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

Applicant A (TEST TESTLN)

In Person	Email Signature	Security Question Signature	Authorization Code

Agent Instructions

- Read out the instructions to get the applicants permission to send a text or email with an authorization code:
  - *Do you agree to allow Aetna to send you, via automated text message or email, a one-time authorization code? Message and data rates may apply for text messages.*
- Obtain verbal acknowledgement from each signer
- Select Text or Email and Click the "Send Authorization Code" button
- Obtain Mobile number or email from the signers where the authorization code is to be sent along with a link to the Health Information Authorization form
- Once the authorization code is received by the signers via text or email, have them read you the code which you will enter into the tool and click on "Verify Authorization Code"
- On successful validation of Authorization Code, click on I agree to Terms & Conditions and then click on "Apply Applicant Signature"

NOTE : You cannot use your phone number or email ID for receiving Authorization code.
You can try up to 5 times to send the Authorization code in case you need to resend.

Request Authorization Code on

⦿ Text ◯ Email

Phone No *

[   ] Send Authorization Code

Authorization Code *

[   ] Verify Authorization Code

☐ I agree to terms and conditions

Apply Applicant A signature

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

Applicant A (TEST TESTLN)

In Person	Email Signature	Security Question Signature	**Authorization Code**

Agent Instructions

- Read out the instructions to get the applicants permission to send a text or email with an authorization code:
  - *Do you agree to allow Aetna to send you, via automated text message or email, a one-time authorization code? Message and data rates may apply for text messages.*
- Obtain verbal acknowledgement from each signer
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NOTE : You cannot use your phone number or email ID for receiving Authorization code.
You can try up to 5 times to send the Authorization code in case you need to resend.

Request Authorization Code on
- ◉ Text ○ Email

Phone No *
[   ]

Send Authorization Code

Authorization Code *
[   ]

Verify Authorization Code

☐ I agree to terms and conditions

Apply Applicant A signature

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

To send an email agent's 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**.
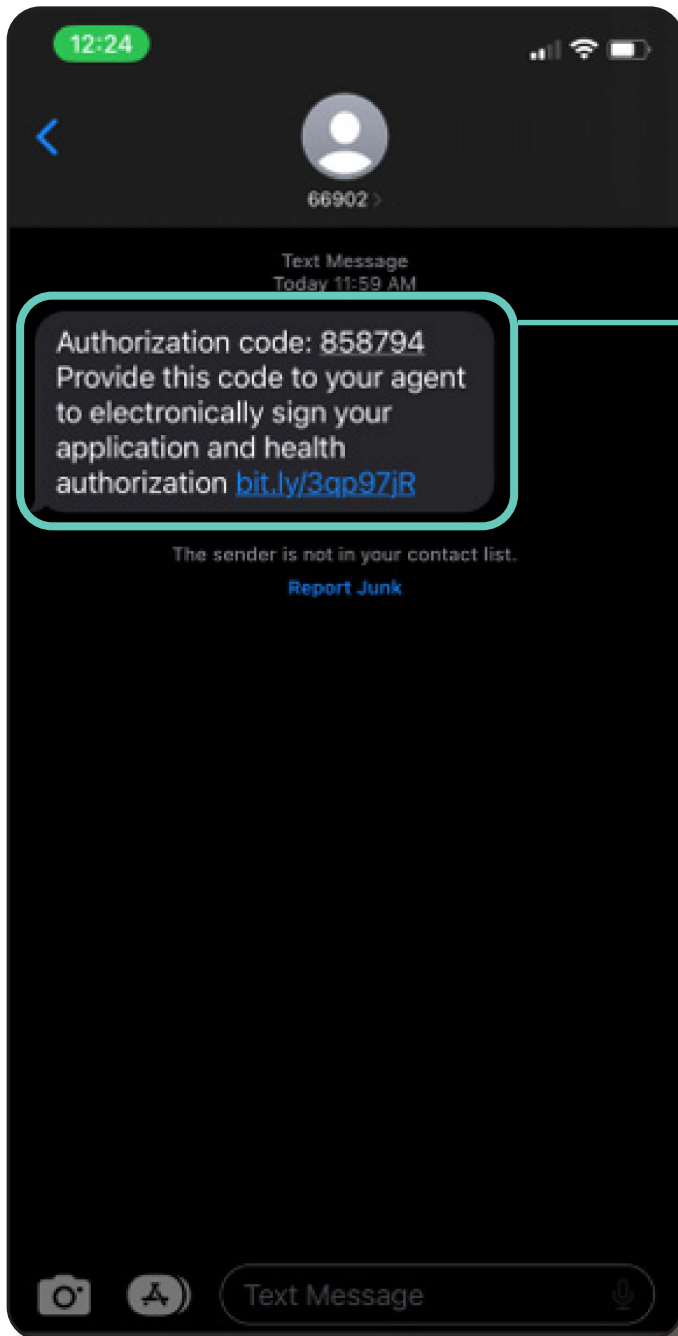
If the applicant changes their mind on how they would like to be contacted agents can do so.

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)

Authorization code: 858794 Provide this code to your agent to electronically sign your application and health authorization bit.ly/3qp97jR

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

Applicant A (TEST TESTLN)

In Person	Email Signature	Security Question Signature	**Authorization Code**

Agent Instructions

- Read out the instructions to get the applicants permission to send a text or email with an authorization code:
  - *Do you agree to allow Aetna to send you, via automated text message or email, a one-time authorization code? Message and data rates may apply for text messages.*
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- Once the authorization code is received by the signers via text or email, have them read you the code which you will enter into the tool and click on "Verify Authorization Code"
- On successful validation of Authorization Code, click on I agree to Terms & Conditions and then click on "Apply Applicant Signature"

NOTE : You cannot use your phone number or email ID for receiving Authorization code.
You can try up to 5 times to send the Authorization code in case you need to resend.

Request Authorization Code on

◉ Text ○ Email

Phone No *

| 16155859382 | **Resend Authorization Code** | 106 seconds left... |

Authorization Code *

| 858794 | **Verify Authorization Code** |

☐ I agree to terms and conditions

Apply Applicant A signature

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

- Once the authorization code is received by the signers via text or email, have them read you the code which you will enter into the tool and click on "Verify Authorization Code"
- On successful validation of Authorization Code, click on I agree to Terms & Conditions and then click on "Apply Applicant Signature"

NOTE : You cannot use your phone number or email ID for receiving Authorization code.
You can try up to 5 times to send the Authorization code in case you need to resend.

Request Authorization Code on
◉ Text ○ Email

Phone No *

16155859382   Resend Authorization Code

Authorization Code *

858794   Verify Authorization Code

☑ I agree to terms and conditions

Apply Applicant A signature

Signature Process Success

Agent signature

I, Swisher Ins Mktg Llc certify that the applicant(s) have reviewed the completed application and have checked the boxes above and I agree that my electronic signature will be legally binding and enforceable as I had signed on paper and, understanding this, I agree to apply my electronic signature to:
- The Agent signature page of the application and overflow page, if applicable;
- The Replacement Notice form, if applicable; and
- The Agent request to split commissions page, if applicable

☑ I agree to terms and conditions

Apply agent signature

Signature Process Success

Cancel Signature   Submit application

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.