# Humana Electronic Applications Learner's Guide

## Using your Learner's Guide

**OVERVIEW:**

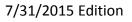Humana has three electronic application methods that can be used instead of paper applications:

- **MAPA** – Medicare Advantage Paperless Application, which can be downloaded onto *laptop computers* and is useable with two signature methods: a digital signature pad or electronic signature process (an auto-generated email to the client). Doesn't require live internet connectivity; applications can be transmitted to Humana later in the day (from home or the office).
- **iMAPA** – Medicare Advantage Paperless Application, which can be downloaded onto *iPads* and is useable with two signature methods: digital signature on iPad or electronic signature process (an auto-generated email to the client). Doesn't require live internet connectivity; applications can be transmitted to Humana later in the day (from home or the office).
- **FastApp** – Accessible through Humana's agent portal and requires internet connectivity.

**NAVIGATION:**

- Each person learns in different ways, thus, this Learner's Guide will provide different "paths" for you to take. Each path will attempt to accommodate the needs of different learners. You may select 1 path, or take them all. In the end, do what you need to do in order to be confident and successful with each tool.

Humana

# Why Should I Use MAPA, iMAPA and FastApp

**Benefits to Clients:**

- Quicker and more accurate entry.
- Less paperwork; simplified data entry.
- Client information securely stored and transmitted to Humana.
- Increase Humana Star ratings, which helps keep the product offering stable.

**Benefits to You:**

- A smoother sales experience.
- More time to meet with new clients and care for existing ones.
- Decrease pended applications by using guided enrollment process.
- No paper enrollment form to fax.
- Quick verification of client eligibility for enrollment.

**Benefits to Humana**

- Electronic applications process much faster within Humana's systems, which decreases manual intervention and saves money.
- Less paper applications to print, which also saves money.
- Faster application processing allows Humana to interact with members faster giving them access to resources sooner.
- Improves application cycle time, which helps increase Star ratings. Higher Star ratings in all areas increases our ability to offer year-round 5-Star plans.

# MAPA

## DOWNLOADING MAPA:

Click HERE for instructions on how to download MAPA.

## PATH 1: Readers and Self-Teachers

This Path includes the MAPA Quick Guide Job Aids.  This tool contains step-by-step instructions for how to do 17 key operations within MAPA.  There is also an index at the end of the document for easy review and trouble-shooting.

## PATH 2: Visual and Hands-On Learners

This Path includes 5 modules that include demos as well as hands-on practice.

- o   Determining Eligibility
- o   Agent Only Tab
- o   Demographics Tab
- o   Medicare Card, Plan Specific, Payment Tabs
- o   Review and Sign Tab
- **NOTE**: You will need the Scenarios for MAPA Hands-On Training to complete these activities.  The modules will indicate which scenario will need to be used for each practice.

## PATH 3: Visual Learners

This Path includes a how-to-use MAPA PowerPoint.  These visual instructions will take you through a complete MAPA application.

## PATH 4: Auditory and Visual Learners

This Path includes a Computer-Based training course for MAPA.  It will take you completely through the tool, from logging in for the first time to completing an application.

## THE MAPA MANUAL

The MAPA Manual is a robust resource including all elements of MAPA, from installation through complete use.  The MAPA manual also has an index at the end of the document for easy navigation.  It is recommended that you save a copy of the MAPA manual to your desktop for easy access regardless of your internet situation.

# iMAPA

### DOWNLOADING iMAPA:

Click HERE for instructions on how to download iMAPA.

### PATH 1: Visual Learners

This Path includes a how-to-use iMAPA PowerPoint.  These visual instructions will take you through a complete MAPA application.

### PATH 2: Auditory and Visual Learners

This Path includes a Computer-Based training course for iMAPA.  It will take you completely through the tool, from logging in for the first time to completing an application.

# FastApp

### PATH 1: Readers and Visual Learners

This Path includes Computer-Based training courses for FastApp.  It will take you completely through the tool, from logging in for the first time to completing an application.

- o   FastApp - Accessing and Filling Out Applications
- o   FastApp – Signature Methods
- o   FastApp – Searching and Tracking Applications

### PATH 2: Readers and Self-Teachers

This Path includes the FastApp Training Guide.  This tool contains step-by-step instructions for how to successfully and compliantly use FastApp.  There is also a table of contents at the beginning of the document for easy review and trouble-shooting.

### Compliance Note

Please review this Compliance Note regarding signing FastApp applications.