Launch My Group Existing Business Agent Guide

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Humana's Launch My Group was created to provide online Small Group submissions. This online availability increases the speed that your new group receives their group number, or your existing group will gain access to their new coverage.

This guide, the Launch My Group tool, and your Humana partners are here to assist you with all your questions and prepare you for group submission. On the following pages, you will find guidance for each section's requirements and troubleshooting tips. If you require further assistance, our Launch My Group Technical Support team is here to help.

INFORMATION YOU NEED BEFORE YOU PROCEED

Prior to starting enrollment, it is essential to verify key components for accuracy, as they directly affect rates, plans, and product availability.

- Launch My Group is currently accessible for group sizes under 100 eligible employees that have received a New Business or an Alternate quote. This applies to new business to Humana, as well as an existing business adding or changing a plan. It is not intended for group sizes over 100 eligible employees.
- If you are a General Agency (GA) partner or are working with one, then you should review your quote to ensure you, or the GA are connected to the group prior to accessing Launch My Group. You can verify the connection by checking the quote or within the quoting screen.
- The group's effective date must be correct on the quote as it is vital to rating and product availability. The effective date on the quote is used to access Launch My Group.
- Sold case documents should be signed by the 5th day of the requested effective date month.
- When a group decides to enroll in Humana coverage or product, it must be included in the final quote version you are working with. Lines not on the quote cannot be added within Launch My Group. Plans from the Excel spreadsheet will not be accessible; only the plans listed in the PDF output will be available for enrollment.
- The enrollment of each employee has a direct impact on rates and, in certain instances, can affect the number of plans the group can provide. It is crucial to have precise enrollment information at the time of the quote to ensure the accuracy of the rates. This involves supplying complete demographics for both the member and any dependents they intend to cover.
- Updating the quote before using Launch My Group is essential for receiving the final sold case documents promptly, without any delays. This process also guarantees that the group receives accurate rates before signing the sold case documents. Should there be any modifications necessitating a requote after the group's submission, a Humana associate will update the quote and proceed to release the sold case documents.

QUOTES

NEW BUSINESS QUOTES

New Business quotes are utilized for new and existing Humana groups looking to add plan(s) or modify an existing plan(s). However, it is important to note the following:

- **Membership only changes:** Membership only changes must be made through the Agent/Group portal.

ALTERNATE QUOTES

Alternate quotes are designed for existing Humana groups looking to add plan(s) or modify an existing plan(s). However, it is important to note the following:

- **Membership only changes:** Alternate quotes cannot be used for changing group membership. Instead, membership only changes must be made through the Agent/Group portal.
- **Life and disability coverage:** Adding or changing life and disability plans requires a new business quote as they cannot be completed with an alternate quote.
- **Combining quotes:** If you have both an alternate quote and a new business quote, then you will need to update the new business quote to include all plans from the alternate quote. The updated new business quote is what you will use to submit your existing group.

ACCESSING LAUNCH MY GROUP

You can initiate the enrollment process on Humana.com with your quote, group details, and employee elections. Access your Agent Portal securely by logging in with your username and password using a supported web browser. Remember not to share your sign-on information. For account delegation you will need to contact the Web Team (888-666-5733).

1. Select the Agent Portal for your Commercial Business.
2. Choose *Quote, Enroll & Manage* in either the header bar or within the body of the page.
3. Select the S*mall Business and Specialty Benefits* under the *Enroll* option.
4. Quotes are listed alphabetically, and you have various search option for locating your group:
   a. Select the radio button for View LMG-eligible Quotes and scroll through the listings.
   b. Use *Group Search* to search by quote number.
5. Choose the "Enroll" link in blue next to the quote and version you wish to enroll.

Troubleshooting

I do not see my group when I search...

- Verify that the Humana Agent Number (HAN) used for quoting matches the one you are currently logged in with.
- Ensure you have been granted delegate access if you are searching for a group under a HAN different from your own (your agency or a partner).
- If you are a General Agency, review the quote to confirm that you are included on the quote.
- Use the 'Search' option to find the group by quote number.
- If you utilized the filter to view LMG-eligible quotes, verify that your quote has a valid effective date (current or future month) and is in a "Quote" status.

The Enroll link for the group is not blue...

If the quote is <u>not</u> in a "Quoted" status, the group will not be selectable. This could be due to underwriting, if applicable, e.g., disability plans, or the absence of a completed version. In such cases you will need to contact Easy Rate (easyrate@humana.com) for help completing the quote.

I only have the option to View LMG...

The quote you are trying to access is submitted and in the enrollment process, or a group number has been issued. You can only view the submitted information in Launch My Group.

ENROLLING IN LAUNCH MY GROUP

Information entered in Launch My Group will automatically be sorted into the appropriate sections of the sold case documents, along with any relevant requirements based on the group's location. Furthermore, Launch My Group will validate this information against Humana's business rules to minimize the need for missing information.

We have organized Launch My Group into user-friendly sections of related information to make enrollment navigation easy. Keep in mind that certain screens may not appear based on the market or previous selections.

Group number and current renewal date only appear for a group with existing coverage.

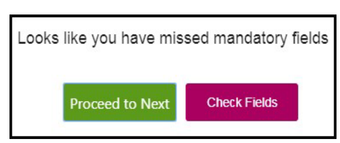
At the top of every page, you will find the group name, quote number, and effective date from the quote. Additionally, there is a progress bar to track your position in the process for added convenience.

The section is complete and free of errors.

The section is either incomplete, has not been accessed, or contains errors.

The section is currently active but remains incomplete.

- A "#" appears before fields that are prefilled from the quote. If these fields are updated, the group must be requoted before receiving the final paperwork. **Should the group be submitted through Launch My Group with changes, a Humana associate will update the quote to match the submission prior to sending the final paperwork for signature.**
- An asterisk (*) appears next to any required field.
- Plum headings cannot be altered.
- To ensure your information is correct and complete, use the "Save/Continue" button at the bottom of the screen to move to the next section. If the screen is incomplete, a pop-up will appear with two options:
    - Proceed to Next – Your entered information will save. You can move to the next screen and return while you gather the missing information.
    - Check Fields – This option takes you back to the active screen to review and complete information.

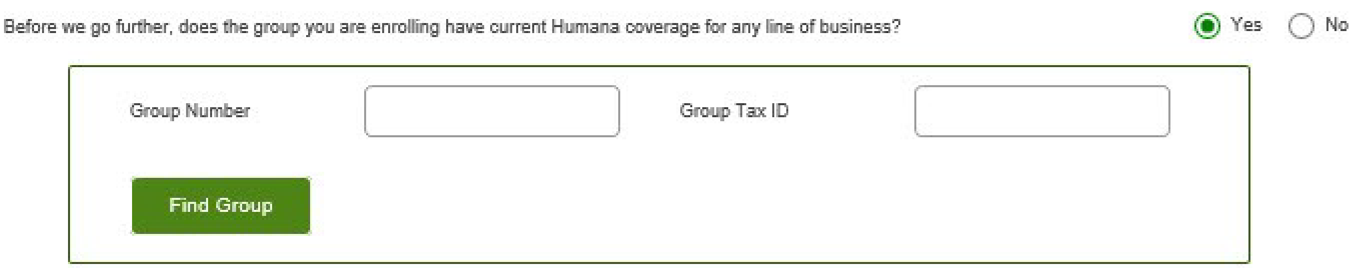


WELCOME SECTION

The Welcome section allows you to identify if your group is existing business. This section also provides guidance and contact information for our Technical Support team.

To identify as existing business, you must select 'Yes' to the question "Before we go further, does the group you are enrolling have Humana coverage for any line of business?"

You will need to provide two group identifiers: the group number and their tax ID. This will trigger the system to fill in subsequent sections with existing data, simplifying your enrollment. You will have the option to modify the pre-filled information before submitting it alongside any add/changes.



Troubleshooting

The group number I entered is not found...
Enroll only current active groups. If they no longer have active coverage with Humana, treat the enrollment as new and select "No" for the question.
Launch My Group is indicating the Tax Identification Number (TIN) entered is incorrect....
The TIN used for group number verification is the one currently stored in the system. If the TIN needs to be updated then you can easily do so within Launch My Group, and this change will be included when you submit any other modifications to the existing information.

AGENT INFORMATION SECTION

The information submitted in the Agent Information section populates to our commissions and access systems, which is vital for your future access to the group. The Humana Agent Number(s) (HAN) entered are verified to ensure they are active, compliant, and licensed.

This information will not prefill. Ensure AOR/WA changes are made before submitting to Launch My Group. Disparities may prompt our team to reach out and delay your changes.

- **The following can be updated:**
  - **Agency of Record** (AOR): Prefills with quoted HAN but can be updated.
  - **Commission Split:** Choosing "Yes" will allow you to input a second AOR and Writing Agent, along with specifying the percentage split. By selecting Yes, these fields become mandatory.
  - **Writing Agent** (WA): This must be an individual and cannot be a business/agency, General Agent, or Sales Executive.
- **The following cannot be altered within Launch My Group and will require a new quote if changes are needed:**
  - **General Agency** (GA): If the desired GA is not listed here, you will need to generate a new quote before proceeding since they are added at the beginning of the quote creation process.
  - **Market Source:** If you are collaborating with one of our national general agency partners, ensure it is correctly indicated here. If it is not accurate, a new quote must be generated.
  - **Sales Channel:** Indication on the quote is required if the group is part of our AMO offering.

Troubleshooting

The HAN I entered indicates that it is not licensed...

If an agent or agency is not licensed, they cannot be added as the WA or AOR. You will need to contact Agency Management to initiate the setup for the agent/agency.

I need to change or modify my GA or Market Source...

To rectify this, you will need to generate a new quote. You will need to contact Agency Management if you encounter issues selecting the GA during quote creation.

We quoted under the wrong AOR and need to change to...

You can update the AOR HAN and Name fields for the group without requoting.

The incorrect Agency and Writing Agent are listed...

If your group is an existing group, you should submit an AOR/WA change before moving forward.

GROUP INFORMATION SECTION

This information will prefill based on the information on file.

GROUP INFORMATION TAB

The fields provided below will automatically prepopulate with the information on file and can be modified to reflect any updates or changes.

- **Phone number**
- **Street Address**
- **Mailing Address**
- **Benefit Administrator**
- **Billing Contact**

The "Other Information" section requires completion:

- **Premium Only Plan (POP):** This is also known as a Section 125 or Cafeteria Plan.
- **Automated Clearing House (ACH):** Select "No" if no changes are needed. If the group wants to add or modify their current ACH setup, select 'Yes' and enter the updated information. Updating this section will not require a requote.
- **Group has been insured by Humana:** The group number will be filled in if you confirmed on the Welcome Section that the group is currently insured with Humana. The termination date is not required.

ELIGIBILITY REQUIREMENTS TAB

The information in this section will automatically prepopulate with the information on file and can be modified to reflect any updates or changes. Select “Save/Continue” on the bottom of the screen after verifying the accuracy of the information.

Note there will be an option to keep the established waiting period and probationary period.

COBRA/STATE CONTINUATION TAB

The information in this section will automatically prepopulate with the information on file and can be modified to reflect any updates or changes. Select “Save/Continue” on the bottom of the screen after verifying the accuracy of the information.

AUTOMATED CLEARING HOUSE (ACH) TAB

This tab appears if you selected ‘Yes’ under the Group Information tab. Enter the new or updated information.

GROUP DIVISIONS SECTION

The information in this section will automatically prepopulate with the information on file. Should there be a transition from a single site to a multi-location setup, or vice versa, a new quote is required.

- **Separate billing divisions/classes** – If billing divisions need to be added or removed, select ‘Yes’ to proceed with the updates. If no further changes are needed, select ‘No’. Members will need to be designated into each division or location on the list enrollment later in the submission process.

GROUP PLAN SELECTION SECTION

Key points:

- Plans that are being elected for enrollment must appear on the PDF version of the quote.

In this section, current plans will be displayed, offering three options for selection:

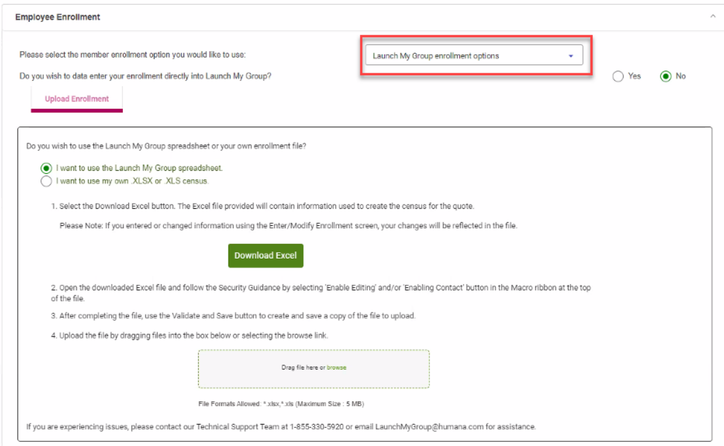
1. **Keep Current Coverage**: Opting for this choice will result in no alterations; the existing plan will continue without changes.
2. **Change Current Coverage**: This option enables the selection of plans as outlined in the provided quote or the submission of another quote number to choose from those plans.
3. **Terminate Coverage**: Choosing this will end the current plan and remove the line of coverage.

During plan changes, there is an option to bypass the enrollment section in cases of direct plan changes, such as switching from one dental plan to another or one vision plan to another. However, if a group transitions from a single plan to multiple plans or adds any new line of coverage, then enrollment details must be uploaded.

ENROLLMENT SECTION

To enter enrollment, select "Launch My Group enrollment options" from the dropdown menu. To upload enrollment, you have three options:

- Download the "Launch My Group" spreadsheet.
- Manually enter the member information.
- Use your own Excel spreadsheet.

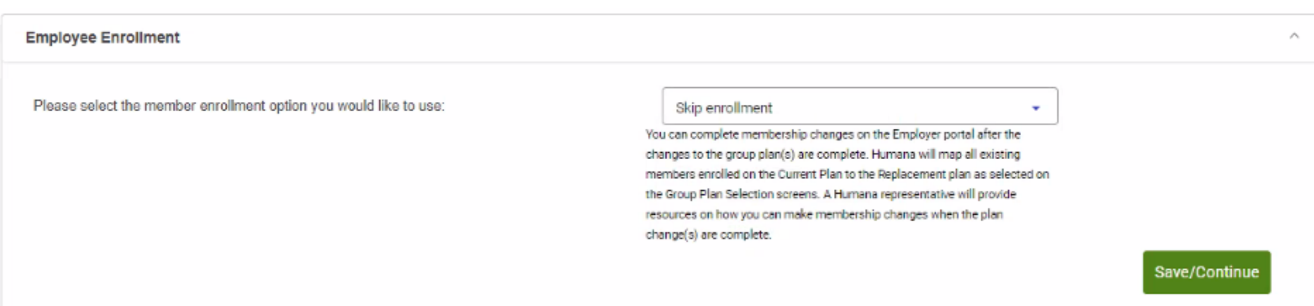


The Launch My Group list enrollment and the manual entry options will include pre-populated information. If you opt to use your own spreadsheet, make sure to adhere to the on-screen rules and mapping guidelines.

Click here for additional information on entering enrollment - Entering Member Enrollment

DIRECT PLAN CHANGES

For direct plan changes, you can bypass the enrollment process by selecting "*Skip Enrollment"* from the dropdown menu.



GROUP CHECKLIST, VALIDATE SECTION

After uploading member enrollment, validate the group.

To initiate electronic delivery, enter the agent's name and e-mail address.

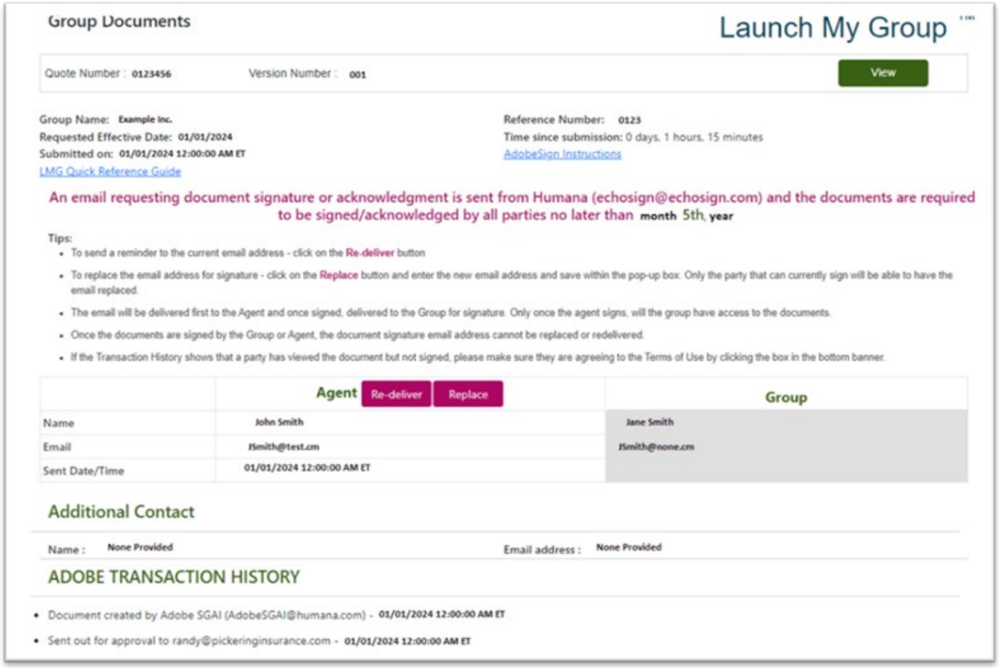
The process for setting up a group involves the following steps:

1. A Group Maintenance Request (GMR) is generated and sent to the agent for signature.
2. After the agent signs and approves the document, the group information returns to Humana for installation.

STATUS SCREEN

When you have completed submission, you can monitor the progress by accessing Launch My Group through the same sold icon you used to begin enrollment. A tracker at the top of the screen will show you the current stage of the process.

- **Submission Details:** The reference number, submission date, effective date, and group name will be provided.
- **Updates to Quote:** If there are necessary updates needed before generating paperwork, they will be listed here, and you can track the progress of the quote update in this section.
- **Fulfillment:** Once the paperwork is completely signed, progress will not be visible beyond this point. The icon will remain maroon until the plan additions/changes are finalized. Upon completion, a notification e-mail will be sent out. It is important to note that Welcome Letters will not be issued, and temporary ID cards are not available for existing groups.



CONTACTS

- **Launch My Group Technical Support:** Assists with Launch My Group, enrollment, and post submissions.
  Phone: 855-330-5920
  Email: launchmygroup@humana.com

- **Agency Management:** Establishes Sales and Market Office and oversees licensing, contracting, appointments, and general agent appointment.
  Phone: 855-330-8128
  Email: agencymgt@humana.com

- **Billing:** Assists with bill setup, billing fees, and electronic or paper payments.
  Phone: 800-232-2006
  Email: gbsmallgroupbilling@humana.com

- **Easy Rate:** Assists with quoting and location setup. Agent, general agent, or market source changes. Alterations to plan or product selection. Updates required after effective date. Routing to underwriting.
  Phone: 800-327-9728
  Email: easyrate@humana.com

- **Existing Business**: Assists with plan adds and changes or adding a line of business.
  Phone: 800-232-2006
  Email: beclericals@humana.com

- **Web Support:** Assists with accessing Humana.com or the Agent Portal, access delegation setup, password reset, and system issues.
  Phone: 888-666-5733 Option 4

Thank you for partnering with Humana