

Enrollment Hub FAQs

PURPOSE: Provide users with responses to Frequently Asked Questions (FAQs) regarding the new Enrollment Hub agent enrollment tool.

SCOPE: Licensed Sales Agents/ Brokers

Introduction: What is Enrollment Hub?

Enrollment Hub is a Windows and iOS/Android based application for Connected and Off-line Enrollments for the following product lines; MA / MAPD / PDP / Dental & Vision / Medicare Supplement. It was created to give a common streamlined & user friendly Learn, Shop, and Choose & Track process for all agent types and is supported by multiple web browsers and devices. It will allow the reuse of consumer data to reduce manual entry by agents and allow you save your data at any point in the process.



Some Key Benefits Include:

- Faster and more accurate entry of enrollment information
- Allows for re-use of consumer data to auto-populate application data
- Less paper
- Simplified display and data entry
- Able to save at any point in the process and track the status of your enrollment prior to submission
- Client information securely stored and transmitted to Humana on the tool
- Increase Humana Star Ratings, which ultimately helps keep the product offering stable
- Decrease pended applications by using guided enrollment process
- No multi-page form to fax
- No paper enrollment form to worry about damaging or losing
- Immediate verification of client eligibility for enrollment
- Allow you to write an application with your client without Internet connection. Upload in the evening when Internet connection is available!

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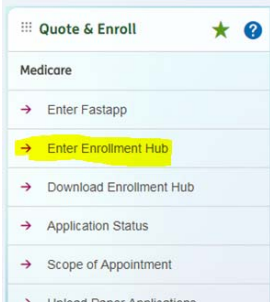
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How Do I Access It?



Important Note: If you do not see the links for Access Enrollment Hub or Download Enrollment Hub, you will have to request access through ASU by calling 800.309.3163, Option 5.



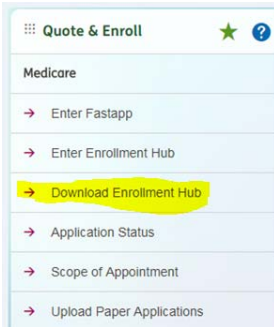
To access the tool in a Connected Mode (Windows based):

Internal (Career Field) Agents and External Agents can log into Enrollment Hub directly from Humana Vantage Agent Portal using the Quote & Enroll card to use the tool.

1. Log into the Humana Vantage Agent Portal
2. Locate the Quote & Enroll card
3. Select the Enter Enrollment Hub link provided
4. This will take the agent directly into Enrollment Hub

To access the tool in an Off-line Mode (Windows based):

Internal (Career Field) Agents and External Agents can install Enrollment Hub from the Humana Vantage Agent Portal using the Quote & Enroll card to their IOS/Android or PC.



1. Log into the Humana Vantage Agent Portal
2. Locate the Quote & Enroll card
3. Select the Download Enrollment Hub link
4. Follow the instructions provided on the Download page for your device

Enrollment Hub Downloads

Get  ENROLLMENT HUB


[Click here if you are on Windows Device](#)

[Click here if you are on iOS Device](#)


[Click here if you are on Android Device](#)

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for Windows Device:


1. Once installed, the Enrollment Hub icon will be added to your desktop.
2. Once the icon is added to your desktop, you can access Enrollment Hub directly from this icon  when you wish to operate in an Off-line mode.

for iOS Device:

1. Follow the instructions on the iOS Device download page to install the Enrollment Hub app on your device
2. Once the app is installed on your iOS device, you can access Enrollment Hub directly from the app icon. 

Please Note: You may also install the iOS app by navigating directly to the Apple Store and searching for the app using keyword: Enrollment Hub

for Android Device:

1. Follow the instructions on the Android Device download page to install the Enrollment Hub app on your device
2. Once the app is installed on your Android device, you can access Enrollment Hub directly from the app icon. 

Please Note: You may also install the Android app by navigating directly to the Google Play Store and searching for the app using keyword: Enrollment Hub

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What are the requirements?

Computer requirements are as follows:

- Operating System of Windows 10 or newer
- For Connected Mode: Chrome or IE11
- For Off-line Mode: Chrome is required
- X GB free space [*Check back for updates regarding size*]
- Touch screen device (Ex. Lenovo Twist, iOS/Android Tablet)
- Signature Options if Non-Touch Screen: Bluetooth pen, Mouse, or Signature Pad (Topaz model: T-LBK460-HSB-R).

Note: *E-Signature capability is coming in June 2018.*



Where can I get help?

Call Agent Support at 800.309.3163



Where should I get started?

Training Materials are under construction please come back for updates to this section.



Frequently Asked Questions:

What applications can be completed in Enrollment Hub?

- Individual Medicare
- Scope of Appointment (SOA)
- Member Authorization Form (MAF) (with an application only)
- Humana Pharmacy Authorization Form (with an application only)
- Caregiver of PHI Form (with an application only)
- Optional Supplemental Benefits Enrollment
- Access path to the FastApp enrollment tool for Medicare Supplement
- Access path to the IDV enrollment tool for Stand Alone Dental and Vision products

How do we capture the member's signature?

Digital signatures are required using either a touch screen computer/tablet, USB connected signature pad (Topaz model: T-LBK460-HSB-R) or a USB connected mouse or mouse pen or Bluetooth pen.

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The Frequently Asked Questions section will continue to grow as we answer questions. Please check back often.