

VoiceVault

Voice Signature System



Health. Join In.™

WPNSF187M (Rev. 10/11)

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Anthem Blue Cross and Blue Shield Voice Signature System for Med Supp, MA, MAPD, and PDP

Welcome to VoiceVault and the Voice Signature System!

- One location for all your call recording needs
- Voice recording capabilities for Medicare Supplement (Med Supp), Medicare Advantage (MA), Medicare Advantage Prescription Drug (MAPD) and Prescription Drug Plans (PDP)
- Agents who are not already registered to participate in Voice Signature will need to register with VoiceVault at <https://www.voicevaultnet.com/wellpoint> to set up your account profile
- If you are already registered, just log in with your account ID and password to update your profile with the products, states, and brands you are licensed to sell

Setting up your New Account

To set up a new account, register online at:
<https://www.voicevaultnet.com/wellpoint>

- Click on “REGISTER ME NOW” and complete the 2 step registration
- Agents licensed to sell Anthem products in more than one state must mark each individual state they are licensed in. Next choose the specific product(s) to be sold in each state. This is required in order to use the system for that state
- 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 new access phone number to allow you to start using the system

Now let's learn how to register and use VoiceVault!

Log on to System

voicevault

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Voice Services Administration Site for WellPoint, Inc.

Existing Account Login

Account ID:

Password:

Login

[Forgot Account ID?](#) [Forgot Password?](#)

New Account Register

Registration is fast and easy. To create a new account, record your voice signature and voice recording today, click on the button below and complete the registration process.

REGISTER ME NOW

To log in – go to <https://www.voicevaultnet.com/wellpoint>

The first time you log in, click on “REGISTER ME NOW” in order to get started.

Note: This will also be the returning user screen, once you have completed registration.

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Registration – Step 1

The screenshot shows a web browser window with the URL <https://www.voicevault.net/RegistrationA.aspx>. The page header includes the 'voicevault' logo and the 'Anthem' logo. The main heading is 'Registration' with the instruction: 'To setup a voice services account, please complete the below information then click the Next button.' Below this is a list of required fields, each with an asterisk: First Name, Last Name, Address, City, State, Zip, Time Zone, Email, Confirm Email, Phone, Manager/Rep, Agency Name, Security Question, and Security Answer. A red asterisk indicates required fields. The 'Time Zone' dropdown is currently set to 'Please select'. The 'Manager/Rep' dropdown is set to 'Unassigned'. The 'Security Question' dropdown is set to 'What is your middle name?'. A 'Next' button is visible at the bottom right of the form area.

Enter your agent/broker information including all required fields. You will only be asked to complete this registration page once. When you are finished, click "Next".

Time Zone: If you sell in multiple times zones, you should select the one where you do most of your business. **Time Zones are: Pacific, Mountain, Central and Eastern.**

E-mail: Your account ID and password will be sent to your e-mail address, so please double check it. You may register one account per e-mail address.

For external brokers, select "N/A-Independent"
For Field Sales, select your Manager or Rep. If your Manager is not listed, select "Unassigned" to continue through the process.

Registration – Step 2



Registration

STEP 2: Select from the options below to setup your voice services options.
Once completed, click on the Submit button and your account information will be emailed to you shortly.

Policies Individual Under 65 Senior Medicare	> >> < <<	Policies For User required field
Products Medical Only Medical with Dental & or Life Medicare Advantage / Part D Medicare Supplement	> >> < <<	Products For User required field
States Alabama Alaska Arizona Arkansas California	> >> < <<	States For User required field
Languages English	> >> < <<	Languages For User required field
Brands Anthem Blue Cross Anthem Blue Cross Blue Shield Blue Cross Blue Shield of Geor Empire Blue Cross Empire Blue Cross Blue Shield	> >> < <<	Brands For User require
<input type="button" value="Cancel"/>		<input type="button" value="Submit"/>

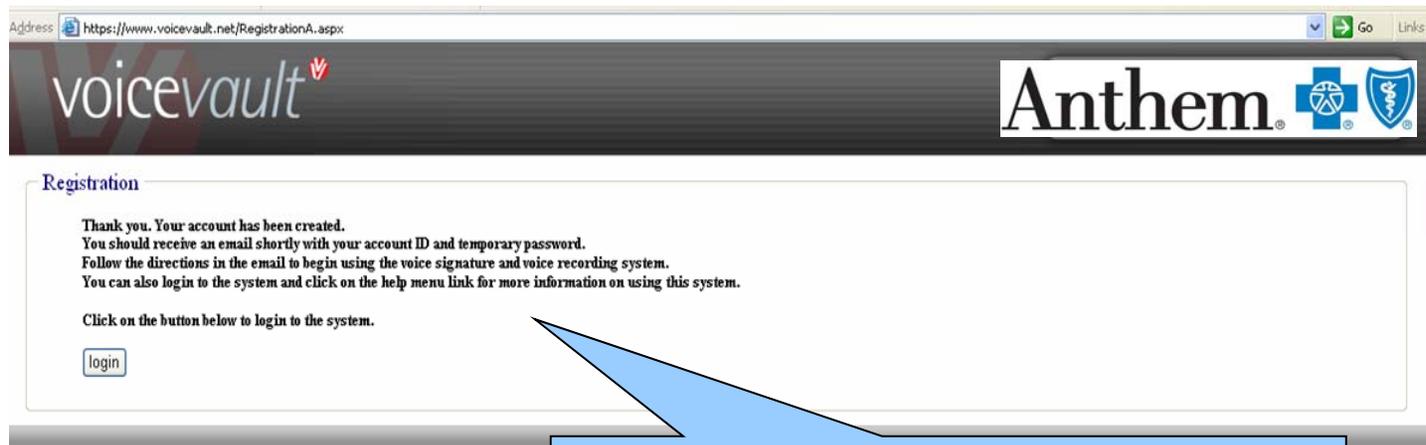
Now select "Senior Medicare" under policies, plus the products that you sell. Then choose all the states in which you do business. Select English as the language and choose the brand associated with the state you sell in.

In order to add/populate the information on the right side of the screen, highlight your selection and then click ">". To select all, click ">>". If you need to remove a selection, highlight it and click "<" or "<<".

When you are finished, click "Submit".

Note: You **MUST** select all the states AND associated brands you sell in order to utilize Voice Signature for a state.

Registration Complete



Once registration has been completed, you will be notified that you will receive an e-mail with your account information. This will include your account ID, temporary password and directions on how to use the system.

Click "login" to enter the system.

E-mail with Account Information



Dear Broker,

Welcome to VoiceVault Scope of Appointment voice recording services!

You must be a certified, licensed and appointed agent with us to use this tool. Certification requirements are: successful completion of the AHIP Medicare Advantage and Part D Prescription Drug certification, in addition to successfully completing the Product training certification for the states in which you are licensed. If you do not meet these criteria, you will not be granted access. Below is your account information that will provide you access to the voice recording features. Please print this page and keep close to your phone.

Name: Local Agent

VoiceVault Account ID: 12345678

Password: AbCd1E2

Please visit <https://www.voicevaultnet.com/WellPoint> to view the training quick reference guide and to obtain telephone enrollment scripts per product. You may now begin using the voice services by conferencing in the services when you have your customer on the phone.

Primary Number (Toll Free): 866-813-8863

Secondary number (Toll Free): 888-887-5311

Please keep in mind when you dial this number, you will be requested to enter your Account ID and then the system will ask you a few questions before you can proceed with the call recording.

Make note of your new Account ID and your temporary password along with the telephone numbers you will need to dial to complete a Voice Signature.

Note: You have been provided a secondary telephone number in case the primary number is unavailable.

You are now ready to begin!



Capturing a Medicare Advantage / Part D Voice Enrollment

The steps for obtaining a Voice Enrollment:

- Ask the applicant if they would like to sign the application using a Voice Signature. This allows you to immediately submit the application.
- If the applicant's response is yes, place the applicant on hold and dial the Voice Signature Service phone number.
- After the greeting, the system will ask you to enter your Voice Signature Service Account ID.
- Next the system will ask for the applicant's state (if the agent sells in multiple states), the brand associated with that state, and policy type (press 1 for Individual under 65 or press 2 for Senior).
- Then the system will instruct you to press 1 for English or press 2 for Spanish.
- When asked, you will **press 3 for Medicare Advantage/Part D** voice enrollment.
- The system will prompt you to key or speak the applicant's primary phone number with area code.

Capturing a Medicare Advantage / Part D Voice Enrollment (continued)

The steps for obtaining a Voice Enrollment (continued):

- The system will let you know that voice recording is required for this product and say “Please begin taking the applicant’s information now”.
(You will not hear a beep at the beginning or the end of the call so the agent should just begin reading the approved scripts when going through the application with the prospect. When the agent is finished reading the scripts, the agent should just hang up.)
- The system will send you an e-mail confirming the Voice Enrollment session.

For Agent Data Entry / Online Store Applications:

- Copy and paste the 32-digit-voice signature ID number you will receive from the confirmation e-mail once you hang up in the Voice Signature ID field on the signature page and submit the application.

For Paper Apps:

- You will receive a 32-digit voice signature ID number in the confirmation e-mail. Write it on the application where the signature goes, attach the e-mail and send in.

Capturing a Medicare Supplement Voice Signature

The steps for obtaining a Voice Signature:

- Ask the applicant if they would like to sign the application using Voice Signature. This allows you to immediately submit the application.
- If the applicant's response is yes, place the applicant on hold and dial the Voice Signature Service phone number.
- After the greeting, the system will ask you to enter your Voice Signature Service Account ID.
- Then the system will ask for the applicant's state (if the agent sells in multiple states), brand, and policy type (press 1 for Individual under 65, press, or press 2 for Senior Medicare).
- Next the system will instruct you to press 1 for English or press 2 for Spanish.
- When asked, you will **press 2 for Medicare Supplement**.
- The system will prompt you to key in the applicant's primary phone number with area code.

Capturing a Medicare Supplement Voice Signature (continued)

The steps for obtaining a Voice Signature (continued):

- You will hear a series of prompts. For more details on what you will hear in these prompts, check the quick reference guide.
- The system will send you an e-mail confirming the Voice Signature session.

NOTE: Please remember you are required to send a copy of the completed application along with the voice signature cover letter to your client. You should also maintain a copy of the confirmation e-mail and voice signature cover letter for your records as well

For Agent Data Entry / Online Store Applications:

- Copy and paste the 32-digit-voice signature ID number you will receive from the confirmation e-mail once you hang up in the Voice Signature ID field on the signature page and submit the application.

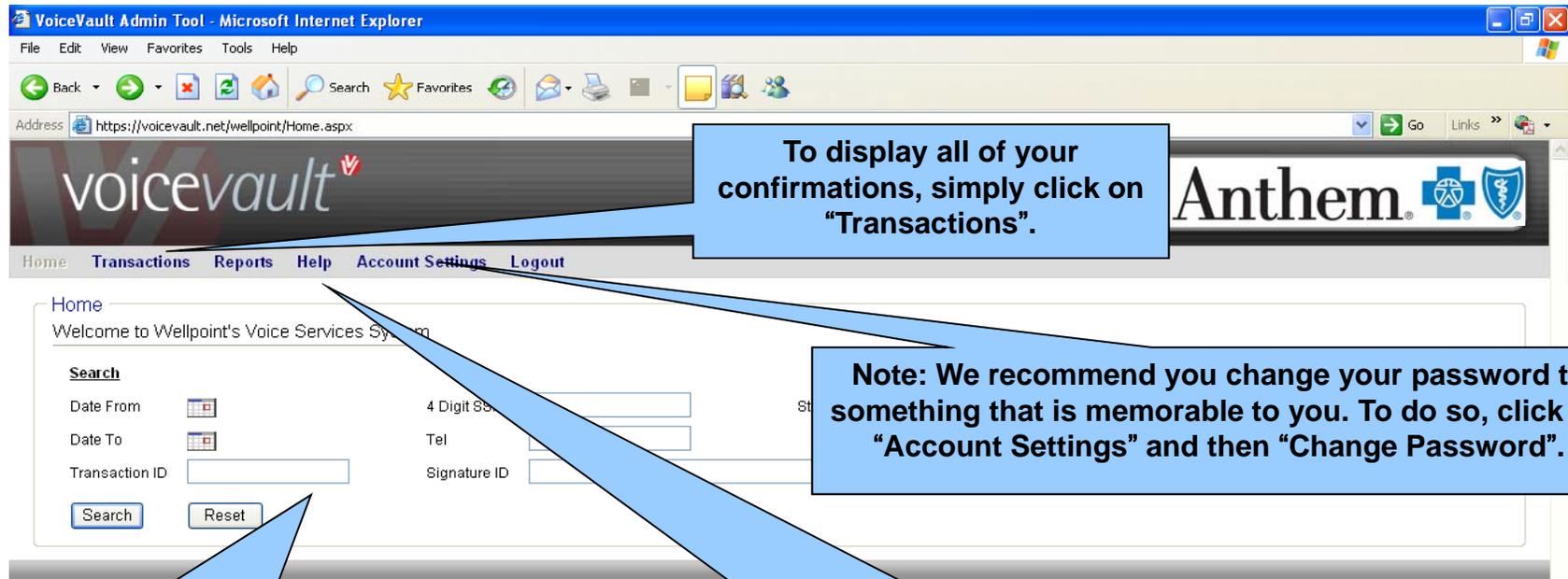
For Paper Apps:

- Write “Voice Signed” on the application, attach the e-mail confirmation and send in.

Logging into the System

- Once you have obtained a Voice Signature, you will receive an e-mail with the confirmation ID. However, if you would like to see all your information, listen to a replay or simply locate a signature ID, begin by logging into the system.
- The following instructions are for completing multiple transactions per day. You may prefer to work from the admin tool and not the confirmation e-mails. The system is periodically updated throughout the day.
Note: In order to see a confirmation immediately, you can hit the “refresh” button at the top of your screen.
- Website - <https://www.voicevaultnet.com/wellpoint>

Returning User: The Home Screen



To display all of your confirmations, simply click on "Transactions".

Note: We recommend you change your password to something that is memorable to you. To do so, click on "Account Settings" and then "Change Password".

You can search for a particular confirmation by date range, by transaction ID, 10-digit telephone number or by Voice Signature ID that will be on the confirmation e-mail you receive for every successfully recorded call.

Click on "Help" to access tips sheets and quick reference guides.

List of Transaction Types

From this screen, you can clearly see which signatures failed. Those highlighted in orange indicate "Failed" or unsuccessful signatures.

The screenshot shows the 'voicevault' web application interface. At the top, there is a navigation bar with 'Transactions', 'Reports', 'Help', 'Account Settings', and 'Logout'. Below this is a search section with fields for 'Date From', 'Date To', 'Transaction ID', '4 Digit SSN', 'Tel', and 'Signature ID'. The main content area displays a table of transactions. The table has columns for 'Date and Time', 'Transaction ID', 'Customer Phone', 'SSN', 'User', and 'State'. Several rows are highlighted in orange, indicating failed transactions. Callout boxes provide explanations for various elements: one points to the orange highlights, another to the 'Customer Phone' column, a third to the 'Details' link, a fourth to the 'Date and Time' column, and a fifth to the 'User' and 'State' columns.

Date and Time	Transaction ID	Customer Phone	SSN	User	State
7/8/2008 8:51:42 PM	250	5028667390	8121	Veronica Harman	Kentucky
7/9/2008 5:28:03 PM	284	3172876120	7962	Veronica Harman	Kentucky
7/9/2008 5:28:03 PM	284	3172876120	8282	Veronica Harman	Kentucky
7/16/2008 1:51:45 PM	471	8882123456	6165	Veronica Harman	Kentucky
7/16/2008 1:51:45 PM	471	8808123456	6265	Veronica Harman	Kentucky
7/16/2008 6:35:55 PM	482	5024236606	5965	Veronica Harman	Kentucky
7/16/2008 8:13:03 PM	484	5028892624	9815	Veronica Harman	Kentucky
7/17/2008 7:11:43 PM	514	5023169566	3676	Veronica Harman	Kentucky
7/21/2008 3:09:13 PM	601	2708663569	4353	Veronica Harman	Kentucky
7/21/2008 3:31:45 PM	602	8808123456	4567	Veronica Harman	Kentucky
7/22/2008 7:45:58 AM	616	2708662126	1910	Veronica Harman	Kentucky
7/22/2008 7:50:56 AM	618	6145237651	2222	Veronica Harman	Kentucky

"Customer Phone" number is for easy identification.

Click "Details" to obtain further details of signature.

This indicates the date and time the voice signature was captured.

Indicates your user name and "State" of applicant.

Transaction Details

By clicking "Details" on the prior screen, you are able to view specific information about the captured signature.

Notice the Date and Time, Transaction ID, Brand, Product(s), Policy type, and Phone number.

Click "Transaction Recording" to hear the entire recorded voice signature. The system begins recording at the legal disclaimer information when the applicant and broker/agent are on the call.

Recordings cannot be deleted or altered in any way.

Click "Audio 1" or "Audio 2" links to listen to sections of the call.

Note: This is the voice signature ID (also provided in your e-mail) that you will enter into the signature section of the application.

Phone	SSN	Audio1	Audio2	Transaction Signature
2790.00.G.alw	2168.0975.00.G.alw	7059.01.X.alw	7059.01.X.alw	0c145be2-419b-11dd-8c0c-0090279336cd

Transaction Details (continued)

Address <https://www.voicevault.net/TransactionDetail.aspx?TD=618> Go Links

voicevault **Anthem**

[Home](#) [Transactions](#) [Reports](#) [Help](#) [Account Settings](#) [Logout](#)

Transaction Details

Date and Time: 7/22/2008 7:50:56 AM
Transaction ID: 618
Brand: Anthem Blue Cross Blue Shield
Product: Medical Only
Policy: Individual Under 65

User: Veronica Harman
Language: English
State: Kentucky
[Transaction Recording](#)

[Print Page](#)

Customer Phone	SSN	Audio1	Audio2	Transaction Signature
6145237651	2222	5970.00.G.alw	9057.01.X.alw	0c145bea-419b-11dd-8c0c-0090279336cd

You have the ability to print each confirmation for your records.

E-mail Confirmation for Medicare Advantage/Part D

voicevault

Welcome to WellPoint voice services provided by VoiceVault.
Below is your confirmation information on your voice service transaction. You can also view this information online at <https://www.voicevaultnet.com/Wellpoint/>.

Account:	WellPoint
Agent Name:	Veronica Harman
Account ID:	81343979

Voice Signature Confirmation

Transaction ID:	173646423
Confirmation No:	173646423
Applicant ID:	7065465318 - -
Policy Type:	Senior Medicare
Signature ID:	82b1ef27-d1b2-4981-b6a5-6bb86135fb15
Date/Time:	10/15/2009 11:41:00 PM
Statement Type:	Medicare Advantage / Part D

System outages may be reported by sending an e-mail to wpsupport@voicevault.com.
Contact your broker support unit or sales representative if you have any questions or experience any issues with the Voice Signature process.

Note: Do not reply to this email address. This email account is not monitored.

Notice there is a confirmation number for Medicare Advantage/Part D products.

You will receive an e-mail confirmation after each voice signature. Copy and paste this Signature ID into the online application.

E-mail Confirmation for Medicare Supplement



Welcome to WellPoint voice services provided by VoiceVault.
Below is your confirmation information on your voice service transaction. You can also view this information online at <https://www.voicevaultnet.com/Wellpoint/>.

Account:	WellPoint
Agent Name:	Lauren Lee
Account ID:	87934867

Notice there is no confirmation number for Medicare Supplement products

Voice Signature Confirmation

Transaction ID:	173652951
Confirmation No:	-----
Applicant ID:	7706542113 - 6543
Policy Type:	Senior Medicare
Signature ID:	49f36836-9b25-4abe-b6a8-70c0709e8ecc
Date/Time:	10/23/2009 9:30:00 PM
Statement Type:	Medicare Supplement

You will receive an e-mail confirmation after each voice signature. Copy and paste this Signature ID into the online application.

System outages may be reported by sending an e-mail to wpsupport@voicevault.com. Contact your broker support unit or sales representative if you have any questions or experience any issues with the Voice Signature process.

Note: Do not reply to this email address. This email account is not monitored.



Failed Transaction for Medicare Advantage / Part D

voicevault^W

Welcome to WellPoint voice services provided by VoiceVault.
 Below is your confirmation information on your voice service transaction. You can also view this information online at <https://www.voicevaultnet.com/Wellpoint/>.

Account:	WellPoint
Agent Name:	George Brown
Account ID:	87934867

Failed Voice Signature

Transaction ID:	123452955
Confirmation No:	123452955
Applicant ID:	7702132456
Policy Type:	Senior Medicare
Signature ID:	FAILED
Date/Time:	10/23/2009 7:55:00 PM
Statement Type:	Medicare Advantage / Part D

System outages may be reported by sending an e-mail to wpsupport@voicevault.com.
 Contact your broker support unit or sales representative if you have any questions or experience any issues with the Voice Signature process.

Note: Do not reply to this email address. This email account is not monitored.

Easily identify which signatures failed. Your e-mail indicates in 2 locations that the signature was unsuccessful. In addition, when logging into the site, failed transactions will also appear in orange on the home screen.

Failed Transaction for Medicare Supplement

voicevault[®]

Welcome to WellPoint voice services provided by VoiceVault.
Below is your confirmation information on your voice service transaction. You can also view this information online at <https://www.voicevaultnet.com/Wellpoint/>.

Account:	WellPoint
Agent Name:	Lauren Lee
Account ID:	87934867

Failed Voice Signature

Transaction ID:	173652950
Confirmation No:	-----
Applicant ID:	7707233548 - 4558
Policy Type:	Senior Medicare
Signature ID:	FAILED
Date/Time:	10/23/2009 9:15:00 PM
Statement Type:	Medicare Supplement

System outages may be reported by sending an e-mail to wpsupport@voicevault.com.
Contact your broker support unit or sales representative if you have any questions or experience any issues with the Voice Signature process.

Note: Do not reply to this email address. This email account is not monitored.

Easily identify which signatures failed. Your e-mail indicates in 2 locations that the signature was unsuccessful. In addition, when logging into the site, failed transactions will also appear in orange on the home screen.

Maintenance on your Information

Changing your profile information is easy!

Should you need to change any of your profile information, you can easily make a change by returning to “Account Settings” after logging in. You can update items such as:

- Your password
- Products you are selling (For example, add Med Supp or MA/MAPD/PDP to your profile)
- States in which you are selling
- Brands within the states you are selling
- Your address

Wrap Up

- We hope you enjoy these enhancements that have been made to the Voice Signature System.
- If you have any further questions, please refer to the training documents in the “Help” tab on the website (Tip Sheet and FAQ doc).
- If you still have any additional questions after reviewing these documents, please contact your Broker Services area at 1-800-633-4368.
- Thank You and don't forget to register today!!!

Anthem Blue Cross and Blue Shield is the trade name of: In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Ohio: Community Insurance Company. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWi), which underwrites or administers the PPO and indemnity policies; Compcare Health Services Insurance Corporation (Compcare), which underwrites or administers the HMO policies; and Compcare and BCBSWi collectively, which underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. ® ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are the registered marks of the Blue Cross and Blue Shield Association.