MAPA
Getting Started - External Agents

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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 (requesting access)
- A Windows based laptop (requirements)
- High-speed internet access (3Mb or better)
- Compatible signature pad 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:

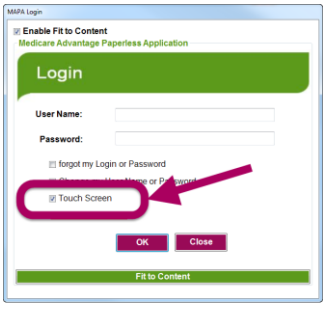
- Minimum 10 GB free space is required.
- Operating System: Windows 10
- User's computer cannot have an ARM processor
- MAPA needs any one of the below signature pads or a built in Touchscreen.
    - Topaz model: T-LBK460-HSB-R\
    -
    - Touchscreen

- ✓ 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.

OR



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.

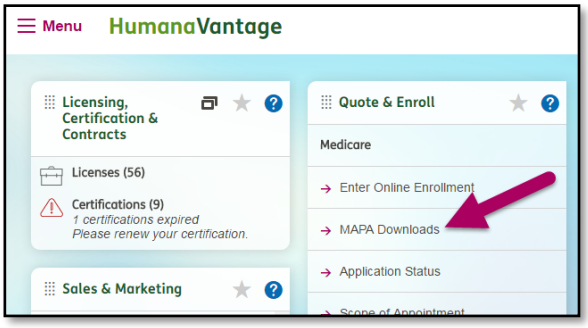
Contacts:

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.

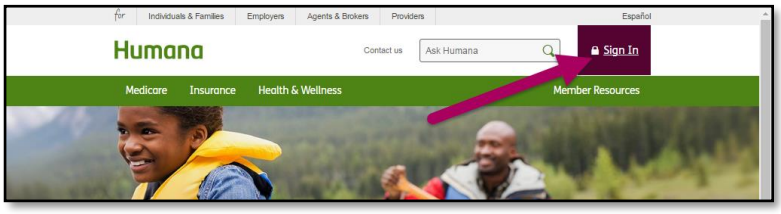
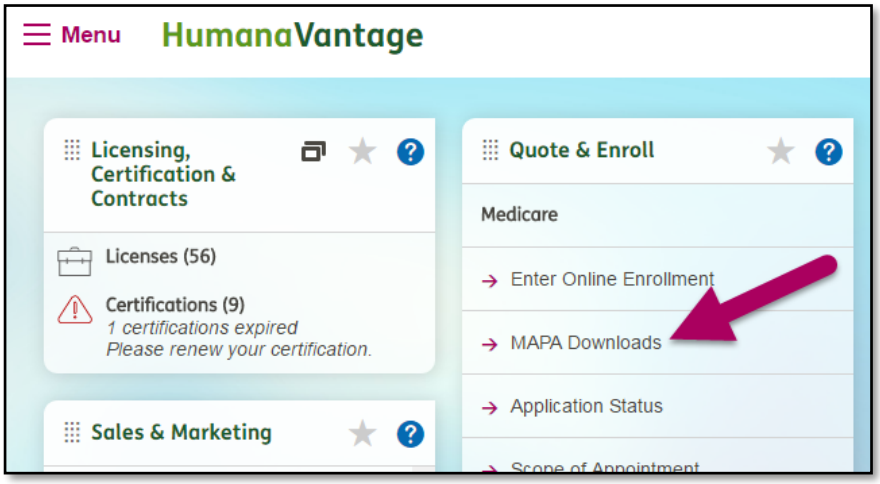
If you do not have the link, the MAPA download cannot be accessed.

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.

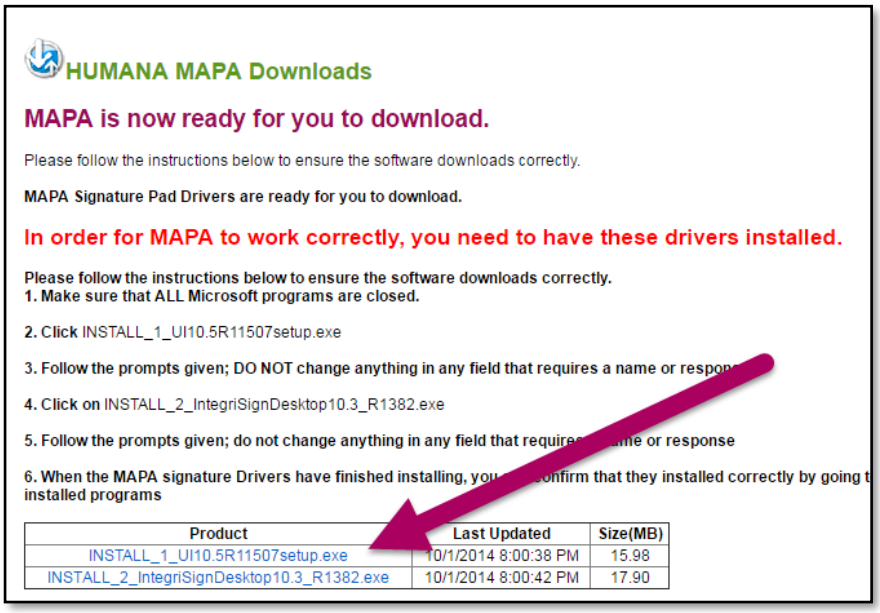
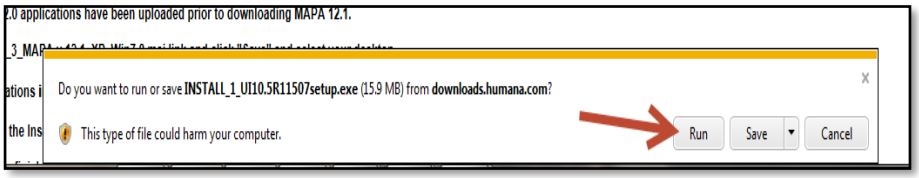
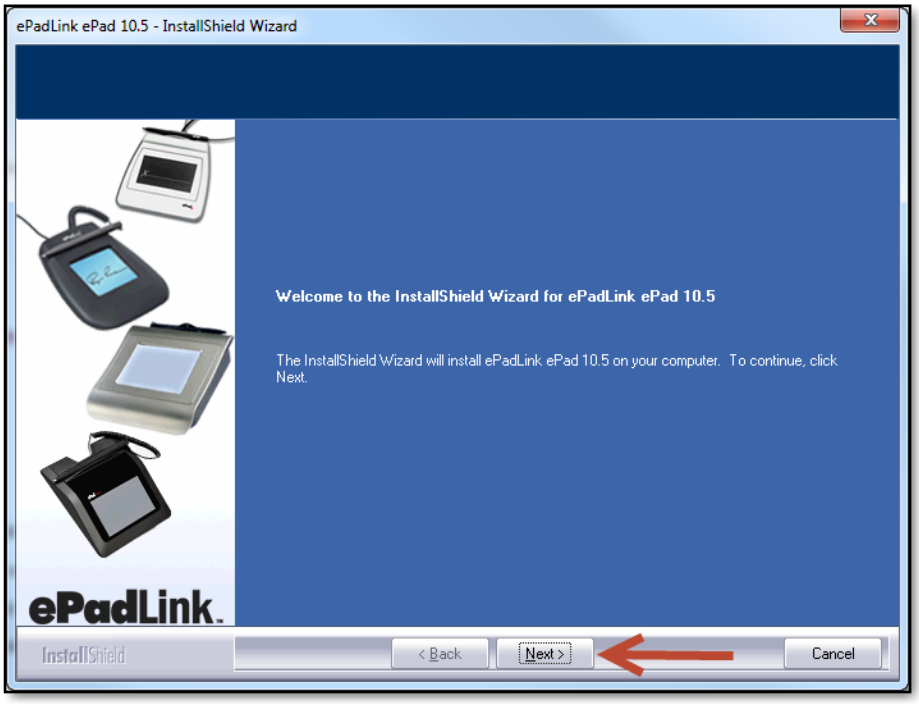
Internet Connection

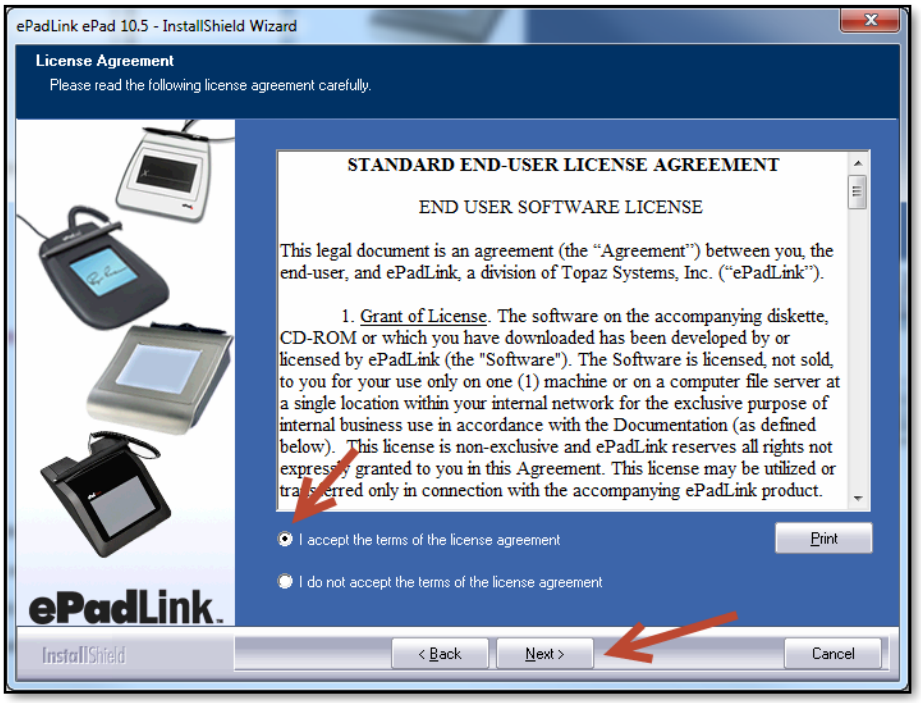
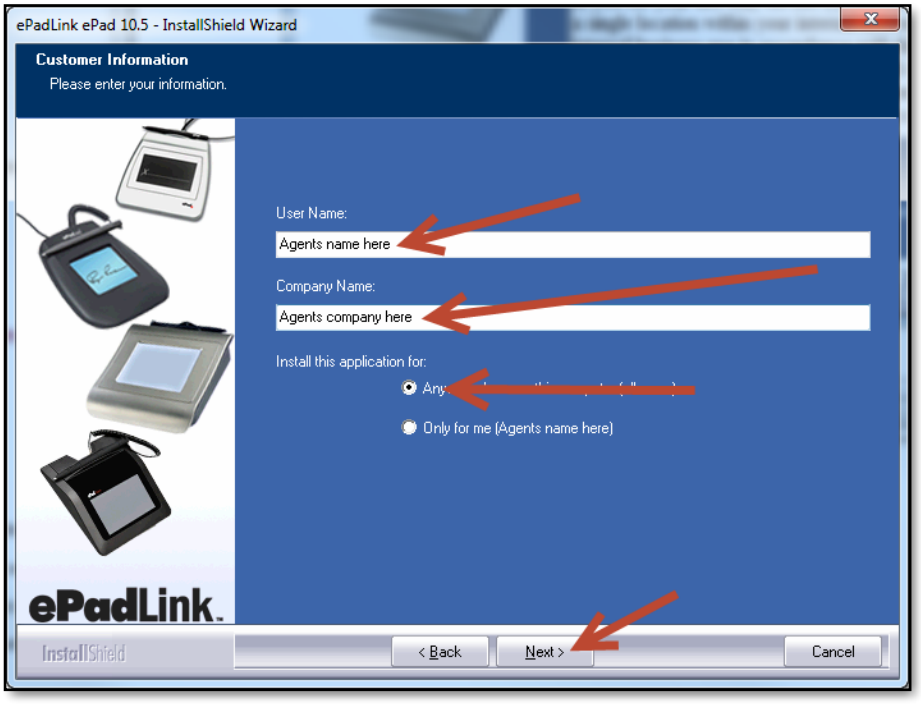
MAPA needs a good internet connection to install properly. It is best to be hardwired into the internet. A strong Wi-Fi connection can work as well. Internet explorer is the best browser to use when installing MAPA.

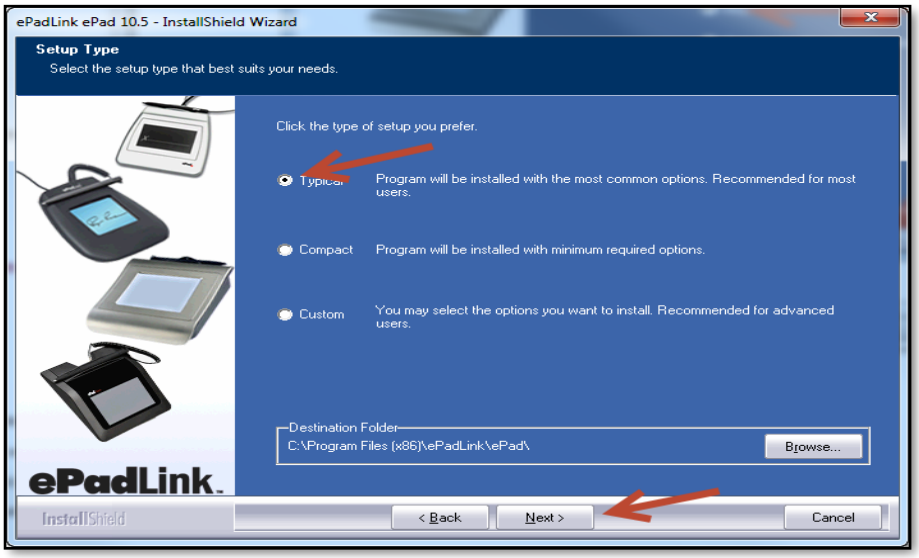
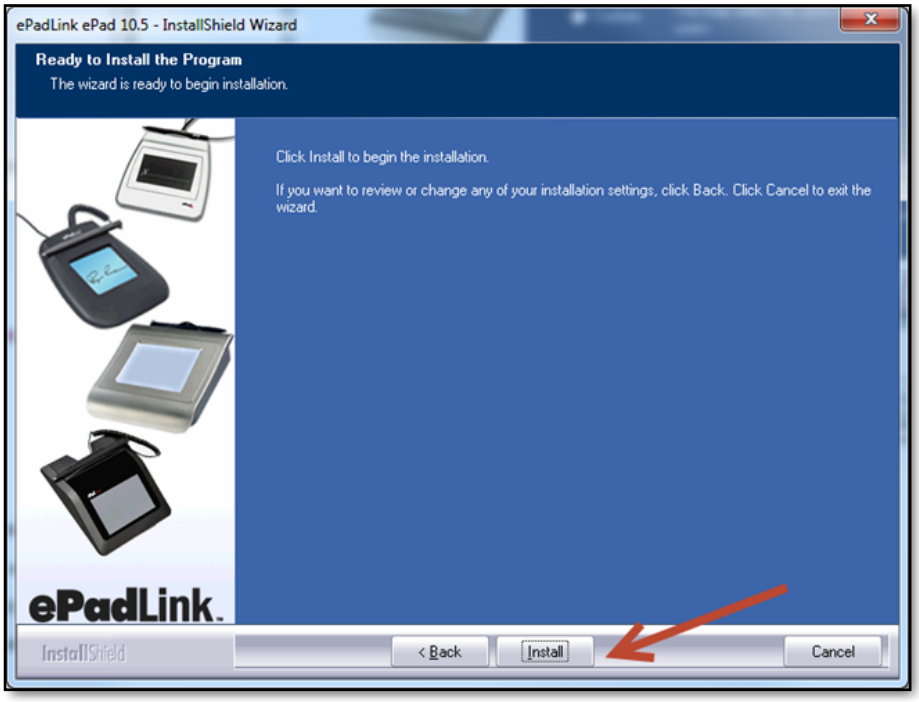
MAPA Installation

Go to Humana.com and log into the Humana Vantage Agent Portal.	
On the Quote & Enroll card click on the "MAPA Downloads" link	

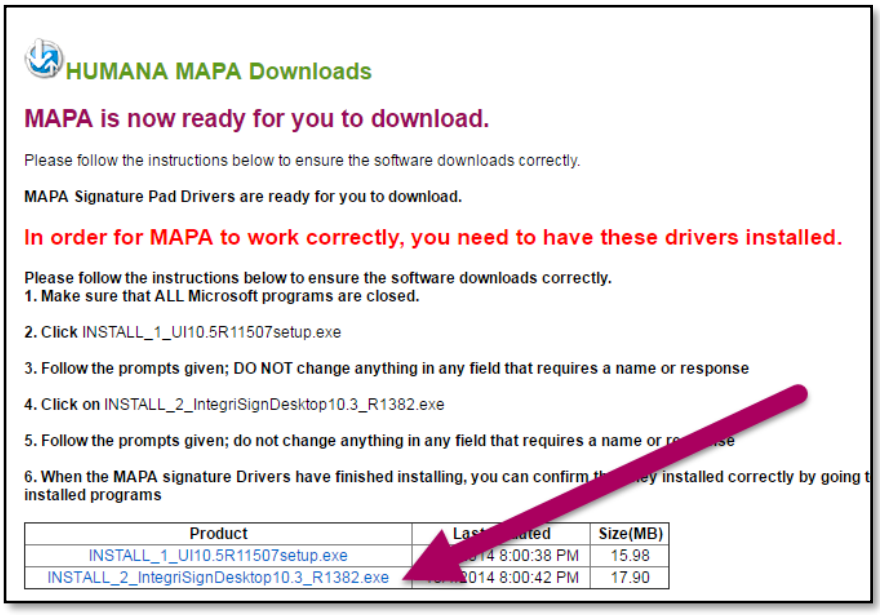
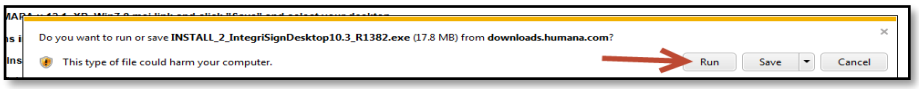
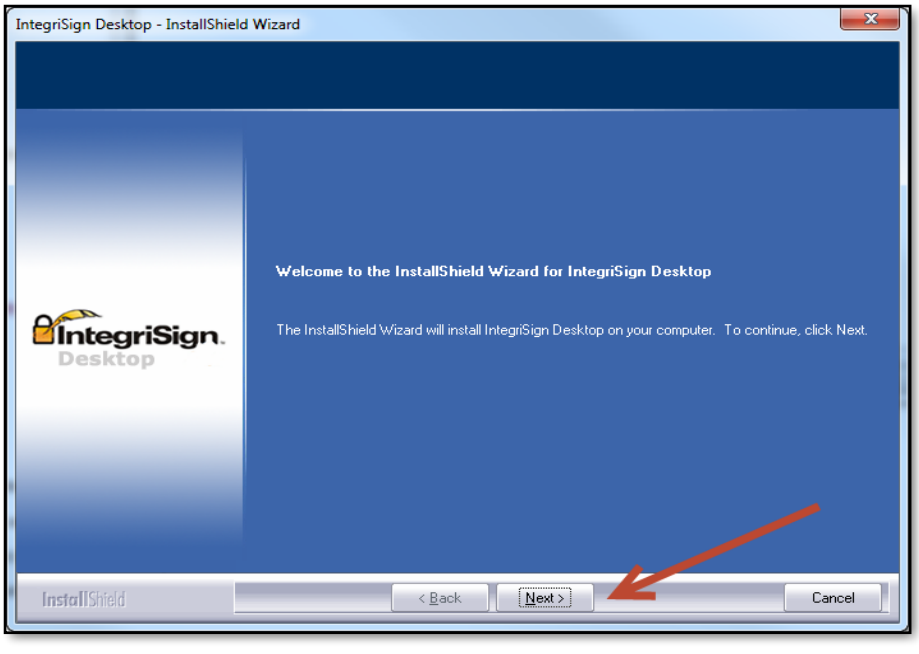
Driver 1: INSTALL_1_UI10.5R11507setup.exe – ePad Link Driver

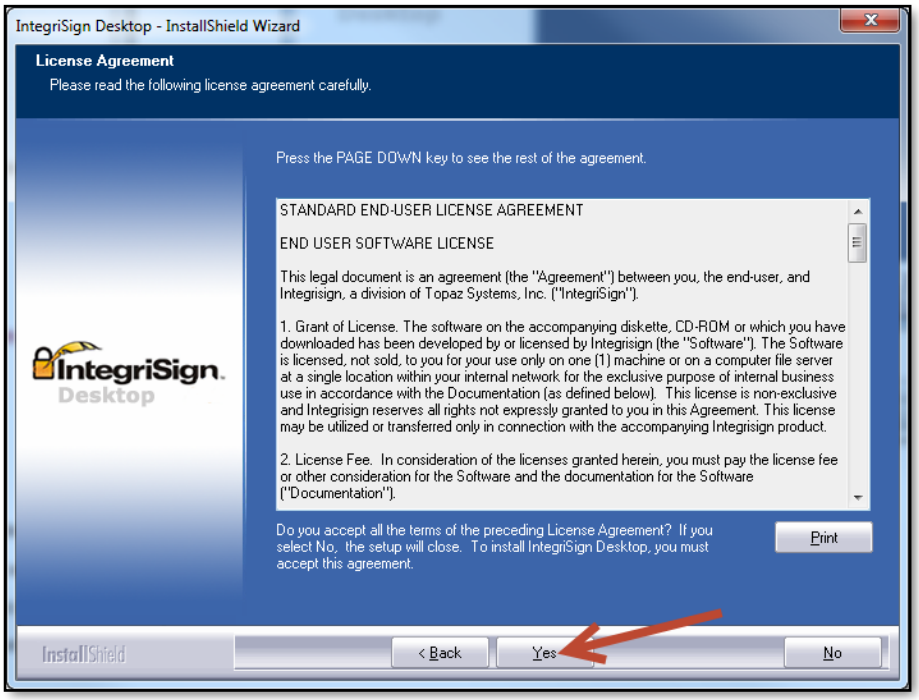
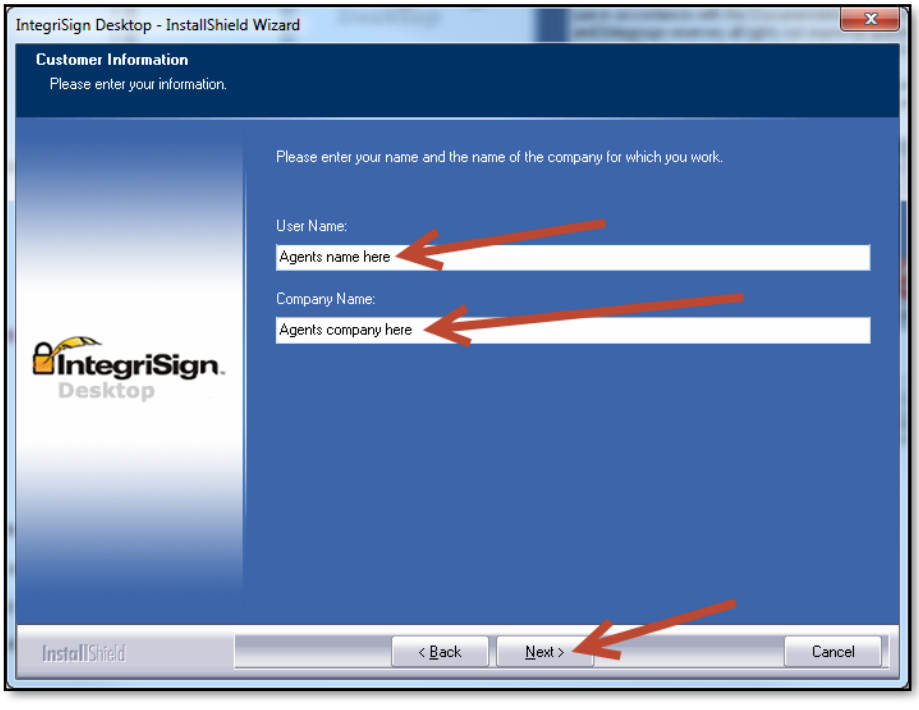
You will begin the installation process by installing the required drivers. Click on the first driver "INSTALL_1_UI10.5R11507setup .exe."	
On the bottom of the screen a Run, Save, or Cancel option will appear. Click "Run".	
When the ePad driver window opens, click "Next".	

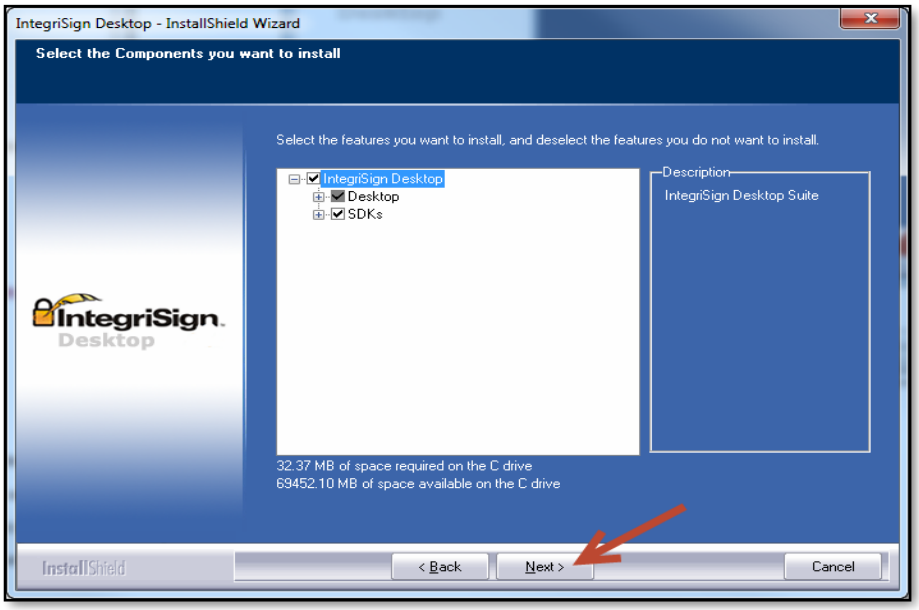
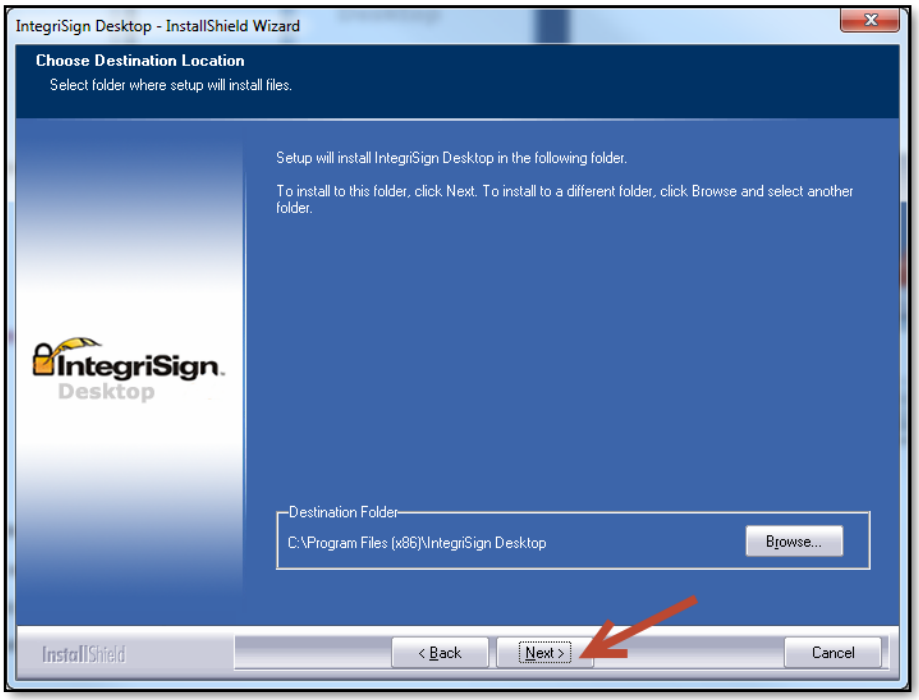
Accept the End-User License Agreement and click “Next”.	
Insert your name in the **User Name** field, and your company name or your name (if freelance) in the **Company Name** field. Make sure “any…” is selected for “Install this application for:” and click “Next”.	

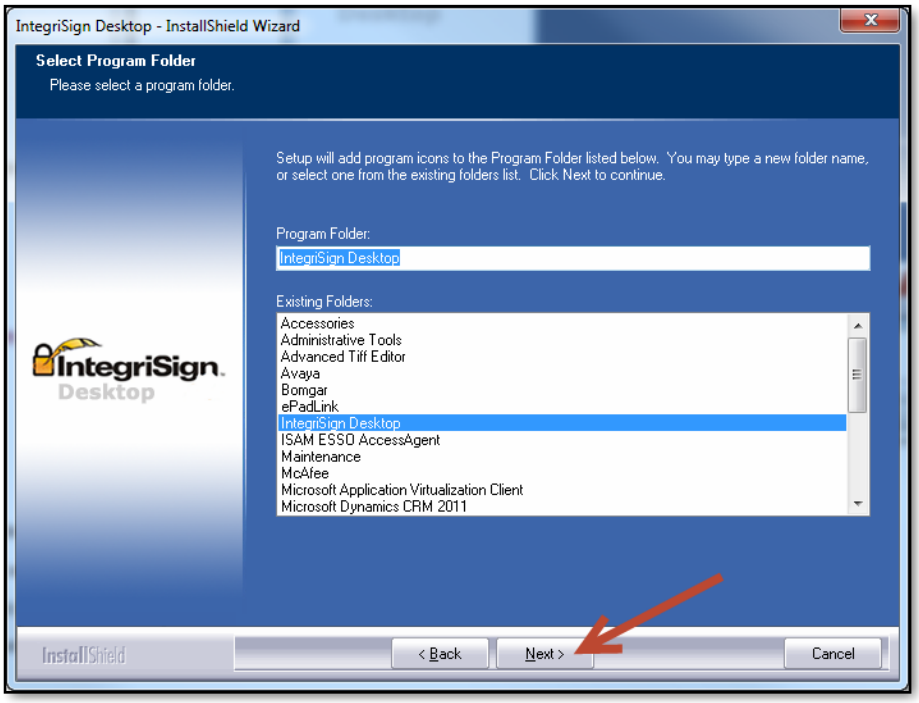
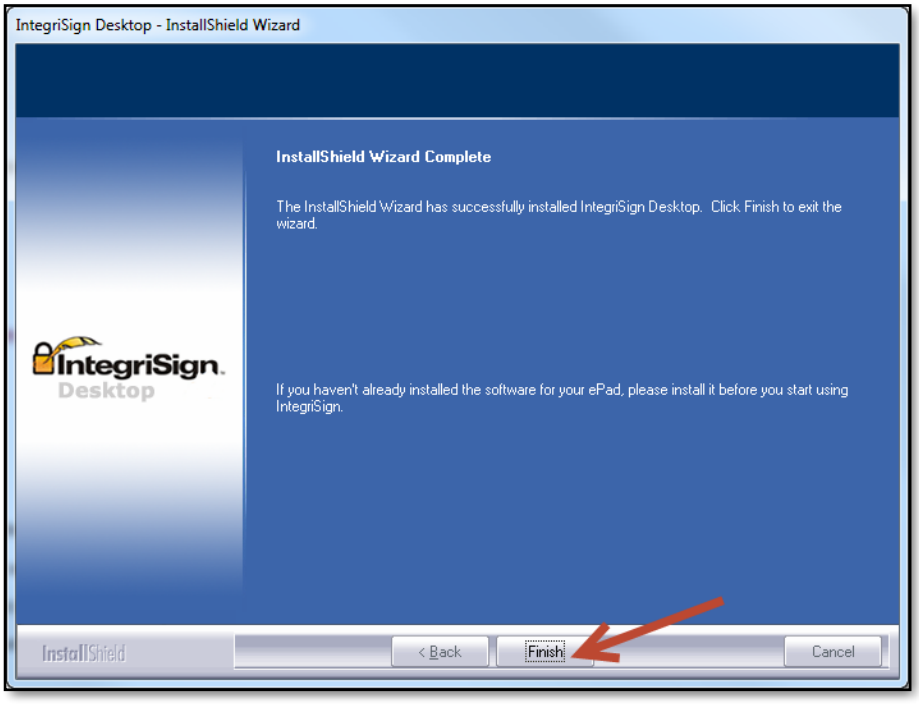
Select “Typical” and click “Next”.	
Click “Install” to finish installing the ePad driver. (Click “Finish” if prompted.) This will complete the installation of the first driver needed for MAPA. Return to MAPA Download screen and install second driver.	

Driver 2: INSTALL_2_IntegriSignDesktop10.3_R1382.exe – IntegriSign Driver

Click “INSTALL_2_IntegriSignDesktop10.3_R1382.exe”	
On the bottom of the screen a run, save, or cancel option will appear. Click “Run”.	
When the install window comes up click “Next”.	

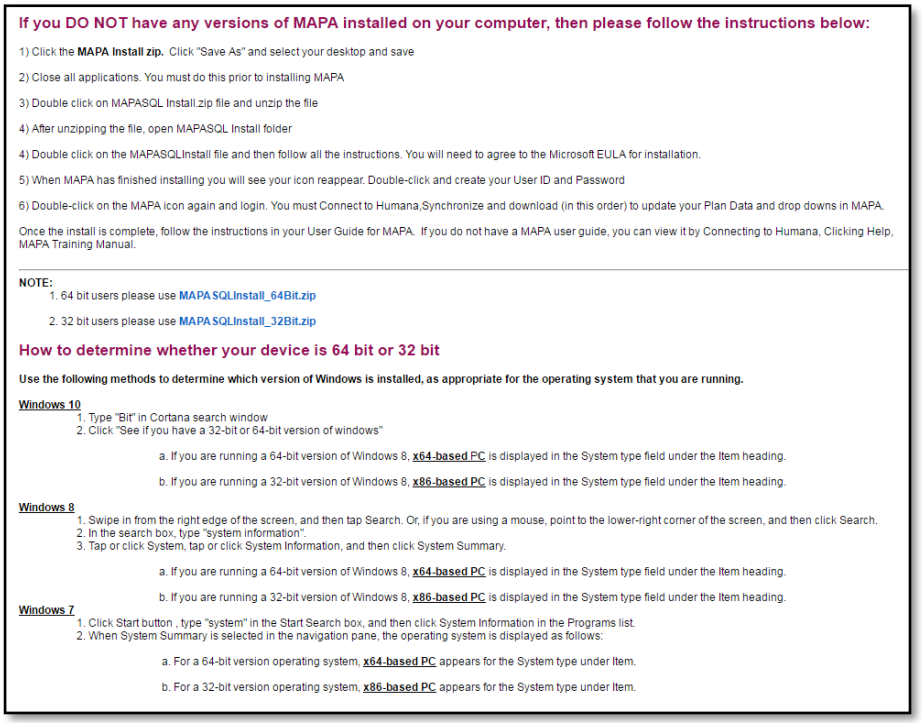
Accept the End-User License Agreement by clicking “Yes”.	
Place your name in the **User Name** field, and your company name or your name (if freelance) in the **Company Name** field. Then click “Next”.	

Leave the default options checked for desktop and SDKs and click “Next”.	
Click “Next” on the “Choose Destination Location” window.	

Click “Next” on the “Select Program Folder” window.	
Click “Finish” to complete the IntegriSign driver installation. Both MAPA drivers are installed on the PC. Return to MAPA Downloads page and complete the MAPA installation.	

Save the MAPA SQL Install file on the Desktop

Follow the instructions on the screen.
Determine whether your device is 64 bit or 32 bit.



If you DO NOT have any versions of MAPA installed on your computer, then please follow the instructions below:

1) Click the **MAPA Install zip.** Click "Save As" and select your desktop and save

2) Close all applications. You must do this prior to installing MAPA

3) Double click on MAPASQL Install.zip file and unzip the file

4) After unzipping the file, open MAPASQL Install folder

4) Double click on the MAPASQLInstall file and then follow all the instructions. You will need to agree to the Microsoft EULA for installation.

5) When MAPA has finished installing you will see your icon reappear. Double-click and create your User ID and Password

6) Double-click on the MAPA icon again and login. You must Connect to Humana,Synchronize and download (in this order) to update your Plan Data and drop downs in MAPA.

Once the install is complete, follow the instructions in your User Guide for MAPA. If you do not have a MAPA user guide, you can view it by Connecting to Humana, Clicking Help, MAPA Training Manual.

NOTE:

1. 64 bit users please use **MAPA SQLInstall_64Bit.zip**
2. 32 bit users please use **MAPA SQLInstall_32Bit.zip**

How to determine whether your device is 64 bit or 32 bit

Use the following methods to determine which version of Windows is installed, as appropriate for the operating system that you are running.

Windows 10

1. Type "Bit" in Cortana search window
2. Click "See if you have a 32-bit or 64-bit version of windows"

a. If you are running a 64-bit version of Windows 8, **x64-based PC** is displayed in the System type field under the Item heading.

b. If you are running a 32-bit version of Windows 8, **x86-based PC** is displayed in the System type field under the Item heading.

Windows 8

1. Swipe in from the right edge of the screen, and then tap Search. Or, if you are using a mouse, point to the lower-right corner of the screen, and then click Search.
2. In the search box, type "system information".
3. Tap or click System, tap or click System Information, and then click System Summary.

a. If you are running a 64-bit version of Windows 8, **x64-based PC** is displayed in the System type field under the Item heading.

b. If you are running a 32-bit version of Windows 8, **x86-based PC** is displayed in the System type field under the Item heading.

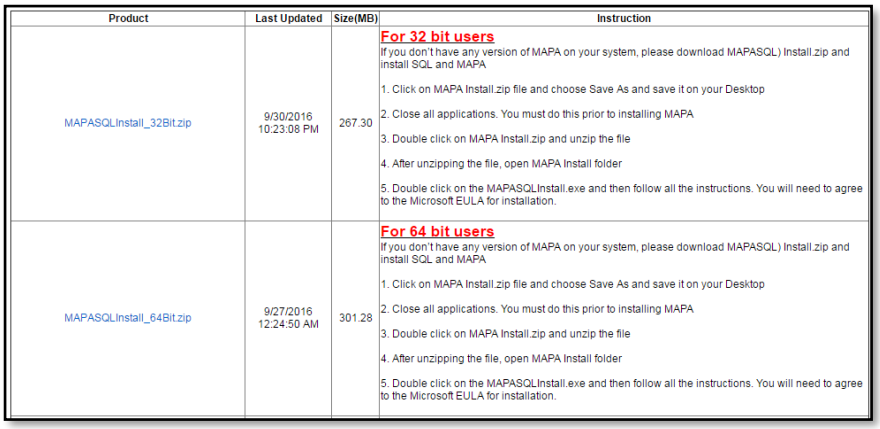
Windows 7

1. Click Start button , type "system" in the Start Search box, and then click System Information in the Programs list.
2. When System Summary is selected in the navigation pane, the operating system is displayed as follows:

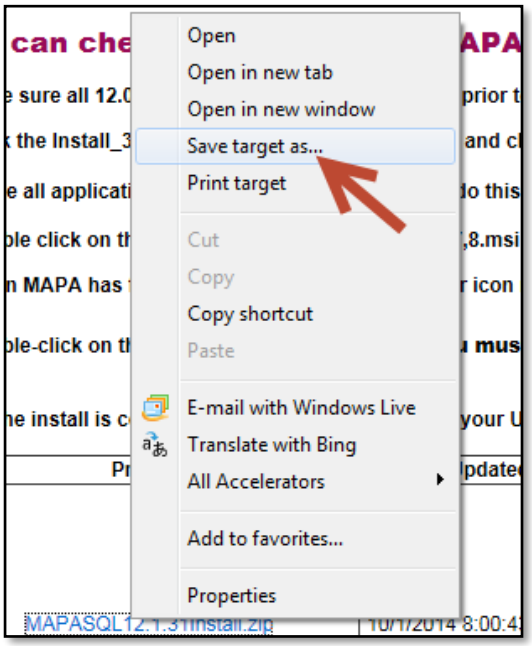
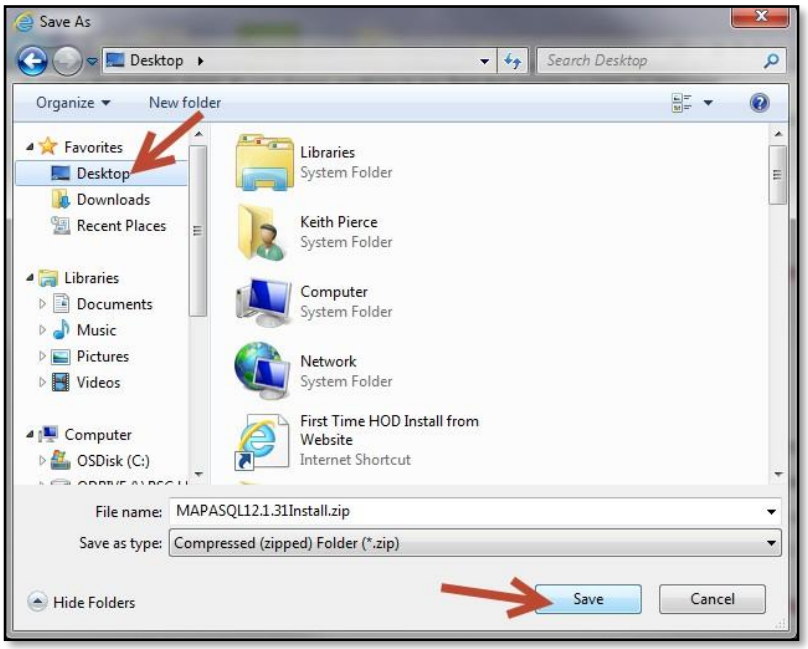
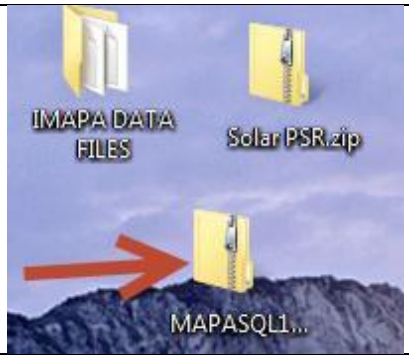
a. For a 64-bit version operating system, **x64-based PC** appears for the System type under Item.

b. For a 32-bit version operating system, **x86-based PC** appears for the System type under Item.

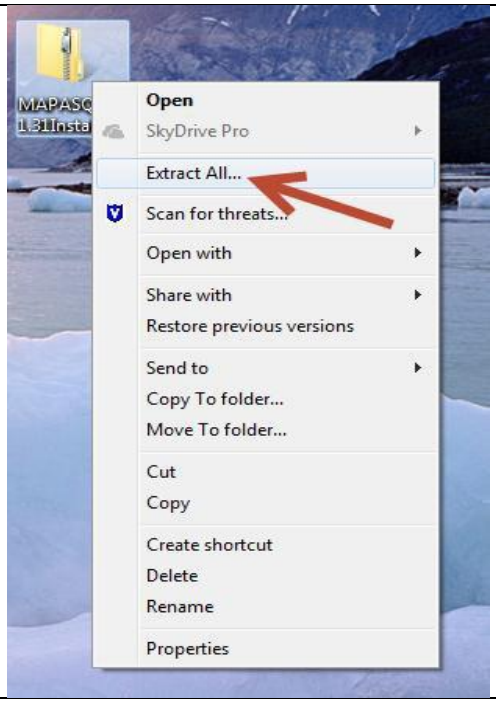
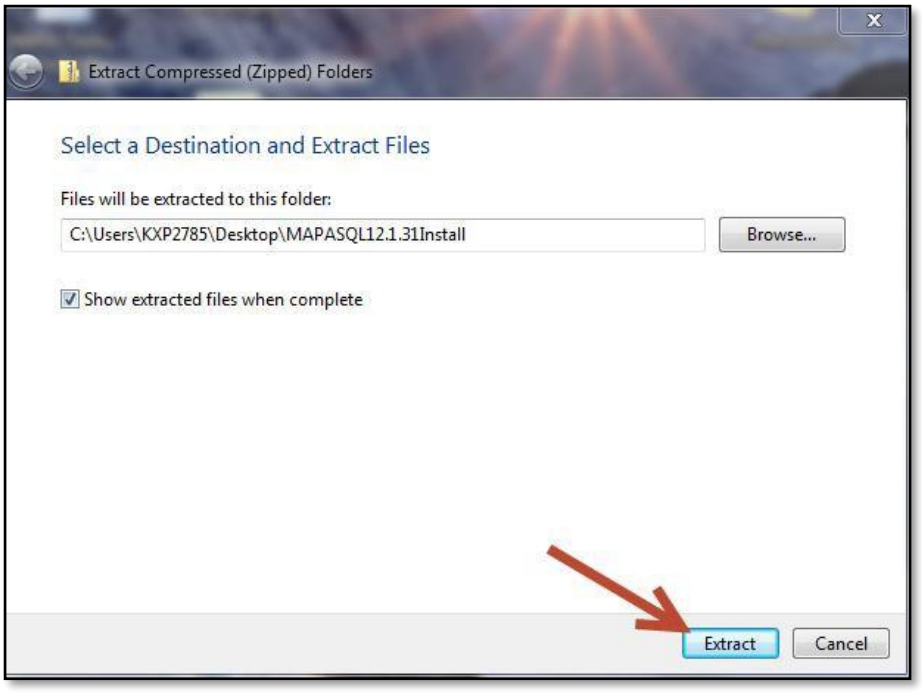
RIGHT click the appropriate version to install, either the 32 bit OR the 64 bit version.

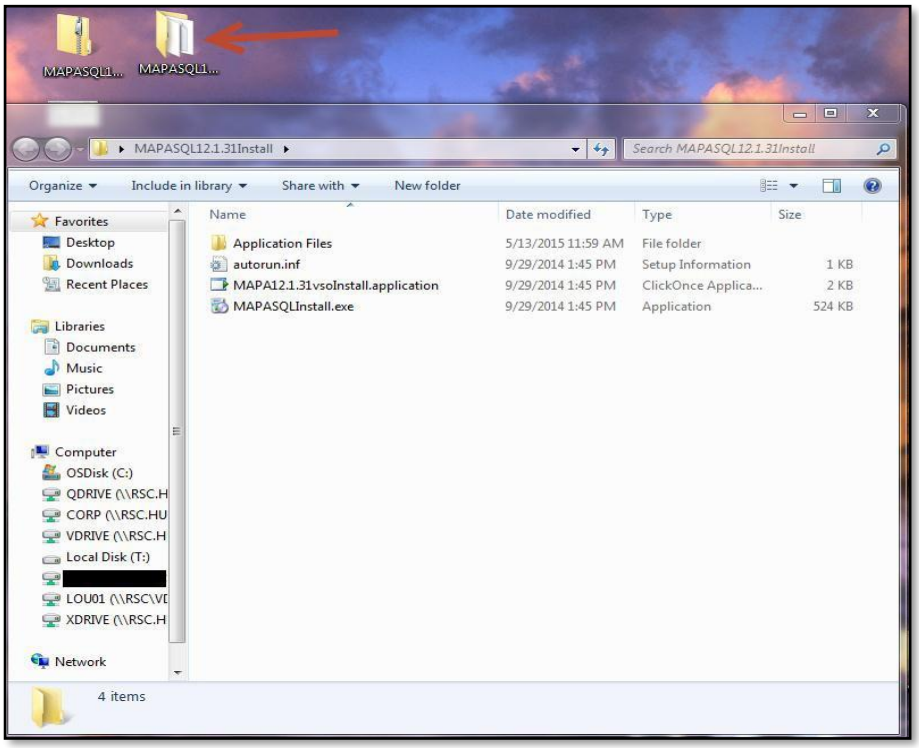


Product	Last Updated	Size(MB)	Instruction
MAPASQLInstall_32Bit.zip	9/30/2016 10:23:08 PM	267.30	**For 32 bit users** If you don't have any version of MAPA on your system, please download MAPASQL) Install.zip and install SQL and MAPA 1. Click on MAPA Install.zip file and choose Save As and save it on your Desktop 2. Close all applications. You must do this prior to installing MAPA 3. 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.
MAPASQLInstall_64Bit.zip	9/27/2016 12:24:50 AM	301.28	**For 64 bit users** If you don't have any version of MAPA on your system, please download MAPASQL) Install.zip and install SQL and MAPA 1. Click on MAPA Install.zip file and choose Save As and save it on your Desktop 2. Close all applications. You must do this prior to installing MAPA 3. 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.

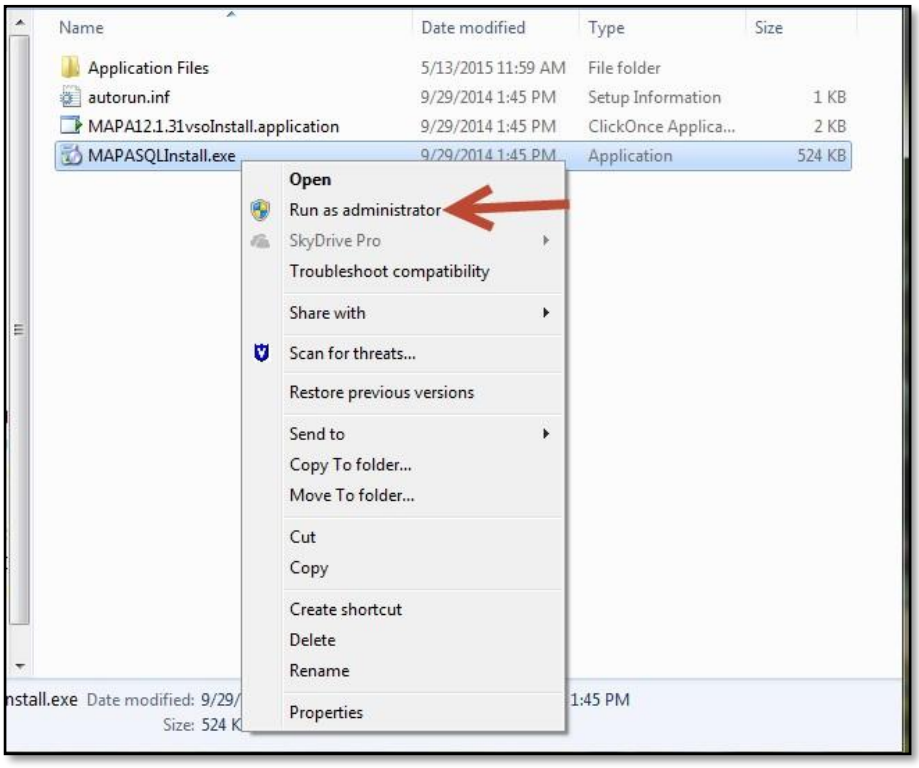
Select “Save target as…”	
Download file to your “Desktop” and click “Save”.	
Close all programs Locate “MAPASQL###Install.zip” on your desktop. (### representing the most current version).	

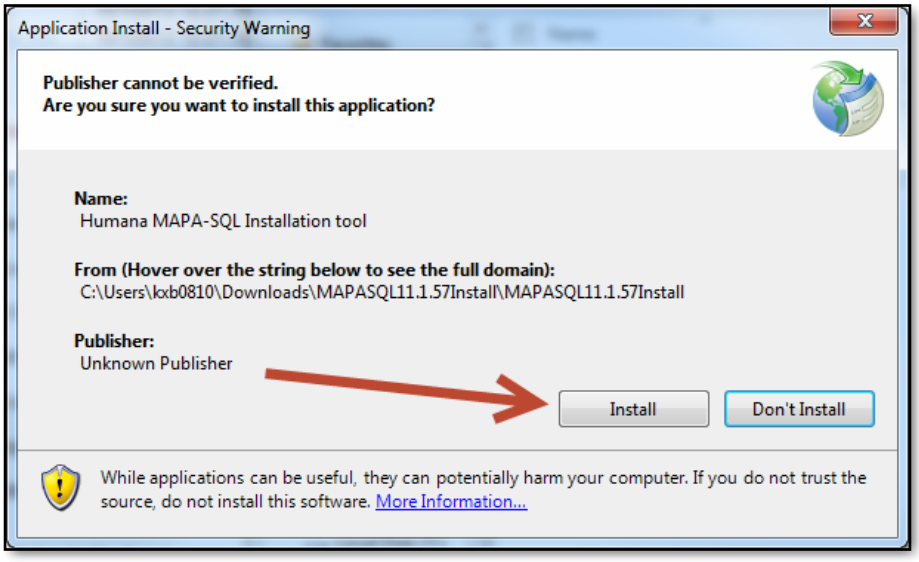
Extract All Files

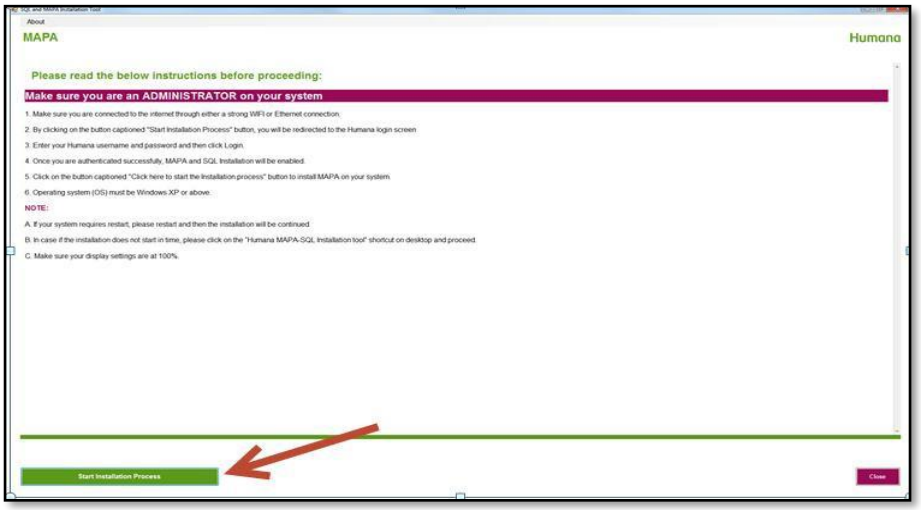
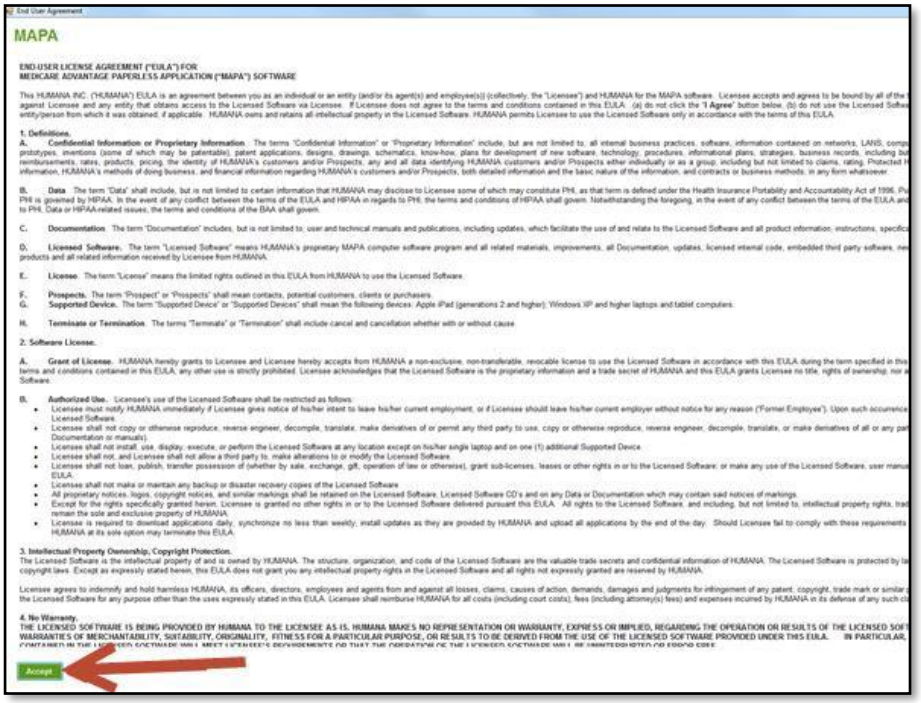
RIGHT click on the "MAPASQL###1Install.zip" and click "Extract All."	
Click "Extract" on the pop up window.	

The MAPASQL folder will unzip and a pop up window with the extracted files will appear.	

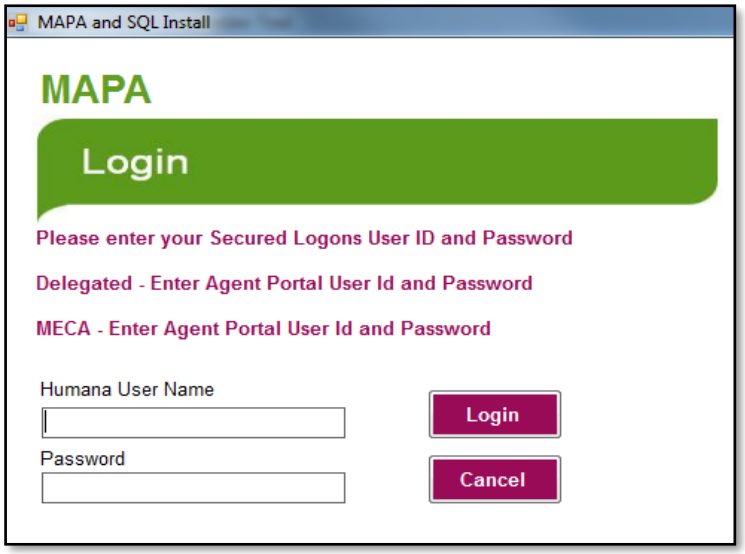
Run Install File as Administrator

RIGHT click on "MAPASQLInstall.exe" and click "Run as Administrator."	

Accept the End-User License Agreement for MAPA.	
Click “Install” on the “Application Install” window.	

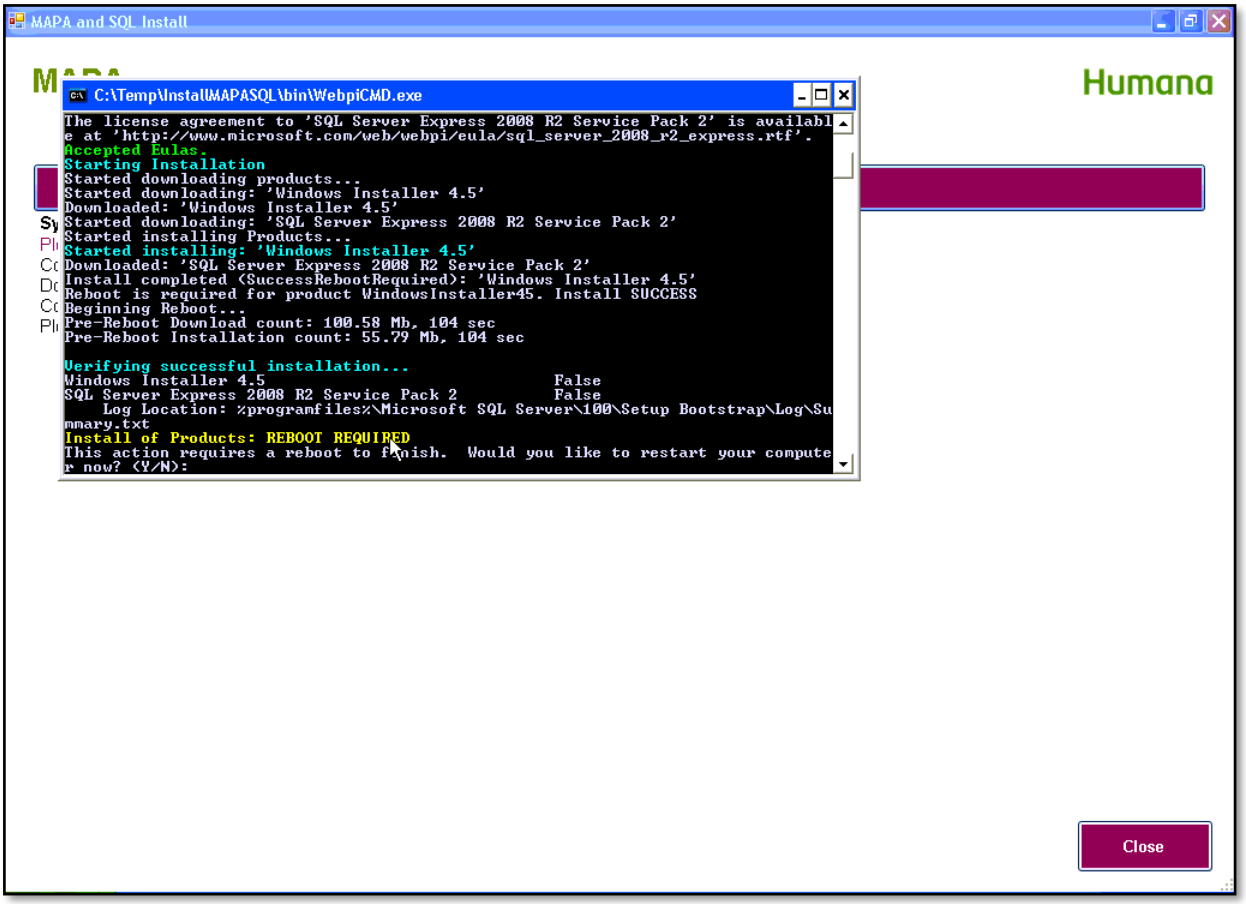
On the bottom left of the next screen click “Start Installation Process”.	
Read and accept the “End-User License Agreement”.	

Log In Based on Agent Type

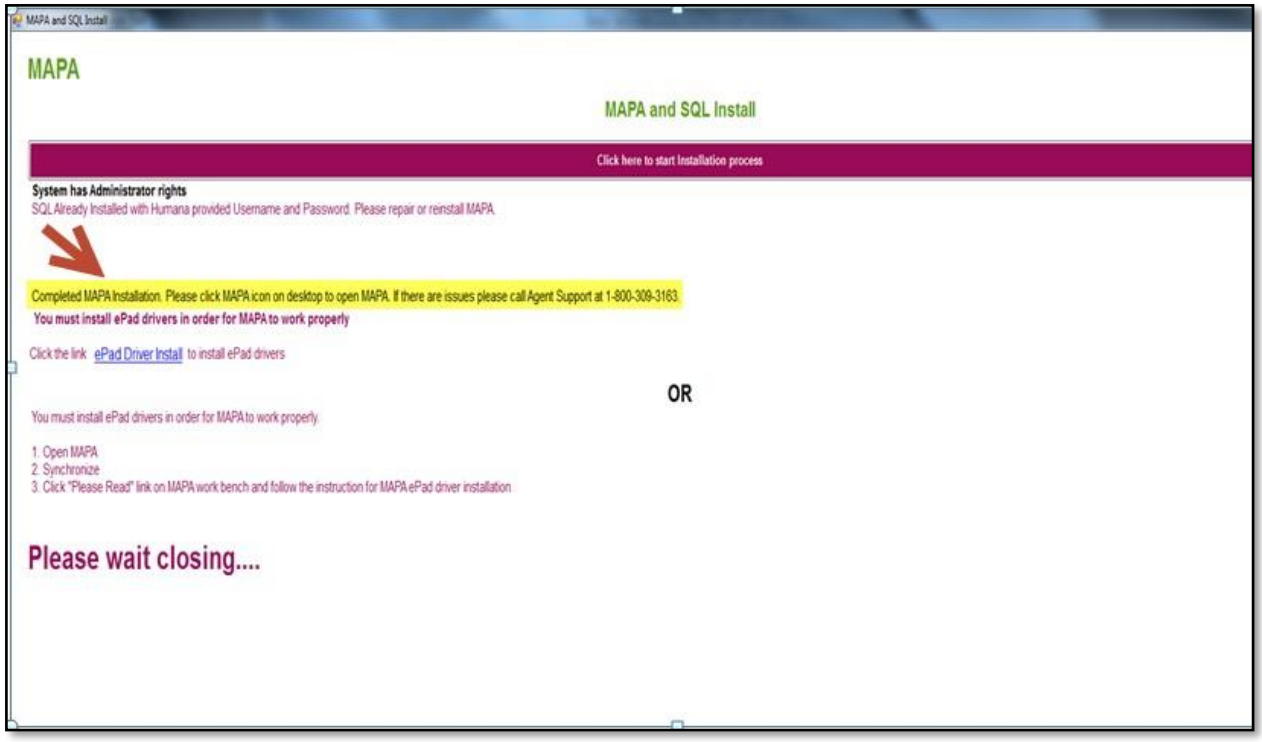
Login page will appear. Enter the required log in based on your agent type. (**Delegated**)	
Once logged in, at the top of the page click the plum colored bar that states “Click here to start Installation process”.	

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.



Once Install is complete, the user will receive the screen below. User will click “Close” on the bottom right of the page to close the install program.



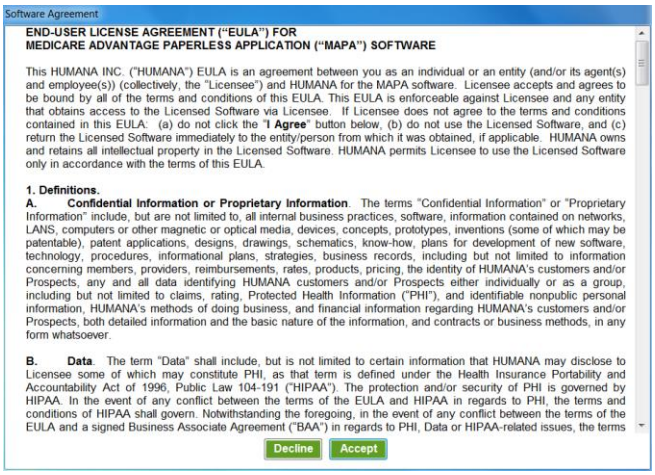
Once the program closes the MAPA icon will be on your desktop.	

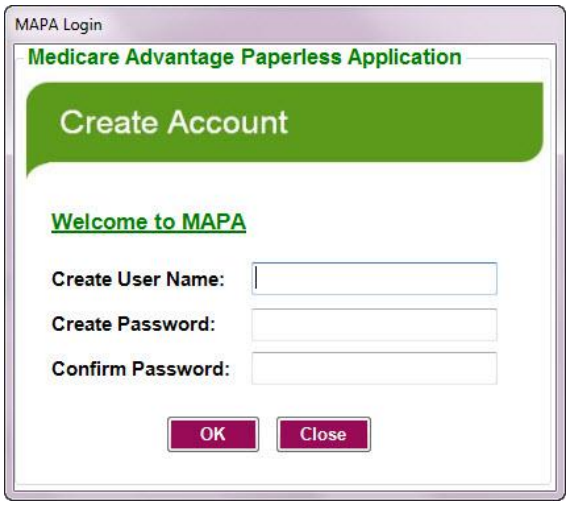
Getting Started with MAPA

Getting Started with MAPA

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

1. Accept the End-user License Agreement.
   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.

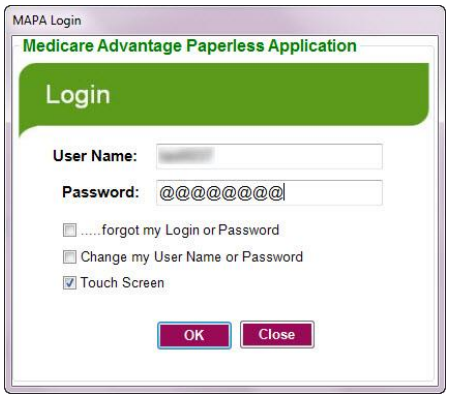
MAPA requires the program password to be changed:

- Every 90 days
- After Upgrading
- After Troubleshooting

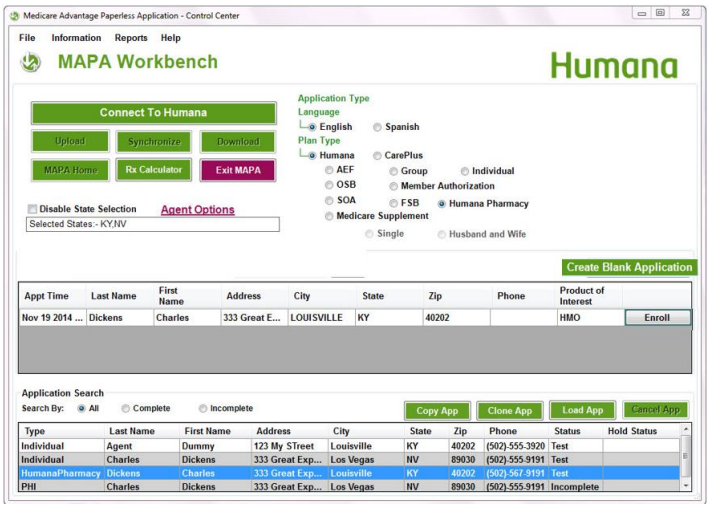
The password must follow the following rules:

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)

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.



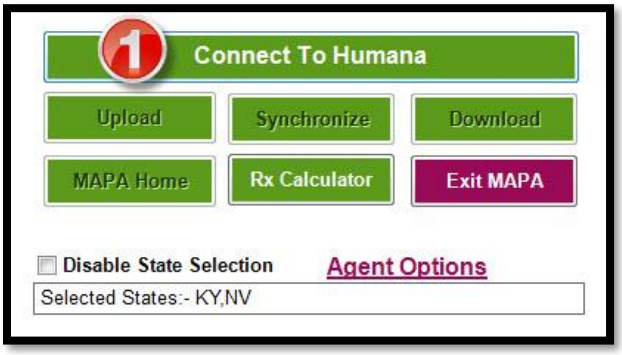
This MAPA Login provides you access to the MAPA program and secure information saved on your laptop. *This is the first log in.*



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



This is the second log in.

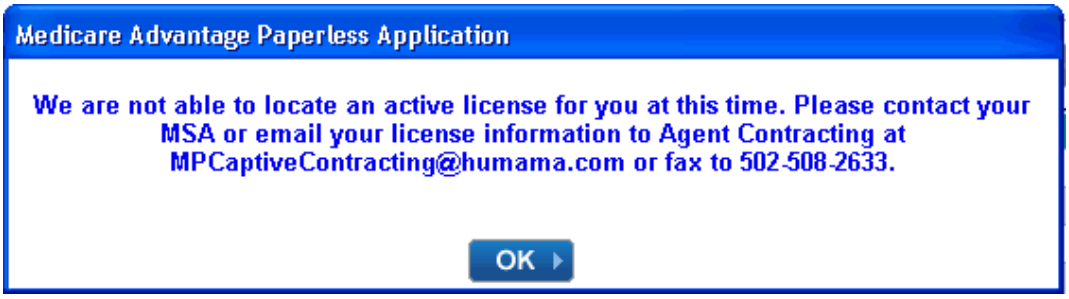
You will need to **Connect To Humana** every time you need to upload, download or synchronize. This is what allows information to pass back and forth between your laptop and Humana.

Connect to Humana – Possible Error Messages

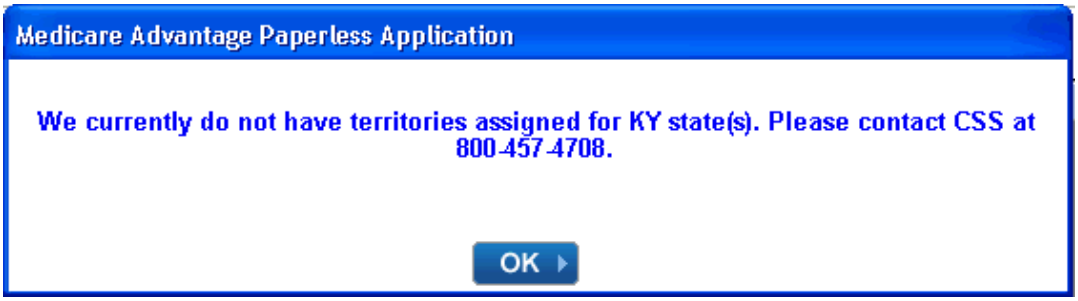
In order to get plan data and the zip code tables you **MUST** have an active licenses listed in Solar. Without it you may get one of the error messages below.

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

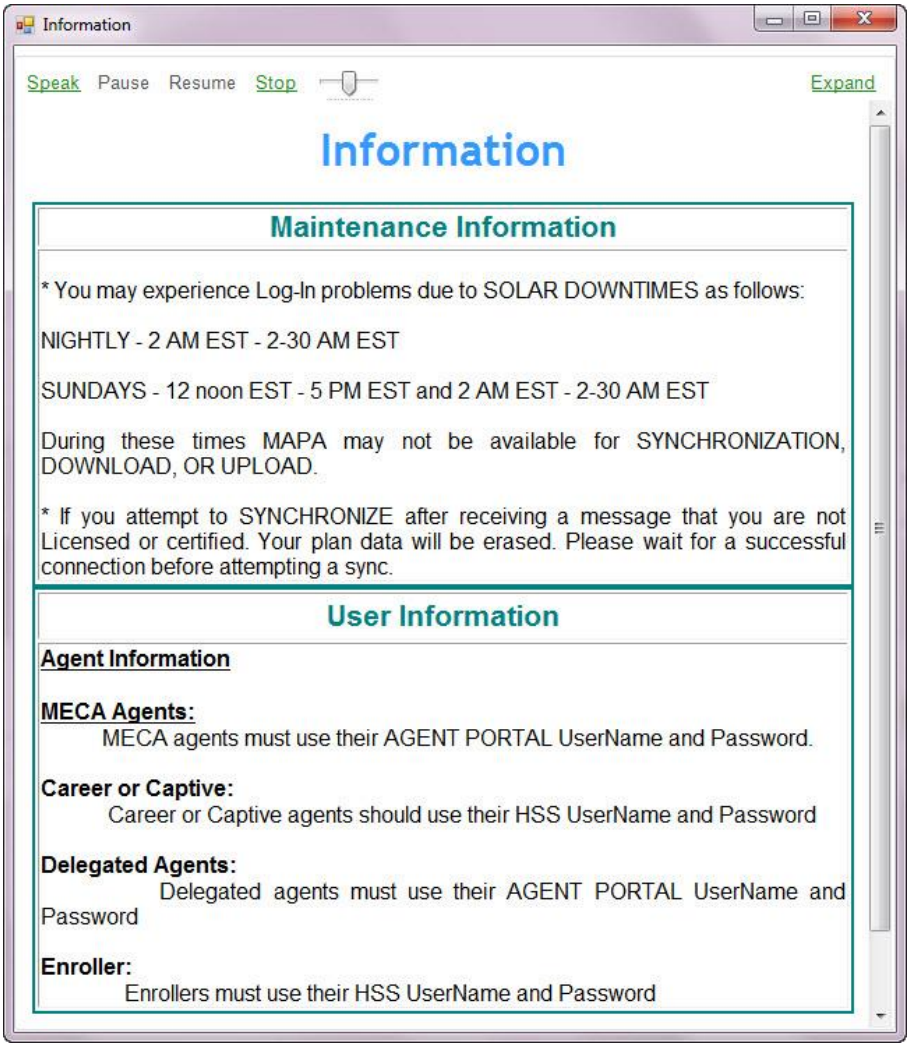
"Incorrect Password"

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.

Information

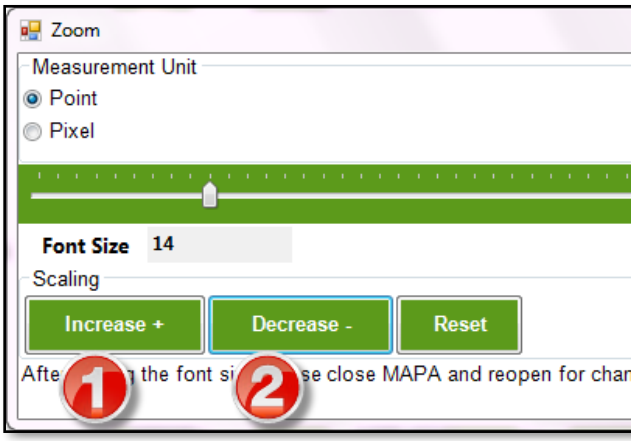


Fit to Content

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:



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.

Synchronize and Download

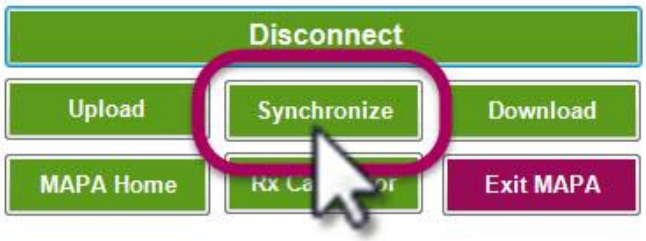
Synchronize

When to Synchronize:

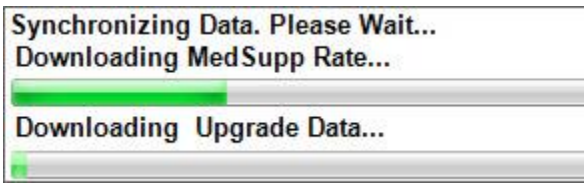
- First time users need to update plan data and zip code tables before creating their first application.
- Any time operations sends an email advising of plan changes.
- Once a week
  - During AEP it is recommended that you Synchronize at least 2-3 times a week.
- When something doesn't work within an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

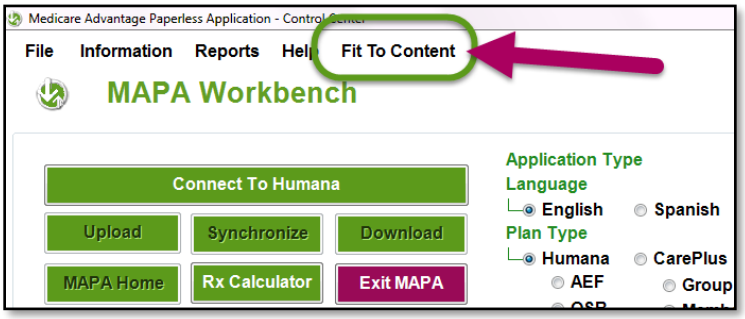


Download



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.



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**.

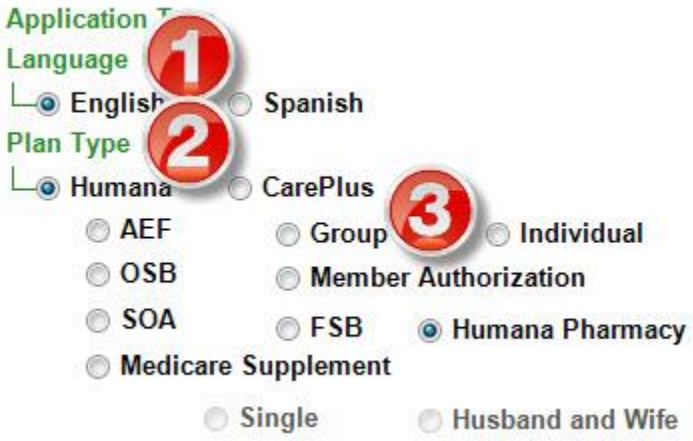
1. Error in in SQL installation.
2. XML file not found.
3. System does not have administration rights.
4. Any other error or any complications you have with the install of the MAPA program on your PC.

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

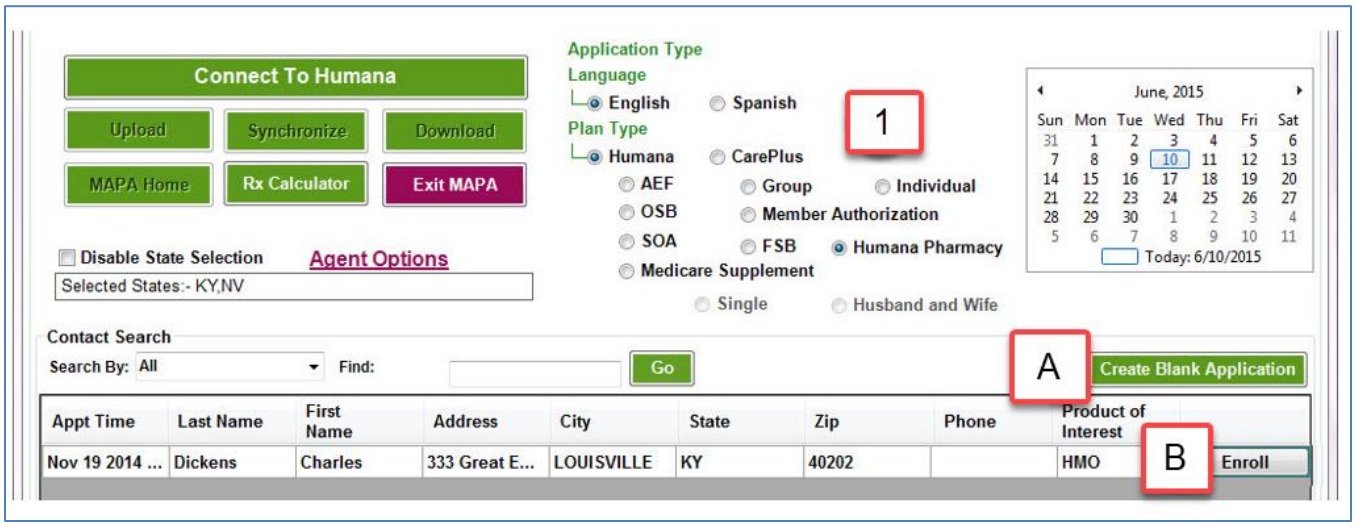
Member Authorization – By completing the MAF, Humana's health plan members (including MA/PDP members) are giving Humana the right to use a member's personal demographic information in the marketing of non-health related products and services, based on their specified selections on the form, for a period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

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



To Create a Blank Application

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

A Click on Create Blank Application

To Enroll a member from an appointment or contact

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

B Click on Enroll to the right of the member's name/appointment

Common Errors that Pend an Application

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.

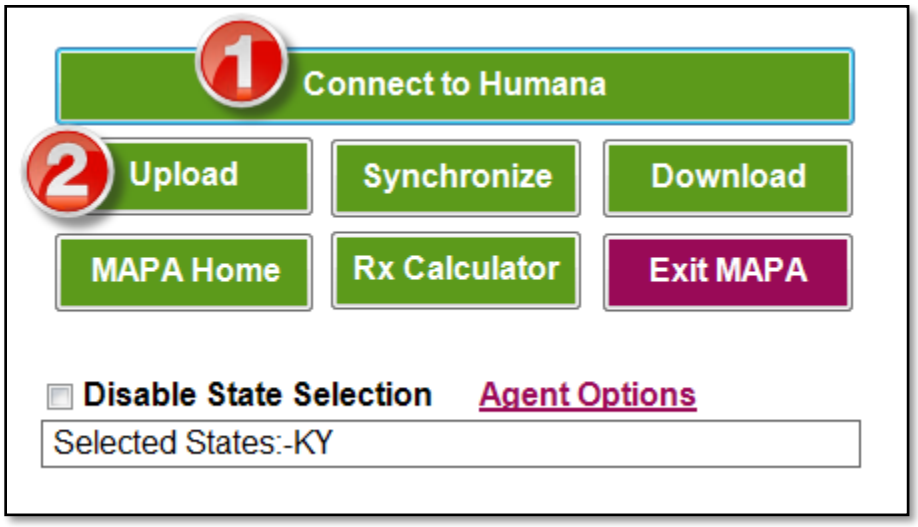
You must upload completed applications every day

Remember The UFO Model

- UPLOAD – Every Night
- FAX – Same Day or Next Day
- OVERNIGHT – When All Else

1. Connect to Humana

2. Upload



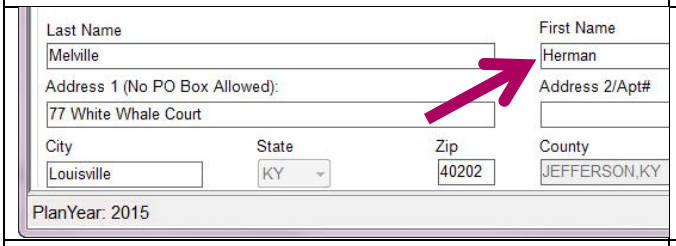
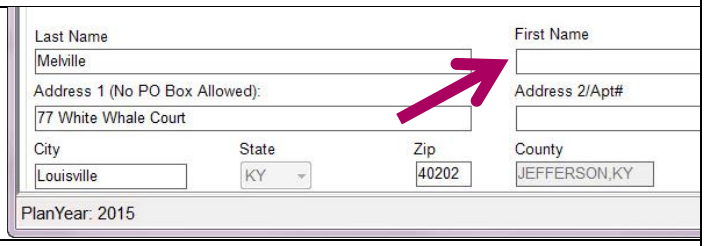
Copying vs Cloning an Application

Copying vs Cloning an Application

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)

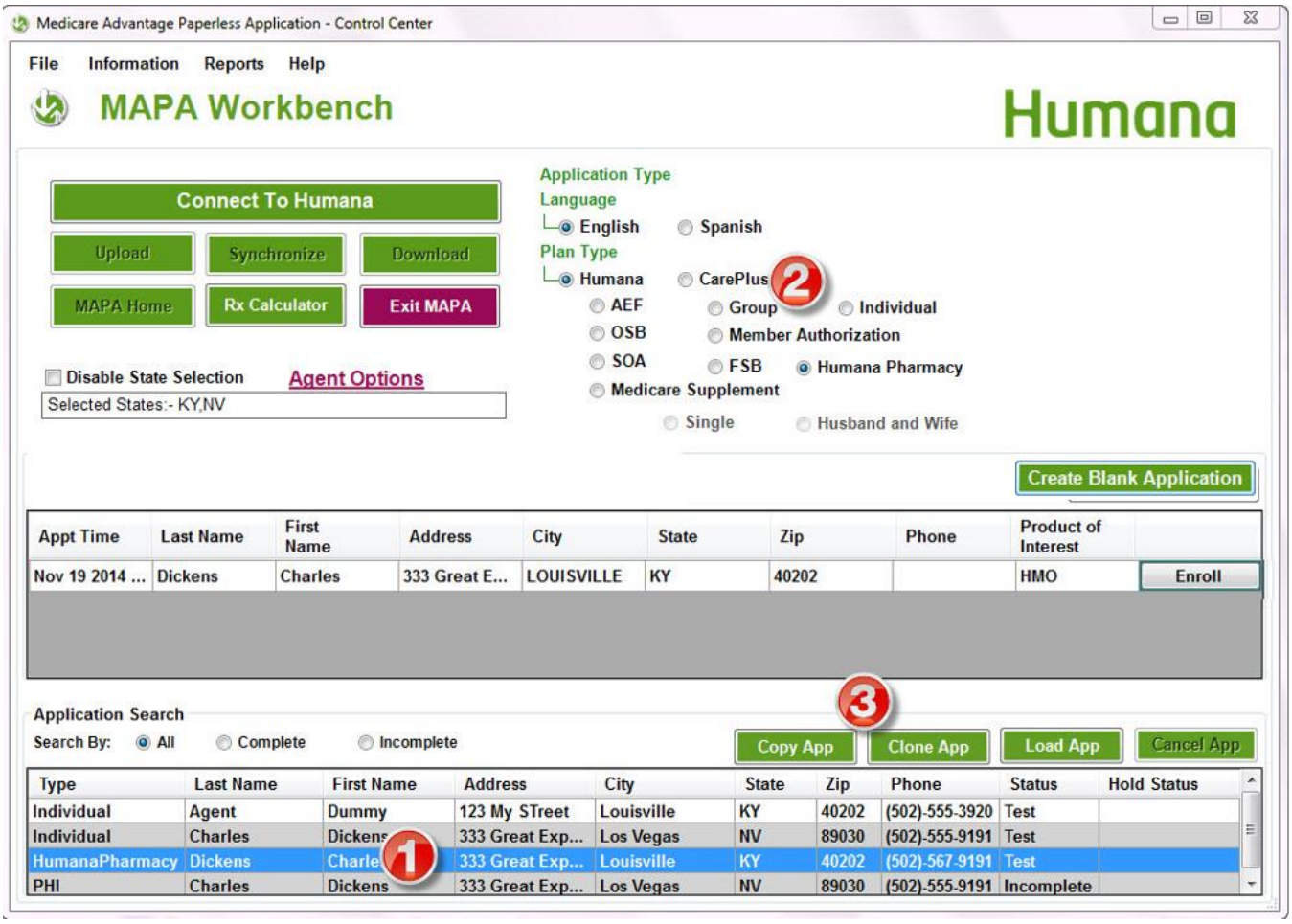
Clone App – use with a family member (Different Person at the same address)
(example: husband and wife both getting individual Medicare plans)

Copied Application	Cloned Application
	
Copied Application contains ALL demongraphic information from the first applcation including name, date of birth, and medicare claim number. A copied application contains all of the personal identifying information(PHI) that would not be shared with another person.	The Cloned Application copies over the last name, address and telephone number, but no personal identifying information as in the copied applcation. A cloned application only clones the information two family members might share if living at the same address.

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



Delete an Application

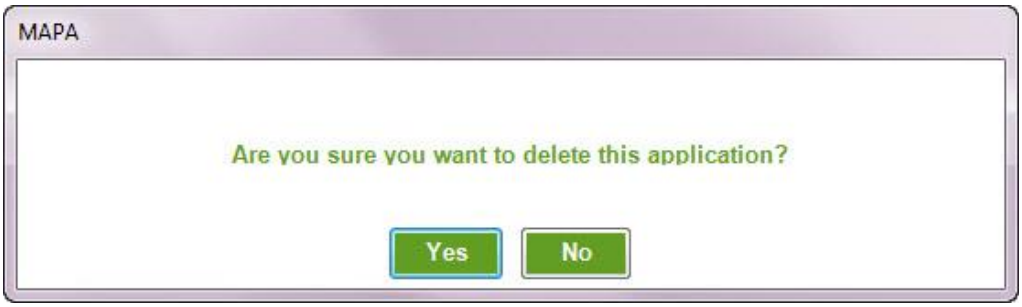
Delete an Application

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

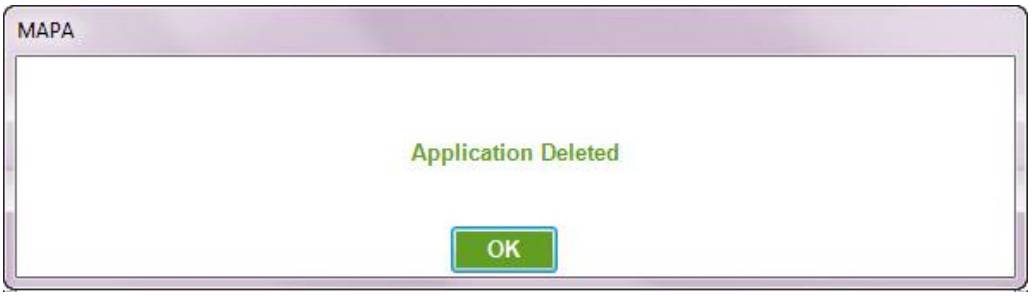
You cannot delete a signed application!

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.

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.



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.

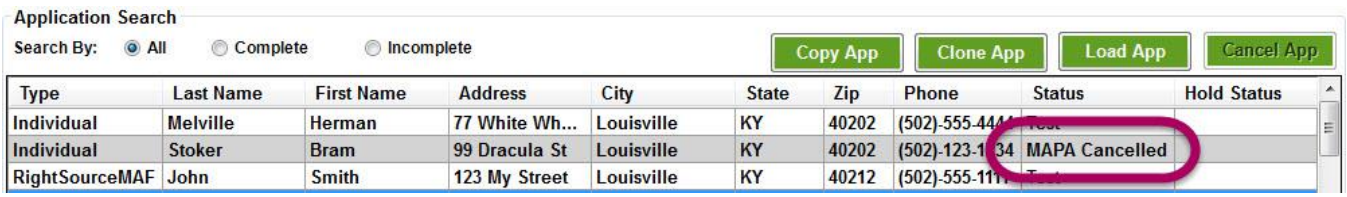
Reasons to cancel includes the potential member changed their mind and either no longer wants to enroll or they wants a different plan.

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

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.



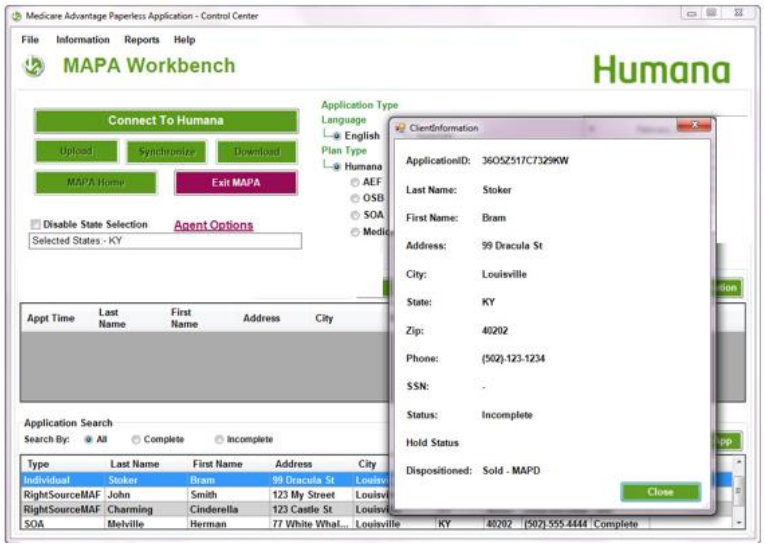
All Cancelled applications must still be uploaded.

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.

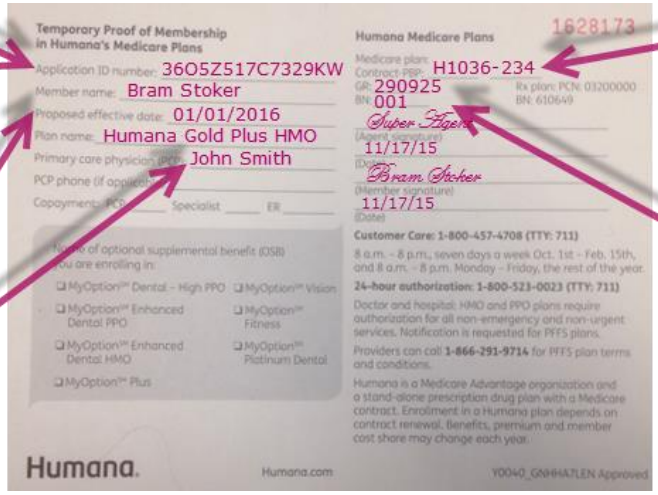


NEVER add PHI (Personal Health Information, e.g. SSN, DOB) to a receipt.

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.

Troubleshooting

Troubleshooting

Time Out

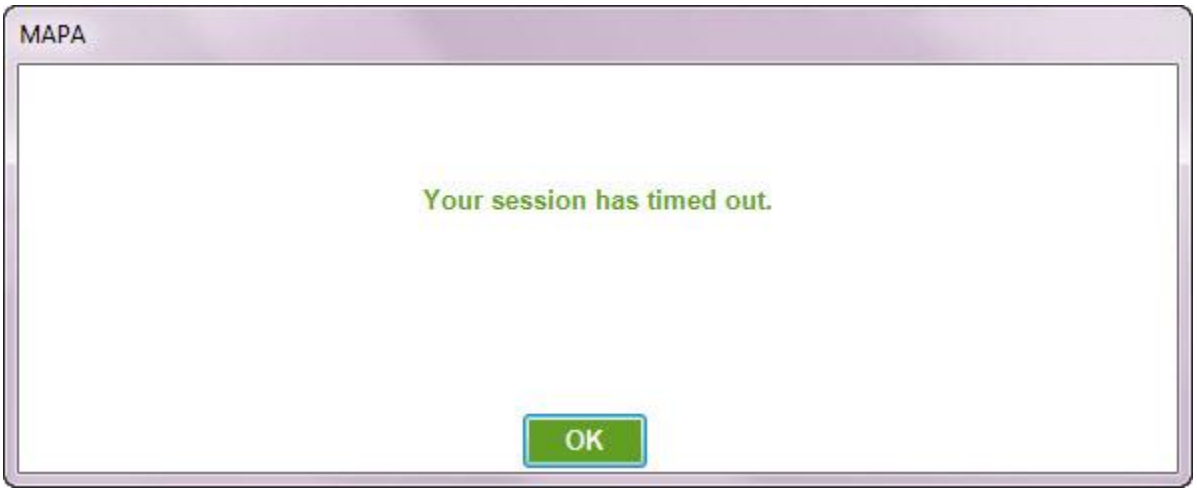
There are two forms of timing out: 1. Your connection to Humana may time out and 2. You've been inactive in the MAPA application.

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!



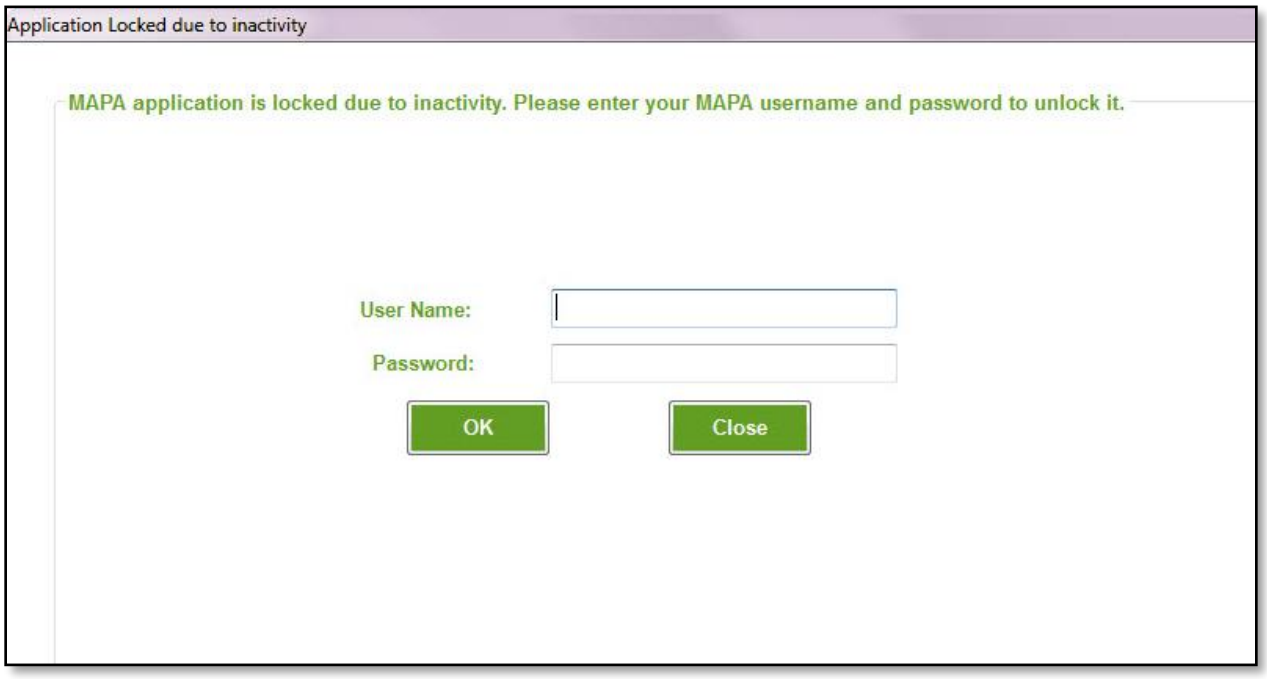
When you get the **Your session has timed out** message, you will need to reconnect to Humana using your Agent Portal username and password.

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.

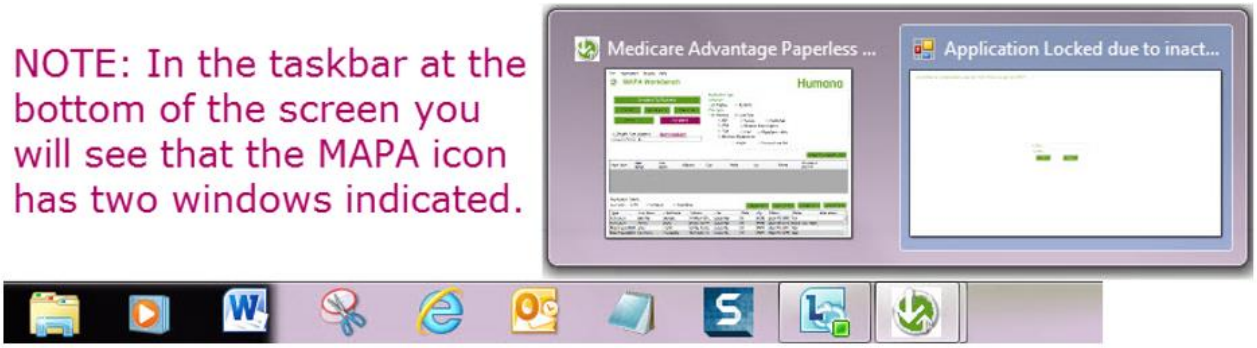
This screen will fill the entire computer screen and nothing can be done in MAPA until you log back into the system.



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.

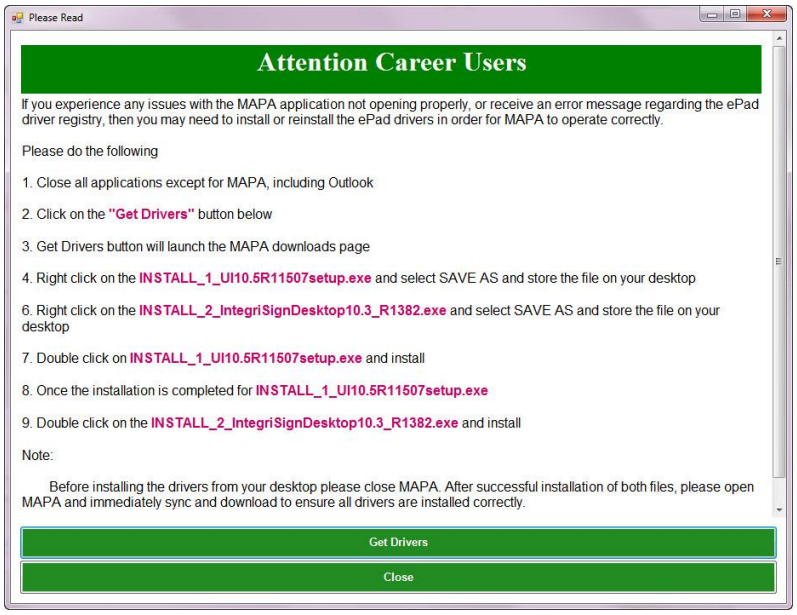
NOTE: In the taskbar at the bottom of the screen you will see that the MAPA icon has two windows indicated.



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**.



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:

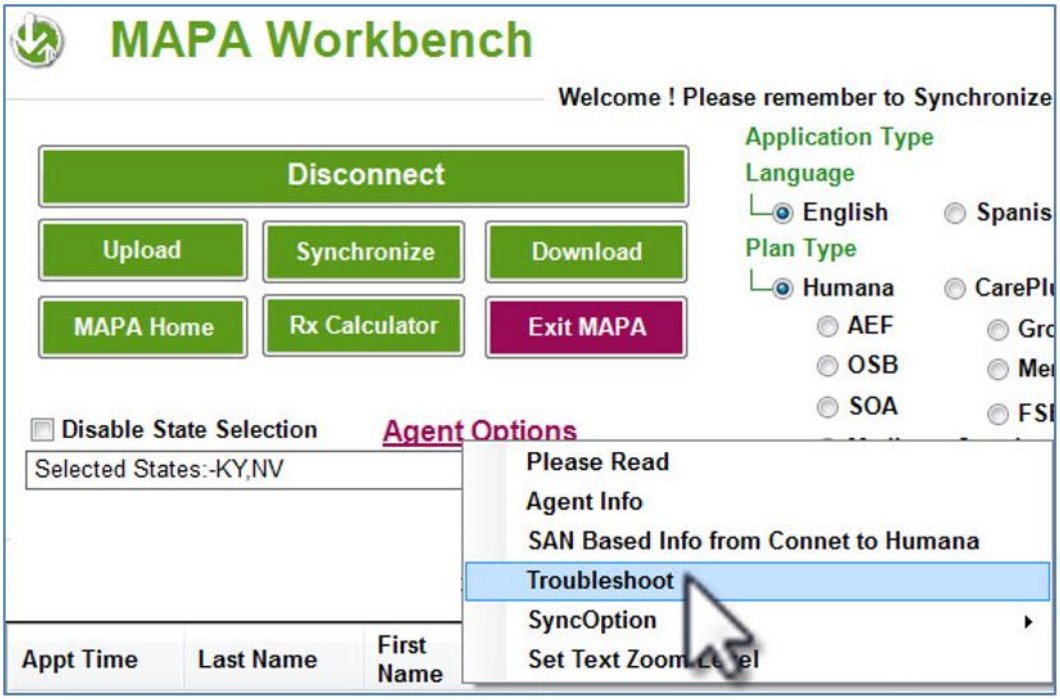
- Unable to Sync or Download
- Unable to upload applications
- Applications upload issues/errors
- Agent has certification and is unable to see the plans
- MAPA fails to load an application

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.

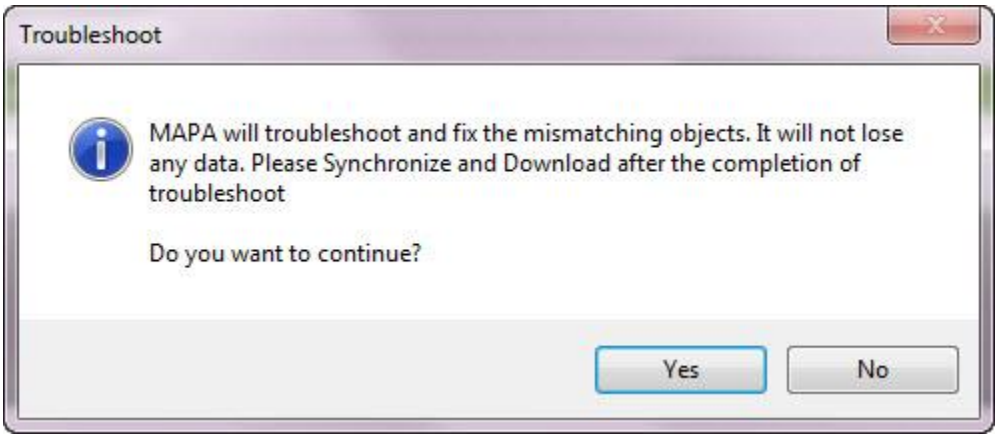
Troubleshoot from MAPA Workbench

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

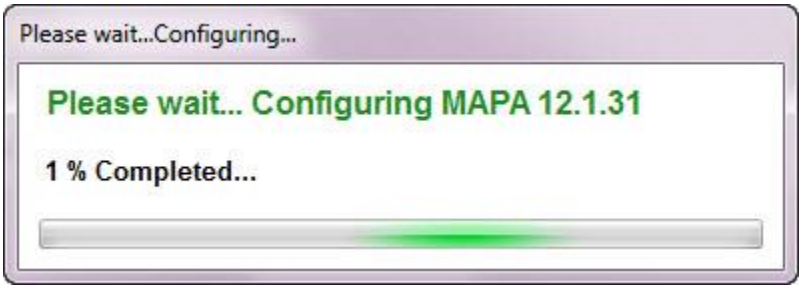
To run the troubleshoot from within MAPA click the Agent Options link and select Troubleshoot

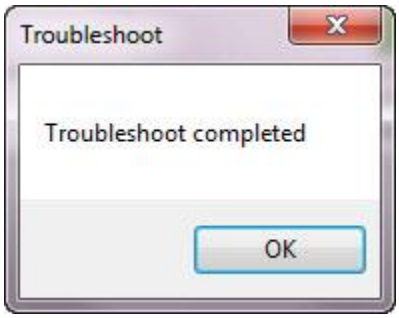


You will be asked if you want to continue with the Troubleshoot, click Yes.



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





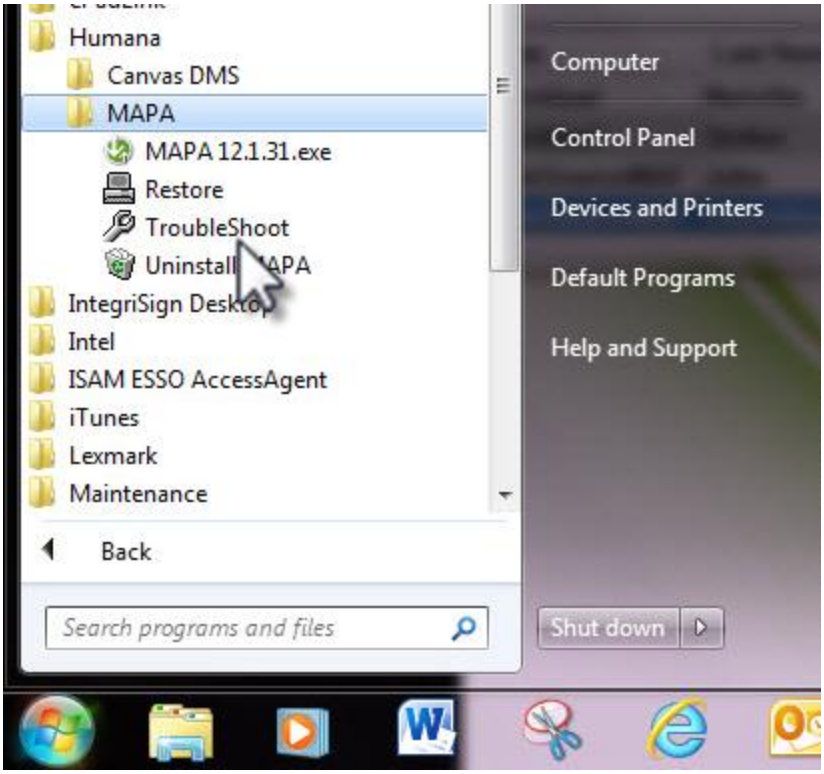
When Troubleshoot complete, connect to Humana, Synchronize and Download again.

Troubleshoot from Start Menu

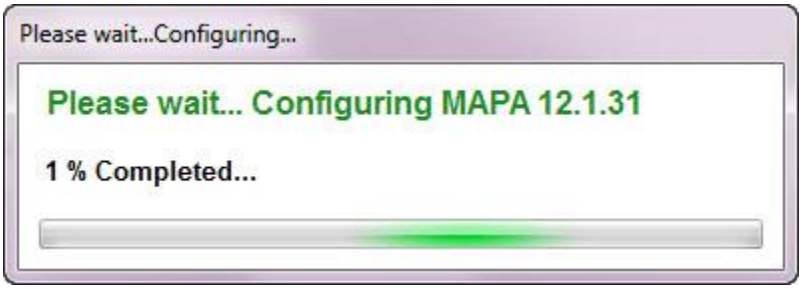
Running the MAPA Troubleshoot from the start menu will require you to enter you username and create a new password.

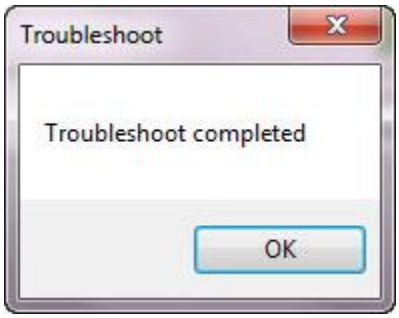
Before running the TroubleShoot from the Start menu make sure MAPA is not running.

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



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





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