

Enrollment HUB

How to Complete an SMS/Text Signature

Purpose:	This job aid explains the steps the agent and beneficiary must follow to complete an SMS/Text signature.
Scope:	Enrollment HUB users

Introduction

Enrollment HUB will allow you to secure a signature on a scope of appointment form using the SMS/Text Signature process. There are several things that you should remember when using this signature method:

- The beneficiary must have a valid mobile phone number
- The beneficiary must be able to access their text messages
- The mobile phone number must belong to the beneficiary

Table of Contents

- How to Complete an SOA Form
- Accessing SMS/Text Signature message – Applicant
- Completing SMS/Text Signature
- How to Resend SMS/Text Signature message
- How to Unlock SMS/Text Signature message
- Agent Notifications and Signature Log

Completing the Form

Once completing the enrollment form, select **SMS Text Signature**.

The mobile phone number captured on the enrollment form will be utilized for the remaining signature processes.

Select signature type

Choose the preferred signature method for this enrollment

Electronic Signature Digital Signature (i) Telephonic Signature (i)

SMS Text Signature (i)

When SMS Text Signature is selected the **SMS TEXT SIGNATURE** section will display

A note to the agent will explain the SMS Text Signature Process

The cell phone entered in the Contact Information section will display

Read the two consent questions to the applicant and choose **YES** or **NO**

The last two statements are meant for you, the agent, and are not to be read to the applicant.

SMS Text Signature

Note to Agent regarding the SMS Text Signature Process:

1. The applicant must provide their mobile telephone number below.
2. Once the mobile telephone number is provided and the consent questions have been completed, select the "Continue" button at the bottom of the screen.
3. The applicant will receive a text message on their mobile device with a link to access their application form signature pages.
4. Once the link is selected by the applicant, they will be taken to their Text Signature validation page and they will receive another text message with an access code.
5. On the validation page, the applicant will be required to provide the code they received and their Date of Birth in order to authenticate their identity.
6. Upon successful validation, the applicant will need to review and acknowledge that they agree with and understand the form details and the Terms & Conditions for their plan, type in their name as it was provided on the application, and Submit their signature.
7. Upon receipt of the signature, the status of the application will update to Submitted and will be transmitted to enrollment for processing.

Mobile Device Telephone Number

3052226660

Please provide the mobile telephone number where you wish to receive your SMS Text message in order to access and sign your application form. We will not use this telephone number for any other communications that you have not authorized separately.

Do you give consent for Humana to send the SMS Text Signature text with the required link to sign your form to the Mobile Device Phone Number provided on the form?

Yes No

Do you give consent for Humana to contact you in the event that your text signature is not completed in order to avoid delayed submission?

Yes No

In order to be considered a valid text signature, the mobile device phone number on the application MUST be the applicant's. If the applicant does not have a valid mobile device phone number, you must click "I Do Not Confirm" and select an alternative signature option or method of enrollment.

By selecting "I Confirm" I confirm that to the best of my knowledge the mobile device phone number listed on the application form is valid and belongs only to the applicant completing the form. I acknowledge that if I send a text request to a mobile device phone number that I know does not belong to the applicant I may be subject to disciplinary consequences up to and including termination of contract or employment with Humana.

I Confirm I Do Not Confirm

Continue on next page

Click **ENROLL NOW**

Save

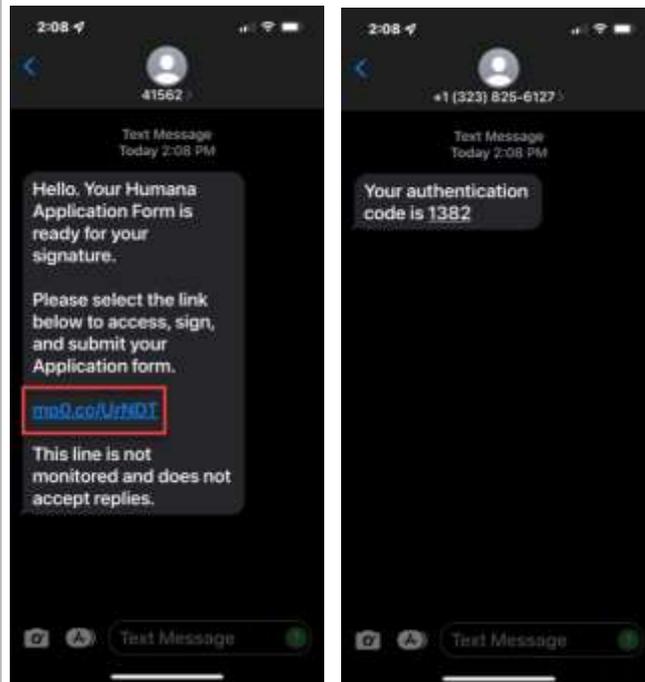
Enroll now

Process complete

Completing Electronic Signature - Applicant

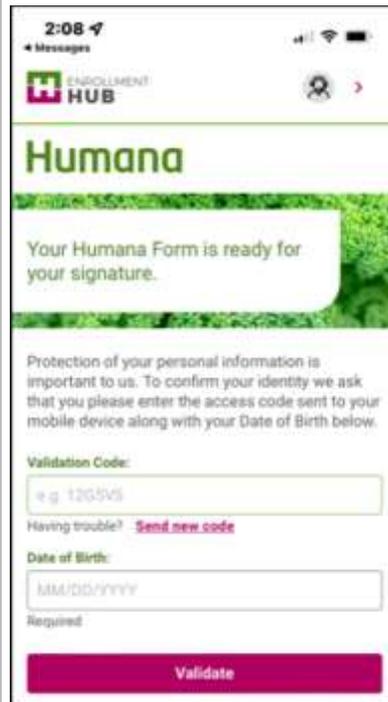
The applicant will receive a text message. They should click on the link to access, sign, and submit their application form.

After clicking on the link the applicant will receive a second text message with their authentication/validation code



A webpage will open where the applicant will need to enter their authentication/validation code and date of birth.

Applicant will then click **VALIDATE**.

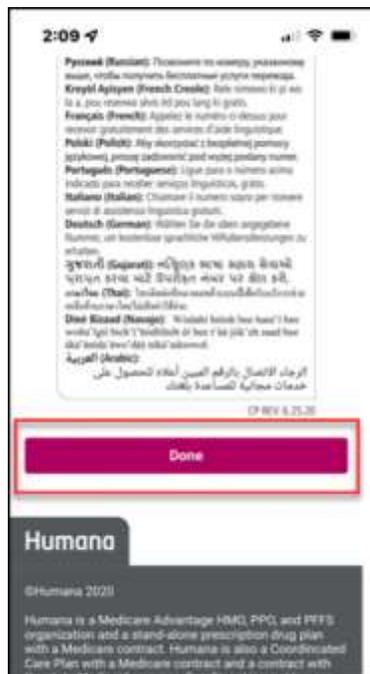


Continue on next page

On the following page the applicant should click on **VIEW TERMS AND CONDITIONS**



The applicant needs to scroll to the bottom of the page then click **DONE**



Continue on next page

The applicant should check the acknowledgement box, enter their First name and Last name. Then click **SUBMIT FORM.**

2:10

Applicant Signature

By selecting this checkbox you acknowledge the following:

- You have reviewed the Application details
- The information presented and application responses you provided are correct and complete to the best of your knowledge.
- You understand and agree to the Terms and Conditions.

Enter your First and Last Name in the fields provided to sign your Medicare Application form and then select Submit Form to complete and submit your form to Humana.

First name

First name

Required

Last name

Last name

Required

Submit Form

Humana

mobileweb.mpulsemobile.com

A confirmation page will display.

2:10

ENROLLMENT HUB

Humana

Thank you,
MICHAEL
SCOTT

Your Medicare Enrollment Application has been submitted

Form details

Plan information:
Medicare

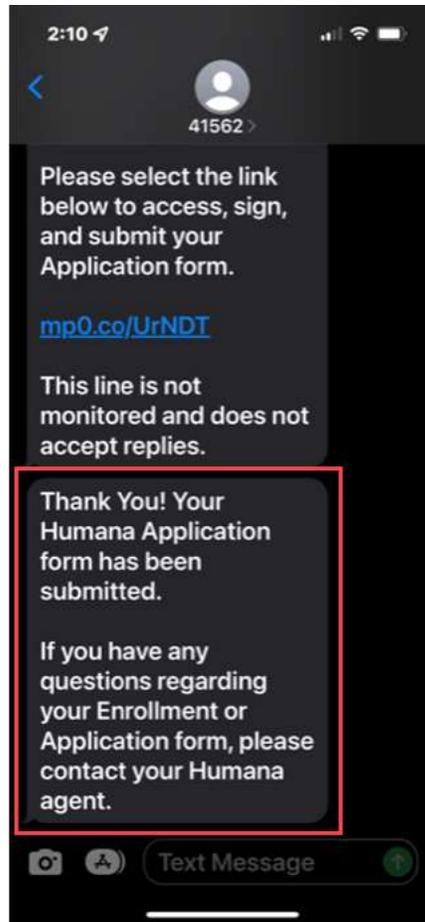
Application ID:
APP-L4X1YM7E43TPS82Q

Proposed Effective Date:
07/01/2022

Monthly Premium:
\$0.00

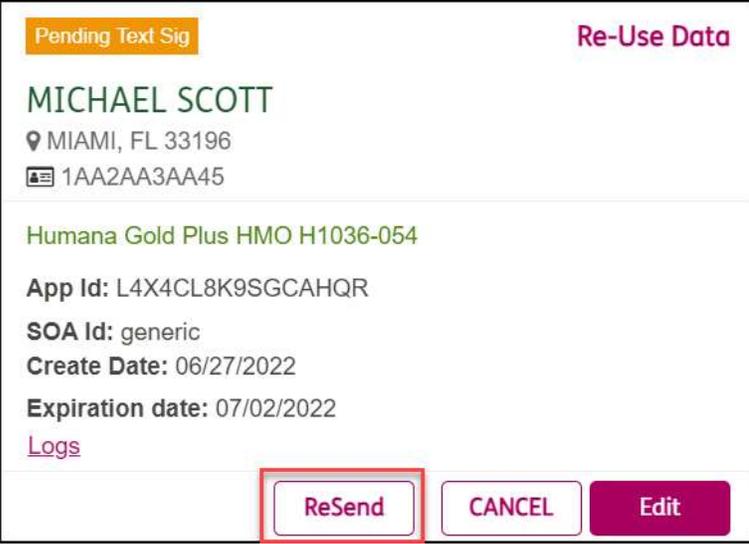
Continue on next page

The applicant will also receive a text message confirmation of the enrollment submission.



Process complete

How to Resend Electronic Signature Email

<p>If an applicant has not received the text message within a timely manner, agents can click on the “ReSend” button to request a new email to be sent.</p>	
<p>If you want to send the text message to the previously used mobile number click PREVIOUS</p> <p>If you would like to send the text message to a new mobile number click NEW</p>	
<p>Enter the new mobile number then click SEND</p>	

Process complete

How to Unlock Electronic Signature

If the applicant enters their information incorrectly three times on the secure validation webpage, they will lock their account.

A message notifying the applicant will appear on the screen.

3:20
Messages
top of this page for assistance.

Validation Code:
83838
Having trouble? [Send new code](#)

Date of Birth:
10/03/1978
Required

Validate

Please Note: After three failed attempts this account will be locked for 30 minutes before you may try again.
Attempts Left: 0

The status on the enrollment card will also change to display **PENDING TEXTSIG – ACCOUNT LOCKED.**

To unlock the applicant's account, click on **UNLOCK.**

The applicant will be able to access the original text signature message and attempt to log in again.

Pending TextSig – Account Locked

MICHAEL SCOTT
MIAMI, FL 33196
1AA2AA3AA45

Humana Gold Plus HMO H1036-054

App Id: L4X4CL8K9SGCAHQR
SOA Id: generic
Create Date: 06/27/2022
Expiration date: 07/02/2022
[Logs](#)

ReSend **Unlock** CANCEL Edit

Process complete

Agent Notifications and Signature Log

Enrollments pending for text signature will have a tag on the application card.

The Pending Text Sig tag will change to submitted once the applicant submits the text signature.

Agents also have a Signature Log to refer to for events that have taken place thus far with the text signature flow.

Pending Text Sig
Re-Use Data

MICHAEL SCOTT
 📍 MIAMI, FL 33196
 📞 1AA2AA3AA45

Humana Gold Plus HMO H1036-054

App Id: L4X4CL8K9SGCAHQR
SOA Id: generic
Create Date: 06/27/2022
Expiration date: 07/02/2022

Logs

ReSend
CANCEL
Edit

Logs

Signature Logs

User	Signature Type	Event Description	Event Time
SANDRA ROBAR[1425937]	Text Sig	Text Sig - Selected (305) 222-1111	06/27/2022 14:14:25 PM EST
SANDRA ROBAR[1425937]	Text Sig	Text Sig - Sent to vendor (305) 222-1111	06/27/2022 14:14:26 PM EST
SANDRA ROBAR[1425937]	Text Sig	Text Sig - Selected (305) 222-1111	06/27/2022 14:15:40 PM EST
SANDRA ROBAR[1425937]	Text Sig	Text Sig - Selected (305) 222-1111	06/27/2022 14:15:41 PM EST
SANDRA ROBAR[1425937]	Text Sig	Text Sig - Selected (305) 222-1111	06/27/2022 14:15:48 PM EST
SANDRA ROBAR[1425937]	Text Sig	Text Sig - Selected (305) 222-1111	06/27/2022 14:16:07 PM EST
SANDRA ROBAR[1425937]	Text Sig	Text Sig - Sent to vendor (305) 222-1111	06/27/2022 14:16:08 PM EST

Process complete