

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 Induktuals & Families Employee Agents & Boken Powdees Humana Contact us Aak Hun Medicare Insurance Health & Wellness	Español
On the Quote & Enroll card click on the "MAPA Downloads" link	 Menu HumanaVantage 	 ₩ Quote & Enroll ★ ? Medicare → Enter Online Enrollment → MAPA Downloads → Application Status
	1 certifications expired Please renew your certification. III Sales & Marketing 🔶 ?	→ MAPA Downloads → Application Status Scope of Appointment

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 time 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	Annihrations have been unloaded prior to downloading MAPA 12.1
Bun Save or Cancel ontion will	3 MDPL 434 VD H6-70 mpl Bab and Albh Bourd and a bedrau a dealar
annear Click "Run"	V
	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.
	o Dendlink
	ePadLink.
	ePadLink. InstallShield < Back Next> Cancel





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

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Click	
"INSTALL_2_IntegriSignDesktop1	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 use
	6. When the MAPA signature Drivers have finished installing, you can confirm the vey installed correctly by going t installed programs
	Product Last arted Size(MB)
	INSTALL_2_IntegriSignDesktop10.3_R1382.exe 10.014 8:00:42 PM 17:90
On the bottom of the screen a	IAPT 104 KD 100-7 0 mol line hard with 85 million devices devices and the second secon
run, save, or cancel option will	Ins 👔 This type of file could harm your computer.
appear. Click Run .	
When the install window comes	
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 ar	nd save	
Determine whether your device	2) Close all applications. You must do this prio	or to installing MA	PA		
is C4 hit an 22 hit	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			
	4) Double click on the MAPASQLInstall file an	d then follow all t	he instruc	tions. You will need to agree to the Microsoft EULA for installation.	
	5) When MAPA has finished installing you will	see your icon rea	appear. D	ouble-click and create your User ID and Password	
	6) Double-click on the MAPA icon again and I	ogin. You must Co	onnect to	Humana,Synchronize and download (in this order) to update your Plan Data and drop downs in MAPA.	
	MAPA Training Manual.	tions in your Usei	r Guide to	r MAPA. If you do not have a MAPA user guide, you can view it by Connecting to Humana, Clicking Heip,	
	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	ır device is	64 bit	or 32 bit	
	Use the following methods to determine whi	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	idow r 64-bit version o	fwindows	5	
	a. If you are runni	ng a 64-bit versio	on of Wind	lows 8, x64-based PC is displayed in the System type field under the item heading.	
	b. If you are runni	ng a 32-bit versio	on of Wind	lows 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 1 2. In the search box, type "system 2. The search box, type "system"	he screen, and th information".	nen tap Se	earch. Or, if you are using a mouse, point to the lower-right corner of the screen, and then click Search.	
	3. Tap of click System, tap of click	bystem informatio	on, and th on of Wind	en cick System Summary.	
	b. If you are runni	ng a 32-bit versio	on of Wind	lows 8, x86-based PC is displayed in the System type field under the item heading.	
	1. Click Start button , type "system"	' in the Start Sear	ch box, ar	nd then click System Information in the Programs list.	
	a. For a 64-bit ve	rsion operating s	vstem. x6	4-based PC appears for the System type under Item.	
	b. For a 32-bit ve	rsion operating s	ystem, x8	6-based PC appears for the System type under Item.	
			_		
RICHT click the appropriate					
RIGHT Click the appropriate	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.				1. 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 lestall zin and unzin the file	
				4. After unzipping the file, open MAPA Install folder	
				5. Double click on the MAPASOLINstall exe and then follow all the instructions. You will need to agree	
				For 64 DIT Users If you don'thwa 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	
	MAPASQLInstall_64Bit.zip	9/27/2016 12:24:50 AM	301.28	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 cities on the MAPSQUILISELE and the follow all the instructions. You will need to agree to be will crosoft EULA for installation.	
	μ				



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Extract All Files





Run Install File as Administrator



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Accept the End-User License	
Agreement for MAPA.	MAPA11.1.0vsoInstall Setup
0	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
	or 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" window.	Application Install - Security Warning
	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\MAPASOL11.1.57Install\MAPASOL11.1.57Install
	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	
	Make sure you are connected to the internet through either a strong WFI or Ethernet connection. By closing on the button captioned "Start installation Process" button, you will be redirected to the Humana login screen	
	3 Enter your Humana usemanne and joisteend and then click Login.	н.
	4 Chocy you are authenticated successfully, MAPA and DGL, Installation will be installed. 5 Cickic me bedon captioned; Ecclis here is state the statistion projection behavior install MAPA on your system	н.
	Committing system (OS) must be Windows XP or above. Second Seco	н.
	ne row ne. A F your system regaries restart, please restart and then the installation will be continued	н.
	B in case the installation does not later in them, please click on the "Humana MAPA-SQL Installation foot" shortsd on desktag and proceed. C later are not clicks installation as at 100%.	
		н.
	Start Instation Preens	
Read and accept the "End-User	al but ther Aprentiant	
License Agreement"	MAPA	
License Agreement.	TAND UP TO LIFERING ADDRESSANT (FOLK) FOR A TO ADDRESS ADDRESS ADDRESS ADDRESS	
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	B. Data The term "Data" shall include, but is not limited to certain intromation that HUMAHA may disclose to Licenses same of which may constitute FHL as that term is defined under the Health insurance Portability and Accountability Act of 197 FH is guaranted by HEMLA billing some that are conflict between the terms of the CLUL and HEMLA integrates to FHL the terms and conditions of HEMLA bill grown. Instantiationing the longing, in the event of any conflict between the terms of the EUL to FHL Lass are been and conflicts between the terms of the EUL and HEMLA bill grown.	95, Pu LA and
	C. Documentation: The term "Documentation" includes, but is not imited to user and technical manuals and publications, including updates, which facilitate the use of and initiate to the Leaneed Software and all protect information, instructions, updates and all protect information, instructions, updates and all protect information.	pecifica
	 Licensed Software. The terr "Licensed Software" mass HADAVA's property MPIA compute software program and al initiate materials, unpresenteds, all Documentation, updates, licensed intendi documentation and all initiate materials. 	rs. res
	E. Licesse The term "License" means the limited rights and/ived in this EULA hon HUMAVA to use the Licensed Software.	
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	Authorized Use. Conserve use of the Conserve Used to restricted as follows Locatese near work of MMMA manufacture of activations where to take to be a backer conserve approximation of Fouriers and the Conserve and the	22
	Loareed Software Loar	my part
	Documentation measure): Locamentation measure	
	Licenses that not have publish, transfer possession of indefter by sale, exchange, gd, operation of an or otherwest, grat sub-Conses, taxes or other rights in or to the Licensed Software, or make any use of the Licensed Software, varies and the second software in the second software or make any use of the Licensed Software, varies and the second software in the second software or make any use of the Licensed Software, varies and the second software in the second software or make any use of the Licensed Software, varies and the second software or make any use of the Licensed	manua
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	INAMANA at a use appoint may terminate that EULA 3. Interfermal Property Dememble, Copyright Protection. The Located Statuma is the released appoint of and a send by HXAMAN. The structure, and code of the Located Statuma are the valuable table locates and codestate information of HXAMAN. The Located Statuma is preferable.	d by la
	copyrup care. Except on represent events, the CAA does not park you any reference property office in the currence container and an open not expressly garrent an expression of Addition. Locationer agrees to indemnify and hold transfers MEMAVA, its officers, derectors, and openet and agreets from and agreets from and agreets from and agreets for an ad agreet and location. Semando, damages and judgments for infragment of any patient, copyright, trade mark or sin	inter s
	The Lonners Software for any purpose street man the same expressly stated in this EULA. Comean shall reinforce EUMARA for all costs (including court costs), they (including attorney)(s) (exe) and expresses included by EUMARA in its defense shall reinforce at any software including court costs). They provide a street expressly stated in this EULA. Comean shall reinforce at any software including court costs), they provide a street expressly stated in the EULA. Comean shall reinforce at any software including court costs), they provide a street expression of the EULA.	uch cla
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	A COMP.	

Log In Based on Agent Type

Login page will appear. Enter the	🖳 MAPA and SQL Install
required log in based on your	
agent type. (Delegated)	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.

aka ain 201 nizian	
	Humana
The license agreement to 'SQL Server Express 2008 R2 Service Pack 2' is availabl	
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: 'Windows Installer 4.5' Crownloaded: 'SQL Server Express 2008 R2 Service Pack 2' - Install completed (SuccessRebook Required): 'Windows Installer 4 5'	
Reboot is required for product WindowsInstaller45. Install SUCCESS	
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 2006 K2 Service rack 2 False Log Location: %programfiles%\Microsoft SQL Server\100\Setup Bootstrap\Log\Su mmarv.txt	
Install of Products: REBOOT REQUIRED This action requires a reboot to Fanish. Would you like to restart your compute	
	Close

MAPA		
	MAPA and SQL Install	
	Click here to start Installation process	
System has Administrator rights SQL Already Installed with Humana provided Username and Password. Please repair or reins	stal MAPA.	
Y		
Completed MAPA installation. Please click MAPA icon on desitop to open MAPA. If there are in You must install ePad drivers in order for MAPA to work properly	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.		
 Open IMPA Synchronize Spinchronize Click "Please Read" link on MAPA work bench and follow the instruction for MAPA ePad drives 	tver installation	
Please wait closing		
	8	

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**' button 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 cor 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 financial 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 in regards to PHI, the terms and conditions of HIPAA shall govern. Notwithstanding the foreigning, in the event of any conflict between the terms of the EULA and a signed Business Associate Agreement ("BAA") in regards to PHI, Data or HIPAA-related issues, the terms

Decline Accept

are information contained on netwo

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 provided in the software of the software

- 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.

MAI	PA WOI	rkbench	r -						Hur	nanc	ו
Upload MAPA Hom Disable Stat Selected State	Connect Sync Sync Rx Ca te Selection s:- KY,NV	To Humana hironize Iculator Agent Opti	Download Exit MAPA	Application Language Le Engl Plan Type Le Hum	ish Spi ana Car AEF SSB SOA Medicare Supp	anish rePlus Group Member A FSB olement le) In uthorizat Human	dividual tion a Pharmacy id and Wife			
Appt Time	Last Name	First	Address	City	State	Zip		Phone	Create Product of	Blank Applica f	a
Appt Time Yov 19 2014	Last Name Dickens	First Name Charles	Address 333 Great E	City LOUISVILLI	State E KY	Zip 4020	12	Phone	Create Product of Interest HMO	Blank Applica f	al
Appt Time Nov 19 2014 Application Sea iearch By: (*)	Last Name Dickens Irch All O Com	First Name Charles	Address 333 Great E	City	State E KY	Zip 4020	12 Арр	Phone Clone App	Create Product of Interest HMO	Blank Applica F Enroll	
Appt Time Nov 19 2014 Application Sea Search By: Type	Last Name Dickens Irch All © Com Last Nam	First Name Charles	Address 333 Great E rcomplete	City LOUISVILLI	State E KY	Zip 4020 Copy / State	12 App	Phone Clone App Phone	Create Product of Interest HMO	Blank Applica f Enroll Cencel A Hold Status	p
Appt Time Nov 19 2014 Application Sea isearch By: Type ndividual	Last Name Dickens Irch All O Com Last Nam Agent	First Name Charles	Address 333 Great E acomplete time Addre 123 My	City LOUISVILLI ss C STreet Lo	State E KY ity puisville	Zip 4020 Copy J State KY	2 App Zip 40202	Phone Clone App Phone (502)-555-3920	Create Product of Interest HMO Load App Status Test	Blank Applica Enroll Concel A Hold Status	a l
Appt Time Nov 19 2014 Application Sea Search By: Type Individual Individual	Last Name Dickens Irch All Com Last Nam Agent Charles	First Name Charles Charles e First Ne Dummy Dickens	Address 333 Great E acomplete Ime Addre 123 My 333 Gr	City LOUISVILLI ss C STreet Lo satExp Lo	State E KY ity puisville os Vegas	Zip 4020 Copy / State KY NV	2 App Zip 40202 89030	Phone Clone App Phone (502)-555-3920 (502)-555-3910	Create Product of Interest HMO Load App Status Test Test	Blank Applica f Enroll Gencel A Hold Status	at P
Appt Time Nov 19 2014 Application Sea Search By: Type Individual Individual Human Pharma	Last Name Dickens irch All Com Last Nam Agent Charles cy Dickens	First Name Charles pplete Ir B E First Ne Dummy Dickens Charles	Address 333 Great E acomplete 123 My 333 Gr 333 Gr	City LOUISVILLI ss C STreet Lo STreet Lo sat Exp Lo	State E KY ity puisville ss Vegas puisville	Zip 4020 Copy / State KY NV	2 App Zip 40202 89030 40202	Phone Clone App Phone (502)-555-3920 (502)-555-3920 (502)-555-4191	Create Product of Interest HMO Load App Status Test Test Test	Blank Applica f Enroll Cencel A Hold Status	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 Download MAPA Home Rx Calculator Exit MAPA 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 fo	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 Licensed 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 or Captive agents should use their HSS UserName and Pa	ssword
Delegated Agents: Delegated agents must use their AGENT PORTAL User Password	Name and

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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	t 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 Concer File Information Reports Hell Fit To Content	
MAPA Workbench	
Connect To Humana	Application Type Language
Upload Synchronize Download	Le English
MAPA Home Rx Calculator Exit MAPA	☐ Humana CareFius ○ 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	C Snan	ah 🧲	_	4	Ju	ne, <mark>2</mark> 015		
Upload MAPA Hor Disable State Selected State	me Rx C nte Selection as:- KY,NV	alculator	Download Exit MAPA	Plan Type I uman. AEI OSU SO. Med	a CareP - G B M A F dicare Suppler Single	roup O ember Authoriz SB O Huma nent Husb	Individual zation ana Pharmacy and and Wife	Sun Ma 31 1 7 8 14 19 21 22 28 29 5 0	on Tue 1 2 8 9 5 16 2 23 9 30 6 7	Wed Th 3 10 11 17 14 24 2 1 8 Today: 6/:	riu Fri 4 5 1 12 8 19 5 26 2 3 9 10 10/2015	Sa (13 20 27 4 11
Contact Search	1				_				-			
Search By: All		▼ Find:		G				A	Create	Blank A	Applicat	tion
Appt Time	Last Name	First Name	Address	City	State	Zip	Phone	Pro	duct of rest			
		AND A CONTRACTOR	20215/02/25 0351/020	ALCONGROUPS AND REAL OPPORTUNING	0.4556	The Addition State		25260	-	D		

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

Connect to Humana							
Upload	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 By:	ch II ⊚ C	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		
RightSourceMAF	Charm	Cinder	123 Ca	Louisvi	КҮ	40202	(502)-555-2468	Test		1.5
SOA	Melville	Herman	77 Whi	Louisvi	KY	40202	(502)-555-4444	Pending Application		
	15.82	1.41	400.44	1.2.	101	10000		-	1	

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 Mebille	First Name				
Address 1 (No PO Box Allowed):	Address 2/Apt#	Address 1 (No PO Box Allowed):	Address 2/Apt#				
City State Zip Louisville KY - 40202	County	City State Zip Louisville KY - 40202	County JEFFERSON,KY				
PlanYear: 2015		PlanYear: 2015					
Copied Application contains ALL demongra	phic ding name.	The Cloned Application copies over the la address and telephone number, but no p	ast name, ersonal				
date of birth, and medicare claim number.	A copied	identifying information as in the copied a	pplcation. A				
application contains all of the personal ide	ntifying	cloned application only clones the inform	nation two				
information(PHI) that would not be shared	with	family members might share if living at the	ne 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

File Informa	A Reports	Help rkbench	ı						Hur	nana
Upload MAPA Ho Disable State Selected State	Connect	To Humana hronize slculator	Download Exit MAPA	Applicatio Language Le Engl Plan Type Le Hum C I C C	on Type lish Spar hana Care AEF C OSB N SOA F Medicare Supple Single	nish Plus Group Member A FSB ement) [n Authoriza Human	dividual íon a Pharmacy d and Wife		
									G	
Appt Time	Last Name	First Name	Address	City	State	Zip)	Phone	Product of Interest	lank Applicatio
Appt Time Nov 19 2014	Last Name Dickens	First Name Charles	Address 333 Great E	City LOUISVILL	State E KY	Zip 4020	02	Phone	Product of Interest HMO	lank Applicatio
Appt Time Nov 19 2014 Application Se Search By: ()	Last Name Dickens	First Name Charles	Address 333 Great E	City LOUISVILL	State E KY	Zip 4020		Phone Clone App.	Create B Product of Interest HMO	Enroll
Appt Time Nov 19 2014 Application Se Search By: @ Type	Last Name Dickens earch All © Con	First Name Charles	Address 333 Great E	City LOUISVILLI	State E KY	Zip 4020	D2	Phone Clone App Phone	Create B Product of Interest HMO Load App Status	Iank Applicatio
Appt Time Nov 19 2014 Application Se Search By: @ Type ndividual	Last Name Dickens	First Name Charles Charles	Address 333 Great E	City LOUISVILLI ss C STreet Ld	State E KY	Zip 4020 Copy State KY	02 App Zip 40202	Phone Clone App Phone (502)-555-3920	Create B Product of Interest HMO Load App Status Test	Enroll Cancel Ap Hold Status
Appt Time Nov 19 2014 Application Se Search By: @ Type ndividual ndividual	Last Name Dickens	First Name Charles Charles	Address 333 Great E ancomplete Address 123 My 333 Great	City LOUISVILLI ss C STreet Lo eat Exp Lo	State E KY City pouisville pos Vegas	Zip 4020 Copy State KY NV	02 App Zip 40202 89030	Phone Clone App Phone (502)-555-3920 (502)-555-9191	Create B Product of Interest HMO Load App Status Test Test	Enroll Cancel Ap Hold Status
Appt Time Nov 19 2014 Application Se Search By: @ Type Individual Individual HumanaPharm	Last Name Dickens Parch All O Con Last Nam Agent Charles Dickens	First Name Charles Charles	Address 333 Great E ame Addres 123 My 333 Gre 333 Gre	City LOUISVILLI ss C STreet Lo eat Exp Lo eat Exp Lo	E KY City cuisville os Vegas ouisville	Zip 4020 Copy State KY NV KY	02 App Zip 40202 89030 40202	Phone Clone App Phone (502)-555-3920 (502)-555-9191 (502)-567-9191	Create B Product of Interest HMO Load App Status Test Test Test	Enroll Cancel Ap Hold Status

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: 💿 A	Complet	e 💿 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	KY	40202	(502)-123-123	Incomplete	1
RightSourceMAF	John	Smith	123 My Street	Louisville	KY	40212	(502)-555-1111	Terret	· · · · · · · · · · · · · · · · · · ·

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	ast Name	First Name	Address	City	State	Zip	Phone	Status	Hold Status	
Individual	Me	elville	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	1				l₩12000.	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:	rch All © Comple	te 🔘 Incon	nplete		C	ору Арр	Clone Ap	D Load App	Cancel Ap	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	Tour		E
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	Text		

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.

MADA application is los	kod duo to inactivity	Diagon ontr		comamo a	nd naesword	to unlock it
NAPA application is loc	cked due to mactivity.	Please ente	er your mapa u	semanie a	nd password	to unlock it.
					_	
	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 Care	eer Users
f you experience any issue driver registry, then you ma	s with the MAPA application not opening p y need to install or reinstall the ePad driver	roperly, or receive an error message regarding the ePad s in order for MAPA to operate correctly.
Please do the following		
I. Close all applications ex	cept for MAPA, including Outlook	
2. Click on the "Get Driver	s" button below	
3. Get Drivers button will la	unch the MAPA downloads page	
A. Right click on the INSTA	LL_1_UI10.5R11507setup.exe and sele	t SAVE AS and store the file on your desktop
δ. Right click on the INSTA lesktop	LL_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 install	
3. Once the installation is c	ompleted for INSTALL_1_UI10.5R11507	setup.exe
). Double click on the INS	TALL_2_IntegriSignDesktop10.3_R138	2.exe and install
Note:		
Before installing the dr MAPA and immediately sy	ivers from your desktop please close MAF nc and download to ensure all drivers are i	A. After successful installation of both files, please open istalled correctly.
j	Get Drivers	
	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	xot
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.



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Troublest	loot con	pleted	
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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