This file contains valuable resources. Although reviewing is OPTIONAL at this time, it is recommended that you download it for future reference.

Important! BEFORE clicking links, you must download this document AND be signed into HMU. Links will NOT work otherwise.

HEALTH FIRST

[Health First Guide](#). Humana's NEW purpose as a company is simple…we put Health First! Learn about our new and inspiring purpose within this guide.

[Humana's Social Determinants of Health](#). Humana's client-facing website with info on social determinants of health.

COMPLIANCE AND SOCIAL MEDIA

[Compliance and Ethics](#). A thorough resource containing information on ethical violations, top complaints, regulatory guidance, corrective action, compliant sales process, and privacy. TRN-REF-1328a

[Scope of Appointment Compliance Job Aid](#) – FIELD ONLY. A short guide on when a Scope of Appointment must be completed during a face-to-face sales appointment. TRN-REF-823

SOCIAL MEDIA

[Social Media, Facebook – Required Training to Participate](#). A course to be completed before an agent can post Humana-approved content to a business Facebook page. Course 17432

SALES PRESENTATION

[Summary of Benefits.](#) A guide to the Summary of Benefits and how it should be used. TRN-REF-971a

ENROLLMENT

[Medicare Plan Enrollment Options](#). A 15-page job aid which list the various ng election codes. DMS-024

[Vantage DE-SNP Verification Tool](#). An 11-page job aid to check Dual Eligibility status in Vantage using DESNP Verification. TRN-REF-1274a

[SEP – MDE, MCD, NLS. Verify Eligibility Before Enrollment](#). A 3-page job aid with info to confirm LIS or Medicaid; also includes additional guidance and scenarios. TRN-REF-1304a
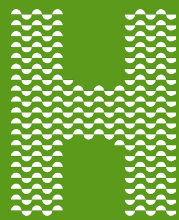
AGENT TECHNOLOGY & TOOLS

[Vantage – An Agent's Best Friend](#). An overview of the Vantage Agent Portal. TRN-REF-1373

[Comparing Electronic Enrollment Tools](#). A 2-page job aid with information on key features of each Humana Electronic Enrollment tool and where to find more training. TRN-REF-886

[Find a Doctor Toolkit](#) (aka Physician Finder Plus). A web page with info on searching for providers, answering Care Highlight questions, comparing physicians, and finding IPAs. TRN-REF-880a,

[Pharmacy Calculator Toolkit](#) (aka Drug Look-up). A web page with info to build a drug list and compare plans. TRN-REF-156f

Sales Resources - Using Links in the PDF
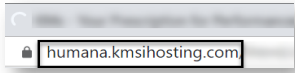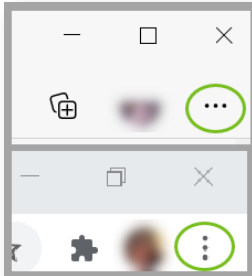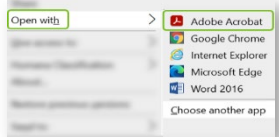
For the links to work effectively in the PDF, you must:

- Download the file to your computer; that is, do NOT click the links while the file is on HMU
- Open the file using Adobe Acrobat; that is, do NOT use Chrome or Edge to open this Sales Resources file
- Be signed into HMU via Vantage

If you are experiencing issues using the links, refer to the following information:

Check your computer for…	Resolve the issue…
In the top of this window, do you see **humana.kmsihosting.com**	If you see humana.kmsihosting.com, then you have not downloaded the file. Find the **Download** icon in HMU and follow the prompts to save the file onto your local computer's C: drive. For easy access, consider saving this file to your Desktop.
Did you experience a login screen or an access issue?	If so, then you have NOT logged into HMU. Since the linked files are stored in HMU, you will need to log into HMU to gain access. When prompted, sign in to Vantage using your agent username and password and follow the prompts to get into HMU.
If you see 3 dots in the top right corner, click it to see if you are in Microsoft Edge OR Google Chrome.	If so, then you are NOT using Adobe to view the file. The links work effectively when using Adobe. Open the file on your local computer. It might be on your Desktop or in a Downloads folder. Right-click the Sales Resources file, click Open With and choose Adobe Acrobat Reader. If you'd like to change the default application to ALWAYS open PDFs in Adobe, right-click the file and click **Open With.** Select **Choose another app**. Check **Always use this app to open .pdf files**. Then click **Adobe Acrobat** and click **OK**. **Important!** If you change the default application to always open PDFs in Adobe, other files you use might be impacted. Save these instructions if you need to change back the default application.