

# How to successfully email enrollment documents



**Please note:** For small group enrollment, this process should only be used for ongoing enrollment and not small group new business (1–99 payroll).

## For agents

- Sign in to your secure **Humana.com** account
- Select the link for “Secure E-mail”
  - You may need to register and activate your account if you’ve never sent a secure email through this link
- Send an email with the document attached (special instructions or text in the body of the email will not be reviewed because this is an automated process)
- Email your documents to **CommAndSpecEnroll@humana.com**, using the guidelines below

## For employers

- Sign in to your secure **Humana.com** account
- Select the green envelope icon in the top right corner
  - You may need to register and activate your account if you’ve never sent a secure email through this link
- Send an email with the document attached (special instructions or text in the body of the email will not be reviewed because this is an automated process)
- Email your documents to **CommAndSpecEnroll@humana.com**, using the guidelines below

## For market source general agencies

- Sign in to your secure **Humana Launchpad** account
- Click on the Humana Email link/app
- Send an email with the document attached (special instructions or text in the body of the email will not be reviewed because this is an automated process)
- Email your documents to **CommAndSpecEnroll@humana.com**, using the guidelines below

## For agents and employers

Users who sign in as a visitor may also use this new email submission process by signing in to **Humanasecuremail.net**. This will take you to the Communications Center where applications can be submitted.



## Guidelines for submitting enrollment forms through email

- Email can be no larger than 50 MB (you can check your attachment size before you send the email).
- Email attachment can be no more than 500 pages.
- Subject line must contain the word “Enrollment” within it and something to identify the contents of the email, such as member name, group # or some other kind of identification.
- Email must have an attachment with an approved file extension. Approved extensions are: **.PDF, .JPG, .JPEG, .GIF, .PNG, .BMP or .TIFF.**
- Attachment can not contain special characters.
- Email can contain documents that may have previously been faxed, mailed or sent overnight for enrollment.
- The attachment can not be password protected.
- This is an automated process—no special instructions or text should be included in the body of the email.
- Upon receipt of the email and documents in the mailbox, the sender will receive either an automated “**Acceptance**” or “**Denial**” email notification.

### The criteria for an “Acceptance” notification are (all must be met):

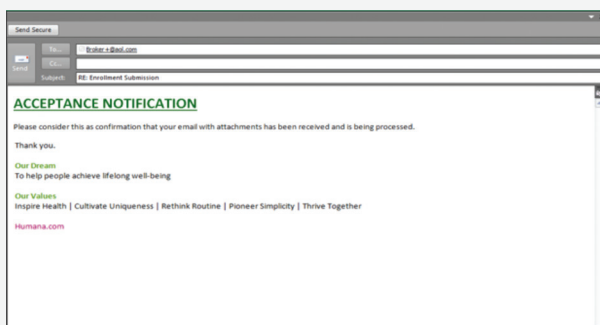
- The enrollment submission email was sent from an internal Humana email account or through **Humana.com** secure portal
- The enrollment submission email contained the word “Enrollment” within the email subject line
- The enrollment submission email contains at least one attachment, and the attachment(s) did not exceed 50 MB
- All attachments contained within the email include a file extension of **.PDF, .TIFF, .JPG, .JPEG, .BMP, .PNG or .GIF**

### The criteria for a “Denial” notification are:

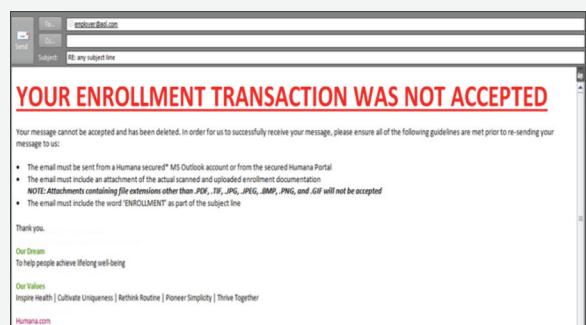
- The enrollment submission email was sent from a non-Humana MS Outlook email account or was **NOT** sent through the **Humana.com** secure portal (e.g., it was sent through Yahoo, Hotmail, etc.)
- The enrollment submission email did **NOT** contain an attachment(s)
- The enrollment submission email contained an attachment with any file extension other than **.PDF, .TIFF, .JPG, .JPEG, .BMP, .PNG or .GIF**
- The attachment(s) exceeded the 50 MB limit
- The attachment(s) was more than 500 pages
- The enrollment submission email did **NOT** contain the word “Enrollment” within the email subject line



An example of the “Acceptance” email notification is shown below:



An example of the “Denial” email notification is shown below:



Remember, special instructions or text in the body of the email will not be reviewed because this is an automated process. Standard cycle and processing time will continue to apply.