







Electronic Enrollment Signature Types

PURPOSE: The Purpose of this job aid is to describe the different types of signatures Agents can use for various enrollment applications.

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Signature Type	Abbrev.	Description	Enrollment Type	Agent Type
 Telephonic Telephonic Signature enrollment (T-Sig) job aid Traditional T-sig video	T-sig	The Traditional Telephonic signature option allows the applicant to sign their enrollment using a recorded service agreement. The Agent and the applicant stay on the line together to complete the Online Service Agreement (OSA). The applicant must acknowledge and agree to the OSA before the agent can submit the application.	FastApp through Canvas	DMS, Telephonic Sales Agent, Hybrid Agent
 IVR T-Signature IVR Signature Agent Job Aid (i-Sig)-DMS-180 (this links to Mentor Document Library not HMU) Dual IVR Signature Demonstration Video	I-sig	The IVR Telephonic signature option allows the applicant to sign their enrollment using a recorded service agreement. With this T-Sig option, the agent transfers the applicant to recorded service agreement. From there the applicant completes the Online Service Agreement (OSA) on his/her own. When the agent transfers the applicant into the IVR recording, the application is placed in a pending status. The application is submitted once the applicant acknowledges and agrees to the IVR Recording OSA. This is a RECORDED signature. The member must agree to the terms and state the necessary information to record their completion of the signature requirements.	FastApp through Canvas	DMS, Telephonic Sales Agent, Hybrid Agent
 Wet on Paper	wet	This is a traditional pen-and-paper signature used on paper applications. Remember: Ink is wet.	Paper	Field Agents
 Wet FastApp TRN-REF-851s FastApp Wet Signature Method	wet	This is the process to complete a Wet Signature enrollment using FastApp. This should be selected as a last resort when the applicant does not agree to a T-sig or I-sig, or does not have the desire or capability of completing and enrollment using E-sig. During Pre-AEP (October 1st - October 14th), begin the enrollment process by submitting a Wet-Sig enrollment. The beneficiary will receive the enrollment form and need to sign and return no earlier than October 15th. During this time, you will see a “Pre-enroll” button instead of “Enroll.”	FastApp	DMS, Telephonic Sales Agent, Hybrid Agent
 Digital TRN-REF-851r FastApp Digital Signature Method	D-sig	Digital Signature is an authorization option that allows the collections of an electronic signature by using an electronic signature pad or touch screen.	MAPA, iMAPA, FastApp, AWB	Field Agents
 Electronic Electronic Signature enrollment Process Job Aid Applicant Process for Electronic Signature job aid How to complete a MA/MAPD Plan Enrollment E-Sig Video	E-sig	An email acknowledgement goes out to the applicant. The applicant then has to login to a system to authenticate, and are then presented with the legal language and authorizations, that they then provide their agreement to. This is generally less preferred than T-Sig/I-Sig because the consumer may not go out and acknowledge their documents, so there is a risk for lost business.	FastApp, AWB	DMS, Telephonic Sales Agent, Hybrid Agents, Field Agents using FastApp or AWB