Medicare Supplement eApplication FAQs

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What is an eApplication?

The eApplication is an intelligent fillable web application that enables producers to improve efficiency and productivity by eliminating errors and producing In Good Order submissions.

Why should I use the eApplication?

- Rapidly access carrier, product and state selection-driven screens/forms
- Easy-to-use, intelligent wizard screens with required and optional fields, validation and business rules
- Forms can be viewed and printed at any time
- SAVE and UPDATE as many times as you like

What are the system requirements?

- For use on PC, laptop or tablet
- All browsers are supported
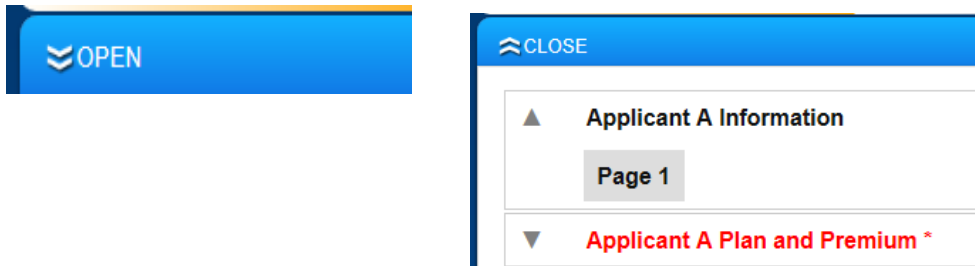
How do I access the eApplication?

You will access the eApplication by logging into the agent portal at **www.aiatpa.com**.

# How do I navigate between pages?

You can navigate from one page to the next or throughout the application by selecting the 'Open' chevron in the upper left corner of the application.

How do I upload attachments?

- Select 'Other Actions' from the navigation bar
- From the 'Other Actions' menu, select 'Documents'
- Select the 'Document Type' you would like to upload
- Browse and upload your document
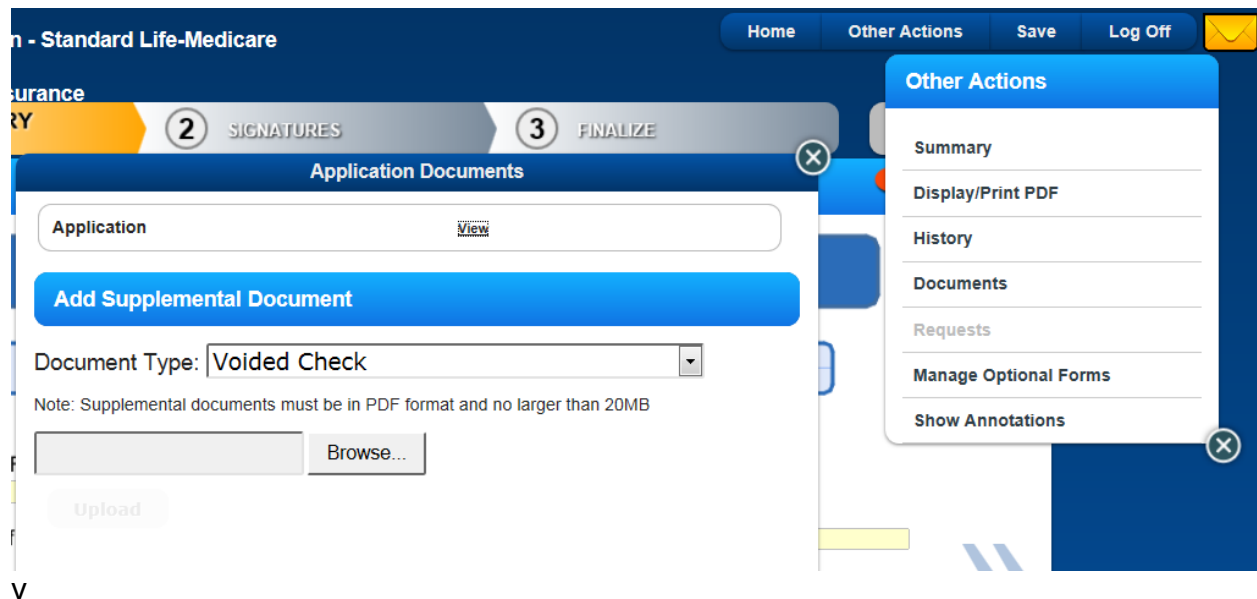
How do I view/print the application?

- Select 'Other Actions' from the navigation bar
- From the 'Other Actions' menu, select 'Display/Print PDF'

What are the signature options?

- You can electronically sign while present
- You can electronically sign via email
- You can print the application and collect wet signatures

What happens when the applicant declines to sign?

The applicant will receive a message stating they have declined to sign the application and be asked to state the reason why. You will receive an email stating the application has declined to sign.

How do I resend an eSignature email?

Log into the eApplication, open the application in question and select the 'Send Reminder to <Applicant Name>' link in the popup message.

Pending Request

Request Type: Electronic Signature Insured
Recipient: Sandy Test;
Email Sent: lbingelyte@amerilife.com
Date: 7/20/2015 2:05:33 PM
Passcode: 9GhwHIuN

Send Reminder to Sandy Test
Send Passcode to Sandy Test's Cell Phone
Cancel this request

[Close]

What is a passcode?

A passcode is a unique identify provided to the agent after an email request for signatures has been sent to the applicant. You can provide the applicant with the passcode which they can use to login to electronically sign their application.

Where can I locate a passcode once an email is sent?

Log into the eApplication and open the application in question. The passcode will be displayed in the popup message box.

Pending Request

Request Type: Electronic Signature Additional, Insured
Recipient: Andy Test;
Email Sent: lbingelyte@amerilife.com
Date: 7/20/2015 2:04:21 PM
Passcode: gHCwe1dB

Send Reminder to Andy Test

Send Passcode to Andy Test's Cell Phone

Cancel this request

Pending Request

Request Type: Electronic Signature Insured
Recipient: Sandy Test;
Email Sent: lbingelyte@amerilife.com
Date: 7/20/2015 2:05:33 PM
Passcode: 9GhwHIuN

Send Reminder to Sandy Test

Send Passcode to Sandy Test's Cell Phone

Cancel this request

[Close]

How do I edit an application?

To edit an application that has not been completed, log into the eApplication and open the application in question.

To edit an application that has been completed, but not signed or submitted, log into the eApplication and open the application in question. Select 'Other Actions' from the navigation bar and select 'Unlock Application'.

Note: Any signatures collected prior to an application being unlocked will be voided and all signatures will need to be collected again.
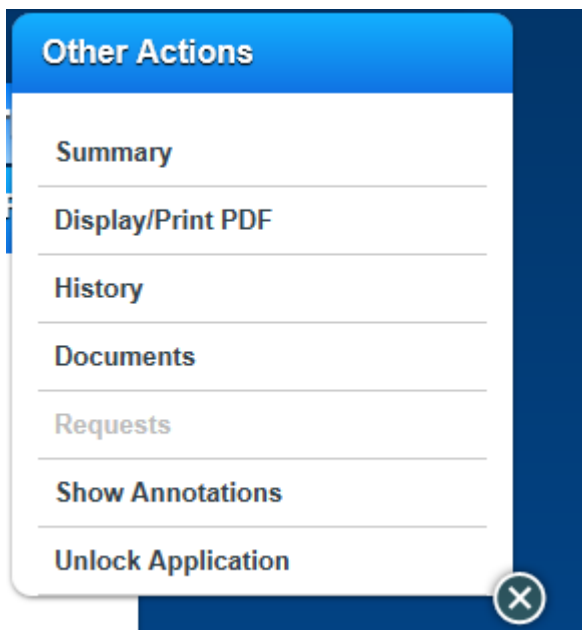
Who do I contact for help?

For help logging into aiatpa.com, email **help@aiasvcs.com.**

For help with the eApplication, email **FireLight@aiasvcs.com.**

How long does it take to receive an application once it's submitted?

Applications are received in the home office within 15 minutes of being submitted.

How does the applicant receive required forms and documents?

Outline of Coverage and *Choosing a Medigap Policy: A Guide to Health Insurance for People with Medicare* should be provided to the applicant either in paper or electronic form before completing the eApp.

All required forms which are included in the application process will be included in the PDF which the applicant and/or agent can print after the application has been completed.

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