Application Error (Medicare Supplement ASEC)
Medicare Supplement Agent Statement for Enrollment Correction
Frequently Asked Questions (FAQ)

Q: What is the purpose of the inquiry?
A: The inquiry should ONLY be used to correct agent errors. By filling out the inquiry, you are attesting to the fact that you made an error on the application.

Q: Does completing an inquiry guarantee the fix for the application?
A: No, Humana reserves the right to deny requests if agents are attempting to use the inquiry for any other reason than its stated purpose.

<u>Understanding the Member Fields:</u>

Q: What fields are member fields?
A: Member First Name, Member Last Name, Member Date of Birth, Humana ID, Medicare Number, Member Zip Code and Member State

Q: What member fields do I have to complete?
A: All marked with an asterisk for required (Member First Name, Member Last Name, Member Date of Birth, Member Zip Code and Member State). Additionally either the Humana ID or Medicare Number must be completed in order to submit. If you have both, we encourage entry of both. ***Important*** All of these fields should be completed as written on the application you are trying to correct.

Q: What should I provide in the Member First Name field?
A: The first name of your member, as provided on the application you are trying to correct. Example: Jane
Note: If you started your ASEC inquiry from your My Humana Business Center, and the information was present for the member you selected, this field will be auto populated for you. You can edit if necessary to ensure it matches **exactly** as written on the application you are trying to correct.

Q: What should I provide in the Member Last Name field?
A: The last name of your member, as provided on the application you are trying to correct. Example: Smith
Note: If you started your ASEC inquiry from your My Humana Business Center, and the information was present for the member you selected, this field will be auto populated for you. You can edit if necessary to ensure it matches **exactly** as written on the application you are trying to correct.

Q: What should I provide in the Member Date of Birth field?
A: The date of birth for your member, as provided on the application you are trying to correct. Note it in MM/DD/YYYY format. Example: 06/15/1950
Note: If you started your ASEC inquiry from your My Humana Business Center, and the information was present for the member you selected, this field will be auto populated for you. You can edit if necessary to ensure it matches **exactly** as written on the application you are trying to correct.

Q: What should I provide in the Humana ID field?
A: The Humana ID is your member's Humana issued ID that begins with the letter H, followed by 8 digits. This isn't typically written on the application, but may be obtained from the member's Humana ID card. Example: H12345678
Note: If you started your ASEC inquiry from your My Humana Business Center, and the information was present for the member you selected, this field will be auto populated for you. You can edit if necessary to ensure it matches **exactly** as written on the application you are trying to correct. If it wasn't pre-populated and you have access to it, we encourage you to enter it.

Q: What should I provide in the Medicare Number field?
A: The Medicare Number for your member is their Medicare issued ID and should be written as provided on the application you are trying to correct. This should be **exactly** as on the application, even if the ID was written wrong in error originally. Example: 1AE2BE3CD45
Note: If you started your ASEC inquiry from your My Humana Business Center, and the information was present for the member you selected, this field will be auto populated for you. You can edit if necessary to ensure it matches **exactly** as written on the application you are trying to correct. If it wasn't pre-populated and you have access to it, we encourage you to enter it.

Q: What should I provide in the Member Zip Code field?
A: The zip code for your member's residential address, as provided on the application you are trying to correct. Note it in 5 digit format. Example: 40202
Note: If you started your ASEC inquiry from your My Humana Business Center, the residential address is where this items data will pull from. If the information was present for the member you selected, this field will be auto populated for you. You can edit if necessary to ensure it matches **exactly** as written on the application you are trying to correct, and if the mailing is different from the residential.

Q: What should I provide in the Member State field?
A: The state for your member's residential address, as provided on the application you are trying to correct. Select the 2 character abbreviation from the drop down. Example: KY
Note: If you started your ASEC inquiry from your My Humana Business Center, the residential address is where this items data will pull from. If the information was present for the member you selected, this field will be auto populated for you. You can edit if necessary to ensure it matches **exactly** as written on the application you are trying to correct.

<u>Understanding the Linking Fields:</u>

Q: What fields are considered linking fields?
A: "Are you responding to a request for additional information", "Policy on Application" and "Application ID" are linking fields. These help the teams working the inquiry identify if the ASEC corresponds to another open inquiry if applicable, as well as which application is in need of correction.

Q: What linking fields do I have to complete?
A: By default "Policy on Application" is marked with an asterisk and is required. "Application ID" is optional.

Q: What should I provide in the Policy on Application field?
A: The Policy your member wishes to enroll in should be written as selected on the application you are trying to correct. This should be **exactly** as on the application, even if it was selected wrong in error originally. Policy selection is made via an oval on the app. Example: Plan A

Q: What should I provide in the Application ID field?
A: The Application ID is the ID associated with the type of application you submitted. For paper applications, this would be the barcode on the bottom of the entry pages. Barcodes begin with 2 alpha characters followed by 10 numeric characters with the last being a page number. For electronic applications, this could be a numeric or an alphanumeric code provided once your client signs the application. Example of paper: AA1234567891 Example of Enrollment Hub: AB1234C56D7EF8GH
Note: If you started your ASEC inquiry from your My Humana Business Center, and the information was present for the member you selected, this field will be auto populated for you. You can edit if necessary to ensure it matches **exactly** for the application you are trying to correct. If it wasn't pre-populated and you have access to it, we encourage you to enter it.

Understanding the Item(s) for Correction Section:

Q: What fields do I have to complete in the item(s) for correction section?
A: Any item you check its box for to indicate it needs correction, and all of that items corresponding sub fields. Once an item's checkbox is selected, its sub fields are required fields. 3 of the 4 fields (Medicare Number, Effective Date, and Other / Not Listed Above) have a sub field to indicate **exactly** how the information appeared on the application, and then another sub field to indicate what adjustment you need (a single field is used for both on Other / Not Listed Above). The Guaranteed Acceptance field simply requires the reason for it.

Q: Can I select more than one item for correction on a single inquiry?
A: Yes, you can indicate any number of the 4 fields that require correction on your member's application on a single inquiry. Ensure you check the boxes for the applicable fields and complete the sub fields for each.

Q: What should I provide if I have selected the Medicare Number checkbox?
A: Provide the details for that field's 2 sub fields. The Medicare Number for your member is their Medicare issued ID and should be written as provided on the application you are trying to correct, in the sub field indicating "on Application". This should be **exactly** as on the application. The 2nd sub field for "Correct" should be completed with your member's correct Medicare Number, which is what you are requesting Humana to update. Example: "on Application" 1AE2BE3CD45, "Correct" 1AE2B33CD45

Q: What should I provide if I have selected the Effective Date checkbox?
A: Provide the details for that field's 2 sub fields. The Effective Date for the plan your member wishes to enroll in should be written as provided on the application you are trying to correct, in the sub field indicating "on Application". This should be **exactly** as on the application. The 2nd sub field for "Correct" should be completed with the correct Effective Date for the plan your member wishes to enroll in, which is what you are requesting Humana to update. Note Effective Date in MM/DD/YYYY format. Example: "on Application" 05/01/2020, "Correct" 06/01/2020

Q: What should I provide if I have selected the Guaranteed Acceptance checkbox?
A: Provide a full detailed description of the reason the member should have Guaranteed Acceptance onto the Policy they applied for.

Q: What should I provide if I have selected the Other / Not Listed Above checkbox?
A: Provide a full detailed description of what you are requesting Humana to update. Include how the information appeared on the application you are trying to correct, as well as what the correct information is. ***Important*** Per Compliance the inquiry cannot be used for the following scenarios, and a new application will be required.

- Tobacco question answered incorrectly (e.g., change from "Yes" to "No")
- Policy type incorrect due to wrong application submitted (e.g., Plan N application submitted, should have been Healthy Living Plan N) **Note: If a policy change is needed and the <u>form number for the application is the same</u> the ASEC can be used (e.g., Plan N to Plan L) as long it does not invalidate the indicated GI reason.**
- California Agent Acknowledgment question left blank and no response received during grace period
- Policies Sold section left blank and no response received during grace period

<u>Understanding the Background Field:</u>

Q: Do I have to complete the single background field?
A: Yes, the single background field is a required field. The information provided helps with the review of your request.

Q: What type of background information should be provided in the single field?
A: Any details that will help explain why you are requesting the correction(s) you indicated in the inquiry, which may include how you ended up with the incorrect information originally, or what may have been transposed in a number, etc. Any additional information you feel may help explain what occurred or help identify your member more may also be included here. This field can also be used to include additional names and email addresses for associates that should be copied in on a reply.

<u>Understanding the Customer Care Questions:</u>

Q: What are the customer care questions?
A: "Would you like Humana customer care to contact the member to provide resolution information" and "Does your member require Access to Care" are the customer care questions. These help the teams working the inquiry identify if additional steps are needed as the review of your request proceeds.

Q: What customer care questions do I have to complete?
A: Both “Would you like Humana customer care to contact the member to provide resolution information” and “Does your member require Access to Care” are marked with an asterisk and are required.

Q: How do I complete the customer care questions?
A: Select the radio button for Yes or No on each.

Understanding Attachment Option:

Q: Do I have the ability to attach supporting documentation for anything I’ve noted on the ASEC inquiry?
A: Yes, Click the “Attach Files” button and select the supporting document(s). Ensure your attachment(s) meet the required criteria. File format must be jpg, jpeg, png, bmp, zip, pdf, Word, Excel, PowerPoint, Outlook (msg), odt, ott, odf, tif, and tiff. File name cannot contain special characters except for “-“ and “_” are acceptable. Total of all files will be no larger than 20 MB.

Q: Do I have to attach something to every ASEC inquiry I complete?
A: No, attachments are optional. We suggest attaching something if it helps add detail to your request.

Understanding the Agent Fields:

Q: What fields are agent fields?
A: Agent SAN ID, Agent Name, Please provide your name if not agent listed above and Provide a secure email for future communication.

Q: What agent fields do I have to complete?
A: All marked with an asterisk for required (Agent SAN ID, Agent Name and Provide a secure email for future communication).

Q: What should I provide in the Agent SAN ID field?
A: Your Humana issued agent number, typically 7 digits in length. Example: 1234321
Note: This field will be auto populated for you based on the Vantage account profile you are logged in under. You can edit if necessary to ensure it matches the agent who wrote the application in need of correction in the request.

Q: What should I provide in the Agent Name field?
A: Your full name (First, Middle Initial, Last) as you have contracted with Humana. Example: John A. Doe
Note: This field will be auto populated for you based on the Vantage account profile you are logged in under. You can edit if necessary to ensure it matches the agent who wrote the application in need of correction in the request.

Q: Assuming it applies to me, what should I provide in the Please provide your name if not agent listed above field?
A: As indicated in the entry box before you click into it, you should provide the Name of Submitter. This comes into play if you are submitting as a delegate on behalf of another agent. Provide your full name (First, Middle Initial, Last) as additional point of contact beyond the agent listed.

Q: What should I provide in the Provide a secure email for future communication field?
A: Your email address that you have on file with Humana and wish to be communicated at. If you are submitting as a delegate on behalf of another agent, this should be the email for whomever wants to be contacted with updates. Whoever is not listed in this field could be noted in the background field earlier in the form. Example: John@DoeInsurance.com
Note: This field does not auto populate for you.