

## Agent Online Quoting Guide

For group sizes 2–100





# How to create a quote online in the agent portal

Online quoting will enable you to create, update and edit quotes for your new business and renewal business.

You have the ability to generate a quote in real time. If a prospective group is looking for a quote, you can have it ready to go within minutes. If an in-force group wants to take a look at last-minute alternatives, you can provide them in just a few clicks.

Imagine the time you will save during peak volume. You won't have to wait for email replies or locate contact numbers.

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### Contact us

| DEPARTMENT                                | CONTACT   | WHO CONTACTS                    | HOW WE CAN HELP   |
|---|---|---------------------------------|---|
| Humana Business<br>Web Support            | <b>888-666-5733</b><br>8 a.m. – 7 p.m., Eastern time                            | Primary access<br>administrator | Help with activation     Online enrollment     Web functionality issues     Reset passwords     Answer questions on such topics as: delegation for group access, launch My Group application                                  |
| Humana Business<br>Services               | 800-592-3005<br>SBMarketSupport@humana.com                                      | Agent and employers             | All service inquiries for medical<br>(under 100 membership), dental,<br>vision and life   |
| Single point of contact (SPOC)            | Provided to employer and agents of 100+ medical groups                          | Agent and employers             | All service inquiries for     100+ medical groups   |
| Open enrollment hotline                   | 888-393-6765  | Employees                       | Every group does not have hotline access  |
| MyHumana<br>questions                     | 877-845-3480  | Employees                       | <ul> <li>Reset passwords</li> <li>Answer questions regarding the employee's benefits, deductibles, finding in-network physicians, etc.</li> </ul>   |
| Quotes for new<br>business<br>(Easy Rate) | 800-327-9728<br>easyrate@humana.com   | Agents                          | Support with new business quotes  |
| Quotes for in-force groups (Conservation) | 800-327-9728<br>conservation@humana.com<br>or<br>levelfunding@humana.com        | Agents                          | <ul> <li>Support with alternate quotes<br/>for currently in-force groups</li> <li>Submission request for Level<br/>Funded groups</li> <li>Assistance with Summary of<br/>Benefit Retrievals</li> </ul>                        |
| Agency<br>Management                      | 855-330-8128<br>agencymgt@humana.com<br>Contracting<br>POContracting@humana.com | Agents                          | Assistance with commissions, licensing, agent of record and contracting   |
| Enrollment and group level changes        | 866-584-9140<br>BEClericals@humana.com  | Agents                          | <ul> <li>Employee enrollment and/or change forms</li> <li>New hires, employee status changes, dependent additions and terminations</li> <li>Change of address, phone, contact information and group plan additions</li> </ul> |

#### Request a new quote – New business

Follow the steps below to begin quoting for a new business group not currently enrolled with a Humana plan.

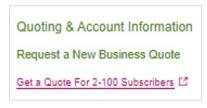
- Select the Quote, Enroll, & Manage title, then Get a Quote for 2-100 Subscribers under the Request A Quote header of Quoting & Account Information.
- Select the sales office you are working with.
   All applicable options will appear.

**Note:** You must select a sales office in order to continue. If you do not know the sales office with which your agency is aligned, contact your representative or select **Humana Sales**.

 On the Pre-quote questions screen, answer the following questions based on the group's situation.

**Note:** For multi-location groups with a 51+ payroll count, see <u>Multiple Location Groups</u>.

• Enter the demographics of the group, including the company name and location.









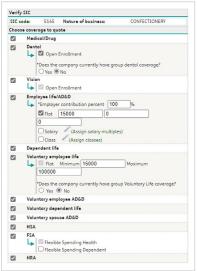
#### Request a new quote – New business

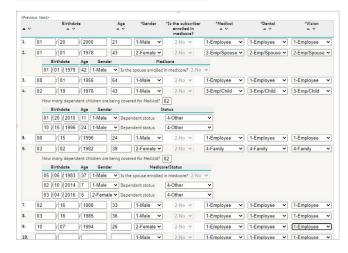
• Enter in or verify all demographic information including the effective date, payroll counts, full-time counts, eligible counts and SIC code. Make sure to indicate if there are any Cobra or retiree employees that will be included in the census.

· Select Continue, and then select the lines of coverage you wish to quote.

• On the census screen, enter the census starting with the dates of birth, followed by the gender for each employee and dependent, and the election type for each line of coverage. If the census is for a carve-out group, contact Easy Rate at 800-327-9728.





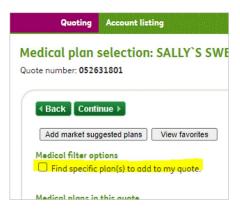


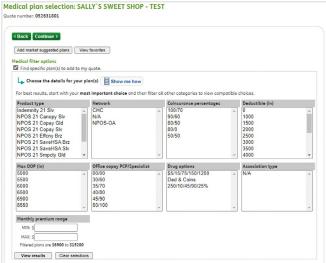
#### 🔚 Request a new quote – New business

• Continue forward to begin selecting the networks for each line of coverage. For medical: All available networks for the group will appear on the plan selection screen. To view, select the Find specific plan(s) to add to my quote box.

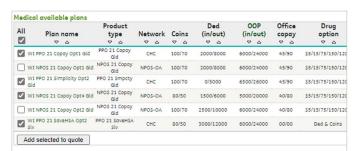
You can filter your medical selection from the following:

- Network
- Plan type (Copay, Canopy, HDHP, Simplicity, etc.)
- Coinsurance
- Deductible
- Max out-of-pocket
- · Office copay
- Drug card
- · You can also filter your options through a monthly premium range. The lowest and highest premiums will appear under Filtered plans are.
- These include the lowest and highest applicable premiums for all plans. Enter your premium between the range and select View results.
- The results of your filter will appear in the middle box. Bring the requested plans into the quote by checking the box next to the plan(s) and select Add selected to quote.









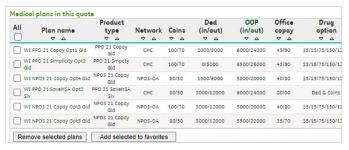


#### Request a new quote – New business

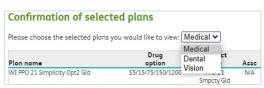
- The results of your selection will appear in the box labeled **Medical plans in this quote.**
- You can remove any plans you do not wish to include by checking the box and selecting Remove selected plans.
- To view all available riders on any line, simply choose **Select riders** and make your selection.
- Repeat the selection steps for dental, vision, and life lines if applicable.

- Once your selection is made, you will be prompted to the Confirmation screen.\* You can verify your selections from this screen by toggling between the selection view.
- \*Will appear below the Life line(s) if quoting a Life product.
- On the delivery screen, enter the email address you wish to send the quote to.
- To make a change or update for any line, select the line listed:

Return to: Medical/Dental/Vision.









#### Request a new quote – Existing business

Follow the steps below to create an alternate quote for a currently in-force Humana group.

Select the Quote, Enroll, & Manage title, then
 View Current Accounts under the Accounts &
 Quotes header of Quoting & Account Information.

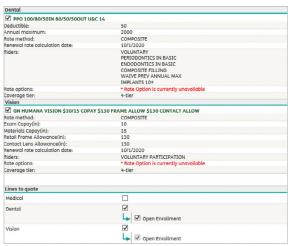
- All current existing business groups will display.
- Select the plus sign next to the group you wish to quote under the Request a Quote header.
- Select the requested effective date. A list of all available dates will display in the drop-down for the group.
- Check the boxes next to the active line of coverage you want to receive an alternate quote for at the top and the corresponding check box at the bottom under the header Lines to quote. If you are quoting a new line of coverage for an active group, select only the new line under the Lines to quote header.

**Note:** For dental, the open enrollment check box must be selected unless opting out of open enrollment.



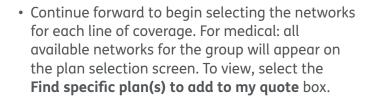




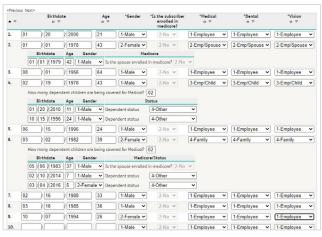


#### 🔙 Request a new quote – Existing business

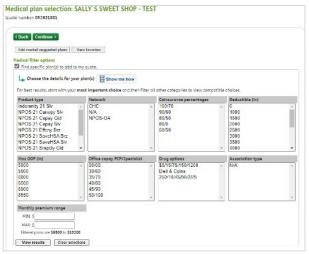
• On the census screen, the group's current census will appear. Updates to a census are not available online for all groups. To update a census on an existing group, please contact Conservation at 800-327-9728.

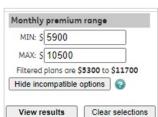


- You can filter your medical selection from the following:
- Network
- Plan type (Copay, Canopy, HDHP, Simplicity, etc.)
- Coinsurance
- Deductible
- Max out-of-pocket
- · Office copay
- Drug card
- You can also filter your options through a monthly premium range. The lowest and highest premiums will appear under Filtered plans are.
- These include the lowest and highest applicable premiums for all plans. Enter your premium between the range and select View results.









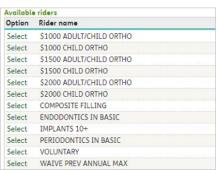


#### 🔚 Request a new quote – Existing business

- The results of your filter will appear in the middle box. Bring the requested plans into the quote by checking the box next to the plan (s) and select Add to selected quote.
- The results of your selection will appear in the box labeled Medical plans in this quote. You can remove any plans you do not wish to include by checking the box and selecting Remove selected plans.
- To view all available riders on any line, simply choose **Select riders** and make your selection.
- Repeat the selection steps for dental and vision lines, if applicable.
- Once your selection is made, you will be prompted to the confirmation screen. You can verify your selections from this screen by toggling between the selection view.
- On the delivery screen, enter the email address you wish to send the quote to.
- To make a change or update for any line, select the line listed Return to: Medical/Dental/Vision.













#### Multiple location groups

Multiple location rating is determined by the payroll count of a group. Only groups with 51+ employees on payroll can be quoted as a multiple location site in the Agent Portal.

Both the main location and all applicable working locations are included in multiple location ratings. Humana defines a working location as all locations within the multi-location group other than the main location/home office site (including home locations).

When an individual works from home and a working location, the location where that individual spends the majority of their time working (at home or the office) is considered the working location.





#### Multiple location - Quoting

- For a new Multiple Location Group, select the Quote, Enroll, & Manage title, then Get a Quote for 2-100 Subscribers under the Request a New Business Quote header of Quoting & Account Information.
- For existing groups adding additional working locations, please contact beclericals@humana.com.
- Select the sales office you are working with. All applicable options will appear.

**Note:** You must select a sales office in order to continue. If you do not know the sales office with which your agency is aligned, contact your representative or select **Humana Sales**.

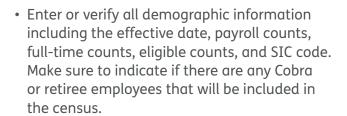






#### Multiple location - Quoting

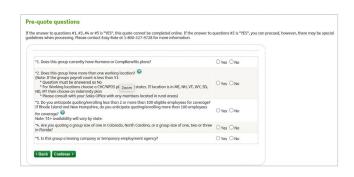
- On the Pre-quote questions screen, answer the following questions based on the group's situation. For payroll counts of 51+, select Yes for question 2: Does this group have more than one working location?
- If the group has fewer than 51 employees on payroll, they must be quoted as a single site group. For questions, please contact Easy Rate at 800-327-9728.
- Enter the demographics of the group, including the company name and location.

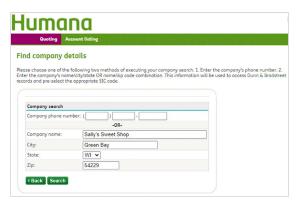


**Note:** New Business Level Funding options are not available on the Agent Portal or via telephone. For Level Funded requests, please email levelfunding@humana.com. Make sure to include all applications and required documents.

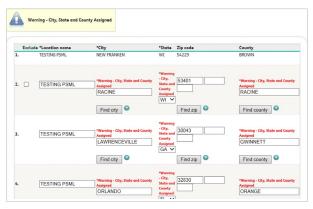
- Enter the name(s) of each additional working location along with the working location(s):
  - City
  - State
  - · ZIP code
  - County

Once entered, a soft warning will appear indicating the locations have been assigned.





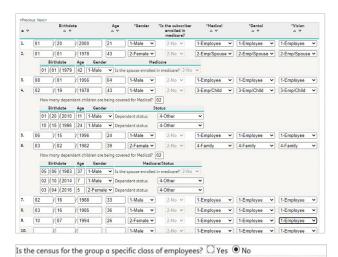


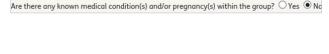




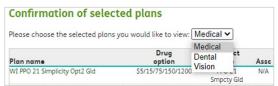
#### Multiple location - Quoting

- Select Continue, and then select the lines of coverage you wish to quote.
- On the census screen, enter the census starting with the dates of birth, followed by the gender for each employee and dependent, and the election type for each line of coverage. If the census is for a carve-out group, contact Easy Rate at 800-327-9728.
- For multiple location groups, an additional box will appear inquiring about any known medial conditions or pregnancies. Only answer Yes to this question if you are made aware of specific medical condition(s) or pregnancies and the exact individuals they pertain to. Additional forms may be required. If you are unsure, leave the answer selected as No.
- Continue forward to begin selecting the networks for each line of coverage. For medical: All available networks for the group will appear on the plan selection screen. To view, select the Find Specific plan(s) to add to my quote box.
- On the confirmation page, you can review your selection and verify which products are available in each location by hovering over the drop-down menu.











#### Multiple location - Quoting

- A list of locations will appear. If the product is available in all locations, then ALL will appear.
- If the working location doesn't have access to the network selected by the main location, then they may choose another network as long as it is available to the main location and working location. For additional plan location questions and guidance, contact your sales rep.
- On the delivery screen, enter the email address you wish to send the quote to.
- To make a change or update for any line, select the line listed Return to: Medical/Dental/Vision.

