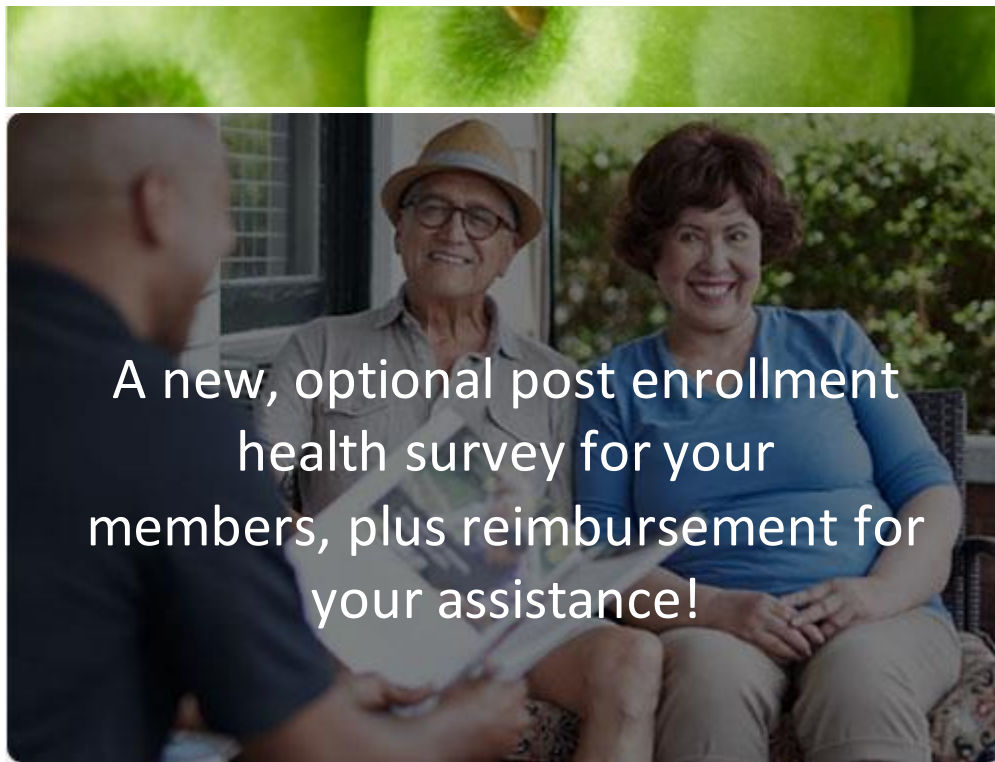




## MEMBER CARE ASSESSMENT



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Humana is excited to announce the **Member Care Assessment**, another way we are going beyond what members expect to help them experience the human side of healthcare. Starting in the 2021 Annual Enrollment Period, agents can use this new post enrollment survey to help Humana assess whole Human health, including a member's clinical and social health needs such as food insecurity and willingness to engage in programs. To recognize your efforts in helping complete the survey and providing the required follow up resources, agents will receive a one-time payment for completing the optional Member Care Assessment on every member that is accepted and validated by CMS.

### What is the Member Care Assessment?

The Member Care Assessment is a brief survey\* administered by agents to members after the submission of an application if the member agrees to conduct the survey. This post enrollment tool is designed to help agents build relationships with their members while helping Humana understand distinct member needs. Member participation is optional, and information will be used by the agent to provide follow up resources, if applicable, and by Humana to learn more about the member's health, well-being, and to tailor future outreach opportunities to help enhance the member's experience.

### What are the benefits?

- **Human Care.** The assessment will allow agents and Humana to understand and help address members' immediate needs and whole person health, including food insecurity, access to pharmacies, loneliness and functional health status.
- **Ease of Use.** This short survey, that is optional for members, will likely take less than 10 minutes to complete. While it is designed to be completed immediately following enrollment, you'll have up to 5 business days of application signature date to work with the member to complete the assessment, if the member wishes to complete it.
- **Agent Payment.** With every survey completed on a member that is confirmed by CMS, you will be eligible to earn a one-time \$50 payment for your assistance, as long as all requirements are met.\*\*



**TRAINING**

# Complete the mandatory training today!

Agents must complete a short training module on Humana MarketPoint University before they can begin administering the Member Care Assessment during AEP. This training is required as it includes the talking points that the agent must use to complete the survey, the survey questions, and follow up resources that the agent must offer based on member response. While you can complete the training today, access to the Member Care Assessment tool and portal will not be available until late September.

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## HAVE A QUESTION?

Contact your local Humana support team.

To contact the Agent Support Unit, call 1-800-000-0000

*\*Reminder: This survey is completely optional for members to complete, and the agent is not permitted to complete it until enrollment is complete and unless the member states that they wish to do so. The member can choose to stop the survey at any time or choose not to answer a question. At no time should*

*the agent ask the member to continue if they are uncomfortable with answering any of the questions.*

*\*\*In order to receive the payment, the agent must follow all the requirements outlined in the applicable policies and mandatory training, along with the requirements noted in the agent's contract.*

Humana