

2018

Sales and Marketing Material Distribution for External Channel

July 2017

Humana

Thank you

Thank you for your interest in Humana's Medicare options. Here is some information that explains Medicare. We want to help you choose the plan that's right for you.



"Humana is a company that works for you. For us, Medicare is a personal thing. That's why our people are here for you – every step of the way. It's how we support lifelong well-being."

Alan Wheatley – President, Humana Medicare

Agenda

- Process Overview
- Quantity limits for agents and agencies
- Ordering Materials
- Tracking Orders
- Communication and training
- Videos, links, and .ppt

Process Overview

What's New?

Bound Enrollment Book

- ✓ Marketing Brochure Content imbedded on folder 9 ½ X 11 ½ with plan info on front edge, pocket on back, and tear off reminder info
- ✓ Benefits at a Glance (MAPD and MA only) - bound
- ✓ Summary of Benefit - bound
- ✓ Plan Rating on gray paper – bound/perforated
- ✓ OTC form for plans with OTC benefit (OTC Flyer for Debit Card) – bound/ perforated form
- ✓ PHI Letter and PHI Consent Form- bound/form perforated
- ✓ Scope of Appointment form- bound/perforated
- ✓ Receipt Form - bound/perforated
- ✓ SNP form - if applicable - bound/perforated
- ✓ Application - bound/perforated



Kitted Enrollment Book

- ✓ Marketing Brochure Content imbedded on folder 9 ½ X 11 ½ with plan info on front edge, pocket on back, and tear off reminder info
- ✓ OTC form for plans with OTC benefit (OTC Flyer for Debit Card) – bound/ perforated form
- ✓ PHI Letter and PHI Consent Form- bound/form perforated
- ✓ Scope of Appointment form- bound/perforated
- ✓ Receipt Form - bound/perforated
- ✓ SNP form - if applicable - bound/perforated
- ✓ Application - bound/perforated
- ✓ Benefits at a Glance (MAPD and MA only) – **kitted**
- ✓ Summary of Benefit – **kitted**
- ✓ Plan Rating on white paper – **kitted**

Used for Spanish, Medicare look alike plans, and Emergency purposes



What's New?

External Channel will order through the ADP order site

- Agencies will preorder beginning 7/18 utilizing two columns Wave 1 (delivery by 9/30) and Wave 2 (delivery by 10/15.) Second round of preorders ends 8/25 to ensure 9/30.
- Agents will preorder beginning 7/18. All orders up to 8/25 will be delivered by 9/30.
- Agent reordering begins 9/15 through the ADP order site.

External channel enhancements and process changes

- Getting extract from KMSI with course codes to assist with agents who exit out of the course before placing an order.
- Universal link for all agents/agencies instead of multiple links distributed.
- Quantity limits on re-orders will change to 50 and agents will be able to order more frequently, every 3 days instead of every 7.
- ADP to add browser support including browsers compatible with KMSI by adding language on the site.
- Agent access to order history and tracking shipments through ADP order site and Arvato tracking tool.
- We are removing the app function from the ADP order site to reduce confusion on whether the agent wants apps or does not with their kits. BREs will be automatically associated to the External Channel kit orders until 10/14.
- Drug guides will be distributed on a 1 to 5 ratio. Every 5 kits ordered per plan will receive 1 drug guide.
- New plan rating will be distributed via e-mail communication with docushare links for each contract.

External Agents

How and when agents pre-order?

- New cert face to face will receive an e-mail with URL, user name and password once the training rosters are loaded
- Recerts order through KMSI on 7/18
- New certs opting to take online cert class only will be able to click on the order site link to order supplies once they have successfully completed the HMO certification
- Shipping begins 9/15

How and when agents re-order?

- **Online ordering-**
 - For Individual Agent Re-orders use the following :
<https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx>
- **May call ASU after 9/15**

What Agents will receive with their Starter kit order?

- 1-Online Web Tool-agent use only
- 1-Sales Presentation MAPD-Depends on product certification
- 1-Sales Presentation PDP-Depends on product certification
- 1-Cover Letter-Description of materials received, link to re-order, and important phone numbers
- Enrollment Book
 - Marketing Brochure Content
 - Benefits at a Glance (MAPD and MA only)
 - Summary of Benefit
 - Plan Rating on gray paper
 - OTC form for plans with OTC benefit (OTC Flyer for Debit Card)
 - PHI Letter and PHI Consent form
 - Scope of Appointment form
 - Receipt form
 - SNP form - if applicable
 - Application
- Formulary/Drug Guides-1:5 ratio per plan
- **Items orderable separately:**
 - Point of Purchase Brochures
 - Flyers
 - Application-full only
 - Scope of Appointment
 - OTC Booklet
 - Humana Pharmacy Material

Agencies

How and when Agency offices pre-order?

- URL will be provided to External offices by Account Executives to place pre-orders beginning 7/18 to 8/3. Second round of pre-orders 8/5 to 8/25.
 - For Office Order requests use the following:
<https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx>
- **Materials will begin shipping Sept 15th**

How and when Agency offices re-order?

- Online re-ordering through URL beginning 8/26
 - For Office Order requests use the following: <https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx>

What Agency offices will be able to order?

- Enrollment Book
 - Marketing Brochure Content
 - Benefits at a Glance (MAPD and MA only)
 - Summary of Benefit
 - Plan Rating on gray paper
 - OTC form for plans with OTC benefit (OTC Flyer for Debit Card)
 - PHI Letter and PHI Consent form
 - Scope of Appointment form
 - Receipt form
 - SNP form - if applicable
 - Application
- Formulary/Drug Guides-1:5 ratio per plan
- Items orderable separately:
 - Point of Purchase Brochures
 - Flyers
 - Applications
 - Scope of Appointment
 - OTC Booklet
 - Humana Pharmacy Material
 - Online Web Tool-agent use only
 - Sales Presentation

How and when agents and agencies order material

Agents:

- Agents recertifying beginning July 18th
 - Once an agent recertifies through KMSI, the ADP order site link will be highlighted.
- Online only Certification
 - On KMSI, the ADP order site link will be highlighted after the HMO certification is complete.
 - If agent opts out of the HMO section, the link will not be available on KMSI
 - The agent should still be able to use the link below to place an order within 24hrs.
- Face to face certification
 - Agent roster must sent to MarketPoint training. Within 48hrs the agent will be loaded. The agent will receive an automatic e-mail from ADP with URL, user name and password.
- Agents can reorder through beginning Sept 15th
 - <https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx>

Agencies:

- Agencies pre-order beginning July 18th to Aug 3rd
- Agencies second round of pre-orders from Aug 5th to Aug 25th
- Agencies can begin to reorder anytime

<https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx>

*ASU will also place orders, however ASU will direct the agent to order online first. If agent cannot place order online, ASU will order through the ADP order site using a Proxy SAN

Things to Remember

- **Plan Rating** – 2017 version will be bound into the AIO books as a perforated document and kitted for POD books
 - 2018 PRD will be sent electronically to the external agents
 - 2018 PRD document is planned to be white paper
- **Applications** – They are bound into the enrollment book, but will be available to order individually as well. They are only 1 ply so please ensure agents know they must fill out the Receipt Form upon every enrollment.
- **Careplus Materials** – There are links available on the ADP order site for agents in FL. Florida agents would need to click the Careplus link at the bottom of the log in page.
- **Agent Certifying Face to Face** – Once the roster is sent to MarketPoint Training, it will take 48hrs before agent is updated and the agent can order materials.
- **Agents who new cert online and exit before completing the HMO section** –They will have to wait 24hrs to be able to log in. KMSI will be sending ADP a daily file with the course codes and agent profile information so the agent would have to wait until the next day.

Quantity Limits for agents and agencies

Quantity Limits for agents and agencies

- Starter kit orders are the initial orders placed by agents and can only be placed once:
 - Based on a Tier structure that considers previously year's sales

<u>Tier Level</u>	<u>Max</u>	<u>Defined</u>	<u>Est Agents</u>
Tier 1	20	10 & Under	16,536
Tier 2	40	11 - 20	1,435
Tier 3	60	21 - 30	625
Tier 4	80	31 - 40	310
Tier 5	100	41+	625
Last year's totals			
Expected New Certs			
			25,531

MedSupp (Agent) 20
 MedSupp (Office) 20 per agent

MGAs & Strategic Partners

Based on number of agents ordering for: Agent Count x 50

- Agents can re-order every 3 days after Sept 15th
 - Enrollment kit reorder limit is 50 kits
- Agencies can order daily
 - Enrollment kit limits are 50 kits per agent
 - Count of agents is required to be entered so ADP can calculate maximum quantity limit

Ordering Materials

What's new 2018 Materials

2017 Experience



2017 All-In-One Book

- Marketing Brochure
- Benefit Summary
- Benefits at a Glance
- Scope of Appointment
- Plan Rating Document
- Temporary Receipt
- CSNP form if applicable
- *Formularies are separate
- *Business Reply Envelope are separate
- *Applications are separate



2018 Experience



2018 All-In-One Book

- Marketing Brochure Content imbedded on folder
- Benefits at a Glance (MAPD and MA only)
- Benefit Summary
- Plan Rating document
- OTC form for plans with OTC benefit
- PHI Letter and PHI Consent Form
- Scope of Appointment form
- Temporary Receipt
- CSNP form - if applicable
- Application
- *Formularies are separate
- *Business Reply Envelope are separate

Other Changes

- Order site enhancement
 - There's a new universal link that was created to combine user types.
 - Order tracking is available on the site for both agents and agencies.
 - Order history is available on the order site.
- OTC form
 - There will be a combined version for both monthly and quarterly benefits.
- Application
 - Applications are automatically included in the enrollment book.
 - Member copy is being eliminated making the application 1ply.
 - Please ensure the receipt form is filled out as the member's proof of coverage.

Other Changes

- Drug Guide update-See P&P clip to the below

Drug Formulary

For plans that include prescription drug coverage, the agent must have access to look up a beneficiary's prescriptions to determine coverage and copay levels, if requested by the beneficiary. An agent may access this information through humana.com, or by having a paper formulary available specific to the plan being presented. The agent is not required to leave a paper formulary with enrollees as an abbreviated formulary will be sent to the enrollee along with their Welcome Kit.

- Drug Guide distribution will be changed to a 1:5 kit ratio
- Per CMS: Drug Guides are only required to be handed out at point of sale if a member requests one.
- Drug guides will be rolled up by formulary instead of by Contract/PBP.
 - Plan information will be on the back cover.
 - There will be an excel crosswalk to assist with the drug guide mapping per plan.

How to Order Medicare Material

<p>Click the Agent Order Link</p>	<p>https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx</p> <p><i>NOTE: If you are an agent newly certifying and attend a face to face training, you will receive an automatic e-mail from ADP which will have a link to place a one-time order for your starter material.</i></p> <p><i>The order system will open for 2018 material ordering July 17th</i></p> <p><i>Materials will begin to ship 9/15</i></p>
<p>Login</p>	<div data-bbox="581 486 1315 634"> <p>Step 1</p> <p>Agent Log-in ↔ If Agent click Agent Log-in</p> <p>Agency Log-in ↔ If Agency click Agency Log-in</p> </div> <div data-bbox="484 682 1238 919"> <p>Step 2</p> <p>Provide Agent Information</p> <p>SAN# <input type="text"/> * ↔ 1. Enter SAN</p> <p>Last Name <input type="text"/> * ↔ 2. Enter Last Name</p> <p>Submit ↔ 3. Click Submit</p> </div> <div data-bbox="672 1025 1450 1233"> <p>Step 3</p> <p>Initial Sales Materials Request → 1. Select this button if this is your 1st time ordering 2018 material</p> <p>Reorder Sales Materials Request → 2. Select this button if you need to reorder sales material</p> <p>Tracking Your Sales Material(s) → 3. Select this button to track an order already placed</p> </div> <p>Note: Reorders for 2018 plan year materials can be placed after September 15, 2017.</p>



How to Order Medicare Material

Add Contact Information

Welcom Agent
Contact Information

Please tell us where to send your sales material by selecting one of the address options below

Business Address

Agent Name
Business Address
City, ST Zip

Residence Address

Agent Name
Residence Address
City, ST Zip

New Address

Agent Name

Address 1

Address 2

City

State Zip

1. Select an existing address or add a new address

Note: An e-mail address is required to receive shipping and tracking updates. The e-mail address Humana currently has on file is selected. To provide an updated e-mail address for shipping and tracking confirmation, select and enter the updated e-mail address below.

Email Address on File abc@yahoo.com

Updated Email Address

↔

2. Validate existing Email address or provide an updated Email address

Previous

Next

↔

2. Validate existing Email address or provide an updated Email address

Agencies only



Special Delivery Instructions

- No Special Instructions
- Lift Gate
- Inside Delivery
- Dolly
- Loading Dock
- Freight Elevator

Choose your State(s)

Choose your States

Please select the states for which you plan to order sales material.

CA

ID

UT

↔

1. Select State

Previous

Next

↔

2. Click Next

Choose your Counties

Choose your Counties

Please select the counties for which you plan to order sales material.

▼

CA

- Alameda
- Alpine
- Amador
- Butte
- Calaveras
- Colusa
- Contra Costa
- Del Norte
- El Dorado

1. Select Counties

Previous

Next

How to Order Medicare Material

Choose your Materials - Plans

By selecting plans below, you are placing an order for all items needed to complete a sale for that particular plan.

Please select the plans you are interested in selling. You can determine the quantity on the next page.

Select	Plan Information
<input type="checkbox"/>	Humana Gold Plus H1406-027-000 (HMO), MAPD Premium \$0.00 IL, Central
<input type="checkbox"/>	Humana Gold Plus H1406-013-000 (HMO), MAPD Premium \$0.00 IL, Great Lakes
<input type="checkbox"/>	Humana Gold Plus H1406-022-000 (HMO), MAPD Premium \$40.00 IL, Great Lakes
<input type="checkbox"/>	Humana Gold Plus H1406-026-000 (HMO), MAPD Premium \$19.00 IL, Great Lakes
<input type="checkbox"/>	Humana Gold Plus H1406-028-000 (HMO), MAPD Premium \$0.00 IL, Great Lakes
<input checked="" type="checkbox"/>	Humana Gold Plus H1406-030-000 (HMO), MAPD Premium \$41.00 IL, Great Lakes
<input type="checkbox"/>	Humana Gold Plus H1468-007-000 (HMO), MAPD Premium \$49.00 IL, Great Lakes
<input type="checkbox"/>	Humana Gold Plus SNP-DB H1406-029-000 (HMO SNP), MAPD Premium \$0.00 IL, Great Lakes
<input checked="" type="checkbox"/>	Humana Gold Plus SNP-DE H1406-031-000 (HMO SNP), MAPD Premium \$18.00 IL, Great Lakes

↔ 1. Select plans for material needed

➤ New Plans

Previous Next

↔ 2. Click Next

Choose your Quantity

Choose your quantity

2017 Plan Information	English	Spanish	Delete
State: FL			
Humana Enhanced_PDP Baker Bay	<input type="text"/>	<input type="text"/>	<input type="button" value="X"/>
Humana Gold Plus H128-010_HMO Baker	<input type="text"/>	<input type="text"/>	<input type="button" value="X"/>

➤ New Plans

Previous Next

↕ 2. Click Next

↕

1. Enter quantities needed for plans

How to Order Medicare Material

Choose your Materials - Individual items

NOTE: Individual items may be flyers, point of purchase brochures, additional applications, etc.

Choose your materials

Individual Items

The quantity for the standard full application for the 2017 Plan Year has been pre-populated to 1 English and 0 Spanish based upon your selections on the previous page. You may increase this qty to your order maximum. If the quantity is greyed out, you have already reached your application maximum, and may not order additional applications during this order session.

2017 Static Application Description	English	Spanish	English	Spanish
TestApplicationProduct-This application is part of the selected kit	GNHJUTSEN_2017	GNHJUTSSP_2017	1	

2017 Item Description	English	Spanish	English	Spanish
Item				
Test Item 3	PRI_TEST000003_ENG	PRI_TEST000003_SAP	<input type="text"/>	<input type="text"/>
Test Item 4	PRI_TEST000004_ENG	PRI_TEST000004_SAP	<input type="text"/>	<input type="text"/>
TestApplicationProduct - Individual Item	GNHJUTSEN_2017	GNHJUTSSP_2017	<input type="text"/>	<input type="text"/>

Previous Next

1. Enter quantities needed for individual items in both English and Spanish
2. Select Next

Click .pdf to view information about the item

Choose your Materials - Medicare Supplement Items

Medicare Supplement Items

Description	Product Name	English
Kit Medicare Supplement Individual Version-CA Medicare Individual Supplement	CA M10 MedSupp	100

Previous Next

1. Enter quantity for Med Sup material
2. Click Next

Review Order Summary

Order Summary

Ship Material To:
Robert Waterspoon
5243 US HIGHWAY 27 N
RICHMOND, IN 47374-1048

Email Address:
SPOONH@AOL.COM
Email confirmation will be sent with package details along with tracking information when shipped.

Selected Material

Plan Information	English	Spanish	Total
Humana Gold Choice H6145-121-000 (PFFS), WA Premium \$29.00 I, Great Lakes	25	0	25
Total Ordered :	25	0	25

Individual Items	English	Spanish	Total
Application - Full Enrollment Form HMO, PPO, PFFS, PDP	50	10	60
Application - Abbreviated Enrollment Form	50		50
Original Medicare vs Medicare Advantage, Individual Medicare	50		50
Total Ordered :	150	10	160

Click Previous to edit order Previous Submit Next 2. Select Next

1. Review order summary

How to Order Medicare Material

Confirmations	<p>After you submit your order, you get 3 notifications:</p> <ul style="list-style-type: none">• Immediately following your order, you will see the Order Confirmation screen letting you know that you have successfully completed your order• You will receive an order confirmation e-mail after your order is submitted. The e-mail will go to the e-mail address provided in this order.• Once your order has shipped, you will receive a shipping confirmation e-mail to the e-mail address provided on this order. You will be able to click on the order tracking link to track your order, once it's shipped.
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Tracking orders

How to track your order through the ADP order site

For the states listed below tracking will be available through the ADP order site:

- AL, AR, CT, DE, FL, GA, IL, IN, IA, KS, KY, LA, ME, MD, MA, MI, MN, MS, MO, MT, NE, NH, NJ, NC, ND, OH, OK, PA, PR, RI, SC, SD, TN, TX, VT, VA, WV, WI, WY
- The next slide begins instructions on how to track your order through ADP's order site.

How to track your order through the ADP order site

Step 1:

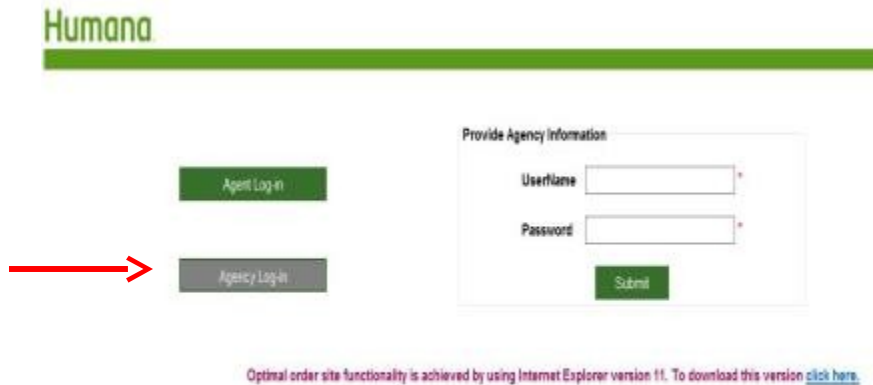
- Universal Log-On Screen (Current Agency/Re-order/NewCert links will re-direct to this page.)
- <https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx>



How to track your order through the ADP order site

Step 2:

a. Agency Log-on Screen after selection of “Agency Log-In” Button. New frame will display for entry of credentials.



Step 2:

b. Agent Log-on Screen after selection of “Agent Log-In” Button. New frame will display for entry of credentials.



How to track your order through the ADP order site

Step 3:

a. Agency Order/Tracking Selection Screen



Step 3:

b. Agent Order/Tracking Selection Screen



How to track your order through the ADP order site

Step 4:

- “Tracking Your Sales Materials(s)” Selection (Same screen shot for Agencies and Agents)
 - a. “Search by Confirmation” allows the entry of an individual order Confirmation number to bring up the order contents and the tracking info for the order.



How to track your order through the ADP order site

Step 4 continued:

- b. “See All Requests” displays all orders entered under the SAN/Proxy SAN used to enter the site. Orders will be listed in a table and user will be able to select individual results to see order contents and tracking.
- c. “Previous” takes the user back to the previous screen.



How to track your order through Vision

For the states listed below tracking will be available through Arvato:

- AK
 - AZ
 - CO
 - CA
 - HI
 - ID
 - NM
 - NV
 - OR
 - UT
 - WA
- The next slide begins instructions on how to track your order through Arvato



How to track your order through Vision

Step 1:

After logging into: <https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx> and selecting “Tracking your Sales Materials,” there is a link available at the top of the screen. Track your Order, If you ordered material for the following states, the order was routed to another vendor, “Click here to track these.”



How to track your order through Vision

Step 1:

Once a user has been added to Vision, the tool sends out an automated welcome e-mail to the end user with the Vision URL, user name and temporary password along with instructions on how to reset a password:

You will be required to reset your temporary password at your first log in. If you forget your User Name, you can also log in using your e-mail address.

The screenshot shows an email client interface. The header bar includes fields for 'From' (Arvato Vision) and 'Subject' (Welcome to Arvato Vision). The email body features a 'Welcome' message with the following text: 'Congratulations. You have been given an account to Vision, Arvato's premier online tool suite. Your login information follows: Address: vision.arvatocim.com, User name: [redacted], Password: password'. Below this, there are instructions on how to reset a password. The footer contains the Arvato logo and the text 'arvato BERTELSMANN' and '© 2014 arvato - a Bertelsmann company'.

Users will receive a welcome e-mail from the alias "Arvato Vision" with subject line "Welcome to Arvato Vision"

In the body of the welcome e-mail will be the Vision Website URL, a user name and temporary password.

How to track your order through Vision

Step 2:

If you forget your password Vision will allow you to reset it by clicking the "Forgot Password" link at the log-in screen:

The image shows a login form and a 'Forgot Password' dialog box. The login form has fields for 'User Name' and 'Password', a 'Remember me' checkbox, and a 'Forgot password?' link. The 'Forgot Password' dialog box has a 'Username or Email' field and 'Reset Password' and 'Cancel' buttons. Red boxes highlight the 'Forgot password?' link, the 'Username or Email' field, and the 'Reset Password' button. Blue callout boxes provide instructions: 'To reset your password, click the "Forgot Password" link on the log-in screen.', 'Enter your user name or e-mail address in the "Forgot Password" box.', and 'Click "Reset Password"'. A red arrow points from the 'Forgot Password' link to the dialog box.

How to track your order through Vision

Step 3:

Once you click the "Reset Password" link, you will receive a password reset email from Vision: Security with a matter of minutes:

From	Subject	Received	Size	Categories
Vision:Security	Email Reset	Fri 3/28/20...	18 KB	

Vision will send the password reset e-mail to the e-mail address associated with the user ID entered. The Vision reset email will come from the alias "Vision:Security" with subject line "Email Reset".

The reset e-mail will contain an alpha-numeric, case sensitive temporary password and a URL to click which return you to the log-in screen to complete the process.

VISION

Once you login with this temporary password, you will be asked to change it to a new one of your choosing.

Your temporary password: **OdwLXWl**

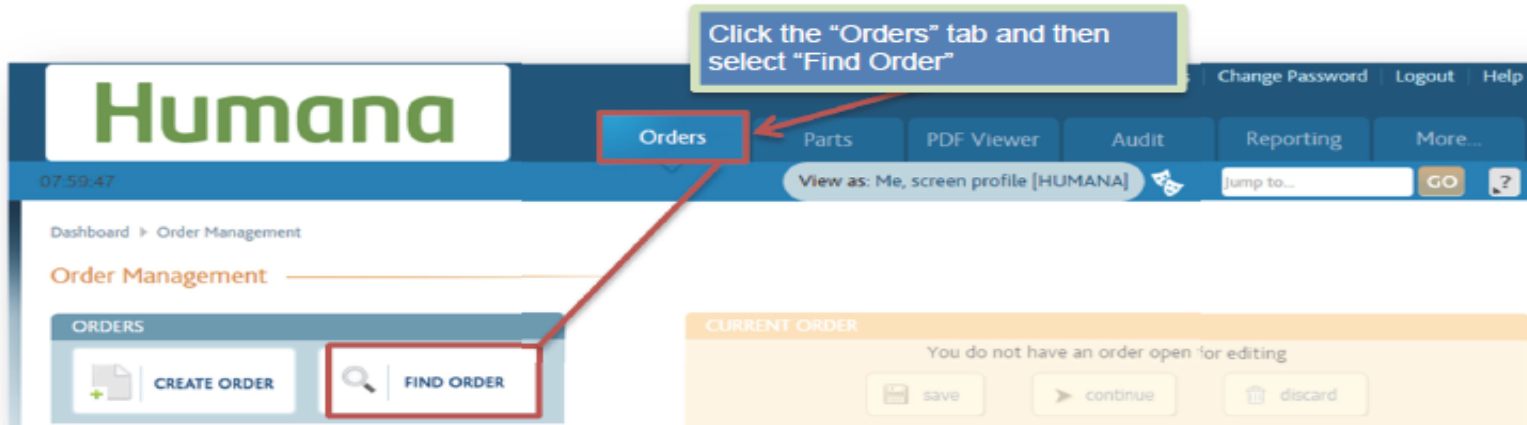
<https://vision.arvatocim.com/CIMSecuritySSOLogin/login.aspx?wa=wsigin1.0&wtrealm=https://vision.arvatocim.com&wreply=https://vision.arvatocim.com/Login.aspx?ReturnUri=%252f&AspxAutoDetectCookieSupport=1>

After clicking the link you will be directed back to the Vision log-in screen. Once you enter your user name or e-mail and the temporary password, Vision will ask you to create a new password. Once your new password has been accepted, Vision will ask you to log-in with your new credentials.

How to track your order through Vision

Step 4:

To access the order module, begin by logging into vision and clicking on the "Order Module" tab and then select "Find Order":



From this screen, you will be able to access all the search criteria fields available in Vision. Users are encouraged to explore and utilize all fields to locate the order they are researching; however, for purposes of this training guide, we will look at search methods using the following primary criteria:

- **Arvato Order Number**
- **Order Creation date**
- **Supply ID**
- **Agent Contact, Name, Office or SAN**
- **Request Date**
- **Ship-to Details**
- **Part Number**

How to track your order through Vision

Step 5:

Agent Contact, Name, Office or SAN

You can search using the criteria associated with the Agency that processed the order. Under the “Customer Attributes” heading, you have the ability to search for orders using the Agent Office name, Agent Contact or SAN.

Dashboard > Order Management > Order Search

home clear search

Find an Order

Order number

Core Attributes	Customer Attributes	Shipping
Client group <input type="text"/>	SAN <input type="text"/>	Shipping name <input type="text"/>
Client <input type="text"/>	Office Name <input type="text"/>	Street address <input type="text"/>
Sub-Client <input type="text"/>	Agent/Office Contact <input type="text"/>	City <input type="text"/>
Operation <input type="text"/>	Request Date <input type="text"/>	Zipcode <input type="text"/>
Created between <input type="text"/> and <input type="text"/>		State <input type="text"/>
Order lifecycle <input type="text"/>		Package tracking # <input type="text"/>
Order status <input type="text"/>		Line Items
Order reason <input type="text"/>		Part # <input type="text"/>
Order created by <input type="text"/>		
Batch Handling		
File feed <input type="text"/>		
Import filename <input type="text"/>		
Supply ID <input type="text"/>		
Pack ID <input type="text"/>		

How to track your order through Vision

Step 6:


Order Information

The top portion of the order tracking screen displays key information about the order such as the ADP confirmation number, the date the order was created in Arvato's system, the current status of the order and the shipping details associated with order (shipment method, back order behavior and the ship to address). You will also notice a brief one sentence notification at the top of the page which indicates the most recent update associated with the order:

Shipments

The middle section of the order confirmation results page displays tracking details for all packages and shipments associated with a given order:

Janice Schmidt
 JANICE SCHMIDT
 5588 N PALM
 Fresno, CA 93704



Order A33880590 was shipped weighing 14 lbs on Tue 11/01/2016 (250 days ago) and can be tracked at [1ZY08W590211136505](#).





Order Information

Confirmation #	000217	Created	09/14/2016 09:09 PM
Status	Shipped entire order	Ship via	UPS/2D - UPS Second Day Air
Office Name	Janice Schmidt	Backorder handling	Allow partial shipment (PART)
SAN	1283319	Partner Code	MORT
Project Code	2017 Delegated Recert Starter	Agent/Office Contact Email	LIFESPIKE@5BCGLOBALNET

Shipments

Shipment ID	Status	Created	Shipped on	Pkg #	Weight	ShipVia	Tracking #
A33880590A	Shipped	Wed 09/14	Wed 09/21	1	12.30 lbs	UPS / G	1ZY08W590311112618
A33880590B	Shipped	Tue 09/20	Fri 09/23	1	0.10 lbs	UPS / G	1ZY08W590311116089
A33880590C	Shipped	Fri 09/23	Sat 09/24	1	0.20 lbs	UPS / G	1ZY08W590311119693
A33880590D	Shipped	Sat 09/24	Tue 10/04	1	0.50 lbs	UPS / 2D	1ZY08W590211162129
A33880590E	Shipped	Sat 09/24	Fri 09/30	1	0.30 lbs	UPS / 2D	1ZY08W590211136505
A33880590F	Shipped	Sat 09/24	Sat 10/01	1	0.20 lbs	UPS / 2D	1ZY08W590211147744

Parts

Item	Part Number	Description	Qty	Shipped on 09/21/16	Shipped on 09/23/16	Shipped on 09/24/16	Shipped on 10/04/16	Shipped on 09/30/16	Shipped on 10/01/16
1	DELEGATED_LTR_17_V1	LETTER - Delegated Starter KIT - English	1 	1					
2	PHYSRXSEARCHTOOL_17	GUIDE - Physician/Pharmacy Search Tool	1 	1					
3	GNPH4C1H1_17	PRESENTATION - 2017 SALES, PDP ENGLISH, Individual	1 	1					
4	HUM_AOI-KIT-000456	55884030000GNIHMKMYHH17AIO - KIT - 2017 Enrollment	5 	5					

How to track your order through Vision

Step 6:

For batch orders that have shipped, the number of packages, package weight, shipping method and tracking number will be displayed. For orders shipped out via UPS (Default Shipping Method) the tracking number will be displayed as a hyperlink which, when clicked, will open a new browser tab and take the user to the UPS tracking site.

The image shows a screenshot of a web application interface for tracking shipments. At the top, there is a table titled "Shipments" with the following columns: Shipment ID, Status, Created, Shipped on, Pkg #, Weight, ShipVia, and Tracking #. The first row of data shows: A33880590A, Shipped, Wed 09/14, Wed 09/21, 1, 12.30 lbs, UPS / G, and a tracking number 1ZY08W590311112618. This tracking number is highlighted with a blue box. Below the table, there is a detailed tracking page for the same tracking number. The page features the UPS logo, a "Tracking" tab, and a "Track" button. The tracking number 1ZY08W590311112618 is displayed as a hyperlink. A blue arrow points from the tracking number in the table to the tracking number on the detailed page. Another blue arrow points from the tracking number on the detailed page to a text box that says "Tracking number is displayed as hyperlink to the UPS web-tracking site." The detailed page also shows a "Delivered" status and a "Notify me with Updates" button.

Shipment ID	Status	Created	Shipped on	Pkg #	Weight	ShipVia	Tracking #
A33880590A	Shipped	Wed 09/14	Wed 09/21	1	12.30 lbs	UPS / G	1ZY08W590311112618

Tracking number is displayed as hyperlink to the UPS web-tracking site.

Communication and Training

Humana



Communication and Training

- Communication sent in external channel newsletter highlighting enrollment book (video)
- Additional messaging with links to videos and .ppts in recertification newsletter
- Agencies second round of pre-ordering notification
- ADP will communicate to agents who have recertified, but have not yet placed an order, on a weekly basis
- Shipping and Reorder notification, things to remember, Drug Guide crosswalk
- October communication specific to new Plan Rating

Videos, links and .ppts

Humana



Videos and links

- Materials Catalog:
<https://vimeo.com/224971931>
- How to order: -
http://teams.humana.com/sites/itls/itu/video/Player.html?vl=vod&vn=_definst_/humana/MaterialsOrdering2018.mp4
- Tracking your orders: - **Coming Soon**
- Sales Presentation Video Link: - **Coming Soon**