1. **What kind of mobile device can I use?**
LEAN is available for use on the following devices:
- iPad (iOS 9 or newer)
- Android tablet (5 or newer)

If you have a Windows tablet (Surface), you will use the URL to login instead of the LEAN app because the Surface will work as a computer and will not be available in the offline mode.

2. **How do I access LEAN?**
Download the free LEAN App from the App Store or Google Play or access the LEAN website on any tablet or computer.

You can also access LEAN from bConnected.

3. **What are my login credentials for LEAN?**
The username and password required for login are the same as what you use to access *Jarvis* (Agent Writing ID and unique password). Your username and password are case sensitive.

Passwords expire automatically every 90 days.

4. **I can't remember my password and I've been locked out of *Jarvis.* Will that prevent me from using LEAN?**
Yes. You will need to reset your password via *Jarvis*. Once reset, you will be able to use LEAN immediately.

5. **Where can I see my licensing information?**
For the most up-to-date list of your credentials, please see the Profile section in LEAN.

6. **Are there security concerns about using public Wi-Fi, like in a Starbucks?** LEAN has built-in security features, so public Wi-Fi can be used to take enrollments. As a reminder, in order to keep all UnitedHealthcare consumer data secure, you must also have additional encryption software/protection loaded on all of your devices (e.g., mobile devices and laptop). If you have questions about encrypting your mobile device or laptop, please email compliance at compliance_questions@uhc.com.

7. **Is there support for agents?**
Yes. Please contact the Producer Help Desk (PHD) at 1-888-381-8581, Option 5.

8. **Is training available?**
    Yes. Check the National Training Calendar on *Jarvis* or ask your Agent Manager about training opportunities. Additional LEAN resources are also available for self-study on *Jarvis.*

9. **Can I start an application on one device and finish it on another?**
    Yes. If you saved the application while online, it will be available in the "Action Required" tab of "My Applications", and you would be able to complete the application on another device.

10. **How do I submit my offline applications?**
    You will need to connect to Wi-Fi to submit applications for processing. Once you connect to Wi-Fi, navigate to the "My Applications" section and tap the "Refresh" button. Applications will move to the Submitted tab and be sent for processing.

11. **Will I be able to use LEAN while offline on my laptop?**
    No. Only the mobile app has offline functionality.

12. **Can I search for providers and provider IDs offline?**
    No. Please refer to your Provider directory for Primary Care Physician (PCP) ID.

13. **Can I search providers while filling out the application online?**
    Yes. LEAN has a built-in link from the PCP Selection section of the application to search for a PCP.

14. **How do I search for or view previously saved applications?**
    Navigate to the "My Applications" section on the mobile app and tap on "View/Search Applications" button. This will open the LEAN website. After logging in, you will be able to view/search applications from the "My Applications" section.

15. **Does the consumer need to have an email address to use LEAN?** No. If the consumer does not have an email address, you must use the paper receipt in the back of the Enrollment Guide to leave the receipt.

16. **How long will my applications stay in LEAN?**
    Applications will be available for 10 years, as required by law.

17. **Can I print the application from LEAN?**
    No. In order to protect members' protected health information, there is no print option in LEAN.

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18. **Will I get a hard copy of the application for my records?**
No. All applications taken in LEAN are available for viewing digitally on the LEAN website in the "My Applications" section.

19. **Are signatures required when using LEAN?**
Yes. Signatures are required from the consumer and agent prior to submitting the application. Capture signatures with a finger, stylus, or mouse.

20. **Do I still need to fax my Scope of Appointment (SOA) when I enroll a consumer using LEAN?**
Yes. If you are meeting the consumer at a personal/individual marketing appointment, fax the SOA to 866-994-9659. SOA forms are not used when enrolling a consumer at a formal or informal marketing/sales event.

21. **Are group plans available in LEAN?**
No.

22. **Are chronic condition verification forms, required for consumers enrolling in a Chronic Special Needs Plan (CSNP), incorporated into LEAN?**
Yes. The chronic plan questionnaire will populate on the Questionnaire screen when a CSNP is selected.

23. **Does LEAN take Medicare supplement insurance applications?**
Yes. Use the Med Supp buttons on the LEAN Home Page to open the website for taking or viewing Medicare Supplement applications.

24. **Are non-English languages available in LEAN?**
No.

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