



Your MarketPOINT
Partner for Success.





Delegated Agent Alert MAPA Enrollment Enhancements

Humana is providing you a new opportunity to
Spend more time selling and less time writing.

Check out the latest enhancements to the Medicare Electronic Enrollment Process!

The Medicare Advantage Paperless Application (MAPA) is now available two ways to aid in efficient and compliant Medicare member enrollment.

 Here's how MAPA for PC works:	 Here's how MAPA for iPad works:
1. Go to Humana.com> Log in> Click on Medicare Agent Workbench> Click on MAPA Tools	1. Go to Apple App Store
2. Download the newest version of the tool directly to your desktop (click here for laptop technical requirements)	2. Download the Humana Medicare Advantage Paperless Application (MAPA) directly to your iPad; download takes about 3 minutes (click here for iPad technical requirements)
3. Input your unique login information (Agent Portal user name and password). If you have security access issue contact ASU by calling (800) 309-3163 or emailing agentsupport@humana.com	3. Input your unique login information (Agent Portal user name and password). If you have security issues contact ASU by calling (800) 309-3163 or emailing agentsupport@humana.com
4. Before heading out to meet with clients sync to ensure you have the most up-to-date application. MAPA for PC can be used for MA, PDP and Medicare Supplement enrollments.	4. Before heading out to meet with clients sync to ensure you have the most up-to-date application
5. Simply enter your clients information into the MAPA tool (signature pad is required to complete MAPA for PC enrollment, click here for model numbers of compatible signature pads)	5. Simply enter your clients information into the MAPA tool; clients signs directly on the iPad screen
6. Upload each evening to pass enrollments to Humana	6. Upload each evening to pass enrollments to Humana
7. Use MAPA reporting tools to verify applications were received by Humana and are in process.	7. Use MAPA reporting tools to verify applications were received by Humana and are in process. Note: MAPA for iPad currently does not accept Medicare Supplement Enrollments.

The benefits for your clients?

- Quicker and more accurate entry of enrollment information
- Less paperwork
- Simplified display and data entry
- Client information securely stored and transmitted to Humana on the tool

The benefits for YOU?

- A smoother sales experience
- More time to meet with new clients and care for existing ones
- 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
- **Write application with your client without Internet connection. Upload in the evening when Internet connection is available!**

You can also access a MAPA training module by logging onto Humana.com> Education> Access Certification/ Recertification and Training> Course catalog> Click View under Delegated training> select the course.

Remember to access this document on-line, you must log on to the agent portal, [click here to Sign On Agent Portal](#), then come back to this e-mail and click on the words: [Medicare Electronic Enrollment Process Enhancements \(AP-523\)](#)

Once you are in the MarketPOINT Library, you can save documents to your personal computer or access them on-line 24-hours a day.

Thank you for your continued support and participation in Humana MarketPOINT's Delegated Agent Program. If you have questions, contact your dedicated Agent Support Team.

AGENT SUPPORT

(800) 309-3163

agentsupport@humana.com

Monday – Friday 8:00 - 9:00 EST

Humana