

## **Getting Started - External Agents**

MAPA

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This training material is intended to provide a general overview of agent conduct and compliance requirements. It does NOT attempt to cover all of the laws, regulations, rules, company policies, or other requirements applicable to you.



This document is intended to navigate external partners through downloading, installing and running Humana's Medicare Advantage Paperless Application system (MAPA).

### Before getting started you will need:

- Security rights to use the MAPA tool (<u>requesting access</u>)
- A Windows based laptop (requirements)
- High-speed internet access (3Mb or better)
- <u>Compatible signature pad</u> or touch screen laptop that will be used to capture client signatures
- Approximately 1-hour to complete the installation (varies based on connection and system)

Please call Humana's Agent Support at 800-309-3163 if you require any assistance while working through these instructions.

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## **Introduction to MAPA**

### What is MAPA?

MAPA or The Humana Medicare Advantage Paperless Application system is a computer program designed to make MA, MAPD, Medicare Supplement, PDP, OSB and FSB enrollments possible in a portable digital platform.

It will also allow you to take Member authorizations and Scopes of Appointment digitally in the field.

#### Why MAPA?

Medicare is not simple; it is a massive National and multi territory health system for providing services to a growing elderly population. With governance coming from CMS, NAIC, local states and Medicaid, staying on top of it all is challenging. In short it's complicated and confusing. We want to simplify the enrollment process to allow you to focus on what's most important in your job: our members and their needs.

Now what if you could take the guess work out of all that complexity, make it straightforward and make it simple? And on top of that make it faster to process your applications, get plans approved and issue them?

That is exactly what MAPA provides you. While Medicare is complex, MAPA strived to make it simpler and more fluid to enroll a member. To do this we made the application linear based. It breaks enrolling the member down in three main stages: determining the prospective member's eligibility, filling out the digital application, and finally reviewing that application and signing it.

To make it easier each section is set up in steps, simply fill in the requested information step by step until you have completed the application.

## **System Requirements**

Before you can install MAPA certain criteria must be met.

### **System Requirements**

Delegated agents must request MAPA from Agent Support and will need the following:

To install MAPA you need to meet the following requirements:

- Minimum 10 GB free space is required.
- Operating System: Windows 10
- User's computer cannot have an ARM processor
- MAPA needs any one of the below signature pads or a built in Touchscreen.
  - Topaz model: T-LBK460-HSB-R\
  - 0
  - o Touchscreen



- ✓ MAPA can only be installed on a Windows based PC. (MAC/Apple computers are NOT compatible).
- ✓ There must be a minimum of 10 GB of free hard drive space available. (MAPA will not take up all 10 GB.)
- ✓ MAPA only works with Windows 10 (Mobile operating systems like Windows RT and Windows 8 Mobile will NOT work).

## **Signature Options**

MAPA supports touchscreens as well as TOPAZ (Model: T-LBK460-HSB-R) signature pads. If you do not have a touch screen computer you will have to have a signature pad or the client will not be able to sign the application in MAPA.



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## **Installing MAPA FAQ**

#### Q: Can I use MAPA on my Macintosh PC?

A: MAPA is not able to run on a Macintosh Operating systems.

#### Q: Do I need a signature pad, if my PC has a touchscreen?

A: You can use the touchscreen on you PC for MAPA applications.

#### Q: Can I use MAPA without being Certified with Humana?

A: You can use MAPA 12+ without having a Medicare Advantage or PDP Certification. You will only have access to Medicare supplements, and all proper contracts and requirements still need to be met.

#### Q: I have an ePad (Model: 54-65885 Rev N), can I use that instead of a Topaz signature pad?

A: The ePad is no longer certified to work with version 14.1 or above. The Topaz is the only certified signature pad. The ePad may work with your machine, but we no longer support it.

### **Contacts:**

NOTE: if you have any difficulty with the MAPA program during a sale, complete a paper application at that time and contact Agent Support after your sales call. Do not contact Agent Support during your sales call.

Agent Support: 800-309-3163 (BEFORE the sale or with installation questions) Or your local office

## MAPA Downloads

Before you can install MAPA on your PC, you need the MAPA Download link listed on your **Quote & Enroll** card on Humana Vantage. You may check your security access for MAPA by logging in to the Humana Vantage agent portal at Humana.com. If the MAPA Download link is on the **Quote & Enroll** card, your security has been granted. You are ready to start the download.



If you do not have the link, the MAPA download cannot be accessed.

If you are going through the installation process and find that you do not have MAPA Download link, contact the Agent Support Unit at 800-309-3163 and request that MAPA Tools be added for you. The request will take 3 to 5 business days to process.

### **Internet Connection**

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## **MAPA Installation**

Go to Humana.com and log into the Humana Vantage Agent Portal.	for Individuals & Families Employees Agenta & Brokkers Providees Humana Contact us Ask Huld Medicare Insurance Health & Wellness	Español mana Member Resources
On the Quote & Enroll card click on the "MAPA Downloads" link	Menu HumanaVantage Licensing, Certification & Contracts Licenses (56) Certifications (9) 1 certifications expired Please renew your certification. Sales & Marketing $\star$ ?	Image: Quote & Enroll   Medicare <ul> <li>Enter Online Enrollment</li> <li>MAPA Downloads</li> </ul> <ul> <li>Application Status</li> </ul>

#### Driver 1: INSTALL\_1\_UI10.5R11507setup.exe – ePad Link Driver

You will begin the installation	
process by installing the	
required drivers.	HUMANA MAPA Downloads
Click on the first driver	MAPA is now ready for you to download.
"INSTALL_1_UI10.5R11507setup	Please follow the instructions below to ensure the software downloads correctly.
.exe."	MAPA Signature Pad Drivers are ready for you to download.
	In order for MAPA to work correctly, you need to have these drivers installed.
	Please follow the instructions below to ensure the software downloads correctly. 1. Make sure that ALL Microsoft programs are closed.
	2. Click INSTALL_1_UI10.5R11507setup.exe
	3. Follow the prompts given; DO NOT change anything in any field that requires a name or response
	4. Click on INSTALL_2_IntegriSignDesktop10.3_R1382.exe
	5. Follow the prompts given; do not change anything in any field that required the or response
	6. When the MAPA signature Drivers have finished installing, you confirm that they installed correctly by going t installed programs
	Product         Last Updated         Size(MB)           INSTALL_1_UI10.5R11507setup.exe         10/1/2014 8:00:38 PM         15.98           INSTALL_2_IntegriSignDesktop10.3_R1382.exe         10/1/2014 8:00:42 PM         17.90
On the bottom of the screen a	20 applications have been uploaded prior to downloading MAPA 12.1.
Run, Save, or Cancel option will	3 MAPA w424 VD Win70 med link and slick Republicad estatution destates
appear. Click "Run".	X
	the Ins 👔 This type of file could harm your computer.
When the ePad driver window	ePadLink ePad 10.5 - InstallShield Wizard
opens, click "Next".	
	Welcome to the InstallShield Wizard for ePadLink ePad 10.5
	The InstallShield Wizard will install ePadLink ePad 10.5 on your computer. To continue, click Next.
	ePadLink.
	ePadLink. InstallShield < Back Next> Cancel





#### Driver 2: INSTALL\_2\_IntegriSignDesktop10.3\_R1382.exe – IntegriSign Driver

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Click	
"INSTALL_2_IntegriSignDesktop1 0.3_R1382.exe"	HUMANA MAPA Downloads
	MAPA is now ready for you to download.
	Please follow the instructions below to ensure the software downloads correctly.
	MAPA Signature Pad Drivers are ready for you to download.
	In order for MAPA to work correctly, you need to have these drivers installed.
	Please follow the instructions below to ensure the software downloads correctly. 1. Make sure that ALL Microsoft programs are closed.
	2. Click INSTALL_1_UI10.5R11507setup.exe
	3. Follow the prompts given; DO NOT change anything in any field that requires a name or response
	4. Click on INSTALL_2_IntegriSignDesktop10.3_R1382.exe
	5. Follow the prompts given; do not change anything in any field that requires a name or requires
	6. When the MAPA signature Drivers have finished installing, you can confirm the vey installed correctly by going t installed programs
	Product Last wied Size(MB)
	INSTALL_1_UI10.5R11507setup.exe InstalL_2_integriSignDesktop10.3_R1382.exe 2014 8:00:38 PM 15.98 INSTALL_2_integriSignDesktop10.3_R1382.exe 2014 8:00:42 PM 17.90
On the bottom of the screen a	AP 1 4 5 4 VD 18 5 7 0 or 18 - b or 4 at the Resource of a statement of a stateme
run, save, or cancel option will	Ins 👔 This type of file could harm your computer.
appear. Click "Run".	
When the install window comes	IntegriSign Desktop - InstallShield Wizard
up click "Next".	
	Welcome to the InstallShield Wizard for IntegriSign Desktop
	The InstallShield Wizard will install IntegriSign Desktop on your computer. To continue, click Next.
	Desktop
	InstallShield < Back Next > Cancel







#### Save the MAPA SQL Install file on the Desktop

Follow the instructions on the	If you DO NOT have any version	ons of MAP	A insta	alled on your computer, then please follow the instructions below:	
screen.	1) Click the MAPA Install zip. Click "Save As"	and select your	desktop a	nd save	
Determine whether your device	2) Close all applications. You must do this prio	or to installing MA	PA		
-	3) Double click on MAPASQL Install.zip file an	d unzip the file			
is 64 bit or 32 bit.	4) After unzipping the file, open MAPASQL Ins	tall folder			
				tions. You will need to agree to the Microsoft EULA for installation.	
				ouble-click and create your User ID and Password	
		-		Humana,Synchronize and download (in this order) to update your Plan Data and drop downs in MAPA.	
	MAPA Training Manual.	tions in your Use	r Guide to	r MAPA. If you do not have a MAPA user guide, you can view it by Connecting to Humana, Clicking Help,	
	NOTE: 1, 64 bit users please use MAPA SQLIn	stall 64Bit.zip			
	2. 32 bit users please use MAPA SQLIn	stall_32Bit.zip			
	How to determine whether you	ur device is	64 bit	or 32 bit	
	Use the following methods to determine wh	ch version of Wi	ndows is	installed, as appropriate for the operating system that you are running.	
	Windows 10 1. Type "Bit" in Cortana search wir 2. Click "See if you have a 32-bit o		fwindows	5	
	a. If you are runn	ng a 64-bit versio	in of Wind	lows 8, x64-based PC is displayed in the System type field under the Item heading.	
	b. If you are runn	ng a 32-bit versio	n of Wind	lows 8, x86-based PC is displayed in the System type field under the Item heading.	
	2. In the search box, type "system	information".		earch. Or, if you are using a mouse, point to the lower-right corner of the screen, and then click Search.	
	3. Tap or click System, tap or click			len cick system Summary. Iows 8, <u>x64-based PC</u> is displayed in the System type field under the Item heading.	
	b. If you are runn			lows 8, <u>x86-based PC</u> is displayed in the System type field under the Item heading.	
				nd then click System Information in the Programs list. , the operating system is displayed as follows;	
		-		4-based PC appears for the System type under Item.	
	b. For a 32-bit ve	rsion operating s	ystem, <u>x8</u>	6-based PC appears for the System type under Item.	
			_		
RIGHT click the appropriate	- Product		0		-
	Product	Last Updated	Size(MB)	For 32 bit users	
version to install, either the 32				If you don't have any version of MAPA on your system, please download MAPASQL) Install zip and install SQL and MAPA	
bit OR the 64 bit version.				Click on MAPA Install zip file and choose Save As and save it on your Desktop	
	MAPASQLInstall_32Bit.zip	9/30/2016 10:23:08 PM	267.30	Close all applications. You must do this prior to installing MAPA     Double click on MAPA Install zip and unzip the file	
				4. After unzipping the file, open MAPA Install folder	
				5 Double click on the MAPASQLInstall exe and then follow all the instructions. You will need to agree to the Microsoft EULA for installation.	
				For 64 bit users If you don't have any version of MAPA on your system, please download MAPASOL) Install zip and install SQL and MAPA	
				1. Click on MAPA Install.zip file and choose Save As and save it on your Desktop	
	MAPASQLInstall_64Bit.zip	9/27/2016 12:24:50 AM	301.28	2. Close all applications. You must do this prior to installing MAPA	
		12.24.00 AW		3. Double click on MAPA Install zip and unzip the file	
				4. After unzipping the file, open MAPA Install folder	
				<ol> <li>Double click on the MAPASQLInstall.exe and then follow all the instructions. You will need to agree to the Microsoft EULA for installation.</li> </ol>	
	U				



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#### **Extract All Files**





#### **Run Install File as Administrator**



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Accept the End-User License	AMADA111 0 grainstall Sature
Agreement for MAPA.	MAPA11.1.0vsoInstall Setup
	For the following components:
	.NET Framework 3.5 SP1 Client Profile
	Please read the following license agreement. Press the page down key to see the rest of the agreement.
	MICROSOFT SOFTWARE SUPPLEMENTAL LICENSE TERMS
	MICROSOFT .NET FRAMEWORK 3.5 CLIENT FOR MICROSOFT WINDOWS OPERATING SYSTEM
	Microsoft Corporation (or based on where you live, one of its
	View EULA for printing
	Do you accept the terms of the pending License Agreement?
	If you choose Don't Accept, install will close. To install you must accept this agreement.
	Accept Don't Accept
Click "Install" on the	Application Install - Security Warning
"Application Install" window.	Publisher cannot be verified. Are you sure you want to install this application?
	Name: Humana MAPA-SQL Installation tool
	From (Hover over the string below to see the full domain): C:\Users\kxb0810\Downloads\MAPASQL11.1.57Install\MAPASQL11.1.57Install
	Publisher:
	Unknown Publisher Install Don't Install
	While applications can be useful, they can potentially harm your computer. If you do not trust the source, do not install this software. <u>More Information</u>

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On the bottom left of the next	No no water and the second sec	
screen click "Start Installation	MAPA Human	na
	Please read the below instructions before proceeding:	1
Process".	Make sure you are an ADMINISTRATOR on your system	
	Maile sue you are connected to the internet through either a strong WFI or Ethernet connection:     By clicking on the battor captioned: "Start installation Process" batton, you will be indirected to the Humana login screen	
	3 Efter your Humana usemanne and joistneerd and then cick Login.	
	Crice you are adheticated successfully, IMPA and SQL Installation will be enabled     Cick on the button captored "Cick here is start the Installation process" button to install IMPA on your system	
	6. Coerating spatem (OS) must be Windows XP or above.	
	A 8 your system requires resturt, please restart and then the emitaliation will be continued	
	B in case if the installation does not start in time, please click on the "Humana MAPA-SQL Installation too" shortout on dealersp and proceed. C. Make sure your display settings are at 100%.	6
	Start Institution Preess	
Read and accept the "End-User	al End User Agreement	
License Agreement".	MAPA	
License Agreement.	ENG USER LICENSE AGREEMENT ("UR A") FOR MUTICARE ADVANTAGE PARTIELS ADPLICATION ("MARA") SOFTWARE	
	The HOMAN RC, PERMAN PLC ALL is an apprent between types as an obtained one wetty particle and engineering control on the participant of the parti	f the 1 Softwa
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	C. Decommentation "Includes, but is not instead to user and technical manuals and publications, including updates, which facilitate the use of and initiate to the Licensed Software and all protect intervals, space	
	<ol> <li>Licensed Software. The term "Learned Software" means HEMNIA's property MAPA compare software program and all related materials. improvements. all Documentation -updates. Icensed internal code, embedded third party software products and all related information recorded by Licensee from HEMNIA.</li> </ol>	*. PP
	E. Licesse The term "Licesse" means the limited rights outlined in the EULA ison HUMANA to use the Licensed Software.	
	<ol> <li>Prospects. The tion "Prospect" in Prospect" what mean contacts, potential continens. clients or purchases.</li> <li>Supported Devices. The tiom "Supported Device" on "Supported Devices" shall mean the following devices. Apple Plat (generations 2 and higher). Windows W and higher lightpic and tablet computers.</li> </ol>	
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	copyrgit laws. Except a requestly dated berns, the ULA does not part you ary ordetectual property right in the Licensed Software and and expressly granted are inserted by HAMVA. License agrees to indemnity and hold hamises HAMVA, its officers, and/over and agreets from and agreets all losses, claims, cuesses of action, memorie, damages and judgments for infragment of any patient. Copyright, trade mark or as the License fit behaves for any papers with their this size. A Licenses will an introduce influences in the claims of the License fit behaviors. HAMVA has its defined and any so	mbar s
	THE LISTINGD OFFICIENT IS REING PROVIDED BY HAMAINE TO BE LISTINGE AS LI, MIMAINA MAR'S MO DEPENDITATION OF MADAINTY, CONSTANT, CONSTANT	SOFT LAR,
	1 Accept	

### Log In Based on Agent Type

Login page will appear. Enter the	🖳 MAPA and SQL Install
required log in based on your	
agent type. ( <b>Delegated</b> )	MAPA
	Login   Please enter your Secured Logons User ID and Password Delegated - Enter Agent Portal User Id and Password   MECA - Enter Agent Portal User Id and Password   Humana User Name   Password   Cancel
Once logged in, at the top of the	
page click the plum colored bar that states "Click here to start Installation process".	
	MAPA and SQL Install
	Click here to start Installation process

Depending on your internet speed, the Install process can take anywhere from 30 minutes to 1 hour. The installation will check to see if the PC has all the required programs, frameworks, and databases on the back end to install MAPA. If the computer does not have everything needed, the installation will try and download what is needed to the computer. User may have to restart computer to accomplish this function.

If the install is taking longer than expected, this could be an indication that the computer needs to restart. If this happens the DOS window that runs at the bottom of the computer screen will need to be accessed by clicking on the icon. Inside the DOS window it will prompt you to restart by typing "Y." The screen shot bellow is an example of this. Once the computer restarts you can continue the installation.

APA and SQL Install	
A C:\Temp\InstallMAPASQL\bin\WebpiCMD.exe	Humana
The license agreement to 'SQL Server Express 2008 R2 Service Pack 2' is available e at 'http://www.microsoft.com/web/webpi/eula/sql_server_2008_r2_express.rtf'.	
Accepted Eulas. Starting Installation	
Started downloading products Started downloading: 'Windows Installer 4.5' Downloaded 'Uisdows Lostaller 4.5'	
Started downloading: 'SQL Server Express 2008 R2 Service Pack 2' Started installing Products Started installing: /Windows Installer 4.5'	
"Started installing: 'Windows Installer 4.5' CrDownloaded: 'SQL Server Express 2008 R2 Service Pack 2' Install completed (SuccessRebootRequired): 'Windows Installer 4.5'	
* Reboot is required for product WindowsInstaller45 Install SUCCESS	
Cl Beginning Reboot Ph Pre-Reboot Download count: 100.58 Mb, 104 sec Pre-Reboot Installation count: 55.79 Mb, 104 sec	
Verifying successful installation Windows Installer 4.5 False COL Semen Superson 2009 P2 Semurica Pack 2 False	
SQL Server Express 2008 R2 Service Pack 2 False Log Location: %programfiles%\Microsoft SQL Server\100\Setup Bootstrap\Log\Su mmary.txt	
Install of Products: REBOOT REQUIRED This action requires a reboot to Fanish. Would you like to restart your compute r now? (Y/N):	
	Close

MAPA and SQL Install		
MAPA		
	MAPA and SQL Install	
	Click here to start installation process	
System has Administrator rights SQL Aiready Installed with Humana provided Username and Password. Please repair	r or reinstall MAPA	
Z		
Completed MAPA Installation. Please click MAPA icon on desktop to open MAPA. If the You must install ePad drivers in order for MAPA to work property	re are issues please call Agent Support at 1-800-309-3163	
Click the link ePad Driver Install to install ePad drivers		
	OR	
You must install ePad drivers in order for MAPA to work properly.		
<ol> <li>Open MAPA</li> <li>Synchronize</li> <li>Circk "Please Read" link on MAPA work bench and follow the instruction for MAPA e</li> </ol>	Pad driver installation	
Please wait closing		
	-	
the program closes the MAPA ico		

## **Getting Started with MAPA**

form whatso

## **Getting Started with MAPA**

When you open MAPA for the first time on your computer you will be asked to do two things:

- Accept the End-user License Agreement. 1. **Note:** that this includes that you understand that information contained in MAPA is protected under HIPAA. It is your responsibility to ensure the confidentiality and security of this information.
- 2. Create a MAPA User Name and Password for the computer.

**Note:** that this User Name and password is used only on this computer to open the program on the computer.



NOTE: this new account that you are creating is to access MAPA on your computer. You will need BOTH this computer access account AND your Agent Portal account for delegated agents to use MAPA.

MAPA requires the program password to be changed:

END-USER LICENSE AGREEMENT ("EULA") FOR MEDICARE ADVANTAGE PAPERLESS APPLICATION ("MAPA") 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 MAPA 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 any entity that obtains access to the Licensed Software via Licensee. If Licensee does not agree to the terms and conditions of contained in this EULA. This PLATE, and bo not click the "**Agree**' bitton 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 Licensed Software. HUMANA permits Licensee to use the Licenseed Software only in accordance with the terms of this EULA.

Information' include, but are not limited to, all internal business practices, software, information contained on networks, LANS, computers or other magnited 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 HUMAN's customers and/or Prospects, any and all data identitying HUMANA customers and/or Prospects either individually or as a group, including but not limited to claims, rating, Protected Heath Information ("PHI"), and identifiable nonpublic personal information, HUMAN's methods of doing business, and financi information regarding HUMAN's customers and/or Prospects, both detailed information and the basic nature of the information, and contracts or business methods, in any form what/sever

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 protoction and/or security of PHI is governed by HIPAA in the event of any conflict between the terms of the EULA and HIPAA shall govern. Notwithstanding the foregoing, in the event of any conflict between the terms of the EULA and a signed Business Associate Agreement ("BAA") in regards to PHI, the terms and a signed Business Associate Agreement ("BAA") in regards to PHI. Data or HIPAA-related issues, the terms

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Definitions.
 Confidential Information or Proprietary Information. The terms "Confidential Information" on "Pro-Information" include, but are not limited to, all infermal business practices, software, information contained on no business practices, software, information contained on pro-terma in the software intermediate practices in the software of which are an experimental processing of the software of the softwar

- Every 90 days •
- After Upgrading
- After Troubleshooting

The password must follow the following rules:

- 1. The first character must be a letter of the English alphabet
- 2. The password must be at least 6 characters and no more than 12 in length
- 3. The password must contain at least one numeric character (0-9)
- 4. The password must contain at least one of the following special characters @ # \$
- 5. The password CANNOT contain your User Name (login) value
- 6. The password CANNOT contain any spaces (before, after, or within)

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Once you successfully create the log in you will get a message that states the MAPA user id and password has been saved successfully. Click on the MAPA icon again and log in with the user name and password you created. You will be required to log in every time you use the MAPA program.

ogin	
User Name:	10000007
Password:	00000000
🔲forgot r	ny Login or Password
🔲 Change my	User Name or Password
V Touch Scre	en

This MAPA Login provides you access to the MAPA program and secure information saved on your laptop. This is the first log in.

	PA WOI	rkbench	r						Hur	nana	ו
Upload MAPA Hon Disable State Selected State	ne Rx Ca ne Selection	To Humana hronize diculator Agent Opti	Download Exit MAPA	Applicatio Language Le Engl Plan Type Le Hum	ish Spa ana Carr NEF S DSB S	ePlus Group Member An FSB © Iement	uthorizat Human	dividual Ilon a Pharmacy Id and Wife			
Appt Time	Last Name	First	Address	City	State	Zip		Phone	Product of	Blank Applic	a
		First Name Charles	Address 333 Great E	City LOUISVILLE		Zip 4020	2	Phone	-		
Nov 19 2014	Dickens	Name Charles						Phone Clone App	Product of Interest	Enroll	
Application Sea earch By: ®	Dickens	Name Charles	333 Great E	LOUISVILLE	КҮ	4020			Product of Interest HMO	Enroll	
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Nov 19 2014 Application Sea Search By: Type Individual	Dickens Irch All O Corr Last Nam Agent Charles	Name Charles	333 Great E ncomplete ame Addre 123 My 333 Gr	ss C STreet La eat Exp La	KY Ky	4020: Copy A State KY	Zip 40202	Clone App Phone (502)-555-3920	Product of Interest HMO Load App Status Test Test	Enroll Cencel A	

The first time you log into the program on your computer you will need to **Connect To Humana** and Synchronize your program.

Humana has servers in "the cloud". In other words, you can connect to Humana using the internet. But these servers are protected by a firewall to prevent anyone from getting in or from information being taken out. Before you can communicate with Humana you will need to create a secure connection that allows information to be sent



through the firewall. This is done by clicking on **Connect To Humana** and entering the following:

Delegated agents: your Agent Portal user ID and password

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This is the second log in.

You will need to **Connect To Humana** every time you need to upload, download or synchronize. This is what allows information to pass back and forth between your laptop and Humana.

### **Connect to Humana – Possible Error Messages**

In order to get plan data and the zip code tables you **MUST** have an active licenses listed in Solar. Without it you may get one of the error messages below.

#### License information missing in Solar

You will receive the message below instructing you to call Agent contracting



#### Licensed for more than one territory but User Access is not updated



There may be times when you try to connect to Humana and you receive and error message.

#### If SOLAR is down or AXTA is down

"Unable to Connect to Humana at this time, Please try again later."

#### IF there is any timed out or SL is down

"SL or Login does not respond, Please try again later"

#### IF the password is incorrect

"Incorrect Password"

#### IF there is a license issue, but may be SOLAR is up and running

License message - "you are not licensed, appointed, certified, please contact ASU, MSA, etc, etc.

To check system status when an error message is received click on **Information** from the MAPA workbench.

Medicare Advantage Paperless Application - Control Center File Information Reports Help Workbench		Humana
Connect To Humana         Upload       Synchronize         MAPA Home       Rx Calculator         Disable State Selection       Agent Options         Selected States:       KVMV	Application Type Language L   English  Spanish Plan Type Bummana  CarePlus AEF  Group  Individual OSB  Member Authorization SOA  FSB  Humana Pharmacy Medicare Supplement	

#### Information

Information	
<u>peak</u> Pause Resume <u>Stop</u>	Expand
Information	
Maintenance Information	
* You may experience Log-In problems due to SOLAR DOWNTIMES as for NIGHTI Y - 2 AM EST - 2-30 AM EST	ollows:
SUNDAYS - 12 noon EST - 5 PM EST and 2 AM EST - 2-30 AM EST	
During these times MAPA may not be available for SYNCHRO DOWNLOAD, OR UPLOAD.	NIZATION,
* If you attempt to SYNCHRONIZE after receiving a message that you consed or certified. Your plan data will be erased. Please wait for a connection before attempting a sync.	ou are not successful
User Information	
Agent Information <u>MECA Agents:</u> MECA agents must use their AGENT PORTAL UserName and Pas Career or Captive:	ssword.
career of captive.	
Career or Captive agents should use their HSS UserName and Pa	assword
Career or Captive agents should use their HSS UserName and Pa Delegated Agents: Delegated agents must use their AGENT PORTAL Userl Password	

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#### **Fit to Content**

A new feature added to MAPA 14.1 is the Fit to Content button. This button gives MAPA users the ability to change the font size in MAPA to a desired level while keeping their DPI settings at 100%. That warning link will display a message letting MAPA users know that changing their computer's DPI setting will result in a loss of functionality. To avoid having to adjust the DPI setting, users can

- 1. Enable Fit to Content (below, red arrow) and then
- 2. Click on the green Fit to Content button (below, blue arrow) to adjust font size.

Once the user clicks on the Fit to Content button the following box will pop up:

🖳 Zoom		
-Measurement Unit -		
Point		
Pixel		
Font Size 14		
Scaling		
Increase +	Decrease -	Reset
Aftent the font	si e close M	/APA and reopen for char

1-2. Users need to click on the "Increase" or "Decrease" to select font size.

3-4. Once the desired font size has been selected, click on "Save" and "Close".

Users can then log in to MAPA and see their font size has been changed.

The Fit to Content selection is available from the MAPA Workbench. If a user wants to make changes they can do it there and save. The next time they open MAPA they will see the changes.

MAPA Login

Enable Fit to Content

Login

User Name:

Password:

Medicare Advantage Paperless Application

forgot my Login or Pass

Password

OK

Change my User Na

Varning Click Here

Test

Prod

O DEV

© QA

Enter SL UserId

## Synchronize and Download

### Synchronize

#### When to Synchronize:

- First time users need to update plan data and zip code tables before creating their first application.
- Any time operations sends an email advising of plan changes.
- Once a week
  - During AEP it is recommended that you Synchronize at least 2-3 times a week.
- When something doesn't work within an application, such as a drop down menu doesn't show any information.

#### To activate Synchronize you need to first Connect to Humana.

When the top button says Disconnect, then it is ready to synch. This indicates that you are currently connected to Humana.



## Download

Synchronizing Data. Please Wait... Downloading MedSupp Rate... Downloading Upgrade Data...

To activate Download, you need to first Connect to Humana.

When the top button says Disconnect, then it is ready to synch. This indicates that you are currently connected to Humana.

Medicare Advantage Paperless Application - Control Control File Information Reports Hell Fit To Content	
MAPA Workbench	
Connect To Humana	Application Type Language
Upload Synchronize Download	└─๏ English        Spanish Plan Type └─๏ Humana       CarePlus
MAPA Home Rx Calculator Exit MAPA	○ AEF ○ Group

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## **Installation Errors**

### **Installation Errors**

If you encounter any of these errors contact the Agent Support Unit Tech Team at **800-309-3163**.

From time to time MAPA and SQL will encounter errors during installation.

If you see any of the following errors contact the Agent Support Tech Team at 800-309-3163.

- 1. Error in in SQL installation.
- 2. XML file not found.
- 3. System does not have administration rights.
- 4. Any other error or any complications you have with the install of the MAPA program on your PC.

## **Creating an Application**

## **Creating an Application**

To create a blank application or enroll a member, identify the three parts of the Application Type:

- 1. Language (English or Spanish)
- 2. Plan Type (Humana or CarePlus)
- 3. Application Type



## **Types of Applications:**

**AEF – Abbreviated Enrollment Form** - use this application only when your member is making a plan to plan change (the contract numbers will be the same)

**Group** – use this application only for members that are associated with the groups you are eligible to write.

Individual - use this application for your basic MA enrollments

**OSB – Optional Supplemental Benefits –** use this application when you are enrolling a member in an OSB after you have uploaded the original application

**Member Authorization** – By completing the MAF, Humana's health plan members (including MA/PDP members) are giving Humana the right to use a member's personal demographic information in the marketing of non-health related products and services, based on their specified selections on the form, <u>for a period of 2 years</u>

**SOA – Scope of Appointment –** use application when you have an extra person at your appointment, your member wants a different presentation or you are creating a future appt.

**FSB** – **Free Standing Benefits** – use this application to enroll someone in the dental or vision plan that is not tied to the Medicare plans.

**Humana Pharmacy MAF** – gives permission for the new member's contact information to be sent to Humana Pharmacy so Humana Pharmacy can contact them. Humana Pharmacy will send them information and instructions on registering.

**Medicare Supplement** – use this app for all med supp products – not all states are allowed to submit electronically at this time

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	Connect	To Humana	(	Language	© Ener		_	4	Ju	une, 2015		
Upload MAPA Hor Disable State Selected State	me Rx C	chronize alculator Agent Op	Download Exit MAPA	Le Englist Plan Type Le Human AEI OS SO. Mer	a ⊚ CareF F ⊚ G B ⊚ M	roup C ember Authori SB @ Hum ment	Individual zation ana Pharmacy pand and Wife	Sun 31 7 14 21 28 5	Mon Tue 1 2 8 9 15 16 22 23 29 30 6 7	3 10 17 24 1 8	Thu Fri 4 5 11 12 18 19 25 26 2 3 9 10 /10/2015	Sa 6 13 20 27 4 11
Contact Search Search By: All		▼ Find:		G	•		[	А	Creat	e Blank	Applica	ation
Appt Time	Last Name	First Name	Address	City	State	Zip	Phone		roduct of iterest		1	
Nov 19 2014	D1 1	Charles	333 Great E	LOUISVILLE	KY	40202		1.0	MO	B	Enrol	ii.

## **To Create a Blank Application**



## To Enroll a member from an appointment or contact

Select the Application Type (Language, Plan Type and Application Type)

## **Common Errors that Pend an Application**

Avoid these common errors that will pend an Application or cause it to be denied.

#### Entering a PO Box as the Physical Address

Yes, even with MAPA asking if this was done as a reminder not to do it, this still occurs. In fact it is one of the top reasons applications in MAPA pend.

#### Incorrect enrollment period or SEP

The use of ICEP for PDP members is another common error that pends both MAPA and paper applications.

#### Invalid Election Type Code for Market Receipt Date

Each Election Type Code has specific rules around when they can and can't be used. Be sure to familiarize yourself with the more commonly used ones such as IEP, ICEP, SEP NON. It is also important to submit your applications timely to ensure proper Market Receipt Dates.

#### **Misspelled** name

The name must match how it is spelled on their Medicare Card. It is important when the review page is displayed that the name and address are checked.

#### DOB/Gender is invalid or missing (or missing first page of paper application)

The date of birth and gender must match what is on file with Medicare. The gender is noted on the Medicare card, and you should be sure to confirm the date of birth with the member. Confirm all pages make it through your faxes without overlapping pages.

#### Incorrect Medicare Claim Number

Do NOT copy and paste the Medicare Claim Number into the second verification field. MAPA requires the Medicare Claim Number to be entered twice to ensure typing errors were not made.

#### Invalid Group/BSN on paper applications

This is a common error on paper applications. Thankfully MAPA ensures this does not happen on an electronic application.

#### Missing Signature or missing last page on paper applications

The signature is important. Confirm all pages make it through your faxes without overlapping pages.

## Uploading

To upload completed applications first click Connect to Humana then click Upload from the MAPA Workbench.

## You must upload completed applications every day

## Remember The UFO Model

- UPLOAD Every Night
- FAX Same Day or Next Day
- OVERNIGHT When All Else
- 1. Connect to Humana
- 2. Upload

<b>1</b> c	onnect to Humana	1
<b>Upload</b>	Synchronize	Download
MAPA Home	Rx Calculator	Exit MAPA
🔲 Disable State Se	election Agent O	ptions
Selected States:-KY	(	

## **Copying vs Cloning an Application**

## **Copying vs Cloning an Application**

Application Search Search By:		omplete	🔘 Inco	mplete	Сор	у Арр	Clone App	Load App	Delete Ap	р
Туре	Last Name	First Name	Address	City	State	Zip	Phone	Status	Hold Status	-
RightSourceMAF	John	Smith	123 My	Louisvi	KY	40212	(502)-555-1111	Test		III
RightSourceMAF	Charm	Cinder	123 Ca	Louisvi	KY	40202	(502)-555-2468	Test		
SOA	Melville	Herman	77 Whi	Louisvi	KY	40202	(502)-555-4444	Pending Application		
	13.22	1993	400.44	120	1010	10000	IFOOD FEE AAAA	-		

Sometimes you will be working with a client and need to complete another application for a related family member or the member may be purchasing more than one type of insurance for themselves. It would be easier to open the second application with all of the pertinent information already filled out to avoid duplicate work. This can be done using the Copy App and Clone App features. But it is important to know the difference between the two:

Copy App – use for the Same Person, Different Product (example: John Smith is getting both a Med. Sup and PDP plan)

#### Clone App – use with a family member (Different Person at the same address) (example: husband and wife both getting individual Medicare plans)

Copied Application		Cloned Application					
Last Name Melville	First Name Herman	Last Name Melville	First Name				
Address 1 (No PO Box Allowed): 77 White Whale Court	Address 2/Apt#	Address 1 (No PO Box Allowed):	Address 2/Apt#				
City State Zip Louisville KY - 40202	County JEFFERSON,KY	City State Zip Louisville KY - 40202	County JEFFERSON,KY				
PlanYear: 2015		PlanYear: 2015					
Copied Application contains ALL demongra	aphic	The Cloned Application copies over the la	ast name,				
information from the first applcation inclu-	ding name,	address and telephone number, but <u>no</u> p	personal				
date of birth, and medicare claim number.	A copied	identifying information as in the copied a	applcation. A				
application contains all of the personal ide	ntifying	cloned application only clones the inform	nation two				
information(PHI) that would not be shared	l with	family members might share if living at th	he same				
another person.		address.					

Humana MarketPOINT For Agent Training Purposes Only (Not CMS Approved) Proprietary to Humana Inc. Do NOT Distribute TRN-REF-579ae Page **37** of **47**  You can make any additions or changes to the applications and process it the same way as you would for all applications.

#### To Copy or Clone an application:

- 1. Click on the completed application to copy or clone in the Application list; this will highlight the application in blue indicating that it has been selected.
- 2. Select the Application Type to be copied or cloned TO
- 3. Click the appropriate Copy App or Clone App button

Application Search Search By:  All Complete Copy App Clone App Load App Cancel / Copy App Load App Cancel / Copy App Clone App Convert Copy App Clone App Clone App Convert Copy App Clone App	File Informa	Ation Reports	10000 M (100	h						Hur	nana	1
Appt Time       Last Name       First Name       Address       City       State       Zip       Phone       Product of Interest         Nov 19 2014       Dickens       Charles       333 Great E       LOUISVILLE       KY       40202       HMO       Enro         Application Search       Search By: <ul> <li>All</li> <li>Complete</li> <li>Incomplete</li> <li>City</li> <li>State</li> <li>City</li> <li>State</li> <li>Zip</li> <li>Phone</li> <li>Product of Interest</li> <li>HMO</li> <li>Enro</li> <li>Copy App</li> <li>Clone App</li> <li>Load App</li> <li>Cancel /</li> <li>City</li> <li>State</li> <li>Zip</li> <li>Phone</li> <li>Status</li> <li>Hold Status</li> <li>Individual</li> <li>Agent</li> <li>Dummy</li> <li>123 My STreet</li> <li>Louisville</li> <li>KY</li> <li>40202</li> <li>(502)-555-3920</li> <li>Test</li> <li>Individual</li> <li>Charles</li> <li>Dicken</li> <li>333 Great Exp</li> <li>Los Vegas</li> <li>NV</li> <li>89030</li> <li>(502)-555-9191</li> <li>Test</li> <li>City</li> <li>Status</li> <li>Status</li> <li>Autus</li> <li>Address</li> <li>City</li> <li>State</li> <li>Zip</li> <li>Phone</li> <li>Status</li> <li>Hold Status</li> <li>NV</li> <li>89030</li> <li>(502)-555-9191</li> <li>Test</li> <li>City</li> <li>City</li> <li>City</li> <li>City</li> <li>City</li>         &lt;</ul>	MAPA Ho	I Sync me Rx Ca ate Selection	hronize	Exit MAPA	Languag L® Eng Plan Typ L® Hur ©	glish Sp pe mana Ca AEF C OSB C SOA C Medicare Supp	Group Member A FSB	Authorizat Human	ion a Pharmacy			
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Search By: <ul> <li>All</li> <li>Complete</li> <li>Incomplete</li> <li>Incomplete</li> <li>Copy App</li> <li>Clone App</li> <li>Load App</li> <li>Cancel J</li> <li>Cancel J</li> <li>Copy App</li> <li>Clone App</li> <li>Load App</li> <li>Cancel J</li> <li>Copy App</li> <li>Clone App</li> <li>Load App</li> <li>Cancel J</li> <li>Cancel J</li> <li>Copy App</li> <li>Clone App</li> <li>Load App</li> <li>Cancel J</li> <li>Cancel J</li> <li>Cancel J</li> <li>Cancel J</li> <li>Copy App</li> <li>Clone App</li> <li>Load App</li> <li>Cancel J</li> <li>Cancel J&lt;</li></ul>	Appt Time	Last Name		Address	City	State	Zip	)	Phone	Product of		ion
Type       Last Name       First Name       Address       City       State       Zip       Phone       Status       Hold Status         Individual       Agent       Dummy       123 My STreet       Louisville       KY       40202       (502)-555-3920       Test         Individual       Charles       Dicken       333 Great Exp       Los Vegas       NV       89030       (502)-555-9191       Test			Name		-				Phone	Product of Interest		
Individual Charles Dickens 333 Great Exp Los Vegas NV 89030 (502)-555-9191 Test	Nov 19 2014 Application Se	Dickens	Name Charles	333 Great E	-		4020	02		Product of Interest HMO	Enroll	1
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HumanaPharmacy Dickens Charle 333 Great Exp Louisville KY 40202 (502)-567-9191 Test	Nov 19 2014 Application Se Search By: @ Type Individual	Dickens earch All Con Last Nam Agent	Name Charles	333 Great E Incomplete ame Addres y 123 My	LOUISVILI ss STreet L	LE KY City _ouisville	4024 Copy State KY	02 App Zip 40202	Clone App Phone (502)-555-3920	Product of Interest HMO Load App Status Test	Enroll Cancel A	1

## **Delete an Application**

## **Delete an Application**

You can only delete incomplete or unsigned applications. Once a member has signed the application it is a legal document that must be submitted.

## You cannot delete a signed application!

To delete an incomplete or unsigned application, select (click on to highlight) the application in the Application List at the bottomof the MAPA Workbench and click Delete App.

Search By: 🔘 Al	Complet	te 🔘 Incomple	ete		Сору	Арр	Clone App	Load App	Delete App
Туре	Last Name	First Nam	Address	City	State	Zip	Phone	Status	Hold Status
Individual	Stoker	Bram	99 Dracula St	Louisville	КҮ	40202	(502)-123-123	Incomplete	1
RightSourceMAF	John	Smith	123 My Street	Louisville	KY	40212	(502)-555-1111	Terret	1 million (1997)

## NOTE: Only applications with the Status Incomplete can be deleted.

A message will open asking you to confirm that you are sure you want to delete the application. Click Yes.



Finally a message will open confirming that the application has been deleted. Click OK.

МАРА		
	Application Deleted	
	ОК	

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## **Cancel an Application**

## **Cancel an Application**

Once an application is signed it can be cancelled but note that it will still upload.

An application can be CANCELLED at any time BEFORE it is uploaded. Once it is uploaded the member must call customer support to cancel the enrollment. As the agent, once an application is uploaded there is nothing you can do to retrieve or cancel an application. Do NOT call ASU or CSS to retrieve or cancel an application after it has already been uploaded.

A cancelled application will be marked as MAPA Cancelled in the Status. Enrollment won't process a MAPA Cancelled application.

Reasons to cancel includes the potential member changed their mind and either no longer wants to enroll or they wants a different plan.

To CANCEL an application:

- 1. Select the Completed application in the Application list at the bottom of the MAPA workbench.
- 2. Click Cancel App button

Search By:		Complete	Incomple	te		Сору А	мрр	Clone App	Load App	Cancel A	pp (
Туре	La	st Name	First Name	Address	City	State	Zip	Phone	Status	Hold Status	-
Individual	Me	Iville	Herman	77 White Whal	Louisville	KY	40202	(502)-555-4444	Test		=
ndividual	Ste	oker (	Bram	99 Dracula St	Louisville	KY	40202	(502)-123-1234	Complete		
				100 11 0.	1	1.000			l₩1 20 1.	1	

Once an application has been signed it is marked Complete and can only be Canceled (not deleted).

- 3. MAPA will confirm you with to Cancel the application. Click Yes.
- 4. A message will confirm that the application has been deleted. Click OK.

The status will change to MAPA Cancelled.

Application Sear Search By: <ul> <li>A</li> </ul>		ete 🔘 Incon	nplete		C	ору Арр	Clone App	Load App	Cancel Aj	pp
Туре	Last Name	First Name	Address	City	State	Zip	Phone	Status	Hold Status	-
Individual	Melville	Herman	77 White Wh	Louisville	KY	40202	(502)-555-4444	Tool		
Individual	Stoker	Bram	99 Dracula St	Louisville	KY	40202	(502)-123-1 34	MAPA Cancelled		
RightSourceMAF	John	Smith	123 My Street	Louisville	KY	40212	(502)-555-111	Test		

## All Cancelled applications must still be uploaded.

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## **Member Receipt**

## **Member Receipt**

All of the information you need to complete the member receipt is on the application.

To quickly view application information for completing the receipt, simply double click on the application in the application list at the bottom of the MAPA Workbench. This will open in summary window.



# NEVER add PHI (Personal Health Information, e.g. SSN, DOB) to a receipt.

The Application ID number can quickly be found by double clicking on the application at the bottom of the MAPA Workbench.

The Proposed Effective Date can be found at the bottom of the Determine Eligibility tab in the Individual Application.

The Primary Care Physician (PCP) can be found at the bottom of the Plan Specific tab in the Individual Application.



The Plan name and Medicare plan Contract-PBP is found at the top of the Demographic tab with the selected plan in the Individual Application. This MUST match what is on the Summary of Benefits presented!

The GR and BN are found on the Agent Only tab in the Individual Application.

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## Troubleshooting

## Troubleshooting

## **Time Out**

There are two forms of timing out: 1. Your connection to Humana may time out and 2. You've been inactive in the MAPA application.

#### **Connection to Humana**

You only have to be connected to Humana during downloading (morning), uploading (evening) or troubleshooting.

After 15 minutes, you will be disconnected from Humana.

This does not prevent you from completing applications!

МАРА		
	Your session has timed out.	
	ΟΚ	

When you get the **Your session has timed out** message, you will need to reconnect to Humana using your Agent Portal username and password.

#### Inactive

When not directly using the MAPA application you should close the application to protect all member information and application stored.

But it you leave the application running while not in use, the application will lock due to inactivity after 15 minutes.

Humana MarketPOINT For Agent Training Purposes Only (Not CMS Approved) Proprietary to Humana Inc. Do NOT Distribute TRN-REF-579ae Page **42** of **47**  This screen will fill the entire computer screen and nothing can be done in MAPA until you log back into the system.

MAPA application is lo	aked due to inactivity	Diagon ant			nd name and t	o unlook it
лара application is to	cked due to mactivity.	Please enti	er your mapa i	isername ai	nu passworu i	о инноск н.
					_	
	User Name:					
	Password:					
	ОК		Close			

When you receive the Application Locked due to inactivity screen, you will need to log in using the Application username and password. The same one you use when you open the program.

If you do find your way back to the MAPA screen, MAPA will just ding with every key and mouse stroke to inform you that something is wrong. Check the task manager bar at the bottom of the screen if MAPA stops responding to check for the locked message.



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## Agent Info > Please Read

If you experience any issues with the MAPA application not opening properly, or receiving an error message regarding the ePad driver registry, then you may need to install or reinstall the ePad drivers in order for MAPA to operate correctly, even if you are not using an ePad.

The instructions and links are found under **Agent Options** in **Please Read**.

Please Read		
	Attention Car	eer Users
	es with the MAPA application not opening ay need to install or reinstall the ePad drive	properly, or receive an error message regarding the ePad rs in order for MAPA to operate correctly.
Please do the following		
1. Close all applications ex	cept for MAPA, including Outlook	
2. Click on the "Get Drive	rs" button below	
3. Get Drivers button will la	unch the MAPA downloads page	
A. Right click on the INSTA	ALL_1_UI10.5R11507setup.exe and sele	ect SAVE AS and store the file on your desktop
<ol> <li>Right click on the INSTA lesktop</li> </ol>	ALL_2_IntegriSignDesktop10.3_R1382	exe and select SAVE AS and store the file on your
7. Double click on INSTAL	L_1_UI10.5R11507setup.exe and instal	1
3. Once the installation is c	completed for INSTALL_1_UI10.5R11507	'setup.exe
. Double click on the INS	TALL_2_IntegriSignDesktop10.3_R138	2.exe and install
Note:		
	rivers from your desktop please close MAI nc and download to ensure all drivers are	PA. After successful installation of both files, please open installed correctly.
)	Get Driver	s
	Close	

## **Troubleshoot MAPA**

There may be times with agents cannot perform various operations through MAPA, such as Upload or Download applications. The Troubleshoot option in MAPA will resolve such issues. It will also fix missing database objects.

# Troubleshoot will not erase any data from the agent's machine.

The following are issues that indicate the use of Troubleshoot:

- Unable to Sync or Download
- Unable to upload applications
- Applications upload issues/errors
- Agent has certification and is unable to see the plans
- MAPA fails to load an application

There are two ways to run the troubleshooting program for MAPA. The first is from within MAPA; and this will NOT require you to recreate your username and change your password. The second is from the start menu, this WILL require you to recreate your username and change your password. With that in mind it is recommended that you run the internal troubleshoot first to attempt to resolve issues.

#### **Troubleshoot from MAPA Workbench**

Running the troubleshoot program inside of MAPA Workbench will not require you to re-enter your username or change your password.

To run the troubleshoot from within MAPA click the Agent Options link and select Troubleshoot



You will be asked if you want to continue with the Troubleshoot, click Yes.

Troublesho	oot 📃 🔀
0	MAPA will troubleshoot and fix the mismatching objects. It will not lose any data. Please Synchronize and Download after the completion of troubleshoot Do you want to continue?
	Yes No

Troubleshooting my take several minutes, please be patient during this process.

Please waitConfiguring	Troubleshoot
Please wait Configuring MAPA 12.1.31	Troubleshoot completed
1 % Completed	ОК

When Troubleshoot complete, connect to Humana, Synchronize and Download again.

#### **Troubleshoot from Start Menu**

Running the MAPA Troubleshoot from the start menu will require you to enter you username and create a new password.

#### Before running the TroubleShoot from the Start menu make sure MAPA is not running.



Go to Start > All Programs > Humana > MAPA > TroubleShoot

Troubleshooting my take several minutes, please be patient during this process.



Troublesho	ot		5
Troubles	hoot con	npleted	
		ОК	٦

## After troubleshooting MAPA:

- 1. Open MAPA
- 2. Create a new UserID and Password for the MAPA application
- 3. Reopen MAPA and log in
- 4. Connect to Humana and Synchronize and Download