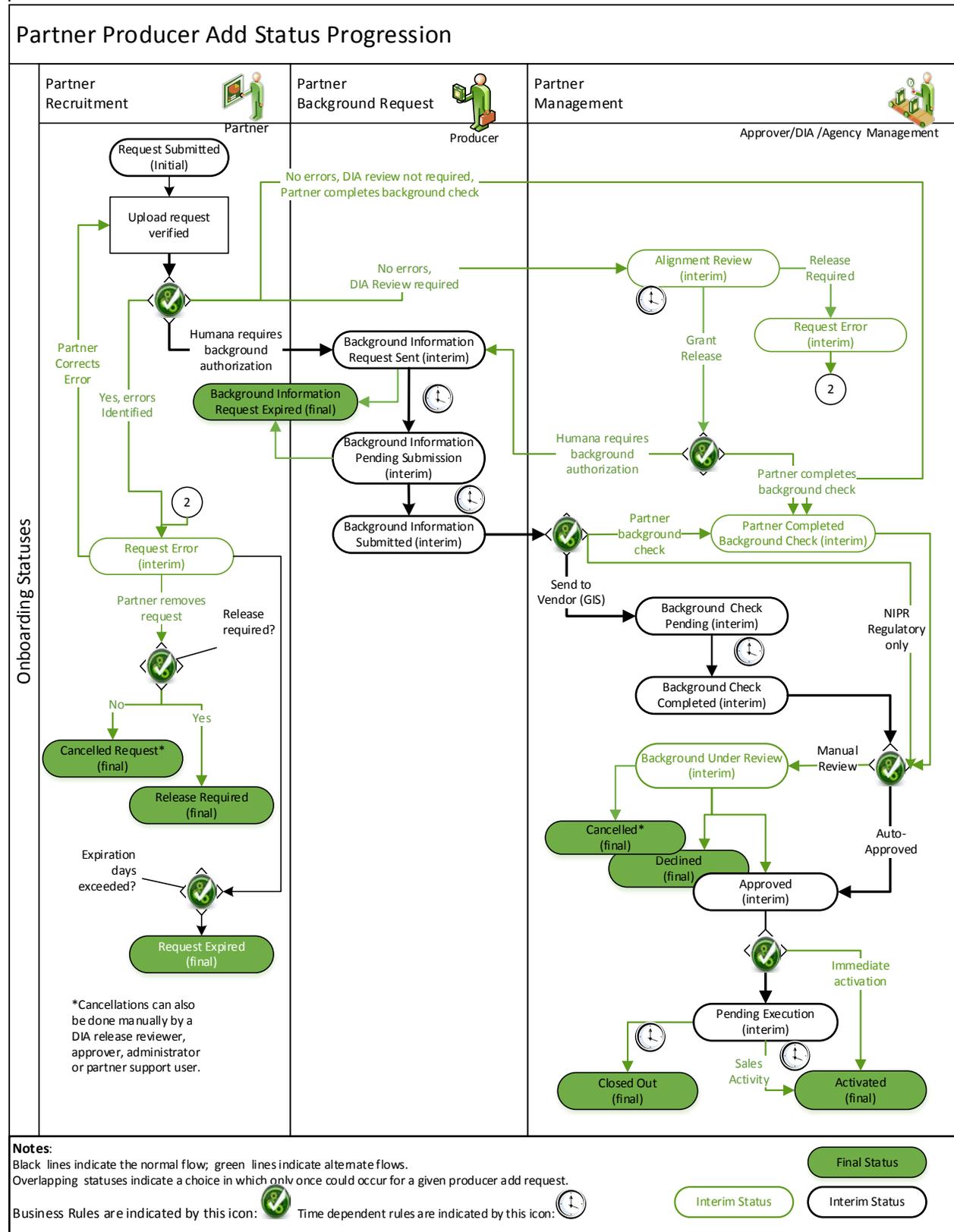
Document Purpose

This document provides a detailed view of the Search function that allows users to monitor and manage the progress of a producer through the onboarding lifecycle.



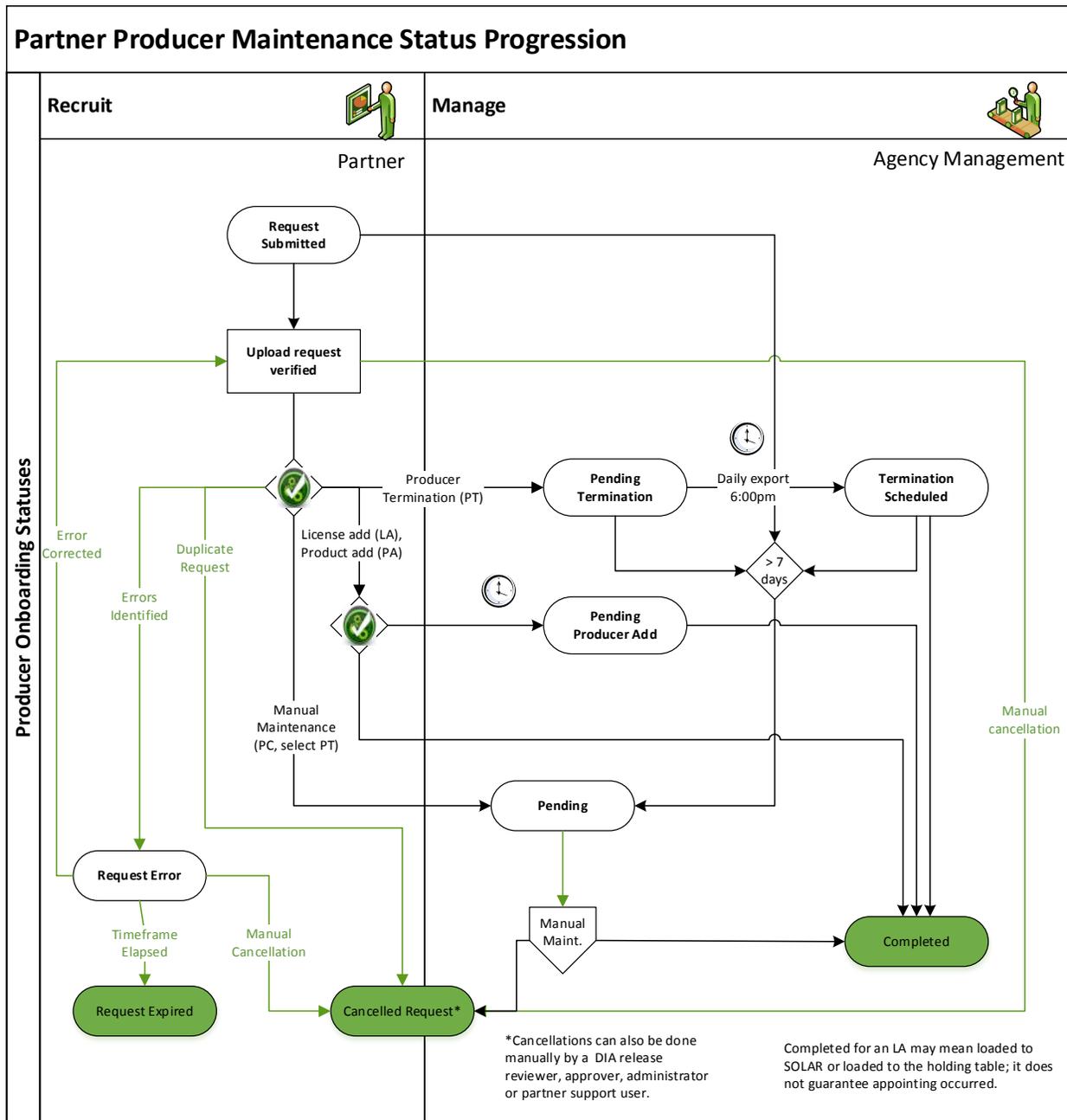
Partner Producer Add Process Flow

The following shows the statuses a partner producer add request passes through during the onboarding process.



Partner Maintenance Process Flow

The following shows the statuses partner maintenance requests (Product Add, License Add, Producer Termination and Producer Change) pass through during the onboarding process.

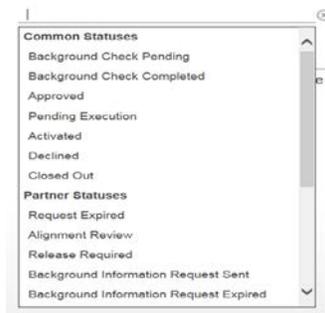


Available Search Criteria

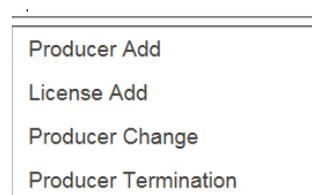
Examples and explanations of the criteria appear on the following pages.

An external partner user's Search Criteria is as follows:

1. **Agent name (Last,First)** allows the user to search based on a producer's last and first name, in that sequence, where recruitments that begin with what the user provides are selected.
2. **Agency name** allows the user to search based on a producer's agency name, where recruitments that begin with what the user provides are selected.
3. **Status** allows the user to select one status from a list of values with the option to clear the selection. User has access to statuses that are common to all recruitments and those that are specific to partners by clicking on the field and selecting from the dropdown list.



4. **Tax ID** allows the user to search based on a producer's SSN or TIN. The user is notified when 9 numbers are not provided, which disables the Search button until corrected.
5. and 6. **Invitation sent/Partner Upload** date range allows the user to provide a date, or select from a calendar when clicking on the field.
7. **Request type** allows for the selection of either Producer Add, License Add, Producer Change or Producer Termination when clicking on the field and selecting from the drop down.



8. **Vendor Code** allows the user to specify a four-character code for the search. The user is notified when 4 characters are not provided, which disables the Search button until corrected
9. **Reset** allows the user clear all filters and return the results to the initial default.
10. **Search** allows the user to apply the filter criteria to identify the matching recruitments, which appear in the results. A minimum of one filter criteria is required in order to search.

Search Results

Initial Results

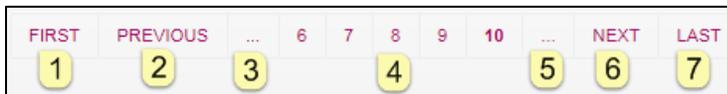
By default, the search results are sorted as defined below. Users can also choose to toggle between ascending and descending order by clicking on the column heading of any result field.

- **Search:** When the user applies search criteria, the results are displayed in invitation sent or request upload date/timestamp sequence, most recent to oldest (e.g., 1/1/17 then 12/31/16).

Export

Users have the option to export their search results. Users can also choose to copy individual result fields in order to paste the information elsewhere.

Paging



When multiple pages of information are available, the user can navigate between pages as follows:

1. **First** displays the initial set of pages. It is disabled with a hover (⊘) when on the first set of pages.
2. **Previous** steps back a page (e.g., 8 to 7). It is disabled with a hover (⊘) when on the first page.
3. First Ellipsis (...) steps back 5 pages (e.g., 6-10 to 1-5). It is hidden when on the first set.
4. Individual Page navigation allows a user to pick a specific page within the current set of five pages.
5. Second Ellipsis (...) advances 5 pages (e.g., 1-5 to 6-10). It is hidden when an additional set of pages is not available or when on the final set of pages.
6. **Next** advances a page (e.g., 3 to 4). It is disabled with a hover (⊘) when on the last page.
7. **Last** displays the final set of pages. It is disabled with a hover (⊘) when on the last set of pages.

External User Search Results

1 Vendor Code	2 Request Type	3 Name	4 Tax ID	5 Agent Number	6 Sent/Upload Date	7 Background Information Submit Date	8 Status
DEMO	PRODUCER TERMINATION	BETH [REDACTED]	SHOW		12/07/17		CANCELLED REQUEST
DEMO	PRODUCER CHANGE	CAMERON [REDACTED]	SHOW		12/07/17		PENDING
DEMO	PRODUCER ADD	GEORGANNA [REDACTED]	SHOW		12/07/17		BACKGROUND INFORMATION REQUEST EXPIRED
DEMO	LICENSE ADD	GEORGANNA [REDACTED]	SHOW		12/07/17		CANCELLED REQUEST
DEMO	LICENSE ADD	GEORGANNA [REDACTED]	SHOW		12/07/17		CANCELLED REQUEST
DEMO	PRODUCER ADD	GEORGIANNA [REDACTED]	SHOW		12/07/17		BACKGROUND INFORMATION REQUEST EXPIRED
DEMO	LICENSE ADD	GEORGIANNA [REDACTED]	SHOW		12/07/17		CANCELLED REQUEST
DEMO	LICENSE ADD	GEORGIANNA [REDACTED]	SHOW		12/07/17		CANCELLED REQUEST
DEMO	PRODUCER ADD	JANET [REDACTED]	SHOW		12/07/17		REQUEST EXPIRED
DEMO	PRODUCER ADD	LAJHONEY [REDACTED]	SHOW		12/07/17		REQUEST EXPIRED

FIRST PREVIOUS **1** 2 NEXT LAST Export

The results list contains the following information with the same paging features as previously described for internal users:

- Vendor Code:** The four-character code used for the search. When a specific vendor code was not used as a search criteria, all vendor codes tied to the partner’s tax id will display in ascending order.
- Request Type:** Displays the request type for the entry.
- Name:** Agent Name (First and Last) or Agency Name
 - For a partner Producer Add request, the name retrieved from NIPR is displayed, when a NIPR call was made and the producer was found; otherwise, the name the partner uploaded on the spreadsheet is displayed.
 - For a partner maintenance request (Product Add, License Add, Producer Change or Producer Termination), the name comes from the corresponding Producer Add request for a producer in the process of being added; otherwise, for an existing producer, the name comes from SOLAR.
- Tax ID:** The agent’s tax ID is displayed as hidden link by default with an option to show.
- Agent Number:** Available in the following situations:
 - For a previously contracted or aligned producer who is uploaded, or
 - When an aligning producer’s upload has been approved and loaded, or
- Sent / Upload date:** The date the invitation was sent to the producer.
- Background Information Submit Date:** Available once a producer submits their background information to Humana to perform the background check. No date will be displayed for producers aligned to a partner who performs their own background check.
- Status:** Displays the producer’s current onboarding status.

Content Sections

Once a producer has been selected from the Results grid, the producer’s name appears above the applicable content sections that provide additional information. The sections are available as noted below.

Section	Content	Available to
Comments	Displays existing and allows new to be added	All users
Recruitment information	Shows the selections made by the Recruiter	All users
Status information	For partner requests, shows status file information	All users
History	Shows statuses as a producer passes through them	All users
Activity log	Includes details of all actions taken by/for the producer	All users

Users can collapse or expand the content by clicking on the section title.

Comments

By default, the Comments section is shown collapsed. Following is an example when no comments exist for a producer with an active invitation.

▼ Comments

Author	Comment	Date/Time
NO COMMENTS EXIST FOR THIS PRODUCER.		

Recruitment Information

By default, the Recruitment Information section is shown collapsed for all users. Partner recruitment information reflects the NIPR name and the scrubbed Finalist address.

Partner producer add example:

Recruitment information

Producer Add

Agent information

Vendor: [REDACTED]

Tax ID : [REDACTED] [Show](#)

Agent gender: Male

Date of birth: 09/28/1974

Agent first name: DAVID

Agent last name: [REDACTED]

Agent middle initial: [REDACTED]

Recruited product(s)

Individual Dental & Vision

Shipping address

Address line 1: [REDACTED]

Address line 2: [REDACTED]

City: LOUISVILLE

State: Kentucky

Zip: 40210

Resident address

Address line 1: [REDACTED]

Address line 2: [REDACTED]

City: LOUISVILLE

State: Kentucky

Zip: 40210

Contact information

Primary email: [REDACTED]@humana.com

Recruitment contact email: [REDACTED]@humana.com

Primary phone number: (258) [REDACTED]

Fax phone number: (789) [REDACTED]

Partner producer ID: [REDACTED]

Partner comments: [REDACTED]

Partner product add example:

Product Add	
Agent information	
Vendor:	[REDACTED]
Tax ID :	Show
Added product	
Medicare	

Partner license add example:

License Add	
Vendor:	[REDACTED]
Tax ID :	Show
License state:	Wisconsin

Partner producer change example:

Producer Change	
Agent information	
Vendor:	[REDACTED]
Tax ID :	Show
Agent gender:	
Date of birth:	
Agent first name:	
Agent last name:	
Agent middle initial:	
Shipping address	
Address line 1:	
Address line 2:	
City:	
State:	
Zip:	
Resident address	
Address line 1:	
Address line 2:	
City:	
State:	
Zip:	
Contact information	
Primary email:	[REDACTED]@humana.com
Primary phone number:	
Fax phone number:	
Partner producer ID:	
Partner comments:	

Partner producer termination example:

▼ Recruitment information

Producer Termination

Vendor:	[REDACTED] ([REDACTED])
Tax ID :	[REDACTED] ➔ Show
Termination type:	Voluntary

Status Information

The current state of a request is provided for partners, to reflect the daily report that is provided.

▼ Status information

Last status date/time:	5/13/17 1:00 PM
Sent to email(s):	[REDACTED].com
Request status:	Completed
Humana Agent Number:	[REDACTED]
Error message(s):	
Humana comments:	It is your responsibility as an insurance producer to obtain and maintain all necessary license(s), verify all license(s) are valid, and comply with applicable federal, state, and local laws. If your contract did not include the Medicare amendment and you wish to sell Medicare Advantage and Prescription Drug Plans please contact your Humana sales representative or your Managing General Agency for the amendment. If you have any questions, please call your Humana Sales Representative, Managing

1. **Last status date/time:** Identifies when the most recent status report was generated for the partner.
2. **Sent to email(s):** Lists all emails that are established for the partner's Tax ID.
3. **Request status:** Displays the current status of the request.
4. **Humana Agent Number:** Displays the number assigned to a completed request that is in one of the following statuses:
 - Pending Execution
 - Activated
 - Closed out
 - Completed
5. **Error messages(s):** Lists the message(s) for any pending errors for a request that has a status of "Request Error"
6. **Humana comments:** Shows any comments generated automatically by the system or entered manually by a Manual Maintenance user.

History

By default, the History section is shown collapsed. This history allows users to monitor a producer's progression through the onboarding process.

An exception is for a cancelled request. Since this request doesn't follow the same path as a request that is processed, a user must reference the Activity log to see the details. The user is informed as follows:

▼ History

⚠ History is not available for a cancelled request. Please view the Activity Log.

The content is shown in descending date sequence so that the most recent history appears first. Clicking on a heading changes the sort order. Page navigation is provided when more than five history entries exist for the producer, in the same manner as previously documented for search results.

▼ History

1	2	3
Status	Action Taken By	Date/Time
ACTIVATED	SYSTEM	10/03/2017 - 03:57 AM
APPROVED	SYSTEM	10/03/2017 - 03:56 AM
PARTNER COMPLETED BACKGROUND CHECK	SYSTEM	10/03/2017 - 03:56 AM
REQUEST SUBMITTED	POADMIN1 POADMIN1	10/03/2017 - 03:56 AM

1. **Status:** The history that displays within History content section is limited to actions that result in the producer’s status being set to any of the following.

Partner Request Status	Request Types
Request Submitted	All
Request Error	All
Request Expired	All
Alignment Review	PA
Release Required	PA
Background Information Request Sent	PA
Background Information Request Expired	PA
Background Information Pending Submission	PA
Background Information Submitted	PA
Background Check Pending	PA
Background Check Completed –or- Partner Completed Background Check	PA
Background Under Review	PA
Approved	PA
Pending Execution	PA
Activated	PA
Declined	PA
Cancelled Request	PA
Closed Out	PA
Pending Producer Add	PA processed as a product add, LA
Pending Termination	PT
Termination Scheduled	PT
Pending	PC, select PT
Completed	PA processed as a product add, PT, LA, PC

 **Note:** A complete set of a producer’s activity is available in the Activity Log content section

2. **Action Taken By:** What displays in the action taken by column depends on the source of the status change. When the action:
 - Is taken by a Recruiter, the person’s name is displayed; Approver, the word ‘System’ is displayed.
 - By the person who received the invitation, the word ‘Producer’ is displayed
 - Is the result of the application applying business rules, the word ‘System’ is displayed
3. **Action Date and Time** captures the timestamp when the activity occurred.

Activity Log

By default, the Activity Log section is shown collapsed. The content is shown in descending date sequence so that the most recent history appears first. Clicking on a heading allows a user to change the sort order. Standard page navigation is provided when more than five history entries exist.

This content is at a more granular level than History to allow a user to provide support and conduct a detailed analysis of a producer’s progression through the onboarding process.

Activity log				
1 Activity	2 Event	3 Event Details	4 Action Taken By	5 Date/Time
PARTNER MANAGEMENT	ACTIVATED		SYSTEM	05/12/2017 – 09:49 AM
PARTNER MANAGEMENT	APPROVED		PRODUCER	05/12/2017 – 08:48 AM
PARTNER MANAGEMENT	BACKGROUND CHECK COMPLETED		SYSTEM	05/12/2017 – 08:47 AM
PARTNER MANAGEMENT	BACKGROUND CHECK PENDING	1607560	SYSTEM	05/12/2017 – 02:59 AM
PARTNER MANAGEMENT	BACKGROUND INFORMATION SUBMITTED		PRODUCER	05/12/2017 – 02:59 AM

- Activity**, with the following types of activities:
 - Recruitment
 - Onboarding
 - Contract Management
 - Partner Recruitment
 - Partner Background Request
 - Partner Management
- Event** is the trigger that caused the activity to occur.
- Event Data** is optional additional information related to the event (see charts below).
- Action Taken By** displays in the action taken by column depends on the source of the status change. When the action:
 - Is taken by a Recruiter, the person or partner’s name is displayed; Approver, the word ‘System’ is displayed.
 - Is taken by the person who received the invitation, the word ‘Producer’ is displayed
 - Is the result of the application applying business rules, the word ‘System’ is displayed
- Action Date and Time** captures the timestamp when the activity occurred

A recap of the Activity Log information being captured for Partner requests follows:

Type	Event	Event Data*	Taken By	Activity Trigger
Partner Recruitment	Request Submitted		Partner	A partner submitted a request for processing.
	Request Error	Error Message(s)	System	A request the partner submitted did not pass the validation and/or eligibility edits.
	Request Expired		System	A partner did not correct a pending error within the business configurable timeframe.
	Release Required		System	Eligibility edits identified that the producer requires a release.
	Background Information Request Sent		Partner	A Partner Recruiter submits a Producer Add request that passes all validations for which background information is required
	Background Information Request Resent		Partner	A Partner resends the background information request email to a producer.

Type	Event	Event Data*	Taken By	Activity Trigger
	Background Information Request Expired		Partner	A Partner producer did not respond to a Background Information Request in the specified timeframe
	Cancelled Request		Partner, Support Analyst, Approver or System	An authorized user chose to cancel the request.
Partner Management	Flagged for Manual Review		Approver	An approver user flagged a request for manual review.
	Alignment Review		System	At the time of partner recruitment, producer completion of background information , or approver background review, it was determined that the producer is aligned with Humana for a recruited product and requires internal release review
	Internal Release Granted		Approver	Internal DIA release review determined that a release is granted. The producer add continues through the process.
	Internal Release Required		Approver	An internal associate determine a DIA release is required.
	Background Check Not Required		System	Business rules were applied to determine that a background check is not required for a producer or product add request.
	Background Check Technical Issue Occurred		System	An attempt to communicate with GIS failed.
	Background Check Technical Issue Resolved		System	A previous issue with GIS has been resolved.
	Background Check Pending		System	Business Rules were applied to determine a background check is required and the check was ordered.
	Background Check Cancelled		System	GIS cancels background order request
	Background Check Completed		System	The background check was completed by the vendor.
	Partner Completed Background Check		Partner	Business Rules were applied to determine a background check is not required.
	Background Check Review Status		System	The background check was completed and was given a review status.
	Background Check Pass Status		System	The background check was completed and was given a pass status.
	Background Under Review		Approver	An approver began their review of a producer add request.
	Producer Contacted		Approver	An approver contacted a producer for additional information. An email is sent to the producer.
	Approved		Approver or System	Auto- or manual-approval occurred.
	Approval Override		Approver	Producer is no longer eligible at time of Approval and the approver chose to override the situation.
	Pending Execution		System	An approved application is pending activation due to Just in Time requirements. An email is sent to the producer.
	Immediate Activation		System	An approved producer add request didn't qualify for JIT and was immediately activated.
	Activated		System	An approved application has been activated and countersigned. An email is sent to the producer.
	Declined		Approver	An approver completed their review and declined the producer add request . An email is sent to the producer.
	Closed Out		System	A producer that is pending execution due to Just in Time rules did not complete a qualifying activity in the required timeframe to trigger activation. An email is sent to the producer.

Type	Event	Event Data*	Taken By	Activity Trigger
	Pending		System	A request requires manual intervention and was routed to the Manual Maintenance queue.
	Pending Producer Add		System	A License Add (LA) or Product Add is waiting cannot be processed until a preceding Producer Add (PA) completes
	Pending Termination		System	A submitted Producer Termination (PT) request passed validation and is waiting for the twice weekly export.
	Termination Scheduled		System	A pending termination request was exported for Agency Management Processing
	Completed		System	A maintenance request (LA, PC or PT) was completed from the perspective of PO (i.e., doesn't mean the license was loaded or appointed).
Partner Background Request	Initial Sign On	Error, TaxID, Producer Name	Producer	The producer access their link, attempts to sign on for the first time and the authentication fails.
	Returning Producer	Error, Tax ID, Producer Name	Producer	A producer who previously authenticated and exited the portal returned later and encountered an authentication error.
	Onboarding User Error	Error Message	System	The user received an error message when completing the information.
	Background Information Pending Submission		Producer	A producer accessed their link and successfully authenticated.
	Step Completion		Producer	The producer completed a step of the process to provide background information. The available steps based on the particular partner (reference stories).
	Background Information Submitted		Producer	The producer provided the requested background information and submitted it to Humana for review.
	Maximum Attempts Exceeded		System	The producer failed to authenticate within the business configurable number of attempts.
	Background Information Request Reset		Partner	The producer exceeded the maximum authentication attempts and had their background information request reset.
	Background Information Request Expired		System	The producer accessed the link in their background information request email, but did not submit it prior to the expiration timeframe.

Available Actions

Partner Available Actions

The actions that are available with Search are as follows:

- **Cancel Request** at any point in the process
- **Resend Request** a producer’s background information request email
- **Reset Request** the number of authentication attempts for a partner request

Action Statuses: The grid defines information for each action. In order to perform an action, an authorized user must first select the producer from the grid.

- **Pre-Conditions:** Any pre-conditions required to activate the action.
- **Current Status:** The current status value(s) that activate the action.
- **Resulting Status:** The resulting status value when the action successfully completes.

Action	Pre-Conditions	Current Status	Resulting Status
Cancel Recruitment	N/A	Request Submitted Request Error Alignment Review Background Information Request Sent Background Information Pending Submission Background Information Submitted Background Check Pending Background Check Completed Partner Completed Background Check Background Under Review Pending Producer Add Pending Termination	Canceled Request
Resend	N/A	Background Information Request Sent Background Information Pending Submission	No change
Reset	Producer exceeded the maximum number of attempts to authenticate.	Background Information Request Sent Background Information Pending Submission	No change

Resend Invitation/Request

An authorized user is allowed to resend a partner producer background information request email, which contains that producer’s unique link into the Producer Onboarding interface.

 **Notes:** The ability to send to a different email is not provided. If the wrong email was originally specified, the user must cancel and resend the invitation or request. Resending does not reset the expiration date.

Reset Invitation/Request

An authorized user can reset a producer’s authentication attempts when the producer previously exceeded the maximum allowed. The support person can confirm a producer’s identify to prevent fraudulent access to Producer Onboarding, and assist with what may be triggering the issue.

 **Note:** The maximum authentication attempts is defined in SQL table *Global.Settings* as key *'Onboarding_MaxNumberOfAttemptsToVerifyIdentity'*, which is set to a value of '3' as of implementation.

Cancel Request

An authorized user can cancel a partner request at any point in processing with the exception of:

- Approved, since the SOLAR load is already in progress
- Termination Scheduled, since the request has been exported for Agency Management processing

When cancelling a partner request, the user must add a comment to include on the partner’s status file for the request within the Humana comments.

Cancel Request

Continuing will mark the request as cancelled and remove it from further processing. Would you like to continue?

* Please enter your response comment to the partner in the box above. A response comment is required when cancelling a request.

Cancelling a partner producer add request automatically cancels any related Product or License Add requests that are pending the completion of the producer add.

Partner Error Messages

Action	Message Trigger	Message
Cancel Request	A user hovers over a cancel button that has been disabled because the request was already cancelled.	The request has already been cancelled.
Cancel Request	The user chose to cancel an in-progress background information request.	The producer has already started to fill out this request. Would you still like to cancel the request?
Cancel Request	A user with access to cancel requests hovers over a cancel button that has been disabled because the request was already cancelled.	The request has already been cancelled.
Cancel Request	A user attempts to cancel a request without providing a comment.	Please enter your response comment to the partner in the box above. A response comment is required when cancelling a request.
Cancel Request	A technical issue occurs during an request cancellation.	There was an issue when cancelling the request. Please try again.