How to Access
Enrollment HUB
from Vantage



The How to Access Enrollment HUB from Vantage job aid will allow you to learn how to reach the Enrollment HUB application. This job aid includes the steps to log into the Vantage portal, access Enrollment HUB in Connected mode, and download Enrollment HUB for desktop and a mobile device. By knowing how to properly log into Vantage, it will allow you to easily access the application in a faster and efficient way for continuous use of Enrollment HUB.

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Steps to Access Enrollment HUB

Log in through the Vantage Portal

When you want to access Enrollment HUB, first you will need to access via the Vantage portal and follow the following steps before automatically logging into Enrollment HUB.

Description

- Go to <u>www.humana.com</u> and log in using your Humana Vantage Username and Password.
- 2. Click the Vantage Portal link.
 - (i)

NOTE: The first time you access Enrollment HUB must be through Vantage. To do so, you must be in Connected Mode.

Screenshot in Enrollment HUB

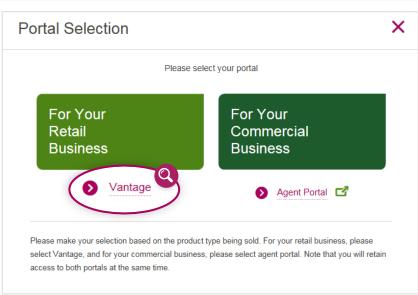


Image 1 – Humana site View



Description

Screenshot in Enrollment HUB

3. From the **Quote & Enroll** card within Vantage, click the **Enter Enrollment HUB** link.



NOTE: If you do not see this link it means that you do not have the appropriate Business Function (permission) and have not been granted access to the Enrollment HUB tool. You will need to contact the Agent Support Unit to request access.

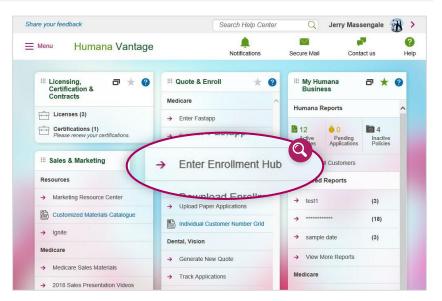


Image 2 - Quote & Enroll: Enter Enrollment HUB

- 4. You are automatically logged into Enrollment HUB:
 - a. If it is the first time you access Enrollment HUB, you will land directly on the EULA screen to start the new user flow.
 - (i)

NOTE: Click the I agree button and continue using the application. For more information on how to navigate Enrollment HUB search for the corresponding jobs aids in the Humana MarketPoint University.

END-USER LICENSE AGREEMENT ("EULA") FOR ENROLLMENT HUB SOFTWARE

This HUMANA INC. ("HUMANA") EULA is an agreement between you as an individual or an entity (and/or its agent(s) and employee(s)) (collectively, the "Licensee" and HUMANA for the Enrollment Hub software. Licensee accepts and agrees to be bound by all of the terms and conditions of this EULA. This EULA is enforceable against Licensee and entity that obtains access to the Licenseed Software via Licensee. If Licensee does not agree to the terms and conditions contained in this EULA: (a) do not click the "I Agree" button below, (b) do not use the Licenseed Software, and (c) return the Licensed Software immediately to the entity/person from which it was obtained, if applicable, HUMANA owns and retains all intellectual property in the Licenseed Software. HUMANA permits Licensee to use the Licensed Software only in accordance with the terms of this EULA.

1. Definitions.

A. Confidential Information or Proprietary Information. The terms "Confidential Information" or "Proprietary Information" include, but are not limited to, all internal business practices, software, information contained on networks, LAMS, computers or other magnetic or optical media, devices, concepts, prototypes, inventions (some of which may be patentable), patent applications, designs, drawings, schematics, know-how, plans for development of new software, technology, procedures, informational plans, strategies, business records, including but not limited to information concerning members, providers, reimbursements, rates, products, pricing, the identity of HUMANA's customers and/or Prospects, any and all data identifying HUMANA customers and/or Prospects either individually or as a group, including but not limited to Iclaims, rating, Protected Health Information ("PHI"), and identifiable nonpublic personal information, HUMANA's methods of doing business, and financial information regarding HUMANA's customers and/or Prospects, both detailed information and the basic nature of the information, and contracts or business methods, in any form whatsoever.

B. Data. The term "Data" shall include, but is not limited to certain information that HUMANA may disclose to Licensee some of

B. Data. The term "Data" shall include, but is not limited to certain information that HUMANA may disclose to Licensee some of which may constitute PHI, as that term is defined under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"). The protection and/or security of PHI is governed by HIPAA. In the event of any conflict between the

Image 3 - EULA Agreement View: Text

law, the remaining provisions of this EULA shall continue in full force and effect. This EULA is not assignable in whole or in part by Licent without the prior written consent of HUMANA. HUMANA may freely assign this EULA. This EULA shall be binding upon and inure to the benefit of the parties, and their respective helers, successors, and permitted assigns.

D. Plural and Singular Usage. As used herein, the singular of any term includes the plural and the plural means the singular, whenever the context so requires.

E. Headings. The section headings in this EULA are inserted for convenience only and are not intended to affect the meaning or interpretation of this EULA.

F. Compliance with the Law. Licensee agrees that it will compty with all laws and regulations governing the use of the Licensed Software and the protection of PHI.

G. Severability. In the event any one or more of the provisions of the EULA shall for any reason be held to be invalid, illegal or unenforceable, the remaining provisions of this EULA shall be unimpaired, and the invalid, illegal or unenforceable provision shall be replaced by a mutually acceptable provision, shall be provision, shall be provision, shall be replaced by a mutually acceptable provision, which, being valid, legal and enforceable, comes closest to the intention of the parties underlying the invalid, illegal or unenforceable provision. If any provision of this EULA is to be construed by limiting and reducing it, so as to be enforceable to the extent compatible with applicable law.

H. Entire Agreement. This EULA constitutes the entire agreement between the parties in connection with the subject matter hereof and supersedes all prior and contemporaneous agreements, understandings, and any other negotiations and discussions, whether electronic, oral or written, of the parties and/or subsidiaries of the parties with respect to the same subject matter hereof. There are no warranties, representations and/or agreements between the parties in connection with the subject matter h

Image 4 - EULA Agreement View: I Agree Tab



b. If you are a returning user, you will land directly on the Workbench screen with the Main Menu open on the left. From there, the user can begin working by clicking anywhere on the grey screen.

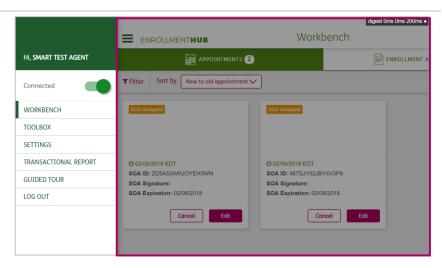


Image 5 - Workbench View

Working Off-line

To work in Off-line mode you first need to download the Enrollment HUB while connected from the Vantage Portal. Depending which type of device you have you will to follow specific instructions. It will all depend if you will be using a Windows, iOS, or Android device.

Description

- 1. Navigate back to Vantage.
- Look for the Quote & Enroll card, and click the Download Enrollment HUB link, while connected.

Screenshot in Enrollment HUB

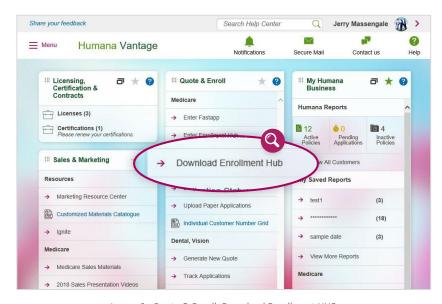


Image 6 - Quote & Enroll: Download Enrollment HUB



Description

- 3. Once you select the Download Enrollment HUB link, the **Enrollment HUB Downloads** page displays. This page will allow you to download Enrollment HUB for different type of devices:
 - a. Windows
 - b. IOS
 - c. Android

Screenshot in Enrollment HUB



Image 7 - Enrollment HUB Download: Download options

WINDOWS DEVICE

To be able to use Enrollment HUB in Off-line mode on a Windows device:

Description

1. Select the Click here if you are on a Windows Device link.

Screenshot in Enrollment HUB



Image 8 - Enrollment HUB Download Screen: Windows Device



Description

- 2. The section expands and shows the following options:
 - a. Download Google Chrome for Windows here if you don't have it, it is needed to run the tool in Off-line mode.
 - b. **Download Enrollment HUB** to download the application.
 - c. **Download Topaz Drivers**, if you are using a Topaz signature pad you need to click this link

Screenshot in Enrollment HUB

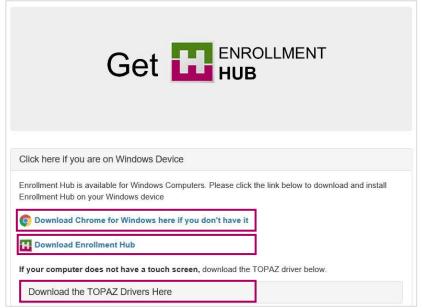


Image 9 - Enrollment HUB Download: Windows Device

3. Once you click the **Download Enrollment HUB** link, the system will install a shortcut to your desktop (Enrollment HUB icon).

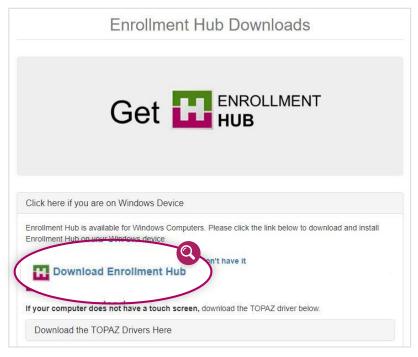


Image 10 - Enrollment HUB Download: Windows Device

4. Once you complete the installation, click the **Get Enrollment HUB** shortcut in your device to open the app.



Image 11 - Enrollment HUB Download: Windows Device



iOS DEVICE

To be able to use Enrolment HUB in Off-line mode on an iOS device:

Description

 Select the Click here if you are on an iOS Device link.

Screenshot in Enrollment HUB

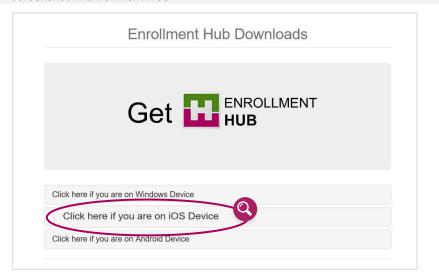


Image 12 - Enrollment HUB Download: iOS Device

- 2. The section expands and displays the following messages:
 - Enrollment Hub is available on the Apple App Store. Please go to App Store to install Enrollment Hub on your iOS device
 - Download Chrome for iOS here if you don't have it



NOTE: To download the Enrollment Hub App visit the App Store on your iOS device and search for Humana Enrollment HUB.

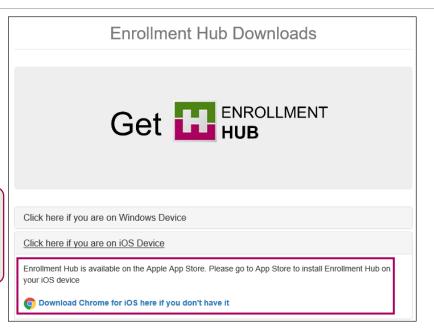


Image 13 - Enrollment HUB Download: iOS Device

3. Once you complete the installation, click the **Get Enrollment HUB** shortcut in your device to open the app.



Image 14 - Enrollment HUB Download: iOS Device



4. In the log in screen, complete your Username and Password fields.

Your Username and Password is the same one you currently use to access the Humana Vantage Agent Portal.

(i)

NOTE: Keep in mind that if you have to change your password on Humana.com, it will change your password in Enrollment HUB as well.



Image 15 - Enrollment HUB Download: iOS Device

- 5. Read the agreement to use the Enrollment HUB software.
 - a. If it is the first time you access Enrollment HUB, you must read the Mobile Application Privacy Statement and acknowledge by clicking the **Done** button.

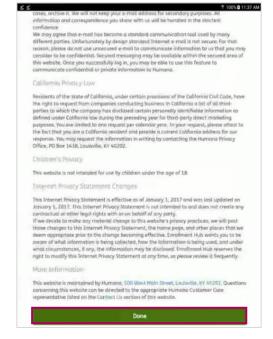


Image 16 – Mobile Application Privacy Statement

b. If you are a returning user, the Workbench screen with the Main Menu displays on the left of the screen. Click anywhere on the grey area to start working.

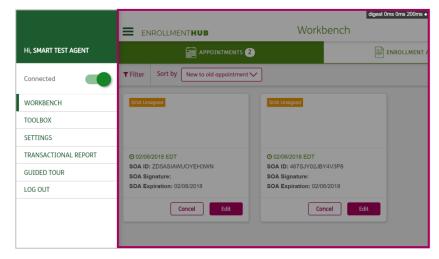


Image 17 - Main Menu View: Workbench



ANDROID DEVICE

To download Enrollment HUB to an Android device:

Description

 Select the Click here if you are on an Android Device link.

Screenshot in Enrollment HUB

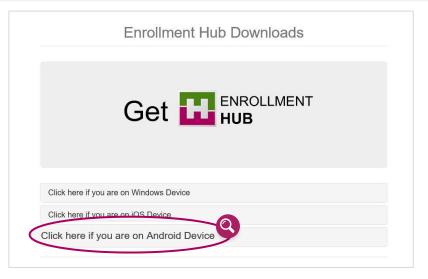


Image 18 - Enrollment HUB Download: Android Device

- 2. The section expands and displays the following messages:
 - Enrollment HUB is available on the Google Play Store. Please go to Google Play Store to install Enrollment HUB on your Android device
 - Download Chrome for Android here if you don't have it



NOTE: To download the Enrollment HUB App visit the Google Play Store on your Android device and search for Humana Enrollment HUB

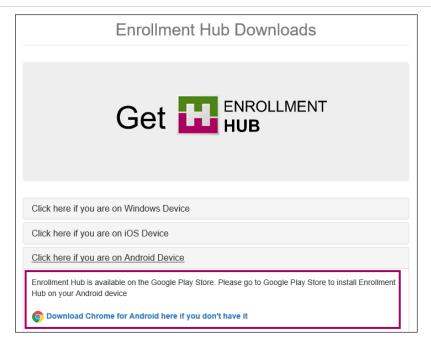


Image 19 - Enrollment HUB Download: Android Device

3. Once you complete the installation, click the **Get Enrollment HUB** shortcut on your device to open the app.



Image 20 - Enrollment HUB Download: Android Device



4. In the log in screen, complete your Username and Password fields.

Your Username and Password is the same one you currently use to access the Humana Vantage Agent Portal.



NOTE: Keep in mind that if you have to change your password on Humana.com, it will change your password in Enrollment HUB as well.



Image 21 - Enrollment HUB Download: Android Device

- 5. Read the agreement to use the Enrollment HUB software.
 - a. If it is the first time you access Enrollment HUB, you must read the Mobile Application Privacy Statement and acknowledge by clicking the **Done** button.

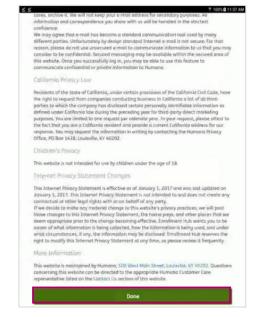


Image 22 – Mobile Application Privacy Agreement

b. If you are a returning user, the Workbench screen with the Main Menu displays on the left of the screen. Click anywhere on the grey area to start working.

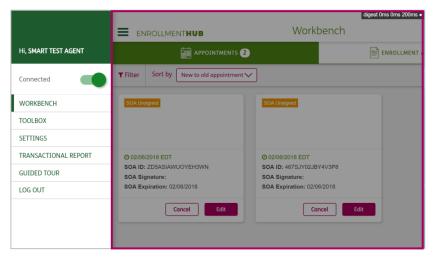


Image 23 - Main Menu View: Workbench



This document is part of Enrollment HUB Training Curriculum

- How to Access Enrollment HUB from Vantage ←
- How to start using Enrollment HUB: What do you need?
- Enrollment HUB Quick Start
- How to Login and Logout
- Understanding the Main Menu
- Use the Off-line Mode
- Workbench: Searching, Filtering and Sorting Cards
- Create a Scope of Appointment (SOA)
- How to Manage a SOA
- Create an Enrollment: MAPD (New Member)

- Create an Enrollment: PDP (New Member)
- Create an Enrollment: Chronic Disease (New Member)
- How to Manage an Enrollment
- How to Access Medsupp through Enrollment HUB
- Identifying Messages in the Application
- Identifying the No Sales Reasons
- What You Cannot Forget When Using the Enrollment HUB