

2018 Medicare Material Ordering Job Aid

Step 1: Complete your 2018 Medicare Certification

Step 2: Access initial order through KMSI link at end of your 2018 Certification. *(If you close the certification window prior to placing your initial order, wait 24 hours and then access the order site through the included link below.)* <https://printandfulfillment.adp.com/HumanaDelegatedAgents/Forms/UniversalLogin.aspx>

Step 3: Select User Type (Agent or Agency)

Agent Log-in

Agency Log-in

Step 4: Enter your San (Humana Agent Number) and Last name

Provide Agent Information

SAN# *

Last Name *

Submit

Step 5: Select your type of Order *(Initial 2018 Order only available after certification is completed, Reorders are available starting 9/15/17)*

Initial Sales Materials Request

Reorder Sales Materials Request

Tracking Your Sales Material(s)

Step 6: Follow the Prompts to select your material orders

- Plan year
- Shipping Address
- State & County Selection
- Make Enrollment Book & Individual item selections

Step 7: Review and confirm your order. Select Submit button at bottom of screen to finalize and place the order.

Submit

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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2018 Medicare Material Ordering Tips

Important Ordering Information

- Initial orders placed before 8/25 will be delivered by 9/30
- 2018 Reorders are available starting 9/15 - *Online ordering is the preferred method - however agents can also call Agent Service Unit at 800.309.3163 after 9/15 for reorder assistance.*
- Reorders can be placed every 3 days and have a quantity max of 50 - *this is a frequency and quantity increase from 2017!*
- If you do not place your initial order immediately following your online certification, you can use the order link to place your order after 24 hours. [Material order link for agents](#)

New for 2018

Bound Enrollment Book - size 9 ½ x 11 ½ - Includes Benefits at a glance, Benefit Summary, Plan Rating, OTC Benefit Form, PHI Consent Form, Scope of Appointment, Receipt and the Application.

Drug Guides - Will receive 1 formulary for every 5 plan enrollment books ordered. *(Per CMS, drug guides are only required to be handed out at the point of sale if a member requests one. A drug guide is automatically sent with members post-enrollment materials.)*

Over the Counter (OTC) Benefit - Monthly and quarterly plans will be combined on one form.

Application - Included in each enrollment book and member copy has been removed. Receipt form has been added as client leave behind for each enrollment.

Helpful Videos and Links *(Press Ctrl and left click to follow links or copy and paste address into browser)*

[Material Catalog video](https://vimeo.com/224971931)
<https://vimeo.com/224971931>

How to order

http://teams.humana.com/sites/itls/itu/video/Player.html?vl=vod&vn=_definst_/humana/MaterialsOrdering2018.mp4

Material order link for agents

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