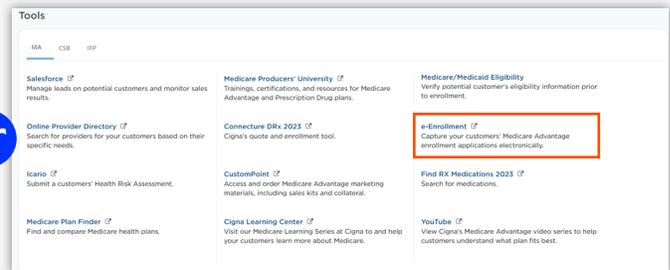
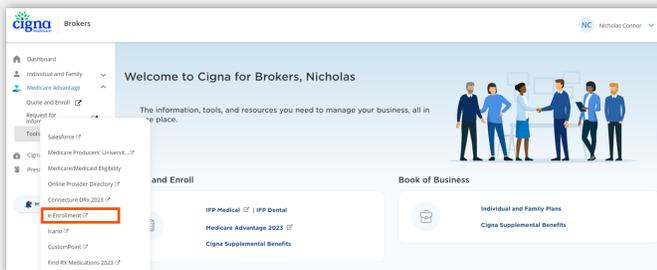


Enrollment offline app quick start.

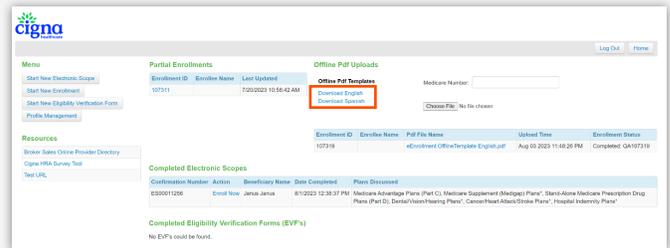
The offline application on eEnrollment is a tool to help you complete enrollment applications even when you are having internet connectivity issues.



- 1 After you have logged in to Cignaforbrokers.com you can access eEnrollment through either of the links in the screenshot below.



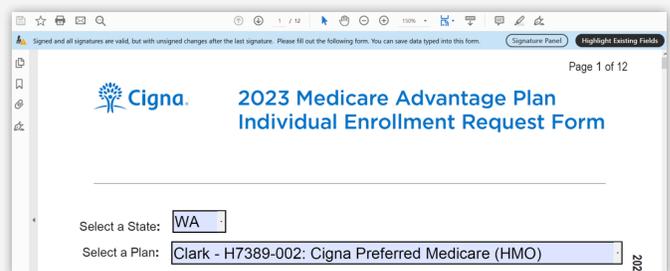
- 2 From the home screen, download the offline applications.



Using the offline application

- 1 Select the state and the County/Plan.
- 2 Complete the application, filling in all required information and collecting the customer signature.

Note: any changes to the application will clear the customer signature. Review the application for accuracy prior to starting the signature process.



Signature process

- 1 The Agent Signature and Customer Signature fields are formatted to use the Adobe Digital ID signature process. Simply click in the signature field to open the Digital ID signature process.
- 2 You will need to configure a Digital ID to use for the signature process.
- 3 Select **Configure Digital ID**.
Note: You will need to create a Digital ID for yourself and for each customer you enroll using an offline application.
- 4 Adding a signature will prompt you to save the application. After you have added the customer signature, which you should do last, save the application.
- 5 When you get to a location with internet connectivity you can upload the application.

The screenshot shows a form with fields for 'Licensed Sales Agent Name', 'Licensed Sales Agent ID', 'Licensed Sales Agent Phone Number', 'Scope of Appointment ID Number', 'Appointment Type', and 'Agent Signature'. A dialog box titled 'Digital ID Configuration Required' is overlaid on the 'Agent Signature' field. The dialog box contains the text: 'This signature field requires a digital signature identity. Would you like to configure one now?' and has buttons for 'Help', 'Configure Digital ID', and 'Cancel'.

The screenshot shows the 'Configure a Digital ID for signing' dialog box. It contains the following text: 'A Digital ID is required to create a digital signature. The most secure Digital ID are issued by trusted Certificate authorities and are based on secure devices like smart card or token. Some are based on files. You can also create a new Digital ID, but they provide a low level of identity assurance.' To the right, under 'Select the type of Digital ID:', there are three radio button options: 'Use a Signature Creation Device' (selected), 'Use a Digital ID from a file', and 'Create a new Digital ID'. At the bottom right, there are 'Cancel' and 'Continue' buttons.

- 1 Enter the MBI of your customer (This will be matched as part of the upload).
- 2 Select **Choose File** to find the correct application and upload.
- 3 If the application is missing a signature or an MBI or the MBI does not match what you entered on eEnrollment the upload will fail. If this happens, correct the error and try again.

The screenshot shows the Cigna eEnrollment system interface. It features a 'Menu' on the left with options like 'Start New Electronic Scope', 'Start New Enrollment', 'Start New Eligibility Verification Form', and 'Profile Management'. The main area displays a table of 'Partial Enrollments' and 'Offline PDF Uploads'. Below the table, there are sections for 'Completed Electronic Scopes' and 'Completed Eligibility Verification Forms (EVFs)'. The table data is as follows:

Enrollment ID	Enrollee Name	Last Updated	Enrollment ID	Enrollee Name	PDF File Name	Upload Time	Enrollment Status
107312		7/20/2023 2:40:42 PM	107314	Orlando Gallo	OfflineTemplateCop_Test 1.pdf	Jul 20 2023 11:46:45 AM	Submitted: QA107314
107312		7/20/2023 11:00:54 AM	107309		eEnrollment Offline Template English.pdf	Jul 19 2023 11:32:22 PM	Submitted: QA107309
107311		7/20/2023 10:58:42 AM	107308	Test 1 Connor	eEnrollment Offline Template English_Test 1.pdf	Jul 19 2023 12:26:44 PM	Submitted: QA107308

When you successfully upload the application you will see a message confirming the upload and containing the Confirmation. You will also see that the application is now showing as uploaded on your home page. Within a few minutes you will also receive an email with the confirmation.

The image displays two screenshots. The top screenshot is from the eEnrollment Broker Portal, showing a confirmation message: "File Uploaded successfully. Confirmation: QA107319". Below this is a table with the following data:

Enrollment ID	Enrollee Name	Pdf File Name	Upload Time	Enrollment Status
107319		eEnrollment OfflineTemplate English.pdf	Aug 03 2023 11:48:26 PM	Submitted: QA107319

The bottom screenshot is an email from "do.not.reply@healthspring.com" to "Connor, Nic" with the subject "[External] HSConnect Broker Portal Success Confirmation - QA107319". The email body contains the following text:

Hello Nic Connor,

You have successfully submitted an enrollment application in eEnrollment Broker Portal. Please review the information below and maintain it for your records.

Applicant Name:
Confirmation Number: QA107319
Date Submitted: 08/03/2023 11:48 PM CST

Submission of a valid and complete enrollment form does not guarantee approval of the enrollment. Enrollments are approved upon verification of eligibility by CMS.

Thank you for using eEnrollment Broker Portal.