Successfully Emailing Enrollment Documents

Here is some helpful information with instructions for the process agents and employers can follow for email submission of small group enrollment forms through the secure portal.

Humana

Secure Email Enrollment Submission Available for Agents & Employers

New capability simplifies the enrollment process

To better support and simplify your enrollment process, we are pleased to announce secure email enrollment submission. Instead of having to fax, mail, or overnight enrollment documents, you can now email them to Humana.

For instructions on how to successfully email enrollment documents, click here.

This new email enrollment capability will have a positive impact on the environment and provide time savings, cost savings, perfect service, and consistency to you and Humana clients.

For more information, or if you have additional questions, contact your Humana representative.

How to successfully email enrollment documents

Please note: For small group enrollment, this process should only be used for ongoing enrollment and not small group new business (1-100 payroll).

For agents:

- Sign in to your secure Humana.com account
- Click on link for "Secure E-mail"

- You may need to register and activate your account if you've never sent a secure email through this link

• Send an email with the document attached (Special instructions or text in the body of the email will not be reviewed because this is an automated process)

• Email your documents to: CommAndSpecEnroll@humana.com

For employers:

- Sign in to your secure Humana.com account
- Click on green envelope icon in top right corner

- You may need to register and activate your account if you've never sent a secure email through this link

• Send an email with the document attached (Special instructions or text in the body of the email will not be reviewed because this is an automated process)

• Email your documents to: CommAndSpecEnroll@humana.com

For agents and employers:

• Users that sign in as a **Visitor** may also use this new email submission process. After signing in to the Communication Center, applications can be submitted using the guidelines below.

• Email can be no larger than 50 MB (you can check your attachment size before you send the email)

• Email attachment can be no more than 500 pages.

• Subject line must contain the word "Enrollment" within it and something to identify the contents of the email, such as member name, group# or some other kind of identification.

• Email must have an attachment with an approved file extension. Approved extensions are: .PDF, .JPG, .JPEG, .GIF, .PNG, .BMP or .TIFF.

• Attachment cannot contain special characters.

• Email can contain documents that may have previously been faxed, mailed or sent overnight for enrollment.

• The attachment cannot be password protected.

• This is an automated process — no special instructions or text should be included in the body of the email.

• Upon receipt of the email and documents in the mailbox, the sender will receive either an automated "Acceptance" or "Denial" email notification.

The criteria for an "Acceptance" notification are (all must be met):

• The enrollment submission email was sent from an internal Humana email account or through **Humana.com** secure portal

• The enrollment submission email must contain the word "Enrollment" within the email subject line

• The enrollment submission email contains at least one attachment, and the attachment(s) does not exceed 50 MB

• All attachments contained within the email include a file extension of .PDF, .TIFF, .JPG, .JPEG, .BMP, .PNG or .GIF

An example of the "Acceptance" email notification is shown below:

| Send Secure | |
|---|---|
| The Date Addition | |
| Const Const RE Encolment Submission | |
| ACCEPTANCE NOTIFICATION | |
| Please consider this as confirmation that your email with attachments has been received and is being processed. | |
| Thank you. | |
| Our Dream To help people achieve lifelong well-being | |
| Our Values Inspire Health Cultivate Uniqueness Rethink Routine Pioneer Simplicity Thrive Together | |
| Humana.com | |
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The criteria for a "Denial" notification are:

• The enrollment submission email was sent from a non-Humana MS Outlook email account or was **NOT** sent through the **Humana.com** secure portal (e.g. it was sent through Yahoo, Hotmail, etc.)

• The enrollment submission email did NOT contain an attachment(s)

• The enrollment submission email contained an attachment with any file extension other than .PDF, .TIFF, .JPG, .JPEG, .BMP, .PNG or .GIF

• The attachment(s) exceeded the 50-MB limit

• The attachment(s) was more than 500 pages

• The enrollment submission email did **NOT** contain the word 'Enrollment' within the email subject line

An example of the "Denial" email notification is shown below:

| Surgest RE any subject line | |
|---|---|
| YOUR ENROLLMENT TRANSACTION WAS NOT ACCEPTED | - |
| Your message cannot be accepted and has been deleted. In order for us to successfully receive your message, please ensure all of the following guidelines are met prior to re-sending your message to us: | |
| The email must be sent from a Humana secured* MS Ourlook account or from the secured Humana Portal The email must include an attachment of the actual scanned and uploaded enrollment documentation NOTE: Attachments containing file extensions other than .PDF, .THF, .JPEG, .BMP, .JPNG, and .GH will not be accepted The email must include the word 'ENROLLMENT' as part of the subject line | |
| Thank you. | 1 |
| Our Dream To help people achieve lifelong well-being | |
| Our Values Inspire Health Cultivate Uniqueness Rethink Routine Pioneer Simplicity Thrive Together | |
| Humana.com | |

Remember, special instructions or text in the body of the email will not be reviewed because this is an automated process. Standard cycle and processing time will continue to apply.