

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 sales agent
- + Proactively manage book of business; increase member retention and provide customer support

Humana Vantage

My Humana Business Center on Vantage – Search and Reporting

My Humana Business

Humana Reports

- In Progress: 4
- Pended Applications: 0
- Active Policies: 228
- Inactive Policies: 303

[View All Customers](#)

My Saved Reports

- [Test Test Test \(588\)](#)
- [June Birthdays \(19\)](#)
- [June Medical Birthdays \(16\)](#)
- [View More Reports](#)

Medicare

- [Enrollment Reporting](#)

Agent Customized Reports with Robust filtering by:

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

Filter Results [Hide panel](#) All Customers [View all customers](#) [Save](#) [Export](#)

Search Results

Filters Reports

- > Date
- > Coverage Type
- > Plan Type
 - All (584)
 - PDP (442)
 - IDV (85)
 - MA(PD) (38)
 - Med Supp (9)
 - OSB (10)
- > Sales Product
- > Policy Status

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

1 - 50 of 588 records found

[Apply](#) [1](#) [2](#) [3](#) [4](#) [...](#) [12](#)

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

> Applications & Policies Contact Information

> Service Inquiries [Redacted] Mailing Address [Redacted] Residential Address [Redacted]

> Communications [Redacted]

Medical [Redacted] Active

Plan Details

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

Application Details

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

Important Dates

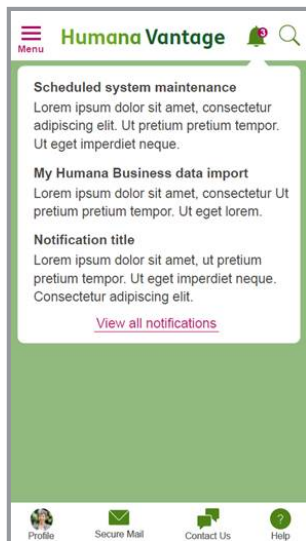
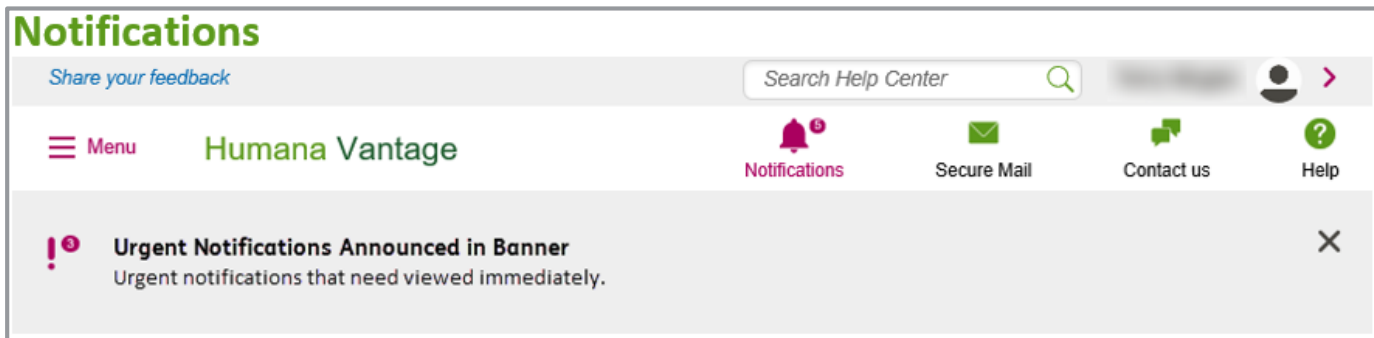
Effective Date	1/1/2020	Inactive Date		Status Date	1/1/2020
Signature Date	11/5/2019	Deceased Date			

Agent Information

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

Humana Vantage

Humana Vantage Notifications



Notifications are live!

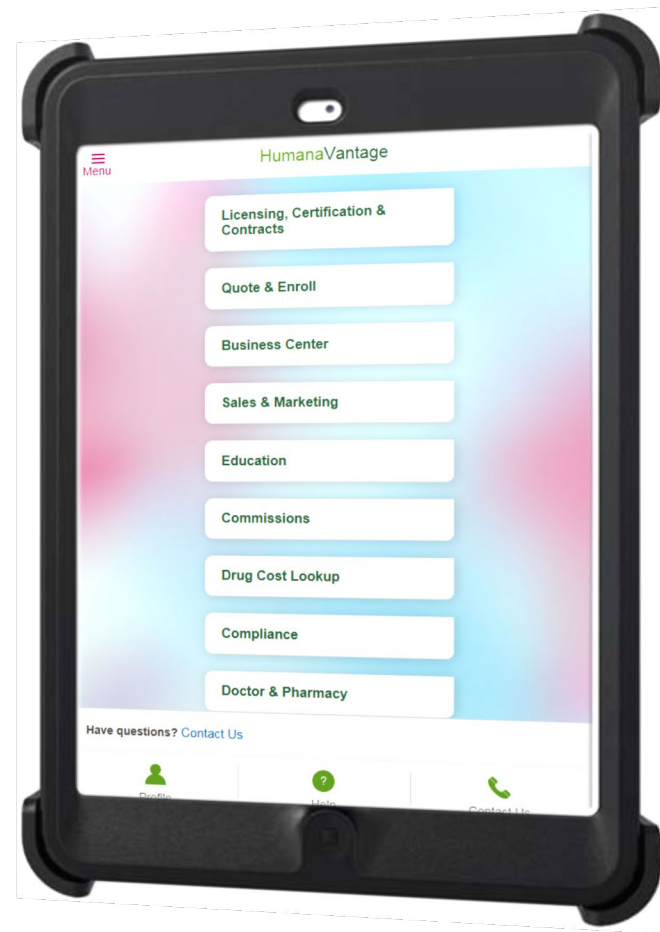
- + Enhanced transparency to status changes
- + Proactively manage book of business; increase member retention and provide customer support
- + Enables insights delivery and producer next best action

Humana Vantage

Humana Vantage on the GO

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

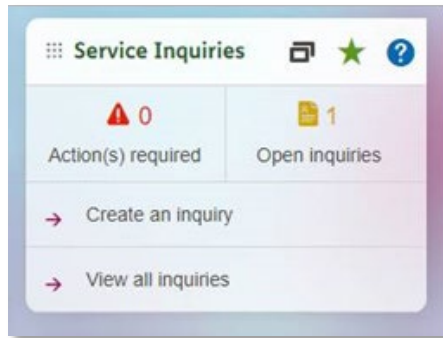
+ Additional improvements have been made to make the experience even better!



Humana Vantage

Humana Vantage - Service Inquiries

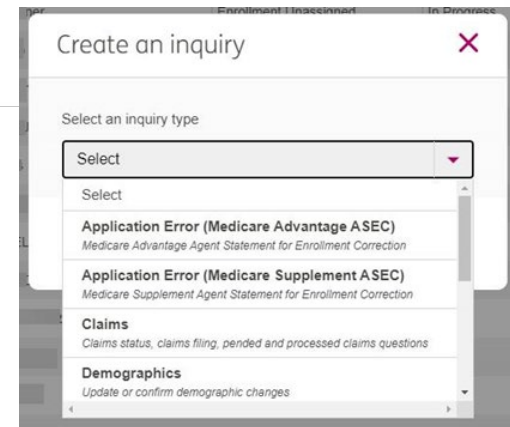
- + Agents can access the easy to use forms to submit a service inquiry through My Humana Business Center or the Service Inquiry Card.
- + My Humana Business Center pre fills member information



< 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 –Med
Supp content

+ Vantage enables agents to access helpful Med Supp materials

- Agent Field Guide
- Underwriting Guide
- Outlines of Coverage
- Marketing Resource Center (MRC)

Medicare Supplement



[Med Supp Outlines of Coverage](#)



[Med Supp Agent Guidebook](#)

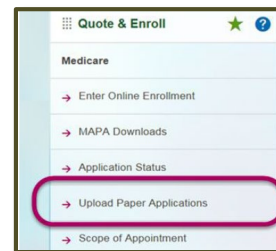


[Med Supp Underwriting Guide](#)

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 'Upload Paper Application' form in the Humana Vantage agent portal. The form includes a header with 'HumanaVantage' and a 'Welcome' message. Below the header, there are instructions for providing applicant information and attaching applications. The form fields include 'Member Name *' and 'Application ID', both with input boxes. A green '+ Add Member' button is located below the 'Member Name' field. The 'Application Upload' section features an 'Application Upload *' label, a file selection area with a 'Browse...' button, and a green 'Submit' button at the bottom.

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)

