

# Humana Vantage

This PDF will include the following information on Humana Vantage

- Vantage Navigation
- Vantage Main Features
- The New DESNP Verification Tool and more

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July 22<sup>nd</sup> 2020

# Humana Vantage

## My Humana Business Center on Vantage – Benefits at a Glance

### FEATURES

- + Create and Save Reports
- + Instant Access to Book of Business
- + Robust Filtering
- + Mobile Optimized
- + Enhanced transparency to member detail

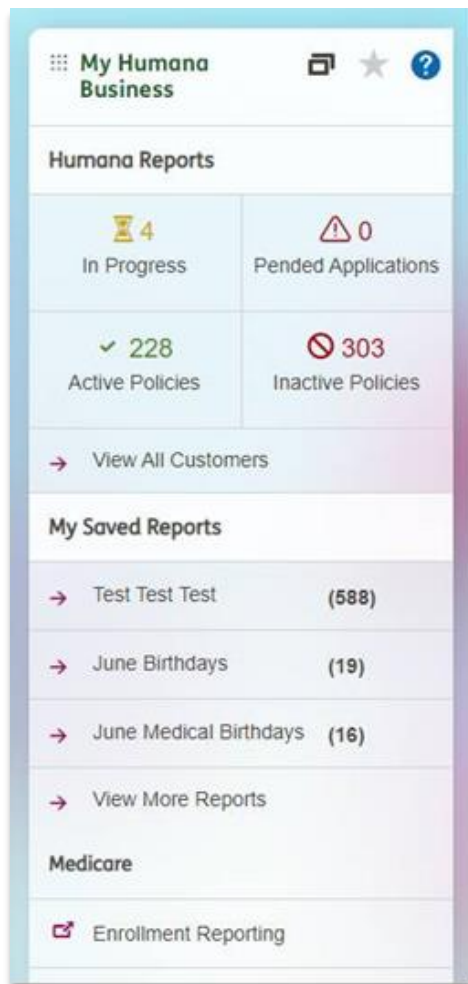


### BENEFITS

- + Instant access to agent customized saved reports
- + Know where your enrollments and members stand 24/7
- + Dynamically search entire book of business improving productivity
- + Enhanced page experience for the on the go agent
- + Proactively manage book of business; increase member retention and provide customer support

# Humana Vantage

## My Humana Business Center on Vantage – Search and Reporting



### Agent Customized Reports with Robust filtering by:

- + Coverage type
- + Plan type
- + Product
- + Application status
- + Birth month
- + Effective date
- + Deceased date

The screenshot shows a 'Filter Results' table for 'All Customers'. The table has columns for Name, Type, Coverage Type, Plan Type, Sales Product, Effective Date, and Status. The table is filtered to show 588 records. The filters applied are: Date, Coverage Type, Plan Type (All (584), PDP (442), IDV (85), MA(PD) (38), Med Supp (5), OSB (10)), Sales Product, and Policy Status. The table shows a list of policies with their respective details.

Name	Type	Coverage Type	Plan Type	Sales Product	Effective Date	Status
[Redacted]	Policy	Medical	MA	RPPO	1/1/2020	Active Policy
[Redacted]	Policy	Medical	MA	RPPO	1/1/2019	Inactive Policy
[Redacted]	Policy	Medical	MA	RPPO	1/1/2018	Inactive Policy
[Redacted]	Policy	Medical	PDP	PDP	1/1/2018	Inactive Policy
[Redacted]	Policy	Medical	PDP	PDP	1/1/2018	Inactive Policy
[Redacted]	Policy	Medical	PDP	PDP	1/1/2020	Active Policy
[Redacted]	Policy	Medical	PDP	PDP	1/1/2018	Active Policy
[Redacted]	Policy	Medical	PDP	PDP	1/1/2018	Inactive Policy
[Redacted]	Policy	Medical	PDP	PDP	11/1/2017	Active Policy
[Redacted]	Policy	Dental	IDV	DHMO	9/1/2020	Future Active Policy
[Redacted]	Policy	Dental	IDV	DHMO	8/1/2020	Future Active Policy

# Humana Vantage

## My Humana Business Center on Vantage

+ Dynamically and quickly search entire book of business, improving productivity

< Consumer Profile

[Redacted] (Age: 72)

> Consumer Information	Date of Birth 9/23/1947	Medicare Number 2XA9F00UV25	Gender M
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> Applications & Policies	Contact Information	Mailing Address [Redacted]	Residential Address
> Service Inquiries	[Redacted]	[Redacted]	[Redacted]
> Communications	[Redacted]	[Redacted]	[Redacted]

Medical [Redacted] Active

Plan Type	PDP	Humana ID	[Redacted]	Status Reason	
Product	PDP	Network		PCP	
Plan Name	HUMANA WALMART VALUE RX PLAN PDP				

Application ID	[Redacted]	Contract PBP Segment ID	S5884-183-000
Application Source	FastApp	Plan Year	2020

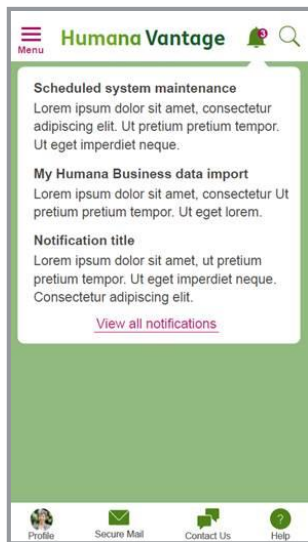
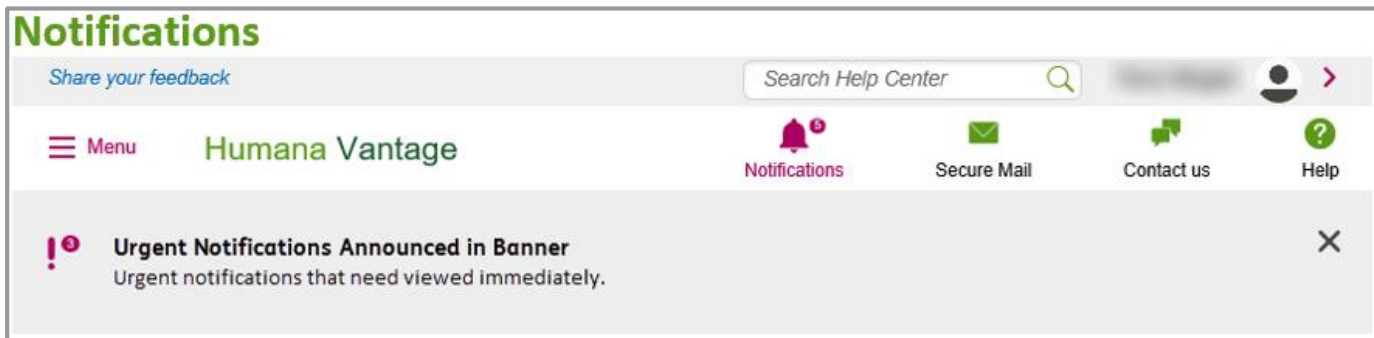
Effective Date	1/1/2020	Inactive Date		Status Date	1/1/2020
Signature Date	11/5/2019	Deceased Date			

Agent Information

+ Access to detailed individual member profiles, is critical for producer member service

# Humana Vantage

## Humana Vantage Notifications



## Notifications are live!

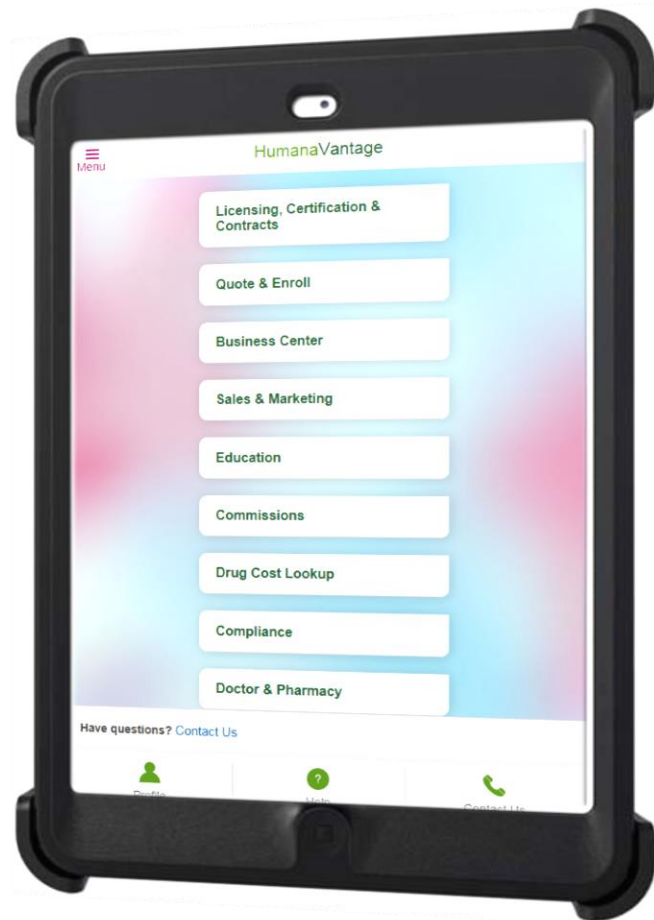
- + Enhanced transparency to status changes
- + Proactively manage book of business; increase member retention and provide customer support
- + Enables insights delivery and producer next best action

# Humana Vantage

## Humana Vantage on the GO

+ Did you know that Vantage is mobile and tablet optimized?

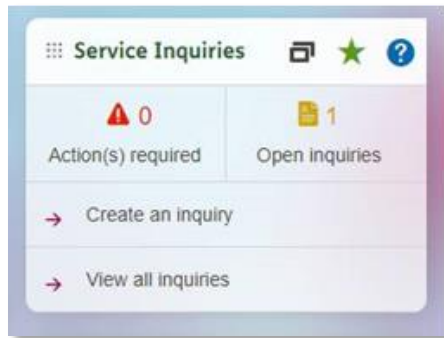
+ Additional improvements have been made to make the experience even better!



# Humana Vantage

## Humana Vantage - Service Inquiries

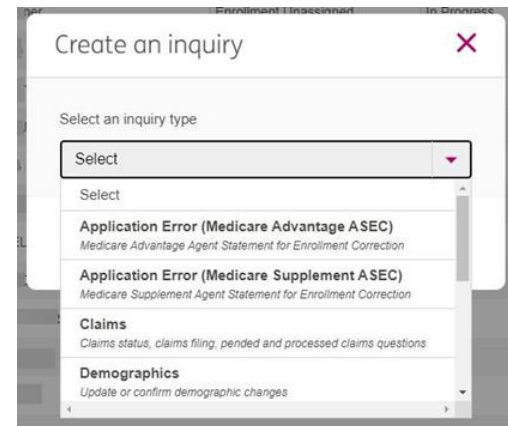
- + Agents can access the easy to use forms to submit a service inquiry through My Humana Business Center or the Service Inquiry Card.
- + My Humana Business Center pre fills member information



### < Create an inquiry

Please complete the information below to create a **General Inquiry/Other** inquiry. All fields marked with ( \* ) are required.

Member First Name *	Member Last Name *
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
Member Date of Birth *	Humana ID
<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="Humana ID"/>
Medicare Number	Member Zip Code *
<input type="text" value="Medicare Number"/>	<input type="text" value="Member Zip Code"/>
Member State *	
<input type="text" value="Select"/>	



# Humana Vantage

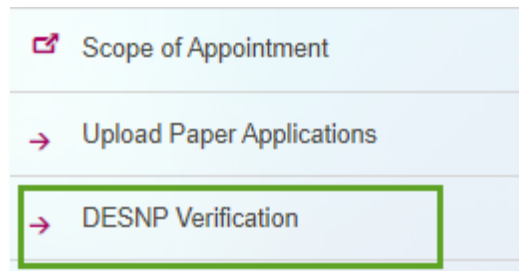
## Humana Vantage – DESNP Verification Tool

+ Vantage enables agents to submit requests for their members who may be eligible for a DESNP plan.

+ Real time results

+ Plan eligibility guide.

(This tool will only show the states  
Where DESNP are able to be sold.)



< Dual Eligibility Verification

Dual Eligibility Verification tool does not validate agent licensing. Please be advised that agents are ultimately responsible for the relevant Departments of Insurance that they have the appropriate licensing and lines of authority for the product.

Plan Year \*  State \*

Date of Request

First Name \*  Last Name \*

Date of Birth \*

Gender \*  Male  Female

Please enter prospective members Social Security Number or Medicaid ID/Medicaid Member ID (or both) below in order to submit this request.

Social Security Number \*  Medicaid ID/Medicaid Member ID \*

Medicare ID



# Humana Vantage

## Humana Vantage – Uploading Paper Applications

- + Vantage enabled agents to submit paper applications through their agent portal.
- + Integration was designed to reduce pend errors; increase digital adoption; and make doing business with Humana easier.
- + Success Metrics: Positive agent surveys; Reduction in enrollment pend rates; Adoption/Utilization

A screenshot of the Humana Vantage 'Upload Paper Application' form. The form includes a header with 'HumanaVantage' and a 'Welcome' message. Below the header, there are instructions for providing applicant information and a note about CarePlus applications. The main section is titled 'Upload Paper Application' and contains a 'Member Info' section with a 'Member Name \*' field and an 'Application ID' field. Below these fields is a '+ Add Member' button. The 'Application Upload' section has an 'Application Upload \*' field with a 'Browse...' button. At the bottom of the form is a 'Submit' button.

# Humana Vantage

Humana  
Vantage – Agent  
Support Unit  
Access to  
Support Agents  
in the Portal

- + Vantage enabled a feature that allowed ASU reps to see the agent experience from the agent's lens.
- + Feature was designed to Improve issue triaging to streamline calls and reduce friction points.

## My Applications

### Billing and Enrollment

- [Web Emulation 2.0](#)

### Business

- [Access Card Requests](#)
- [Company Master Plus](#)
- [Do Not Call Lookup](#)
- [Enterprise Solution Point](#)
- [Great Deals](#)
- [Humana Translations](#)

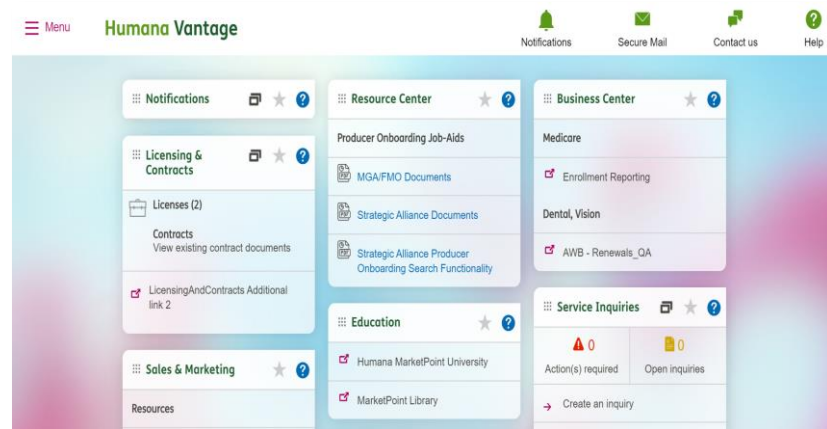
# Humana Vantage

## Humana Vantage – Communicating with Service

+ Vantage created a customized MVP Agency experience

+ Integration was designed to bring Agencies into Vantage and pull them out of the old portal as well as give Agencies a lens into what the Agent experience is in Vantage.

+ Delivery was foundational for additional features targeted in future releases (i.e. agency book of business)



# Upcoming AEP Webinar Schedule

- 7/29/20 - 2021 Pre-AEP Presentation: All the Marketing Fit To Print - Marketing Resource Center
- 8/5/20 - 2021 Pre-AEP Presentation : Learn How to CarePlus a lot more
- 8/12/20 -2021 Pre-AEP Presentation : Sharpen your knowledge of Humana's Enrollment Tools!
- 8/9/20 - 2021 Pre-AEP Presentation : CLINICAL Programs - Offer an Advantage in Medicare Advantage Plans
- 8/26/20 - 2021 Pre-AEP Presentation : Are you Prepared for AEP? Time to strategize with the Partner Playbook