

Now Available!

To Anthem Blue Cross Blue Shield Brokers in Connecticut, Maine and New Hampshire

Voice Recording and Telephone Enrollment Tools for Medicare supplement plans

Anthem is pleased to announce VoiceVault, a voice signature recording system, is available for your use in completing telephonic enrollment for your Medicare supplement business. We recognize now more than ever with the changing needs and large demand in the Senior market that this is vital to growing your business even further. Therefore, we have made this free and easy telephonic tool available to capture your customer's signatures for Medicare supplement applications. Take advantage of VoiceVault today and improve your selling efficiency!

No muss, no fuss

Follow the instructions below and get started today!

To register online go to: <https://www.voicevault.net/wellpoint> . Once on the website, click on the "Register Me Now" button and complete the two step registration page. If you sell our products in more than one state, be sure to mark each individual state that you are licensed in. Once registered, an e-mail will be sent to you with your new voice signature account ID, temporary password for the online tool, and your access phone numbers.

How is the Medicare supplement application process different than the Individual application process with VoiceVault?

Currently, this voice signature tool is only available for Medicare supplement business. As you may know, the submission for Medicare supplement applications is a manual process. To speed the data gathering process for the application along, we will provide you with fillable PDFs of each Medicare supplement application to type your customer's information directly into for your use soon.

When they are available, you will be able to find them by going to www.anthem.com and selecting the "**Broker/Producer link**". Go to the "**Answers@Anthem**" drop down menu and select "**Download Forms**". You will be able to find the fillable PDFs there for future reference.

Once you have printed out the Medicare supplement application and you are ready to submit via either mail or fax, you will now be required to attach the voice signature confirmation e-mail VoiceVault will send you, to each application when you send it in for submission. This is an important piece that will be necessary until we automate this process.

Will I be charged for using this tool?

No, this is available to you free of charge.

How is this different than the scope of appointment tool within VoiceVault?

Voice signature and the scope of appointment tools are two separate, distinct applications with different phone numbers, and processes that are followed for each item. At this time, the scope of appointment tool can only be used by CT licensed, appointed and certified brokers for Medicare Part D appointment scheduling. It is still not available for use for NH and ME brokers until further notice.

If I already used VoiceVault for scope of appointment call recording, do I need to register again for voice signature?

Yes, you do need to register separately for the voice signature application. Follow the quick and easy steps to register and get started!

Where can I get more information on how to use this?

If you have any more questions, you can call Broker Services, your Regional Sales Director or representative.

Last but not least, you can join us for a live webinar:

Voice Signature Training Schedule:

February 18, 2009 CT, NH & ME 12:00-1:00 pm (EST)

- Use the information below to connect:
Toll-free: +1 (888) 522-0920
Participant code: 83862409

First Time Users:

To save time before the meeting, check your system to make sure it is ready to use Microsoft Office Live Meeting.

Troubleshooting

Unable to join the meeting? Follow these steps:

1. Copy this address and paste it into your web browser:
<https://www.livemeeting.com/cc/1100001891/join>
2. Copy and paste the required information:
Meeting ID: DG3PFW
Entry Code: Rn^bh8F
Location: <https://www.livemeeting.com/cc/1100001891>

February 18, 2009 / CT, NH & ME 4:00-5:00 pm (EST)

- Use the information below to connect:
Toll-free: +1 (888) 522-0920
Participant code: 83863178

First Time Users:

To save time before the meeting, check your system to make sure it is ready to use Microsoft Office Live Meeting.

Troubleshooting

Unable to join the meeting? Follow these steps:

1. Copy this address and paste it into your web browser:
<https://www.livemeeting.com/cc/1100001891/join>
2. Copy and paste the required information:
Meeting ID: S6C859
Entry Code: Rn^bh8F
Location: <https://www.livemeeting.com/cc/1100001891>

February 19, 2009 CT, NH & ME 12:00-1:00 pm (EST)

- Use the information below to connect:
Toll-free: +1 (888) 522-0920
Participant code: 83863884

First Time Users:

To save time before the meeting, [check your system](#) to make sure it is ready to use Microsoft Office Live Meeting.

Troubleshooting

Unable to join the meeting? Follow these steps:

1. Copy this address and paste it into your web browser:
<https://www.livemeeting.com/cc/1100001891/join>
2. Copy and paste the required information:
Meeting ID: 72JP89
Entry Code: Rn^bh8F
Location: <https://www.livemeeting.com/cc/1100001891>

February 19, 2009 CT, NH & ME 4:00-5:00 pm (EST)

- Use the information below to connect:
Toll-free: +1 (888) 522-0920
Participant code: 83865016

First Time Users:

To save time before the meeting, [check your system](#) to make sure it is ready to use Microsoft Office Live Meeting.

Troubleshooting

Unable to join the meeting? Follow these steps:

1. Copy this address and paste it into your web browser:
<https://www.livemeeting.com/cc/1100001891/join>
2. Copy and paste the required information:
Meeting ID: Q2NORF

Entry Code: Rn^bh8F

Location: <https://www.livemeeting.com/cc/1100001891>

As always, thank you for your business and continued support!