

## SilverScript Electronic Enrollment Application (eApplication)

SilverScript's Electronic Enrollment Application (eApplication) is more than just a way to fill out an application. It contains all the same information, all the same leave behinds, all the same file copies, as a traditional paper application process.

The eApplication and the eSOA let you go paperless and cut down on your travel time.

You can finally have phone meetings and remain compliant.

- Set up a phone meeting with your client and get the required SOA (you can use the SilverScript eSOA if you wish).
- Help your client understand what their plan options are during your phone meeting, then if SilverScript is well-suited just complete the eApplication.

What makes this process different is that you are not taking the enrollment over the phone.

You are taking the enrollment by way of the eApplication, and that process is complete with agent/client signatures as well as file copies and helpful documents for your clients to refer to before they sign.

While you cannot take phone enrollments, you can certainly have phone meetings and follow up with the eApplication once your phone meetings are complete.

Additional information on the eApplication is on the next slide

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- Here's how the eApplication works:
  - You start the eApplication (be certain you have your client's permission to execute the application electronically).
  - Log into the SilverScript Agent Portal and click on the Electronic Application link.
    - Complete the application with your client's data.
    - Add your electronic agent signature (just type in your name).
    - Click to send to your client for review.
  - The SilverScript system will send an email to your client with the link to review the application, and the associated pre-application PDF documents (Summary of Benefits, star rating sheet, etc.).
  - To ensure application accuracy and protect personal client information, the eApplication process will prompt your client to confirm identity.
    - Your client clicks on the link causing the eApplication system to prompt your client for HICN, last name, and date of birth.
    - Once entered and matched to what you entered, your client will be able to view the application and electronically sign the application by merely typing the client's name.
    - For additional security, the link is designed to expire if your client doesn't click on the link within 48 hours.
      - If that happens, and if you need to send the application again, you can just restart the process.

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- The eApplication process is executed by the SilverScript Agent Portal system.
  - Processing of the application begins immediately after your client signs and submits the application.
  - Turn-around time is improved.
  - You do not need to go back to the Agent Portal to enter the data as you would from a paper application, because the data was entered into the SilverScript system from the start.
  - You do not have to send a copy of the signed application for supporting documentation, because the digitally signed copy is already in SilverScript's system.
- The SilverScript system automatically generates a file copy of the sign application that you can access from the SilverScript Agent Portal if you want to print a hard copy for your files.
- You will have to email, upload, or fax a copy of the eSOA or signed SOA so we have the documentation authorizing your appointment.
- You will find a short video and a User Guide with instructions for the eApplication on the Agent Portal's Reference Materials page.