Aetna Quote & Enroll
New Signature Process

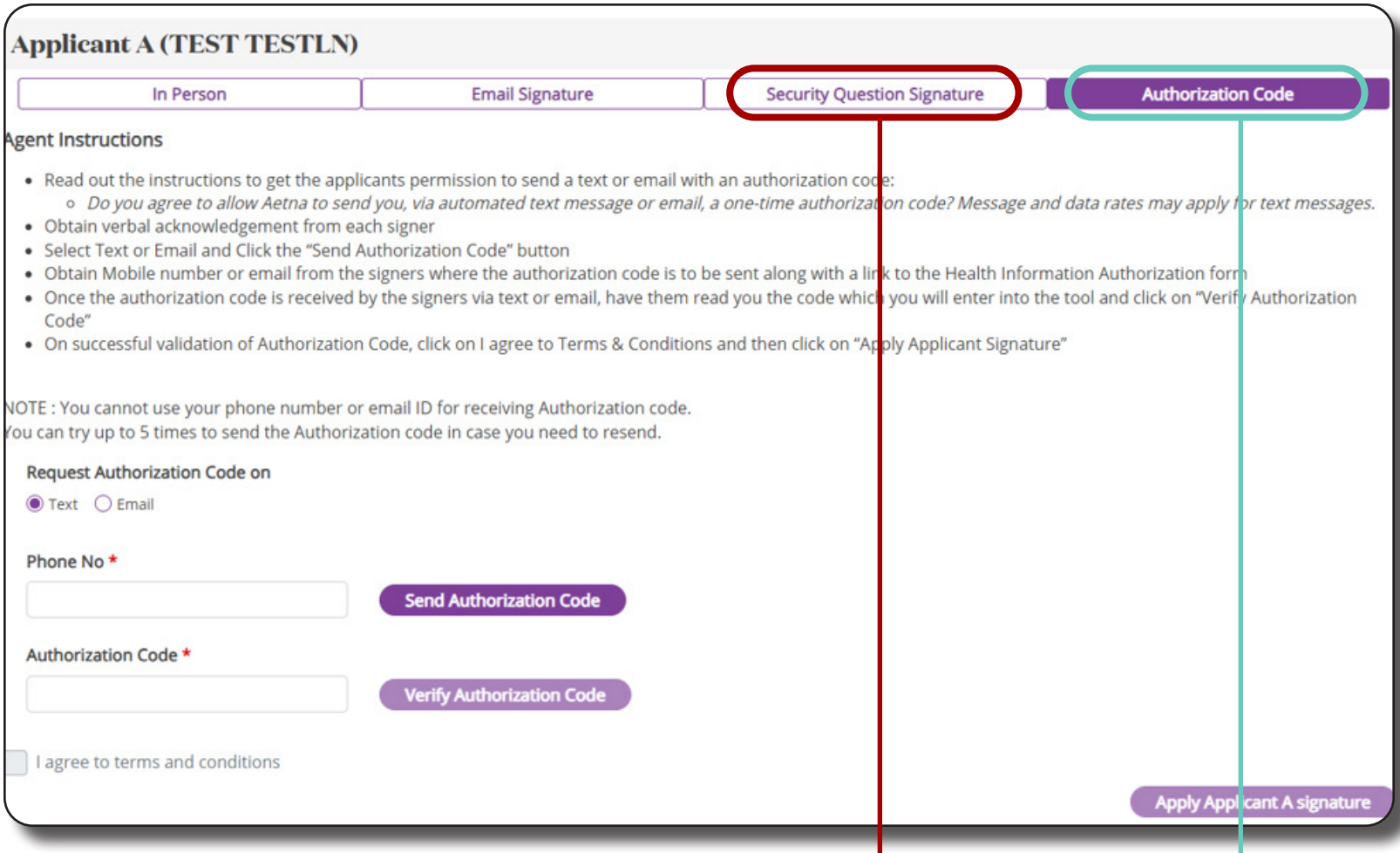


Changes are coming to the E-App Signature method! Starting July 7th we will offer an authorization code signature option for E-Apps in our Aetna Quote & Enroll Tool. **This will replace the security question signature option.** The following quick reference guide will explain the changes that are coming.

From July 7th to July 20th, both the security questions and the Authorization Code will be available. On July 20th the security questions will be retired and replaced entirely by the new Authorization Code method.

As always, if you have any additional questions regarding these changes please do not hesitate to contact our Agent Services phone team at: **1-866-272-6630**

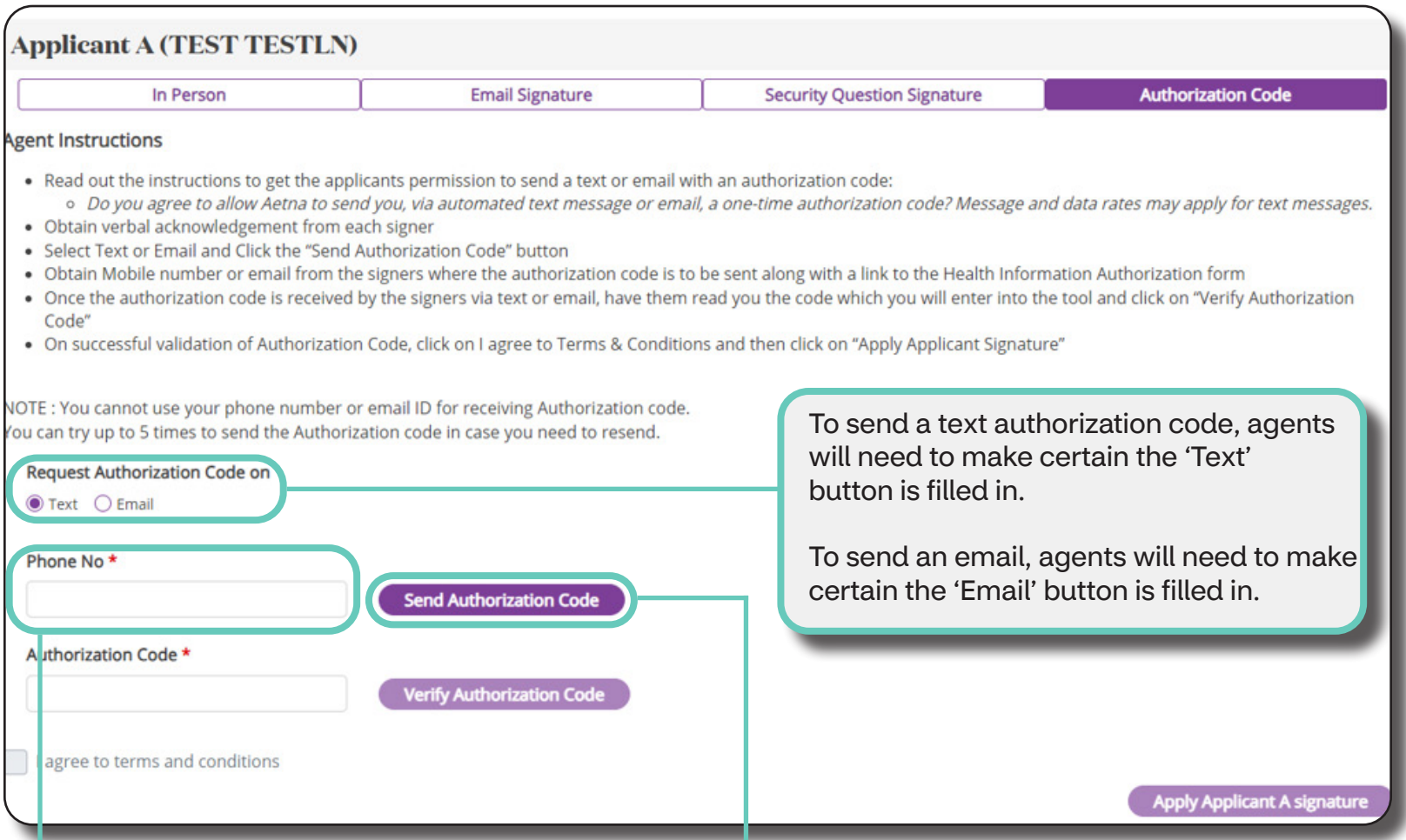
Authorization Code



The old security questions will exist alongside the new process from July 7th to July 20th. After July 20th, this option will be removed entirely.

The new process will be live July 7th and will be available going forward. It can be accessed in the same location as the other signature methods.

Authorization Code



To send a text authorization code, agents will need to make certain the 'Text' button is filled in.

To send an email, agents will need to make certain the 'Email' button is filled in.

Once text or email is selected the field below will pre-populate with the applicant's preferred contact method.

This can be changed, but it CANNOT be changed to the agent's phone number or email.

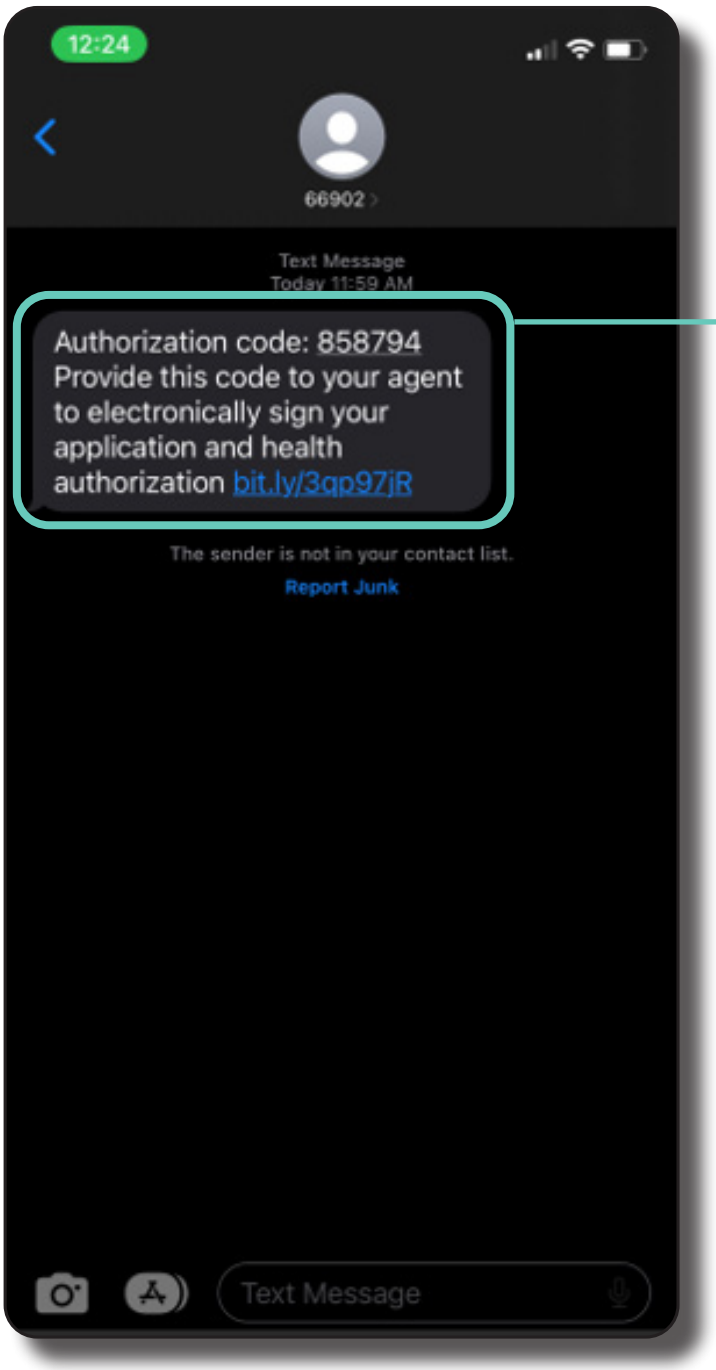
After you have verified the correct contact information you can send the authorization code. The code will expire in **24 hours**.

If the applicant changes their mind on how they would like to be contacted agents can do so.

The code can be resent up to 5 times.

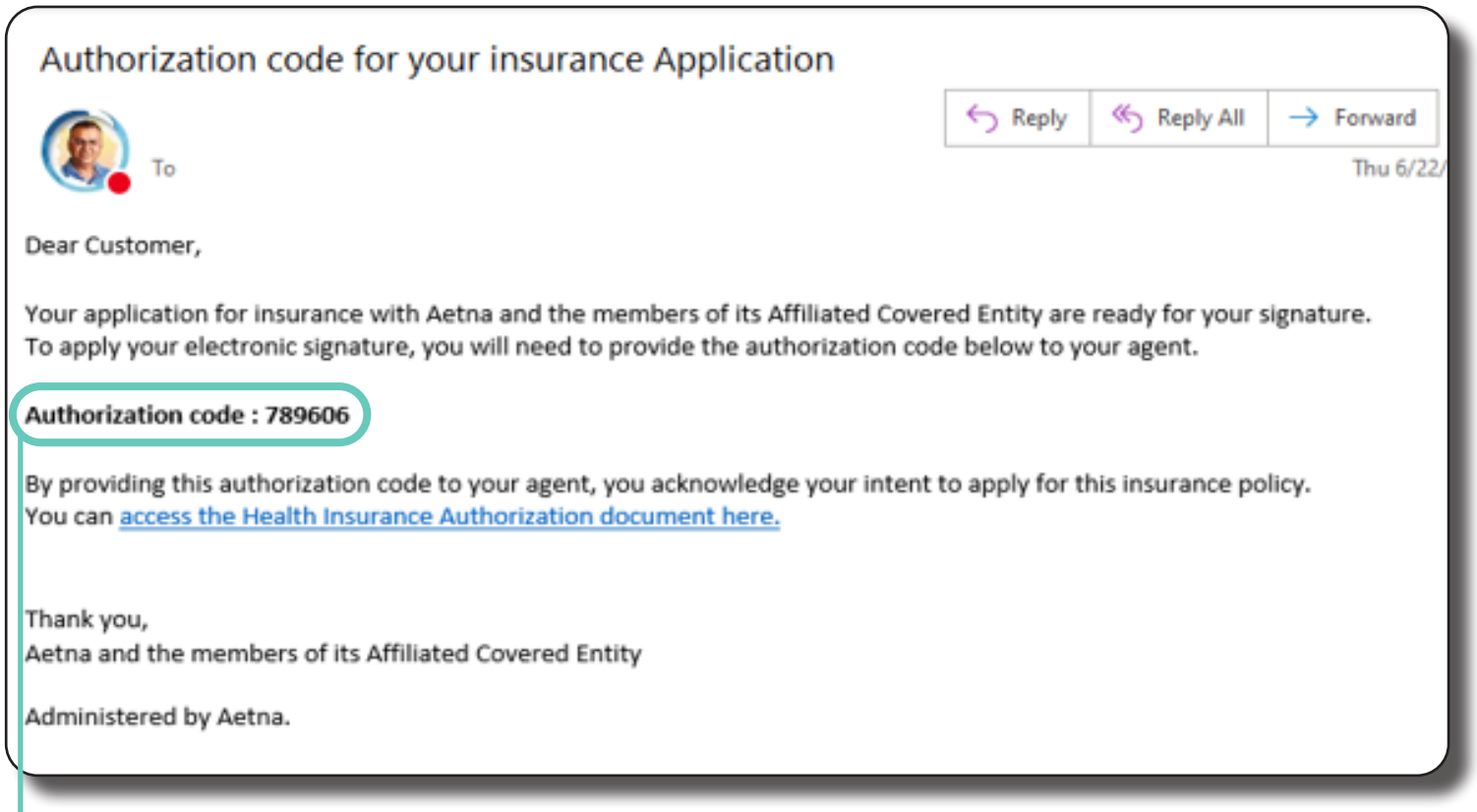
The agent does not need to stay on this page until they receive the code. Applications will be saved in the 'My Cases' section of the AQE tool so agents can safely navigate away and return to the application.

Authorization Code (Text)



If the applicant requested a text message they will receive their authorization code to the number provided.

Authorization Code (Email)



Authorization code for your insurance Application

Reply | Reply All | Forward

To

Thu 6/22/

Dear Customer,

Your application for insurance with Aetna and the members of its Affiliated Covered Entity are ready for your signature.
To apply your electronic signature, you will need to provide the authorization code below to your agent.

Authorization code : 789606

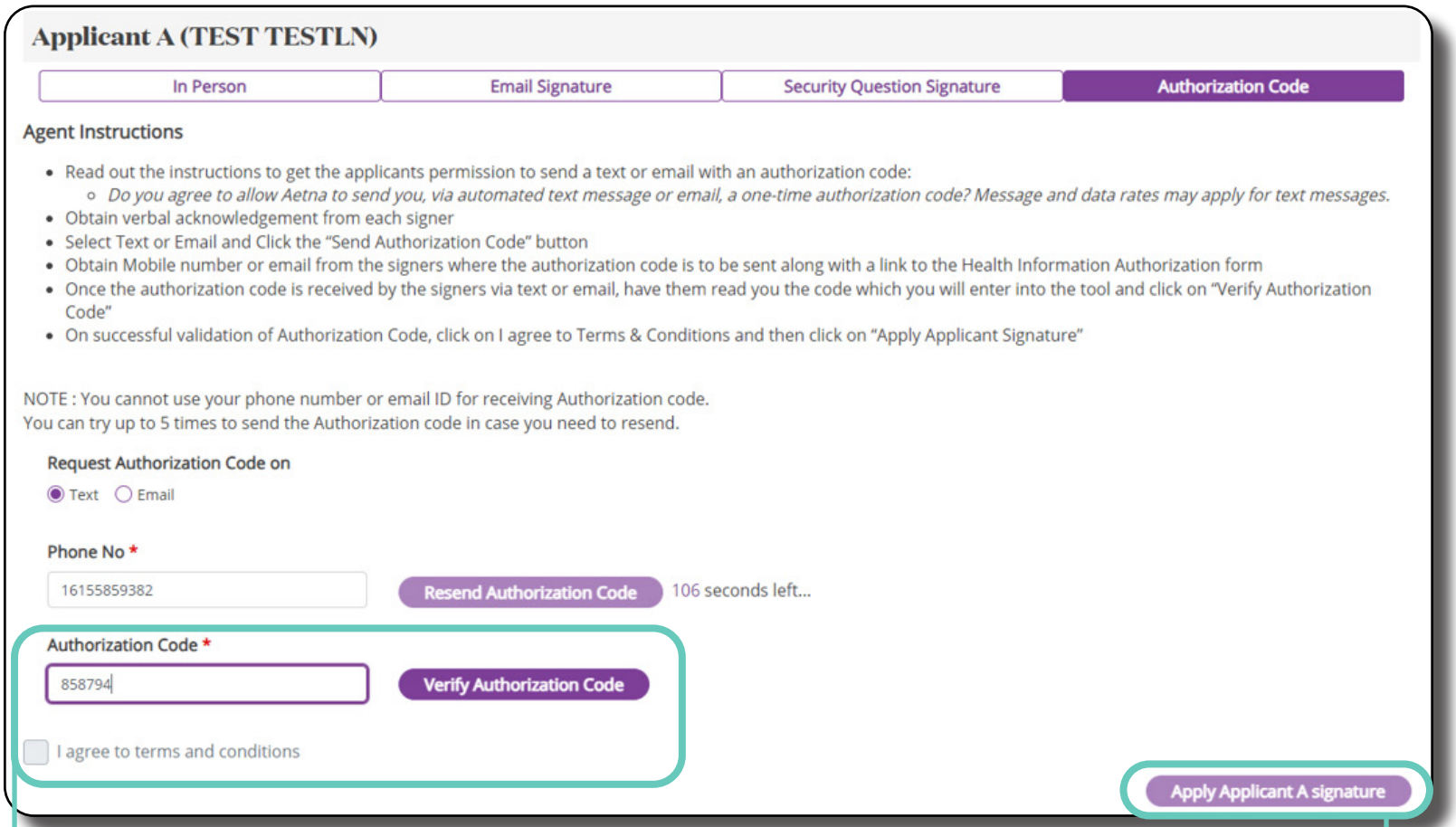
By providing this authorization code to your agent, you acknowledge your intent to apply for this insurance policy.
You can access the Health Insurance Authorization document here.

Thank you,
Aetna and the members of its Affiliated Covered Entity

Administered by Aetna.

If the applicant requested an email they will receive their authorization code to the email provided.

Verify Authorization Code



Agents can submit the code provided by the applicant and select the 'Verify Authorization Code.'

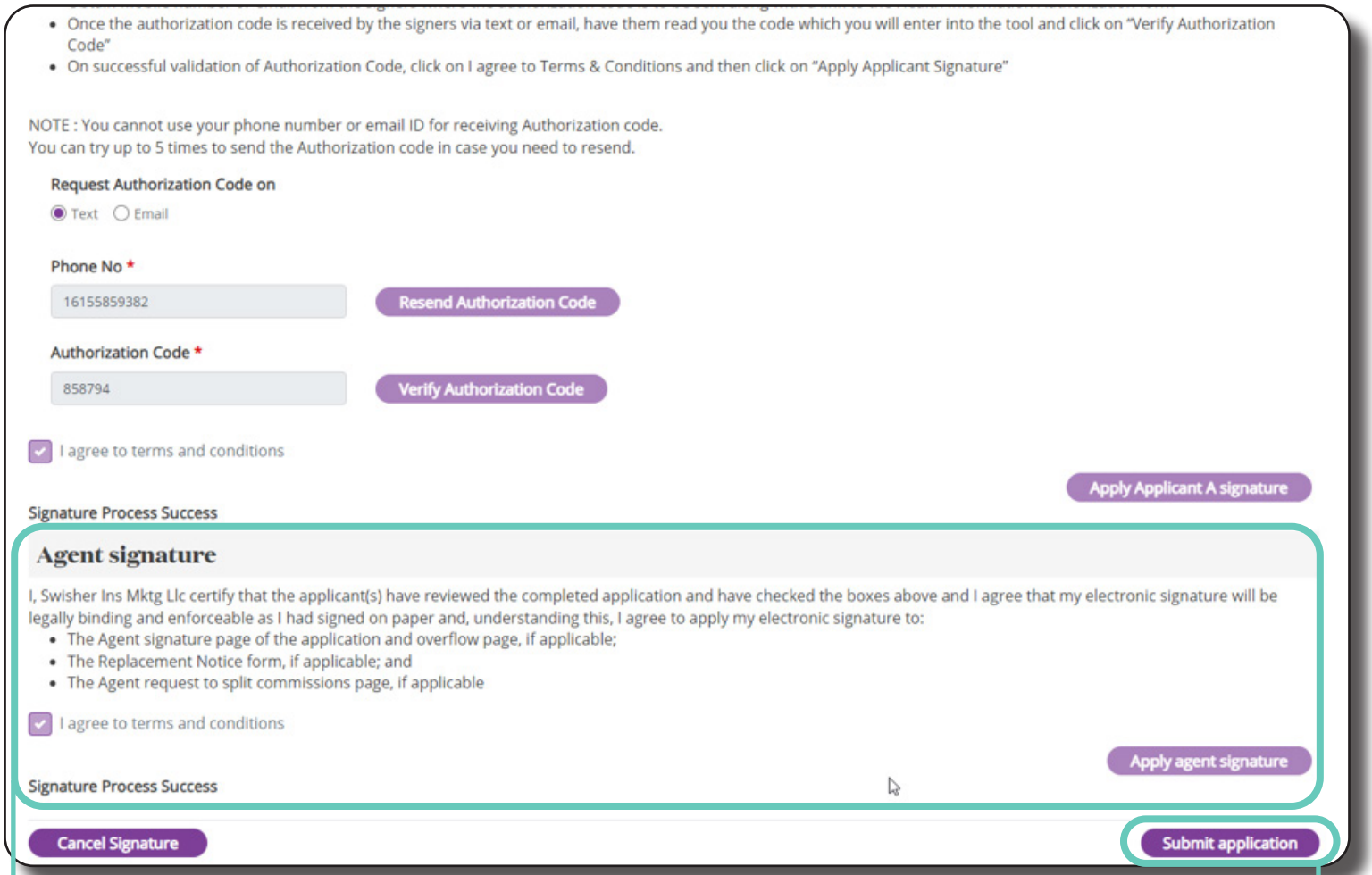
If the code is correct the agent will receive a message stating the code was correct.

If the code is incorrect the agent will be prompted to try again.

Agents will then be prompted to agree to the terms and conditions.

Once the codes have been verified agents will be able to submit the signature for the applicants.

Sign and Submit



After the agent has applied the applicant's signature they will then be able to apply their own.

Once they have agreed to the terms and conditions they will click the 'Apply agent signature' button to apply their own signature.

Once the agent has applied their signature they will be able to submit the application.