

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:

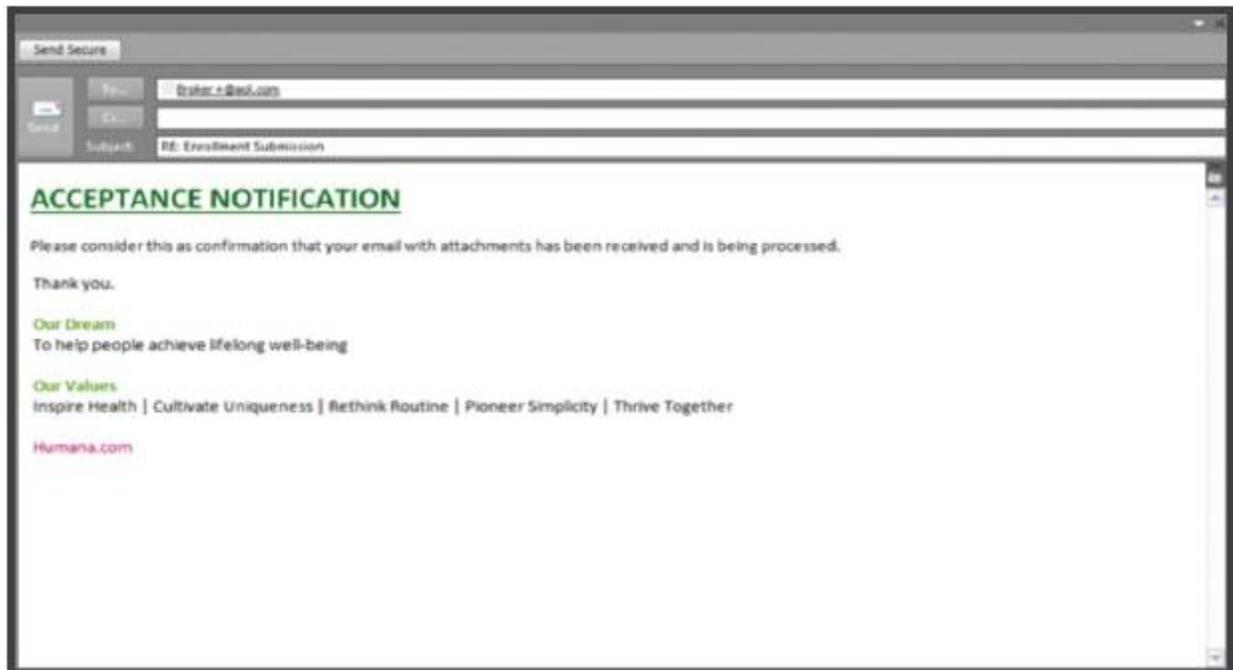
- Users that sign in as a **Visitor** may also use this new email submission process. After signing in to the Communication Center, applications can be submitted using the guidelines below.
- Email can be no larger than 50 MB (you can check your attachment size before you send the email)
- Email attachment 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

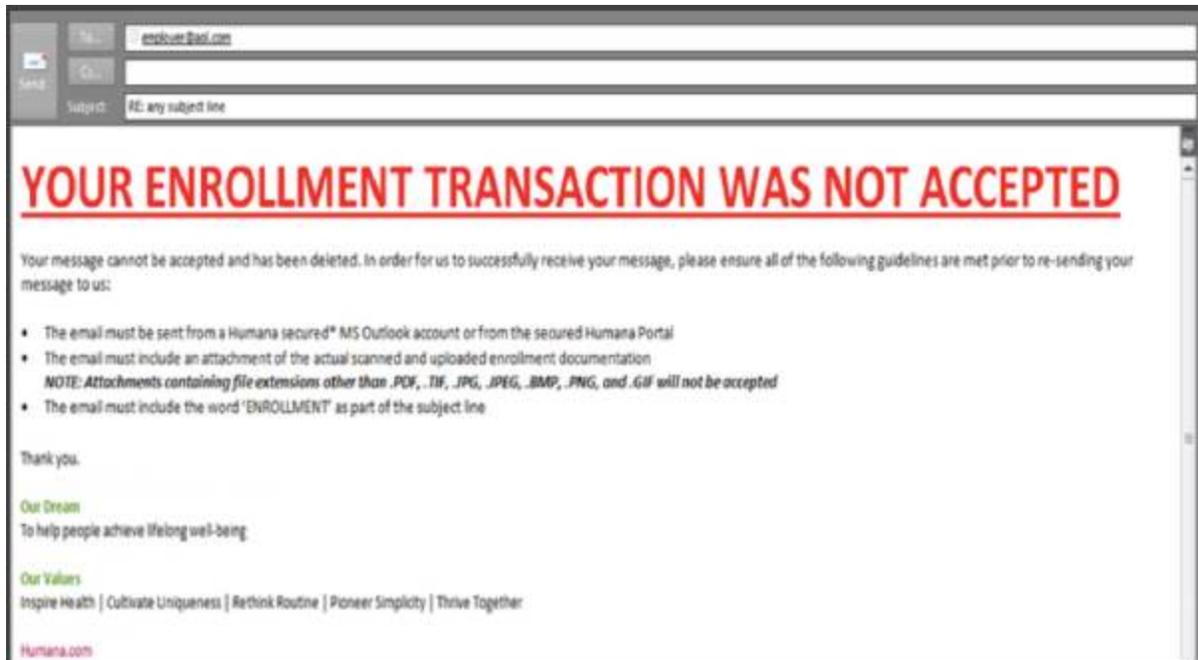
An example of the “Acceptance” email notification is shown below:



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:



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.