



Agent Portal Guide

Humana

GCHKHYGEN 0224



Online administration will enable you to put the internet to work and allow you to manage your groups and individual plan members more quickly and efficiently.

One person will activate the Agent Portal and become the Primary Access Administrator for the account. This person can assign web access rights to additional users for specific sections/groups of the website. For example, if you want someone to view commission statements and to have access to group administration, but not the Enrollment Maintenance, you can set it up that way. Online access is completely customizable!

Let's get started!

Have available:

- Broker/Agency SAN
- Organization's ZIP code
- Organization's Tax ID number
- Agency/Broker Name

Activate your agency online at **Humana.com**.

See more activation information on page 7.

If you need any assistance, please call Humana Business Web Support at **888-666-5733**, option 4.





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Contact Us

		Who contacts	How we can help
Humana Business Web Support	888-666-5733 8 a.m. – 7 p.m., Eastern time	Primary access administrator	<ul style="list-style-type: none">• Help with activation• Online enrollment• Web functionality issues• Reset passwords• Answer questions on such topics as: delegation for group access and Employer Self-Service
Humana Business Services	800-592-3005 SBMarketSupport@humana.com	Agent and employers	<ul style="list-style-type: none">• All service inquiries dental, vision and life
Single point of contact (SPOC)	Provided to employer and agents of 100+ groups	Agent and employers	<ul style="list-style-type: none">• All service inquiries for 100+ groups
Launch My Group	1-855-330-5920 LaunchMyGroup@humana.com	Agent	<ul style="list-style-type: none">• Online small group (under 100 membership) implementation

For additional support on the Agent Portal, please register for our [training course](#).

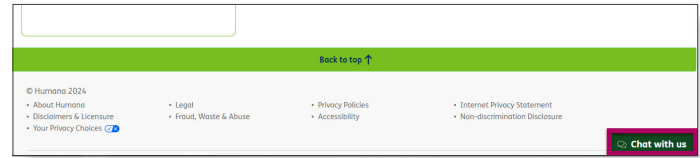


Humana's Secure Chat Assistant

Powered By Watson

Another channel for you to quickly get the information you need

- Help without picking up the phone
- All responses are provided quickly
- Conversations can be saved for future use
- Opportunity to shape your future experience
- Your input will be used for continuous improvement
- Located in the bottom right of your screen



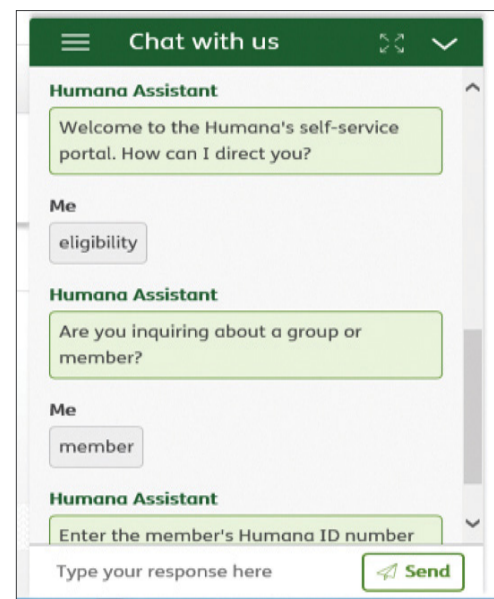
Use Humana's secure chat assistant for:

- Check member/group eligibility
- Obtain patient benefits (deductible, coinsurance and maximum out-of-pocket)
- Web navigation and COVID-19 assistance
- ID cards
- Claims

Your first chat

Beginning the chat:

- To start, the chat assistant will ask, How can I help you...start by typing:
 - Eligibility
 - Benefits
 - Web navigation
- You'll already be authenticated based on your portal login
- The chat will request the needed info to research your query:
 - Humana member ID or SSN
 - Date of birth





Humana's Secure Chat Assistant

Tips and helpful suggestions for your first chat

- At any time, you can type “Opt out,” “Agent” or “Representative” to provide the Customer Service number.
- Less is more. DO NOT TYPE full sentences or paragraphs. All you need to enter are one or two words, like Enrollment, ID Cards, benefits...then simply follow the prompts.
- You can save your chat conversation for convenience and feedback.
- Available to assist 24/7.
- Technical difficulties? Please default to your usual method of contacting Humana for service resolution.

Secure chat feedback

- You'll get a quick survey and reference number at the end of the chat.
- Use the Humana chat assistant email address (WatsonChat@Humana.com) to leave feedback any time it's convenient for you.
- Do not include protected health information (PHI).





Primary Access Administrator (PAA)

The PAA is the point of contact for web access for the organization. This person performs day-to-day functions and can assign access for others in the organization.

The PAA will sign in to the Agent Portal to activate new users and perform administrative tasks. An unlimited number of users can be added.

Have this information available before you go through the activation process at **Humana.com**.

- Agency/Broker Name
- Agency/Broker SAN
- Organization’s ZIP code
- Organization’s Tax ID number

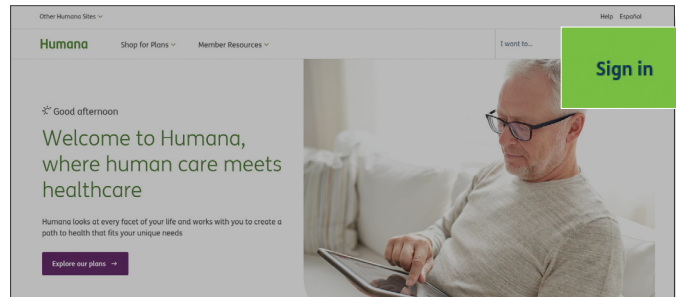
If you have questions or need help, please call **888-666-5733, option 4**.



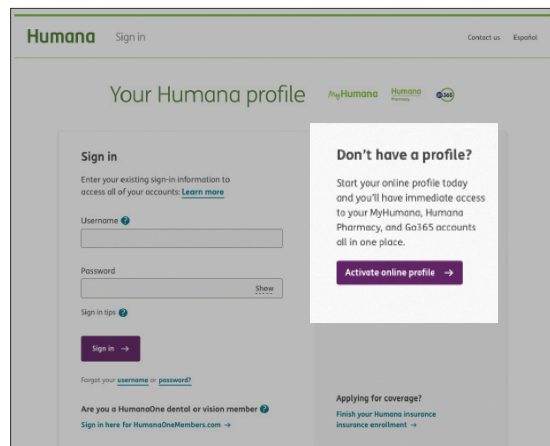
Activation

Activate

- All users will activate their account on **Humana.com**
- Begin by selecting the **Sign in** link in the **top right corner**



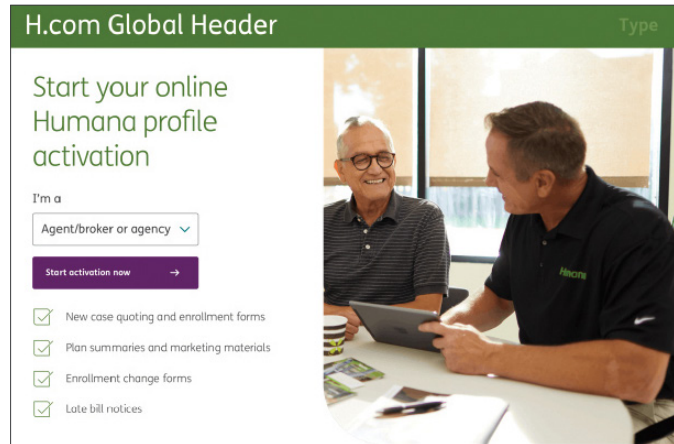
- You will have the option to enter your **username** and **password** if you are already activated
- If you have not activated your account, you can select **Activate online profile**
- If you need assistance logging in or completing activation, you can reach **Humana Business Web Support at 888-666-5733, option 4**



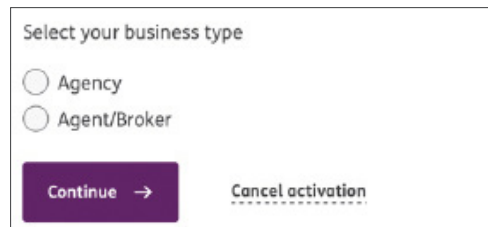


Activation

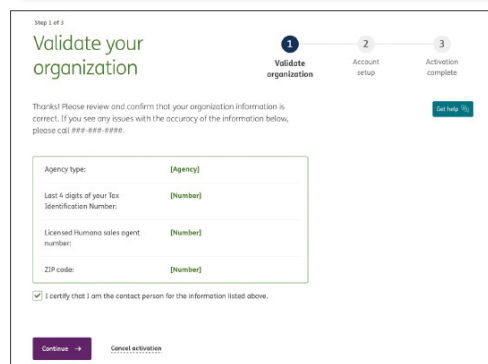
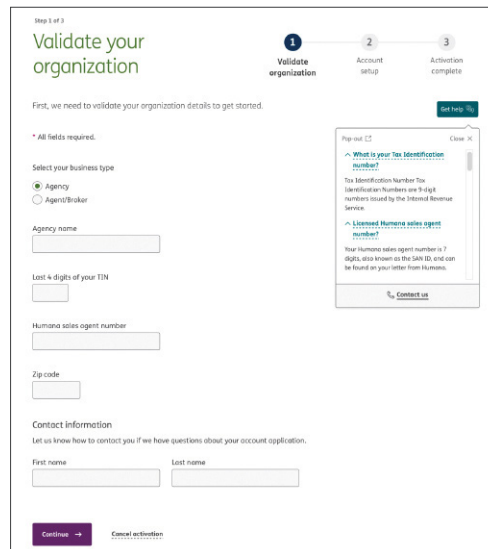
- Select **Agent/broker or agency** from the drop-down menu, then select **Start activation now**.



- Select appropriate agency type, either **Agency or Agent/Broker**.



- A broker may activate an account independently or on behalf of an agency.
- Through the Agent Portal, agents will have access to the Agent Self-Service Center as well as some functions of the Employer Self-Service Center.
- Anyone may activate an account on behalf of an agency; they will be the Primary Controlling Authority (PCA) and Primary Access Administrator (PAA) for the agency. The PAA is responsible for adding and managing secondary users. This includes group delegation.
- Activation information entered on **Humana.com** should match agency information as displayed on Humana commission statement.
- After Agency or Agent/Broker information has been entered, select **Continue**.
- **Note:** Confirm the information entered for the Agency or Agent/Broker is correct and select **Continue**.





Activation

- Agents or brokers may also activate accounts independently with their own Humana Agent Number (SAN).
- The broker name must match the SAN as displaying on Humana commission statement.
- An agent may be activated independently and also be a user for an agency.
- Once all fields are completed, select **Continue** to complete activation.
- **NOTE:** The security answer must have at least four characters and contain no spaces.
- **NOTE:** By continuing you are agreeing to the Online Service Agreement and Humana Web Confidentiality Privacy Agreement.

Humana Agency or agent/broker account activation Contact us Español

Step 2 of 3

Set up your account

Thank you for confirming your organization information! Now we'll get your account set up using your email address and a username and password you create. [Get help](#)

Email Confirm Email

Create username

- Must be between 6-15 characters
- Does not contain spaces or special characters
- Username cannot be your Humana Member ID

Password Show Confirm Password Show

- Must be between 8-15 characters
- Is case sensitive
- Must be different from your username
- May include the following characters: #, *, \$, @

Choose a security question
Select one

Answer to security question Confirm answer

By continuing, I agree to the following Humana terms of use:
[Online Services Agreement and Humana Web Confidentiality Privacy Agreement](#)

[Continue](#) [Cancel activation](#)

- Activation confirmation

Humana Agency or agent/broker account activation Contact us Español

Step 3 of 3

Welcome [Name]!

You have successfully activated your account!

[Sign in](#)

Your [organization type] name: [organization name]
Your username is: [username]

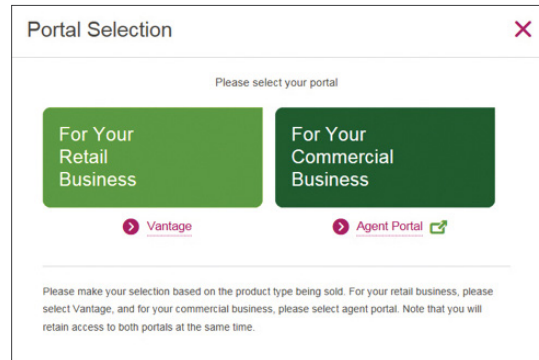
Next steps:
[Register another user on this account](#)

To register additional employer organizations call 1-800-592-3005 (TTY: 711), Monday-Friday, 8 a.m. — 5 p.m., Eastern time.

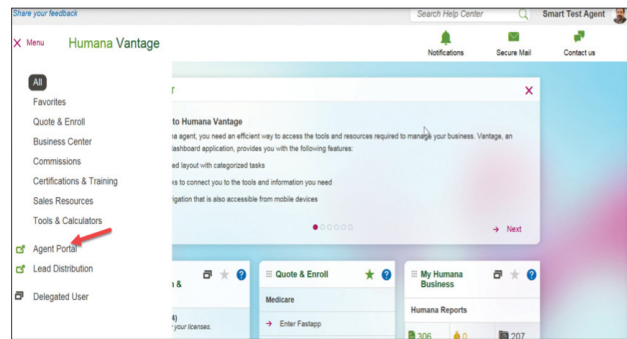


Agent Portal Home

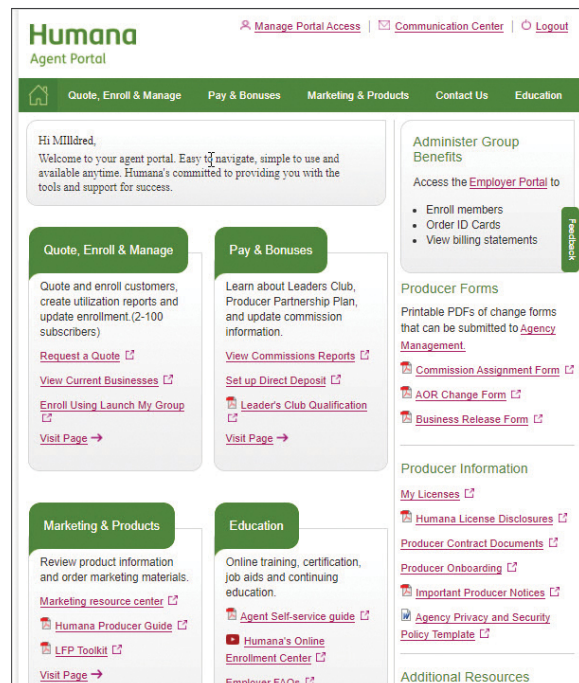
- You may be prompted to choose either **Vantage** (retail business) or the **Agent Portal** (commercial business) when signing in



- You can navigate to the Agent Portal from **Vantage** by selecting Menu and then **Agent Portal**
- For Vantage web support or questions about retail business, please call **Agent Support at 800-309-3163**



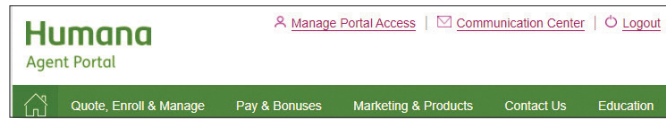
- By selecting the Humana logo at the top left of the Agent Portal, you will return to the Agent homepage
- You will find links to the different sections of the Agent Portal, as well as shortcuts for frequently used functions



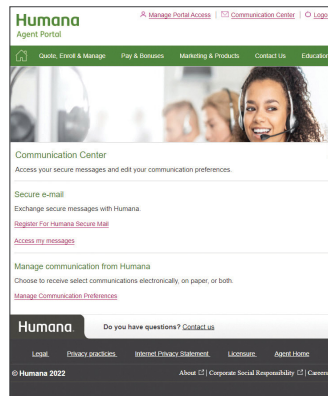


Communication Center

- Select the Communication Center link in the top right corner.

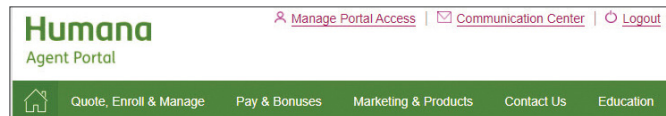


- Access the Humana Secure Mail.
- Manage communication preferences here.

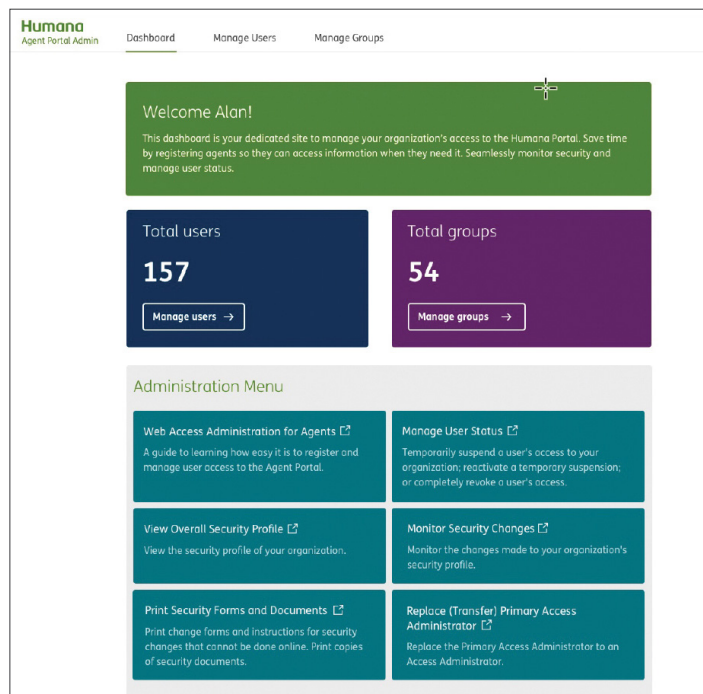


Managing Additional Web Users

- Manage web users by selecting **Manage Portal Access**

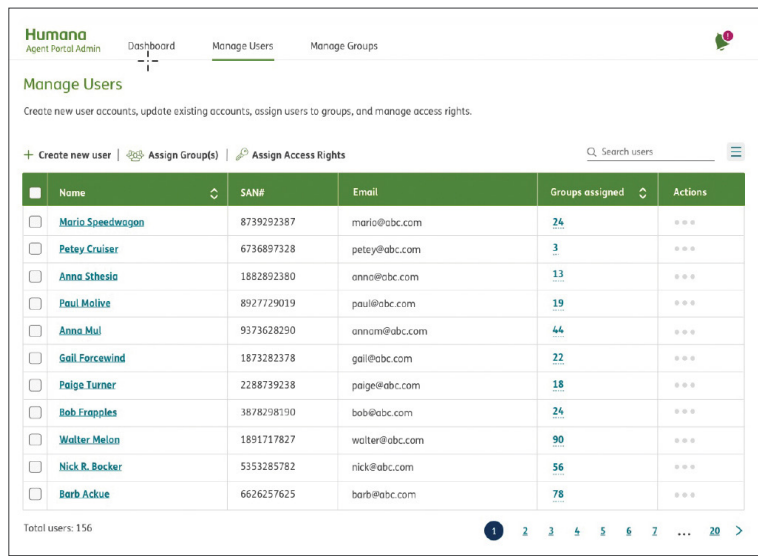


- Select **Manage Users** tab at the top of the page to add a new user.
- **NOTE:** All users of the Humana self-service portals are required to have their own username and password. Sharing secure log-in information is a violation of the web services agreement and may result in web access being revoked.



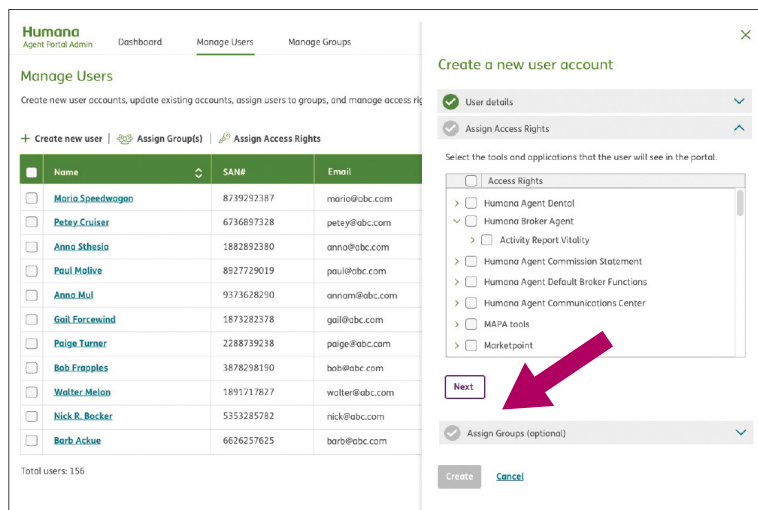
Managing Additional Web Users

- Select **Create new user**.
- The PAA will then create a **User ID** and **AKA Name** for the secondary user.
- The **AKA Name** is a secondary identification for security purposes and should differ from the username.
- Select **Next** to continue.



Security Administration Functions: Assign Access Rights

- After selecting next, the PAA will assign web access rights and business functions, or tools, to the user. Open each folder to assign access rights. Each function can be expanded further to customize access. Access rights can be managed at any time.
- Check everything you would like the user to have access to within the agent portal. This page will not affect access to employer groups.
- When assignment is complete, select **Next**.



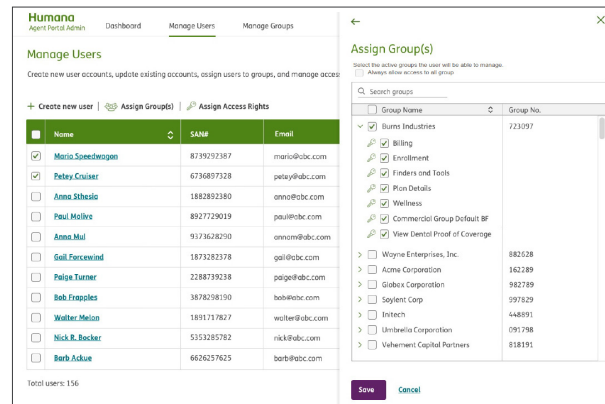
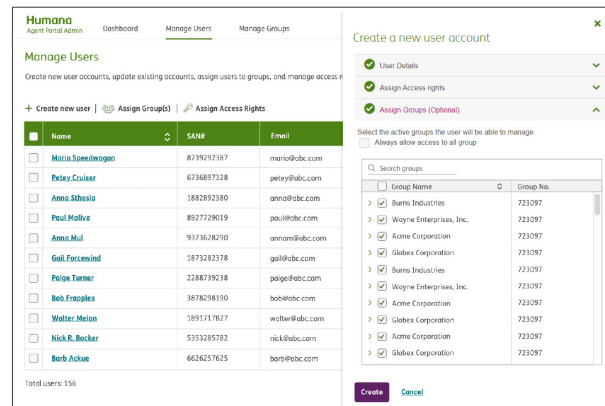
Agent Auto-delegation of Commercial Groups

- Delegation flows to the Humana Agent Number, or SAN, of the AOR/WA listed for the group. The PAA that has activated the SAN will receive auto delegation for all groups sold under that SAN.
- Commercial agents are able to act on behalf of their employer groups for many administrative functions.
- Delegation is available to both the Agent of Record (AOR) and the Writing Agent (WA) for groups with vision, dental, life and disability with a case size of 2-3,000.

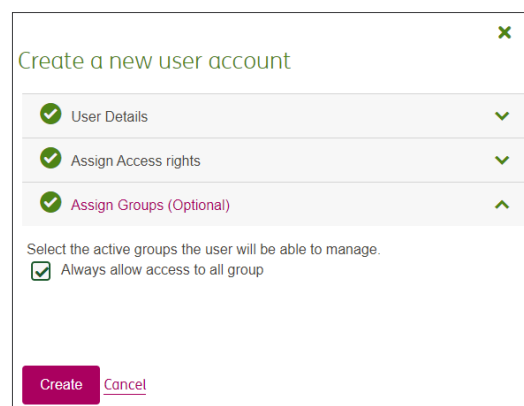
Security Administration Functions: Assign Groups

- You can customize the employer functions each user has access to using the drop-down arrow next to the group name. The default is for all users to have access to all employer functions available to agents.

NOTE: While the employer functions that agents have access to are the same ones that employers use, it is a limited set of functions and looks different from the functions the employer can access via the Employer Self-Service Portal. Once complete.



- You now have option to select **“Always allow access to all group”** when managing secondary users. This function can be selected for multiple users by checking each user’s checkbox or all users by checking **“all”** box. If a user has the **“Always allow access to all group”** checked, all future newly delegated groups to the agency/broker will be delegated to that secondary user.





Security Administration Functions: Assign Groups

- Once profile is saved successfully, the confirmation page will appear.
- A temporary password is provided; this is the only time the temporary password is viewable. It is recommended to print or screenshot the confirmation page to provide to the user.
- Once User ID and password are recorded, select **Done** to continue.

The screenshot shows the 'Manage Users' interface in the Humana Agent Portal Admin. A success message is displayed in a white pop-up window, stating: 'Success! You've created a new user profile. Below is the User ID, AKA name and a temporary password. Be sure to save this information, it will not be viewable again once you leave this page.' The message lists the following details: User ID: msmith198, AKA name: msmith216, and Password: YW.26jhsjk. A 'Done' button is visible at the bottom of the message. In the background, a table of users is visible, with columns for Name, ID, Email, Groups assigned, and Actions. The table lists several users, including Maria Speedwagon, Peter Cruiser, Anna Sthesia, Paul Malive, Anna Mul, Gail Forcewind, Paige Turner, Bob Erapples, Walter Meion, Nick R. Becker, and Barb Ackue.

- One more pop-up window will appear confirming that you have copied the information.

The screenshot shows a confirmation pop-up window with the following text: 'Please ensure you have recorded the user ID and password to provide to your user.' Below this text, the user ID is displayed as 'User ID : usvishal' and the password is displayed as 'Password : QEaVp3Z1'. A 'Confirm' button is located at the bottom of the window.



Managing Additional Web Users

The screenshot displays the Humana Agent Portal Admin interface. The main navigation bar includes "Humana Agent Portal Admin", "Dashboard", "Manage Users", and "Manage Groups". The "Manage Groups" tab is active, showing a table of groups and a "User Access" modal.

Manage Groups
Assign users to active groups so they can manage enrollments, order ID cards, and administer group settings.

Assign users

<input type="checkbox"/>	Group name	Group ID
<input type="checkbox"/>	Acme Corporation	882628
<input type="checkbox"/>	Burns Industries	882628
<input type="checkbox"/>	E Corp	882628
<input type="checkbox"/>	Globex Corporation	882628
<input type="checkbox"/>	Hooli Inc.	882628
<input type="checkbox"/>	Initech	882628
<input type="checkbox"/>	Los Pollos Hermanos	882628
<input type="checkbox"/>	Soylent Corp	882628
<input type="checkbox"/>	Umbrella Corporation	882628
<input type="checkbox"/>	Vehement Capital Partners	882628
<input type="checkbox"/>	Wayne Enterprises, Inc.	882628

Total users: 156

User Access
Check/uncheck users to manage access to the selected group(s).

Search agents

- Agent Name
- Mario Speedwagon
- Petey Cruiser
- Anna Sthesia
- Paul Malive
- Anna Mul
- Gail Forcewind
- Mario Speedwagon
- Petey Cruiser
- Anna Sthesia
- Paul Malive
- Anna Mul
- Gail Forcewind

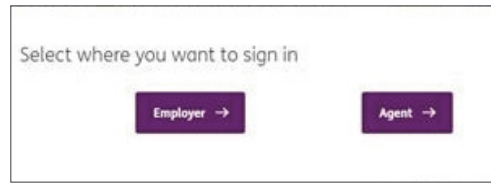
[Save](#) [Cancel](#)

Users can also be managed on the Manage Groups tab of the Agent Portal Admin screen. On the **Manage Groups** screen, select **View/Edit** agent access to assign users to the group selected. The PAA also has the ability to search for groups to assign users to when there are a large number of groups to choose from.

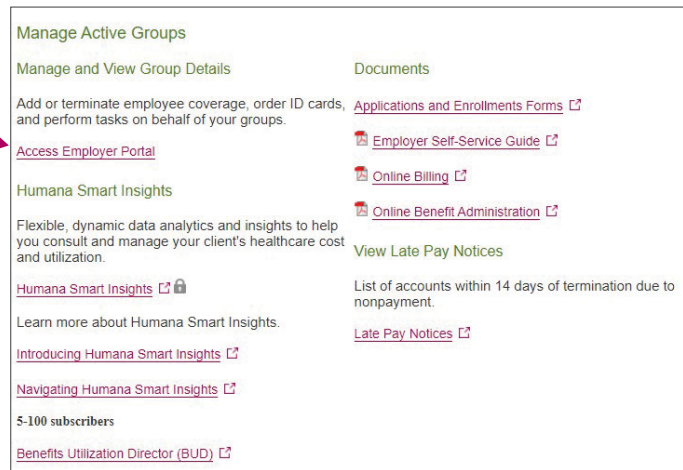


Agent Access to Employer Self-Service

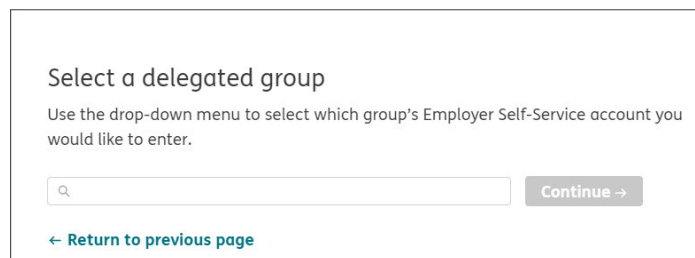
- After signing in, agents can elect to enter the **Agent Self-Service Portal** or to go directly into **Employer Self-Service** for groups they have been delegated.



- To access Employer Self-Service from within the Agent Portal, select **Access Employer Portal** under the **Quote, Enroll and Manage** tab.



- When entering **Employer Self-Service** and also for many functions, you will be prompted to select the group you wish to work in.
- If any groups appear to be missing from your listing, call HB Web Support for assistance. **888-666-5733 opt 4.***



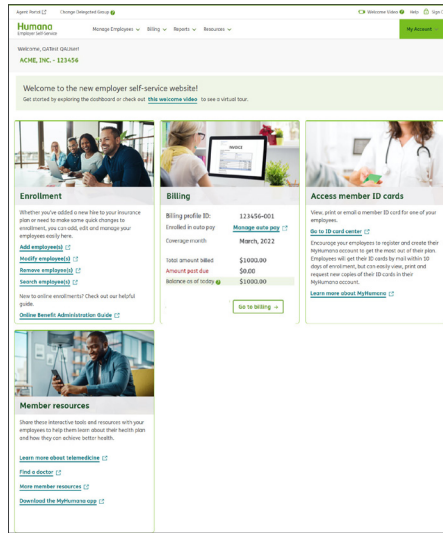
*Please note that new groups will delegate to the primary access administrator within 72 hours of effective date or registration. Secondary users will be assigned groups by the PAA as they come in.



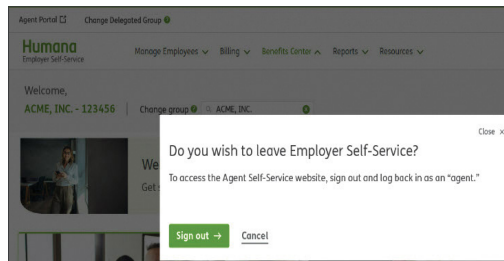


Employer Self-Service Home (agent)

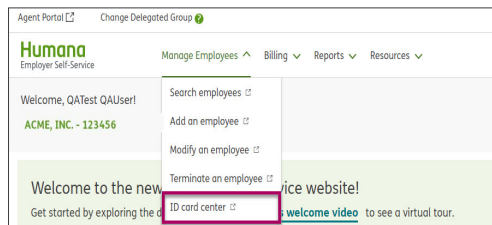
- Employer Self-Service allows you, the agent, the same view as the employer would have.
- Employer and agent access is completely independent. Any employer or agent needing assistance with access to a group or function can reach **Humana Business Web Support at 888-666-5733.**



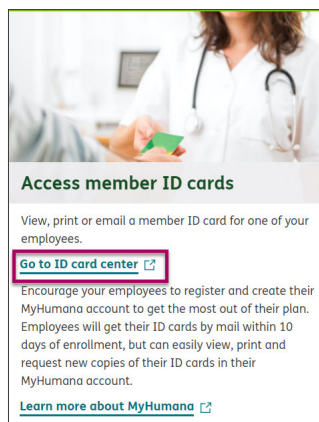
- The option to return to Agent Portal is currently unavailable. Upon selecting Agent portal in the left corner you will receive an error message.
- To get back to the Agent Portal, sign out and sign back in to your Agent account.



- Tools for accessing ID cards are located under the **Manage Employees** tab.



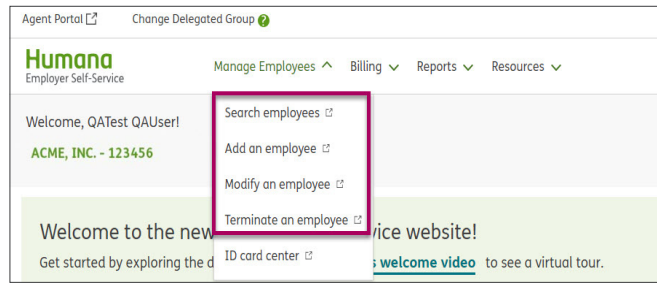
- Tools for accessing ID Cards are also located in the **Access member ID cards** tile on the Employer Self-Service home page.



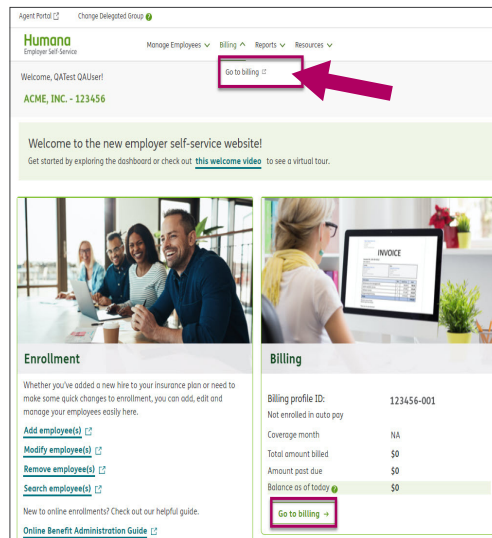


Employer Portal Home (agent)

- The enrollment center is accessible through the **Manage Employees** tab



- The billing overview and summary page (no payments) is located here

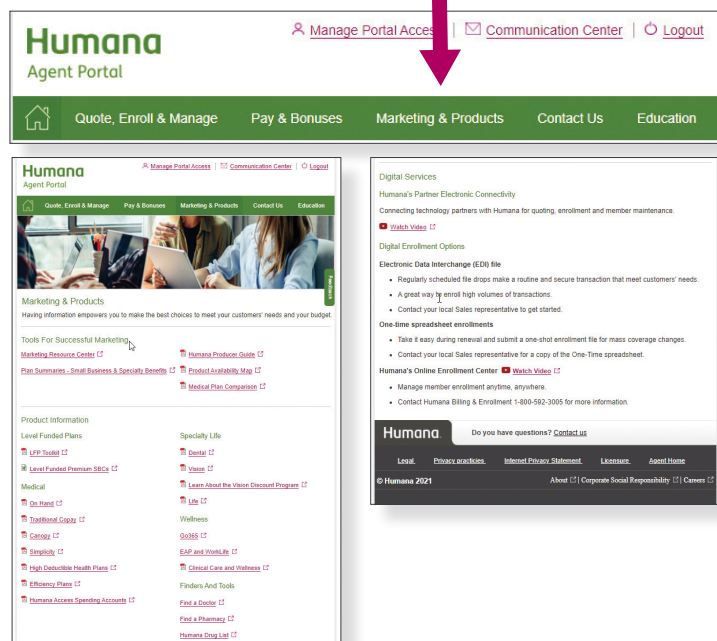


- For more detailed information on Employer Self-Service, please check out the [Employer Self-Service Overview Guide](#)



Marketing and Products

- Marketing Resource Center—order all marketing materials
- Vision discount flyer
- Plan summary tool
- Sales guidelines—good informational tool agents can review—UW/easyrate/billing info
- EAP and Worklife flyers





Quote, Enroll and Manage

- View Small Business Accounts
 - Quotes
 - Launch My Group (LMG)
 - Current Accounts (Rates/Renewals)
- Download and print forms
- Workplace Voluntary Benefits reports
- Manage and view group details (Employer Self-Service)
- Business Transferal Form
- View late pay notices



View Small Business Accounts

Group Name	Version	Status	Effective Date	Version Create Date	Case Size	Multi-Loc	Move To Folder	View Quote	Edit	Notepad	Sold
123 PRINTING	002	Quoted	12/1/2016	10/7/2016	2	N					
35SECUR0518, L.L.C.	002	Quoted	1/1/2017	12/15/2016	3	N					
4 D TECHNOLOGY CORPORA *A	004	Quoted	5/1/2017	3/10/2017	36	N					
SLIGHTS LLC *A	003	Quoted	4/1/2017	2/9/2017	31	N					
BMURFREESBORO DERMATOLOGY	N/A	Quoted	7/1/2016	N/A	15	N					
ABSOLUTE HARDWOOD FLOORIN	005	Quoted	6/1/2017	3/24/2017	53	N					
ADAM GOODMAN STANDING CHA	N/A	Quote Incomplete	11/1/2016	N/A	36	N					
ADVANCED APPLICATORS GROUP	001	Quoted	12/1/2016	8/14/2016	2	N					

Under the **Account Information** section, you can select the links available to create quotes, implement new groups, calculate rates and confirm plan information.



Request a Quote

Humana
Quoting Account listing

Pre-Quote questions

If the answer to questions #1, #3, #4 or #5 is "YES", this quote cannot be completed online. If the answer to questions #2 is "YES", you can proceed, however, there may be special guidelines when processing. Please contact Easy Rate at 1-800-327-9728 for more information.

*1. Does this group currently have Humana or CompBenefits plans? Yes No

*2. Does this group have more than one working location? Yes No
(Note: If the groups payroll count is less than 51:
* Question must be answered as No
* For Working locations choose a CHC/NPOS plan for all states. If location is in ME, NH, VT, WY, SD, ND, MI then choose an indemnity plan
* Please consult with your Sales Office with any members located in rural areas)

*3. Do you anticipate quoting/enrolling less than 2 or more than 100 eligible employees for coverage? Yes No
If Rhode Island and New Hampshire, do you anticipate quoting/enrolling more than 100 employees for coverage?
Note: 51+ availability will vary by state.

*4. Are you quoting a group size of one in Colorado, North Carolina, or a group size of one, two or three in Florida? Yes No

*5. Is this group a leasing company or temporary employment agency? Yes No

[Back](#) [Continue](#)

Launch My Group (LMG)

- In **Account Listing**, locate the group that is ready for installation
- Fill in the required group data to generate New Case documents for signature

Humana
Agent Account listing

Account Listing

Welcome! This online application guides you through all the steps necessary to manage your accounts. Please be sure to select the correct version of the quote you wish to manage. Click on an icon to move, view, edit, or add notes. Click the sold icon to electronically enroll the group.

View Quotes For: All

View Favorites
Create a New Folder
Current accounts
Action History
Group Search

[Create a new quote](#)

Group Name	Version	Status	Effective Date	Version Create Date	Case Size	Multi-Loc	Move To Folder	View Quote	Edit	Notepad	Sold
123 PRINTING	002	Quoted	12/10/16	10/03/16	2	N					
386CORPDRS, L.L.C.	002	Quoted	10/20/17	12/10/2016	3	N					
4 D TECHNOLOGY CORPORATION	004	Quoted	04/20/17	3/10/2017	36	N					
BLIGHTS LLC WA	003	Quoted	4/10/17	3/20/2017	11	N					
HAPPYFREESBOND DERMATOLOGY	N/A	Quoted	7/6/2016	N/A	15	N					
ABSOLUTE HARDWOOD FLOORING	002	Quoted	6/10/2017	3/24/2017	65	N					
ADAM GOODMAN STANDINGS CHA	N/A	Quoted	11/10/2016	N/A	10	N					
ADVANCED APPRAISERS GROUP	002	Quoted	12/10/16	01/4/2016	2	N					

- Choose the most recent quote **Version**
- **Note:** Quotes that are able to be completed will have a "BLUE" sold icon in the far right column
- Fill in the required group data to generate New Case documents for an e-signature

Humana
Agent Account listing

Account Listing

Welcome! This online application guides you through all the steps necessary to manage your accounts. Please be sure to select the correct version of the quote you wish to manage. Click on an icon to move, view, edit, or add notes. Click the sold icon to electronically enroll the group.

View Quotes For: All

View Favorites
Create a New Folder
Current accounts
Action History
Group Search

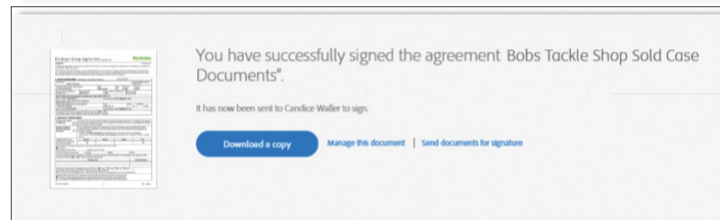
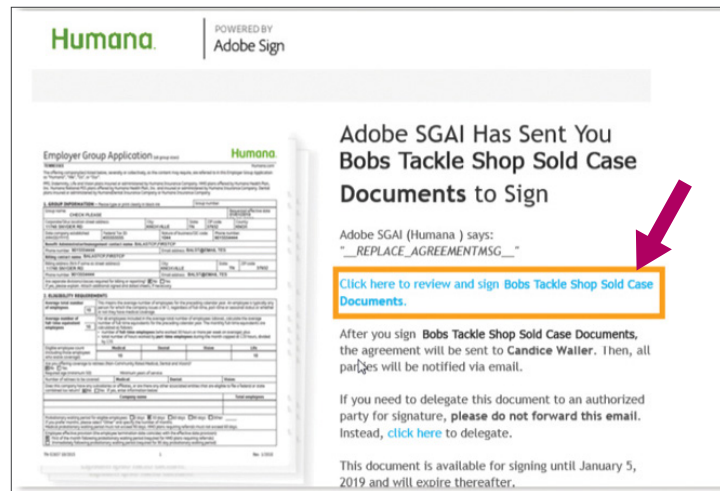
[Create a new quote](#)

Group Name	Version	Status	Effective Date	Version Create Date	Case Size	Multi-Loc	Move To Folder	View Quote	Edit	Notepad	Sold
	N/A	Quoted	3/1/2014	N/A	23	N					
	N/A	Quoted	3/1/2014	N/A	3	N					
	N/A	Quoted	3/1/2014	N/A	4	N					
	N/A	Quoted	3/1/2014	N/A	20	N					
	N/A	Quoted	3/1/2014	N/A	6	N					
	N/A	Quoted	3/1/2014	N/A	9	N					

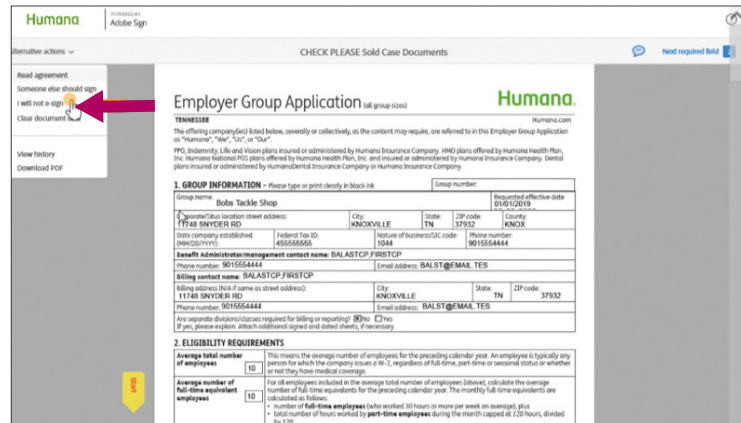


Launch My Group: Signing Documents

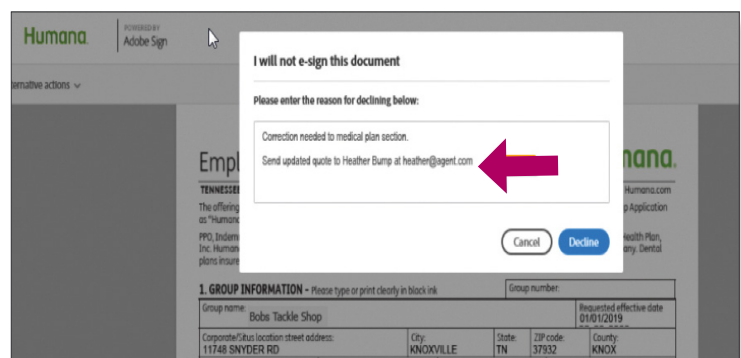
- Documents should arrive in the agent's email inbox within four hours.
- Sold Case Documents should arrive shortly after submission. Review that the document information is correct. If so, you may complete the e-signature.



- Documents will then be forwarded to the group contact for review/e-signature.
- If you find an error in the documents and do not wish to sign, choose **I will not e-sign**.



- In the pop-up box, enter the reason you will not sign. Include the **agent name** and **email address** that should receive the updated quote. Then choose the **Decline** button.



If you have questions or concerns about LMG please contact the LMG team at **855-330-5920** or via email at LaunchMyGroup@Humana.com.



Current Account Listing

Current Account Listing

Welcome agents! This on-line application will guide you through all of the steps necessary to create an alternate quote, update an alternate quote, view letters and view employee add-on rates.

New Case Accounts (Life, LTD, STD and W/V quotes for existing groups can be found via "New case accounts")

Action History
Group Search
View Favorites

View by partner type: All 60

Group Name	Group Number	Renewal Date	Case Size	Multi-Location	View Renewal Letters	View Quote	Request a Quote	View Detailed Add On Rates	BUD Exchange Name
2500 SOUTH OCEAN BLVD CON	734161	9/1/2016	16	N					
3 DEGREES ADVERTISING & M	733717	9/1/2016	2	N					
435 SOUTH, LLC	719993	5/1/2017	7	N					
SISOLUTIONS INC	646798	5/1/2016	19	N					
A.B. MAY COMPANY	588376	1/1/2017	144	N	N/A	N/A		N/A	
A.F. STERLING HOMEBUILDER	767597	5/1/2017	19	N					
AAMES PLUMBING & HEATING	741053	8/1/2016	53	Y / Primary					
ABACUS ADVISORS LLC	739933	1/1/2017	3	N					
ABEL SOLUTIONS	683030	1/1/2017	16	N		N/A	N/A		
ADAM GOODMAN STANDING CHA	657216	8/1/2016	38	N					
ADMINISTRATIVE & EXECUTIV	710585	1/1/2017	9	N					
AGILVEST INC	606165	1/1/2017	13	N					
ALLEN SIGN COMPANY	588219	11/1/2016	6	N					
ALLIANCE GLAZING TECHNOLO	571483	1/1/2017	102	Y / Primary				N/A	
ALMA FINANCIAL ASSISTANCE	734698	10/1/2016	27	N					

< First < Prev [Displaying 1-15 of 369] Next > Last >

[Back](#)

- From the **Account Listing** page, you will select **Current Accounts**
- You can select a current account to confirm renewal dates, review renewal letters, view/request quotes and check rates



View Detailed Add-on Rates

- Choose link to view detailed add-on rates
- Select the plan or plans and then **Continue** to check rates

Select Detailed Add On Rates: ADMINISTRATIVE & EXECUTIV

This page displays a group's products with product descriptions, coverage effective dates, rate effective dates and rate end dates. All products may not display at this time. You may "Select All" products or a combination of Current Products and/or Renewal Products.

[Back](#) [Continue](#) Today's Date: 3/30/2017

Group Effective Date: 01/01/2008 Group End Date:
Current Renewal Date: 01/01/2017

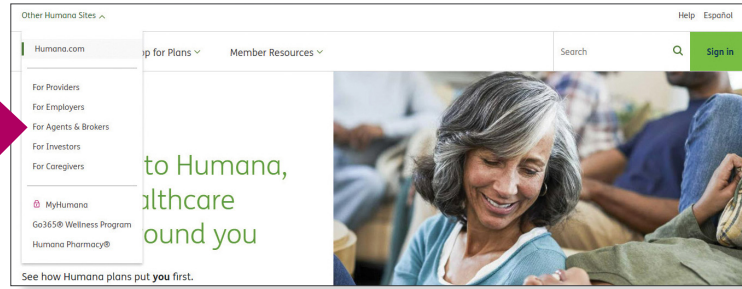
Product Description	Coverage Effective Date	Rate Effective Date	Rate End Date
<input type="checkbox"/> MEDICAL BRG NPOS 17 Copy OPT 1 Selr - Cmt: Individual \$1,000.00/Family \$2,000.00. Coins: 100.00%. In-network: 75.00%. Out-of-network: CDP. Individual \$4,000.00/Family \$8,000.00. Ov: \$25.00 Primary Care; \$40.00 Specialist; \$100.00/200%, NATPOSHOCCOR, CARRY OVER CREDIT	01/01/2017	01/01/2017	
<input type="checkbox"/> MEDICAL BRG NPOS 17 Copy OPT 3 Selr - Cmt: Individual \$2,000.00/Family \$4,000.00. Coins: 100.00%. In-network: 75.00%. Out-of-network: CDP. Individual \$7,000.00/Family \$14,000.00. Ov: \$40.00 Primary Care; \$60.00 Specialist; \$200.00/400%, NATPOSHOCCOR, CARRY OVER CREDIT	01/01/2017	01/01/2017	
<input type="checkbox"/> BASIC LIFE \$50,000.00 Flat Benefit	01/01/2008	01/01/2017	
<input type="checkbox"/> BASIC ADDD \$50,000.00 Flat Benefit	01/01/2008	01/01/2017	
<input type="checkbox"/> VISION Humana Vision 130 - Exam Copy: \$10.00, Lens Copy: \$15.00, Elective Contact Lens Allow: \$100.00, Exam Freq: Once every 12 months	01/01/2017	01/01/2017	

[Back](#) [Continue](#)

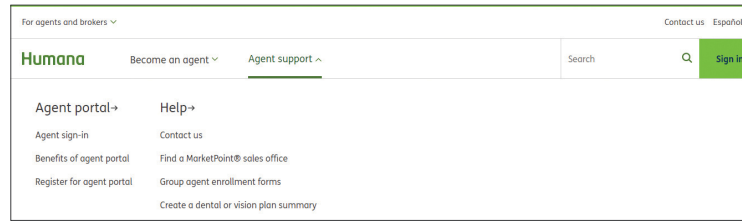


Enrollment Forms from Humana.com

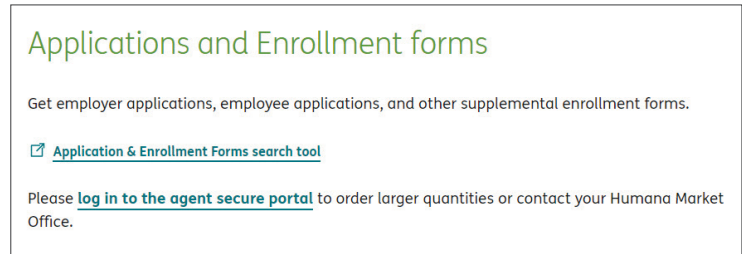
- Enrollment forms can be downloaded from the unsecured part of **Humana.com**
- Select **For Agents & Brokers** from the **Other Humana Sites** drop down



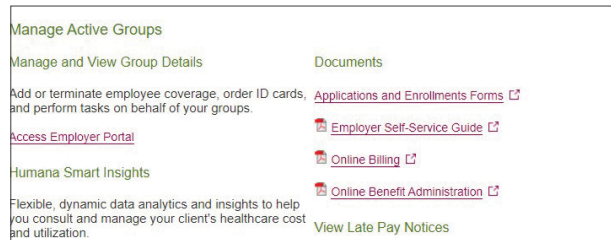
- Select **Group agent enrollment forms** from the **Agent Support** drop down



- Select **Application & Enrollment Forms search tool** under Applications and Enrollment forms



- If you are already logged in to the Agent Portal, enrollment forms can also be accessed by selecting **Applications and Enrollment Forms** in the **Manage Active Groups** section of the **Quote, Enroll and Manage** tab under **Documents**.





Go365 Reports

- Select the report you wish to run
- Go365 Reports can be found in the Manage Active Groups section of the Quote, Enroll and Manage tab.
- **Note:** Only the Agent of Record is authorized to these reports at this time. Writing agents/brokers will not see Go365 report links in the portal.

- Choose group from company selector drop-down
- Enter activity period end date and select **Go**



View Late Pay Notices

- Under **View late pay notices**, you can see any late pay notifications that have been mailed to your groups
- Listing of groups 14 days past due will appear in this link
- Agents are not authorized to access the payment function of eBilling, but employers can pay the bill via **Employer Self-Service**
- If there are no late pay notices, the “No group information” message will display

View Late Pay Notices

List of accounts within 14 days of termination due to nonpayment.

[Late Pay Notices](#)

Humana Agent Portal

Quote, Enroll & Manage | Pay & Bonuses | Marketing & Products | Contact Us | Education

Quote, Enroll and Manage

Manage your current groups, quote new and existing business, and enroll group membership.

Late Pay Notices

SMART TEST
1100 EMPLOYERS BLVD
GREEN BAY, WI 54344

Agent Name: SMART TEST

Group/PID - Profile	Name	Contact/Phone	Premium Due Date	Amount Past Due	Collection Action
123456-001	TEST GROUP	DOE, JOHN	3/1/2020	\$123.45	Impending Termination

If you have any questions regarding the details displayed above, please call us at

[Click here for more information regarding these impending terminations](#)



Education

- Continuing education credits
 - MarketPoint® Learning Portal
 - HIPAA policies and documents
 - Policies, procedures and compliance documentation
- NOTE:** Retail certifications can be found on Vantage. For assistance with these, please contact Agent Support 800-309-3163.

Humana Agent Portal

Management Portal Access | Communication Center | Logout

Quote, Enroll & Manage | Pay & Bonuses | Marketing & Products | Contact Us | **Education**

Education

Online education courses for products, sales, certification, compliance and support.

Guidance Resources

Agent Portal Tutorials

- [Agent Self-Service Guide](#)
- [Web Access Administration for Agents](#)
- [Agent Online Quoting Guide for Small Business](#)
- [Launch My Group Agent Guide](#)
- [Online Billing](#)
- [Online Benefit Administration](#)
- [Humana's Online Enrollment Center](#)

Live Training

Humana's Digital Support team offers live portal training. Learn how to manage users, groups and members. Select email icon below to register for a session.

- [Agent Portal Training](#)
- [Employer Portal Training](#)

Benefit Information

- [What is a Level-Funded Premium?](#)
- [Employee Assistance Program and Work Life Services for Employers](#)
- [Employer Benefit Center for Small Business](#)

For Your Employers

- [Plan Guides For Employers](#)
- [Employer FAQ](#)
- [Employer Self-Service Guide](#)
- [Web Access Administration for Employers](#)
- [Employers: New Member Getting Started](#)
- [MyHumana Registration And Mobile App](#)

Earn Continuing Education Credits

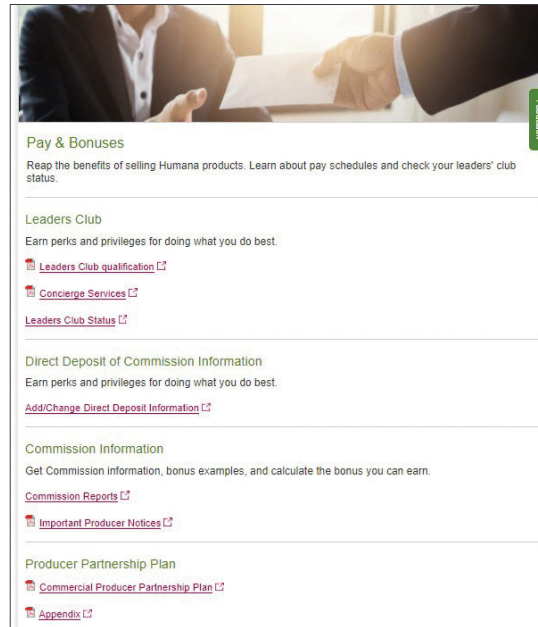
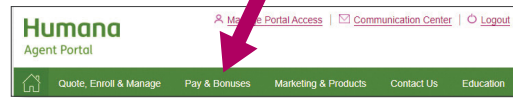
Online Training

Self-paced online training, testing and compliance recording.



Pay and Bonuses

- Leaders Club overview
- Direct deposit setup
- Commission information
- Producer Partnership Plan



Contact Us

- All the ways you can get in touch with **Humana**
- For enrollment, billing or general inquiries regarding commercial groups and their members, agents can reach **Humana Business Services** at **800-592-3005**
- For assistance with the Agent Self-Service Portal, agents can reach **Humana Business Web Support** at **888-666-5733, option 4**
- For commission inquiries, agent record updates or business transfers, agents can reach **Agency Management** at **855-330-8128**
- Call Agent Support at **800-309-3163** for Medicare certification, MAPPA, online applications and Vantage support

If you would like more information, please feel free to join us for a live portal training.

Agent Portal training is available. **Email us at agentwebtraining@humana.com**

Employer Self-Service training is also available. **Email us at webtraining@humana.com**

