

# Generic Online Enrollment Help Aid

This is a generic outline to describe the typical flow of using an online application for Medicare Supplement enrollments. A few specific carrier instructions are listed below. While there are variations with each carrier, the process typically follows something like this.

1. Login to the carrier using your login credentials
2. Find the electronic enrollment application tool
  - a. Usually found under Sales Tools, Electronic Applications or something similar
  - b. Names can vary
    - i. eApp (Many carriers)
    - ii. FastApp (Humana)
    - iii. Quote & Enroll from MyTools (Aetna)
3. Begin a new quote or application to start the process
4. Connect with your client
  - a. Typically done over the phone
  - b. Applicant usually needs an email address for plan documents and quoting information
5. Go over plan options and quotes
6. Begin the enrollment
  - a. Process is very straightforward: ask the client the questions and complete the fields.
7. Carriers have various methods of signature
  - a. Electronic (email)
  - b. Voice (carrier voice signature via phone)
  - c. Wet (documents mailed to the client)

Here are a few specific carrier guides:

## Aetna

<https://seniormarketbuilder.com/wp-content/uploads/2020/03/Aetna.pdf>

## Bankers Fidelity

<https://seniormarketbuilder.com/wp-content/uploads/2020/03/BankersFidelity.pdf>

## Cigna

<https://seniormarketbuilder.com/wp-content/uploads/2020/03/Cigna.pdf>

## Humana

```
app.launchURL("https://seniormarketbuilder.com/wp-content/uploads/2020/03/Humana-DMM-Job-Aid.pdf", true);
```

```
app.launchURL("https://seniormarketbuilder.com/wp-content/uploads/2020/03/Humana-Fast-App-IVR.pdf", true);
```

```
app.launchURL("https://seniormarketbuilder.com/wp-content/uploads/2020/03/Humana-SOA-IVR-instructions.pdf", true);
```

```
app.launchURL("https://seniormarketbuilder.com/wp-content/uploads/2020/03/Humana-DMM-Rules-of-the-Road.pdf", true);
```

Mutual Of Omaha

<https://seniormarketbuilder.com/wp-content/uploads/2020/03/MutualOfOmaha.pdf>