

Lumico Life Insurance Company 175 King Street, Armonk, NY 10504 www.lumico.com

# MEDICARE SUPPLEMENT E-APPLICATION AGENT REFERENCE GUIDE

FOR AGENT USE ONLY

For Agents Use Only | LUM-MS-Guide-eApp-2020-001

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## **ACCESS APPLICATION**





Agent Portal		<b>Lumico</b> insurance made clea
	Sign in to your account	Enter your email address and password created during the registration process.
	Email Password	
	SIGN IN Forgot your passwo	rd?

## **START APPLICATION**



Get a Quick Quote





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SAVE FOR LATER **Your Medicare Supplement Plans & Rates** Rates for: State: TX / Zip Code: 73301 / Gender: Female / Age: 64 / Tobacco: No / HHD: No Here are the available plans in your area: Plan A Plan G Plan N \$97.25 \$96.42 \$82.75 (Monthly - edit) (Monthly - edit) (Monthly - <u>edit</u>) Basic Benefit Basic Benefit Basic Benefit Part A Deductible Part A Deductible Skilled Nursing Select "Edit" to customize Part B Excess Coinsurance plan (Monthly, Annually, Skilled Nursing Coinsurance Semi-Annually). Ø Ð Learn more <u>Learn more</u> <u>Learn more</u> APPLY NOW Select one of the Select "Learn More" for available plan options. plan details. Click on "Apply Now" to begin filling out the application.







## **FILL OUT APPLICATION**

## **Basic Information Screen**

Basic Inform Now we will go through in It should take just about 1 you can come back at a la	Antion Aformation that we need from you for your 10-15 minutes to complete. If at any time if ter time, simply click save for later above. cant applying with me	medicare supplement applicat you wish to save your progress	You can click to navigat to and from each page from the navigation ba
Penny Smith First Name	Middle Name	Last Name	You <b>cannot</b> navigate to or from the "Finish" tal
MM/DD/YYYY Gender FEMALE MALE Contact Informat Email Address () name@email.com	tion Phone Number 000-0000	NOTES: • Oper auto • Date shou or Ho	n Enrollment (OE) cases can be matically approved. of Birth, Gender, City, State, Zip Id be auto populated from the Qu andoff tool.
1500 State St. City Austin Mailing Address is th	State Zip Code TX \$ 73301 he same as Residence Address	• If you platf API, y scree	u are coming from a different orm that uses the Handoff or Qu you might skip the initial quote en and land directly on this page. This can also occur if you click "Create new application" in the Agent Portal.
or go back	Life insu Application for Mi	You can c and from applicatic "Continue	ulso navigate to each page in the on by clicking e" or <b>"Go Back."</b>

Agent Summary is updated and filled.     versel versel     Pasic Information     Now self sp braugh information that we need forn you for your medicers supplement application, to show serve for progress to us can exelute at later time, simply click save for the matches to complete. If at any time if you wish to save your progress to us can exelute at later time, simply click save for the matches to complete. If at any time if you wish to save your progress to us can exelute at later time, simply click save for the matches to complete. If at any time if you wish to save your progress to us can exelute at later time, simply click save for the matches to us the matches if you wish to save your progress to us can exelute at later time, simply click save for the matches if you wish to save your progress to us can exelute at later time, simply click save for the matches if you wish to save your progress to us can exelute at later time, simply click save for the matches if you wish to save your progress to us can exelute the simply click save for the matches if you wish to save your progress to us can exelute the simply click save for the matches if you wish to save your progress to us can exelute the simply click save for the matches if you wish to save your progress to us can exelute the simply click save for the matches if you wish to save your progress to us can exelute the simply click save for the matches if you wish to save your progress to us can exelute the simply click save for the matches if you wish to save your progress to us can exel the the simply click save for the matches if you wish to us with the save your progress to us can exel the the simply click save for the save to us can exel the the simply click save for the matches if you wish to us with the save for the save to us can exel the the simply click save for the save to us can exel the the save to us can exel the the save to us can exel the the s	Summary		•	• When fillin a summarı As you cor	ng out an ap y of the app ntinue filling	plication, you plicant's inforr out informati	can view nation. ion, the
verset Coverage Hatery Quee Payment Relev Spatze Finith   Coverage Agent Summary too Clicking on the "X." Summary too Clicking on the "X." Penny Smith Navigation Agent Summary Customer to statute the semander statut				Agent Sun	nmary is up	dated and fille	ed.
Basic Information You can easily exit the Agent Summary to calculate the Summary Summary to calculate the Summary Summary Summary Summary Summary Summa	Personal Coverag	e History Quote	Payment	Review	Signature Fir	nish	
by a weight of trought information that we need from your or your medicate supplement spokado.   or in the a worker applicates applying with me     Permy Smith   First Name   Permy Smith   First Name   Permy Smith   Base of Dirith:   MudDorVVV   Gender   First Name   Permy Smith   Date of Dirith:   MudDorVVV   Gender   First Name   Permy Smith   Permy Smith   Date of Dirith:   MudDorVVV   Gender   First Name   Permy Smith   Permy Smith   Permy Smith   Date of Dirith:   MudDorVVV   Gender:   State:   DOB:   Gender:   State:   100 5000 5000 5000   Product Type:   Plan:   Effective Date:   Initial Quote:   Policy Number:   Auterin   Initial Quote:   Policy Number:   Health   Height/Weight:   Tobacco in the past 12 months:   UPLOAD DOCUMENTS	Basic Informat	ion				You can e Agent Sur	asily exit the mmary tool
Penny Smith   Fird Name   Penny Smith   Navigation   Agent Summary   WnDDrrvvr   Cender   Polic   Polic   Polic   Polic Number   000 000 0000   Polic Number   000 000 0000   Polic Number   100 000 0000   Polic Number:   Polic Number:   Polic Number:   Health   Height/Weight:   Tobacco in the past 12 months:   UPLOAD DOCUMENTS	Now we will go through inforr It should take just about 10-1! you can come back at a later t	nation that we need from you for yo 5 minutes to complete. If at any time ime, simply click save for later above	ur medicare supp if you wish to sav a.	lement application. e your progress so		clicking or	n the <b>"X."</b>
Perny Smith     First Name     Penny     Penny     Smith     Date of birdt:   MUDD/YYY     Gender   FMALE   MALE   Contact Information   Email Address ●   Phone Number   mane@email.com   Obc:00:0000   Besidence Street Address   1500 State 5.   City   State   2 p Code   Austin   Tx   ? Mulling Address is the same as Residence Address   CONTINUE   contact   You can easily open the Agent Summary tool by   Penny Smith Navigation Navigation Navigation	I have another applicant	applying with me					
First Name Middle Name   Lust Name Navigation   Date of birth: MADD/WW   Gender MADD/WW   Gender MADD   TetMALE MACE   Contact Information Od. 600-0000   meme@email.com 000-600-0000   meme@email.com 000-600-0000   meme@email.com 000-600-0000   Product Product Type:   Plan: Effective Date:   1500 State S: Initial Quote:   Oblicy Number: Health   Height/Weight: Tobacco in the past 12 months:   CONTINUE You can easily open the Agent Summary tool by	Penny Smith				Penny Smi	th	~
Penny Smith     Date of birdt:     MANDDAVYAY     Gender   TEMALE   MALE     Contact Information   Dod 000 0000   mere@email.com   Dod 000 0000     Product   Product Type:   Plan:   Effective Date:   Initial Quote:   Policy Number:   Hastin   T   ? 3301   Maing Address is the same as Residence Address   CONTINUE   or blank      You can easily open the Agent Summary value	First Name 🌗	Middle Name	Last Name		T entry 5hh		^
Date of bird:   MMDD/YYW   Gender   EMALE   Contact Information   00-000-0000   meidemail.com   00-000-0000   Residence Street Address   1500 Stare St.   State   1500 Stare St.   Cry   State   2 yr ode   Astin   Total Address is the same as Residence Address   Continue   You can easily open the   Agent Summary	Penny		Smith			Navigation	
MM/DD/YYY   Gender   TEMALE   MALE   Contact Information   Email Address •   Phone Number   oor 000000000   00-00000000   00-00000000   Product Type:   Product Type:   Plan:   Effective Date:   Initial Quote:   Policy Number:   Health   Height/Weight:   Tobacco in the past 12 months:   UPLOAD DOCUMENTS   You can easily open the Agent Summary tool by	Date of birth:				As	gent Summary	~
Gender   FEMALE   MALE     Contact Information   Email Address   Phone Number   ame@email.com   000:000:0000   Residence Street Address   500 State St.   Freduct Type: Plan: Effective Date: Initial Quote: Policy Number: Health Height/Weight: Tobacco in the past 12 months: UPLOAD DOCUMENTS    You can easily open the Agent Summary tool by Up to use the tot to the past 12 months: Output output tool by Description output tool by	MM/DD/YYYY						
Gender Name:   FEMALE MALE   Contact Information State:   Email Address Phone Number   name@email.com 00-000-0000   mame@email.com 00-000-0000   Residence Street Address Zip Code:   1500 State St. Product Type:   Istor State   1500 State St. Pinoluct   wustin X 1   Yaustin X 2   You can easily open the Agent Summary tool by					Custome	r Information	
FEMALE DOB:   Contact Information State:   Email Address OD0-000-0000   name@email.com 00-000-0000   Residence Street Address DOB:   1500 State St. Product   1500 State St. Product Type:   Nustin Image: A product   Initial Quote: Policy Number:   Initial Quo	Gender				Name:		
Contact Information State:   Email Address	FEMALE MALE				DOB:		
Contact Information     Email Address   Phone Number   name@email.com     000-000-0000   Product Product Type: Plan: Effective Date: Initial Quote: Policy Number: Health Height/Weight: Tobacco in the past 12 months: UPLOAD DOCUMENTS You can easily open the Agent Summary tool by Ender on the past 12 months: Output of					Gender:		
Email Address Phone Number   name@email.com 000-0000   Residence Street Address   1500 State St.   (Iy   State   City   Austin   TX	Contact Information	1			Zin Codo:		
name@email.com 000-0000   Residence Street Address Image: Comparison of the part of the par	Email Address ႐	Phone Number			zip coue.		
Residence Street Address 1500 State St. City Austin TX $\ddagger$ 73301 Mailing Address is the same as Residence Address CONTINUE or go back You can easily open the Agent Summary tool by Mailing Address at the same as Residence Address	name@email.com	000-000-0000			Product		
Plan: Isoo State St. City State Zip Code Austin TX : 73301 Mailing Address is the same as Residence Address Mailing Address is the same as Residence Address CONTINUE or go back You can easily open the Agent Summary tool by					Product Typ	be:	
1500 State St. City State Zip Code Austin IX ↓ 73301 Mailing Address is the same as Residence Address Mailing Address is the same as Residence Address CONTINUE or go back You can easily open the Agent Summary tool by	Residence Street Address				Plan:	14	
City State Zip Code Austin TX ; 73301 Mailing Address is the same as Residence Address Mailing Address is the same as Residence Address CONTINUE or go back You can easily open the Agent Summary tool by Mailing Address of the past 12 months:	1500 State St.				Effective Da	ate:	
Austin TX + 73301 Mailing Address is the same as Residence Address CONTINUE or go back You can easily open the Agent Summary tool by	City	State 71- 5	0		Policy Num	e. ber:	
Austin IX • 73301 Mailing Address is the same as Residence Address CONTINUE or go back You can easily open the Agent Summary tool by					r oncy wurn	NCI.	
<ul> <li>Mailing Address is the same as Residence Address</li> <li>CONTINUE or go back</li> <li>You can easily open the Agent Summary tool by</li> </ul>	Austin	1X \$ 7330	1		Health		
Tobacco in the past 12 months: CONTINUE or go back You can easily open the Agent Summary tool by	Mailing Address is the as	ma as Dasidansa Address			Height/Wei	ght:	
CONTINUE or go back You can easily open the Agent Summary tool by		me us nesidence Addi 655			Tobacco in	the past 12 month	ns:
Vr go back You can easily open the Agent Summary tool by	CONTINUE						
You can easily open the Agent Summary tool by	<u>or go back</u>				UPLO	AD DOCUMEN	
Agent Summary tool by							
Agent Summary tool by		A see t	pen the				
		Agent Summar	y tool by				



cement Screen						
				SAVE	FOR LATER	
Personal Coverage	History Quote	Payment	Review	Signature	Finish	
Coverage						
Penny Smith - Replacem	nent					
Are you covered for medical ass program? <b>()</b>	sistance through the state Me	dicaid				
YES NO			After suc	cessful vo	lidations v	ou should
Have you had coverage from ar Medicare within the past 63 day Advantage plan, or a Medicare i	ny Medicare plan other than o ys? (For example, a Medicare HMO or PPO.)	riginal	directed t	to "Replac	cement" po	age.
YES NO						
Do you have another Medicare	supplement policy in force? ()	)				
Have you had coverage under a past 63 days? (For example, an	any other health insurance wit employer, union, or individua	hin the l plan.)				
YES NO						
CONTINUE						
<u>or go back</u>						
						k
<b>У</b>		nico			X	ł
Y Y	Application for M Underwritten by Lunic Priva Gener	edicare Supplement: o Life Insurance Company cy Policy ate Cade				

## HHD Screen

		NOT	ES:	
		• Y	ou should be a	ble to see
		q	uestions with a	lefault and
Personal Coverage Histor	ry Quote Payment	re	eflexive options	
		• Y	ou should be a	ble to
Household Discount		S	ee Household [	Discount screen fo
HHD Details		a	II states except	EIL, IN, OK, ND,
To qualify for the Household discount, th	a applicant must most one of the follo		PH, FL, NJ, MN.	bla ta naviaata ta
criteria below. Please select the box which	h applies:			
🕕 I am currently married and residing	with my spouse named below.		alidations	
I have been residing with the persor	named below who is age 50 or older	for at least the		
🕀 None of the above.				
CONTINUE				
				SAVE FOR LATER
4				
Ψ.,	Personal Coverage	History Quote	Payment Review	Signature Finish
	Household Dise	count		
	Household Disc	Count		
If option other than	Penny Smith - House	hold Details		
"None of the above" is	To qualify for the Household criteria below. Please select	d discount, the applicant must me the box which applies:	eet one of the following	
selected you should fill	I am currently married	and residing with my spouse nan	ned below.	
out required	I have been residing with the above	th the person named below who	is age 50 or older for at least th	e last 12 months.
information				
	Spouse and/or Addition	ional Resident		
	First Name	Middle Name	Last Name	
	George		Smith	
	Date of birth:	Last Four Digits of Social Security	y Number	
	MM/DD/YYYY	0000		
	Residence Street Address			
	1500 State St		J	
	City	State Zip Code		
	Austin	TX \$ 73301		
	Lumico Policy			
	If the spouse/additional resi	dent named above currently bas	a Lumico Life Insurance	
	Company Medicare Supplen	nent Plan policy the discount will	be applied to both policies.	
	Enter the existing Lumico Life In Medicare Supplement Plan poli	nsurance Company icy number (if applicable):		
	CONTINUE			
		Luz	nico	
	₩,	Life ins Application for M Underwritter by cumu	urance teclicare Supplement: es Life insurance Company	
		Prive	ny Policy	

Personal Coverage History Quote Payment	If applicant answers <b>"Yes"</b> to the following Health History questions, they are not eligible for coverage thus prompting the following message:
History	
Please verify to the best of your knowledge and belief the accuracy of the medical inform application. Incomplete or false information on this application could jeopardize future of the state of the	Lains.
Penny Smith - Lifestyle	
Height Weight	
Within the past 12 months, have you used any tobacco products, including cigarettes, cigars, eCigarettes, chewing tobacco, or a pipe?	TISLOFY
YES NO	Health
Health	At any time, have you had, been medically diagnosed with, or treated for any
If you answer <b>YES</b> to any of the following questions, you are not eligible for coverage. Are you bedridden, confined to a wheelchair, or do you require the assistance of a motorized mobility device, or have you had any amputation caused by disease?	of the following: Parkinson's disease, multiple or amyotrophic lateral sclerosis, muscular dystrophy, Alzheimer's disease, dementia, or any other cognitive disorder? YES NO
Are you currently hospitalized, in a nursing home or assisted living facility, or have you been hospitalized three or more times in the past two years?	Acquired immune deficiency syndrome (AIDS), AIDS related complex (ARC), or human immunodeficiency virus (HIV) infection?
YES NO	Chronic kidoau disassa or insufficianov or ranal failura raquiring
Are you currently receiving any occupational, speech, or physical therapy, or are you currently using the services of a home healthcare agency?	dialysis? YES NO
YES NO	Emphysema, chronic obstructive pulmonary disease (COPD), or any other chronic pulmonary condition, or any medical condition requiring
Have you been advised by a physician to have surgery (including cataract or joint replacement surgery), medical tests, injections in a physician's office, infusions, or therapy that has not been performed?	the use of oxygen? YES NO
YES NO	CONTINUE
CONTINUE	or so back
or go back	
	NOTE:
If you answer YES to any of the following questions, you are not eligible for coverage	The decisioning process should
Health	only take 15 - 30 seconds but may
At any time, have you had, been medically diagnosed with, or treated for of the following:	take up to a few minutes in rare
Systemic lupus, scleroderma, or myasthenia gravis?	cases. Please do <b>not</b> exit the page
YES NO	before getting a decision.
An organ transplant or been advised to have an organ transplant (excluding cornea transplants)?	
YES NO	
Chronic hepatitis or cirrhosis of the liver?	
Cardiac defibrillator implanted? YES NO	
CONTINUE	

If applicant answers <b>"Yes"</b> to the not be eligible for coverage.	ne following questions, they will
History If you answer YES to any of the following questions, you are not eligible for coverage. Health Within the past two years have you had, been treated for, or been advised by a physician to have treatment for: Alcoholism or drug abuse?	
YES     No	History If you answer YES to any of the following questions, you are not eligible for coverage. Health Mithin the past two years, have you had any of the following: Heart attack, cardiac angioplasty, bypass surgery, or stent placement or replacement? • YES NO A stroke or transient ischemic attack (TIA)? • YES NO
History         'you answer YES to any of the following questions, you are not eligible for coverage.         Health         Vithin the past two years, have you had any of the following:         teart attack, cardiac angioplasty, bypass surgery, or stent placement         replacement?         YES	History
Vascular angioplasty, endarterectomy, or implantation of a pacemaker?	If you answer YES to any of the following questions, you are not eligible for coverage.  Health  If you have diabetes or take medication to control your blood sugar, please answer each of the following questions; otherwise, answer each question NO.  Have you ever required or been advised to take more than fifty (50) units of insulin daily?  YES NO
	Do you take three (3) or more medications (oral or injections) to control your blood sugar?   VES   NO   Do you take three (3) or more medications to control your high blood pressure?    VES   VES   NO   Have you been diagnosed with or treated for any of the following conditions: peripheral vascular disease, peripheral venous thrombotic disease, peripheral vascular disease, kidney disease, kidney failure, stroke, TIA, congestive heart failure, or any heart disorder?    VES   NO   CONTINUE

			SAVE FOR LATER
Personal Coverage	History Quote Paymer	nt Review	Signature Finish
History			
lf you answer <b>YES</b> to any of the foll submitted to <b>underwriting</b> for rev	owing health questions, your application will b iew.	be	If applicant answers <b>"Yes"</b> to Health History questions on t
Health			page, you will proceed in an
Within the past two years have a physician to have treatment	e you had or been treated for or been ac for:	dvised by	underwriting journey, thus prompting the following mes
Coronary artery disease, angina cardiomyopathy, congestive he fibrillation, or other heart rhyth	a, aortic or cardiac aneurysm, art failure, heart valve disorder, atrial m disorder? <b>()</b>		
YES NO			
Peripheral artery disease, perip venous thrombotic disease, or	heral vascular disease, peripheral carotid artery disease?		
YES NO		YES NO	This answer needs underwriting review.
Degenerative bone disease, spi	nal stenosis, or rheumatoid arthritis? 🚹		
YES NO			
Any mental or nervous disorde	r requiring treatment by a psychiatrist?	I.	
YES NO			
CONTINUE			
<u>or go back</u>			
	lumico		¥
	LUTTICO life insurance		

Health Medication History Are you taking or have you taken any prescription or over-the-counter — medications within the past 12 months? ()	Lastly, if the applicant answers <b>"Yes"</b> to the Medication History questions, they will need to provide information regarding the medication.
YES NO	Health
CONTINUE or go back	Medication History         Are you taking or have you taken any prescription or over-the-counter medications within the past 12 months? •         YES
Health	Please select a Medication Name from the list provided below. Medication Name (copy off pharmacy label):
Medication History Are you taking or have you taken any prescription or over-the-counter medications within the past 12 months? () YES NO	Date Originally Prescribed (or best approximation):       The fields for         MM/DD/VVVV       Dosage and         Dosage:       Frequency will have         e       a drop-down menu
Aedication Name (copy off pharmacy label): levot LEVOTHYROXINE SODIUM LEVOTHYROXINE SODIUM (T4) LEVOTHYROXINE SODIUM HYDR LEVOTHYROXINE/LIOTHYRONINE	Frequency:  Select an option.  Diagnosis/Condition:  Add new medication
Cosage: 100 MCG TABS 100 M	the Medication see a list of suggestions based on entered.
Add new medication CONTINUE or go back You also have the o	ption to add

## Personalized Quote Screen

				SAVE FOR	LATER		
Personal	Coverage History	Quote Payme	ent Review	Signature	Finish		
	You Now that you are app details we learned ab may	r Personalized proved, simply confirm the p yout you during the applicat y have changed from your in	d Quote plan that you want. Based ion process, your final quo nitial quote.	Select "I (Monthly Annually	Edit" to custor 7, Annually, Ser ).	nize plan mi-	
	м	edicare Supplement Plan	Options:				
		Recommended					
	Plan A	Plan G	Plan N	ltad	quote is not ge	nerated,	
	<b>\$97.25</b> (Monthly - <u>edit</u> )	<b>\$96.42</b> (Monthly - <u>edit</u> )	<b>\$82.75</b> (Monthly - <u>edit</u> )	the defc	monthly optior Iult.	n should be	
	Basic Benefit	Basic Benefit	Basic Benefit				
		Part A Deductible	Part A Deductible				
		Part B Excess	Skilled Nursing				
		Skilled Nursing	Coinsurance		Personalized	Quote	
		Coinsurance			screen for st	ate of W/I	
	Learn more	Learn more	Learn more				
	Ð		Ð	Your	Personalized	Quote	
				Now it's time to confirm the plan that you want. Evel free to review the de			
				each p	lan by clicking the the "Learn N	/lore" link.	
		CONTINUE	)	Me	edicare Supplement Plan Op	tions:	
		or go back			Recommended		
				Basic Plan	Plan G - Comparable	Plan N - Compara	
Tę.		LUMICO life insurance		<b>\$128.36</b> (Monthly - <u>edit</u> )	<b>\$155.57</b> (Monthly - <u>edit</u> )	<b>\$124.78</b> (Monthly - <u>edit</u> )	
		Application for Medicare Supplem Underwritten by Lumico Life Insurance Co	mpony	Basic Benefit	Basic Benefit with riders:	Basic Benefit with rid	
	For Wisconsi	n (WI) if the			Part A Deductible	Part A Deductible	
	applicant cho	as to add ric	lore		Part B Excess	Part B Copayment Coinsurance	
					Foreign Travel Emergency	Foreign Travel Emerg	
	to their plan	or remove rider	rs		Additional Home	Additional Home	
	from their plo	an, you can do s	so		Health Care	Health Care	
	by clicking on	Customize P	lan"	Ð		Ð	
	which will loo	ıd a popup.		Learn more	Learn more	Learn more	
					CUSTOMIZE PLANS		
Customize Plane		~					
You can add or remove riders to	customize your Medicare Suppleme	nt coverage.			APPLY NOW		
Your current riders:	Other riders availab	pie: ent/Coinsurance (-\$29.08)					
Part A Deductible (+\$22.35)	)			*The rates quoted are	based on the information you pro	wided assuming that vou	
Part B Excess (+\$1.71)				application is signed and da	ated today. Rates are subject to ch	ange based on coverage	
Foreign Travel Emergency (	(+\$1.32)			If you qualify for G	uaranteed issue, some plans listed	l may not be available.	
Additional Home Health Ca	are (+\$1.83)						
Tot	al Monthly Cost: \$155.57						
L							
	CLOSE						

#### **Payment Screen** NOTES: Billing Frequency should be auto-populated • based on the Personalized Quote page selection. Payment When Billing Method and Frequency is • Your Medicare Supplement insurance has a monthly cost of: **\$96.42** selected, agent should be navigated to ACH Plan G: \$96.42 per month Details Page upon clicking "Continue" and Billing Method: upon successful data validations. Sank Draft (Premiums will be deducted from your bank account) Billed (Send check to company quarterly, semi-annually, or annually) Review Signature Finish Billing Frequency: Monthly Quarterly Payment Semi-Annually Your Medicare Supplement insurance has a monthly cost of: \$96.42 Annually Penny Smith - Bank Information Bank Name This is a secure 256-bit encryption CONTINUE or go back Account Type: Checking Gavings lumico or Medicare Su Lumico Life Insure Routing/Transit Number: Account Number PAY TO THE ORDER OF 4044072324 000123456789 4123 ROUTING NUMBER ACCOUNT NUMBER This is a secure 256-bit encryption. CONTINUE or go back Lumico Payment You should be navigated to Payment Date Your Medicare Supplement insurance has a monthly cost of: \$96.42 selection Page upon clicking "Continue" and Penny Smith - Payment Date upon successful data validations. Initial payment to be drafted from checking account on: (Insert date) When do you want to pay your future premiums? 🤣 When I receive my social security check 2nd Wednesday of the Month \$ A specific date of the month Initial payment due: \$121.42\* Includes: \$96.42: Monthly premium (total amount due for all future payments) \$25.00: One-time policy fee added to the initial payment only\* This is a secure 256-bit encryption. or go back lumico Application for Medicare Supplement: Inderwritten by Lomico Life Insurance Company

## Checklist Screen

	SEN	ND TO CLIENT					
Personal Coverage History Quote Payment Rev	ew Signature	Finish					
Checklist - If the applicant is replacing a Medicare Supplement policy, we have prefilled the informatio below based on the answers to the replacement questions. The benefits/amounts listed be can be modified if needed If the applicant is replacing any other type of policy, you must fill in the benefits showing will their existing coverage pays.	n Iow nat	Checkli followi	st Scre ng stat Illinois (	ens ar es: (IL)	e only	applica	ble for the
Hospitalization         Semiprivate room and board, general nursing and miscellaneous hospital services and supplies.         First 60 days (max 35 characters)         61st to 90th day (max 20 characters)		• and ap the Rep checklis applico	Kentuc pears b blaceme st can b nt's Me	ky (KY oased o ent pa oe pref ed Sup	) ge. The illed w p selec	criteria e data i ith the ction.	listed on n this
91st to 150th day (max 20 characters)							
Beyond 150 days (max 65 characters)	Personal	Coverage	Histopy	Quote	Payment	Review	SAVE FOR LATER
In a facility approved by Medicare. You must have been in a hospital for at least 3 days and enter the facility within 30 days after hospital discharge.	Review Penny Sm	ith - Designa	ted Assignee				
Additional 80 days (max 50 characters)	Name and Addre of this person do you. Do you want to YES	ess of Person Othe bes not constitute o designate an as	er Than Applicant \ acceptance of any ssignee?	Who Would Reco liability by this	ive Notice of Lap	ose. Designation es provided to	
Other	First Name George		Last Name				
Medical Expense (max 255 characters) 🚯	Residence Street	t Address					
Prescription Drugs (max 245 characters)	City Austin		State TX	Zip Code † 73301			
CONTINUE	CONTINUE						
For the state of Ne Checklist page, an	evada (N Assignee	√), in lie screen	eu of a is appl	icable.			
				Lun life insu Application for Me Underwritten by Lumici	nico rance dicare Supplement: Ufe insurance Company		¥

# Agent Certification Screen

Perceal Commun	(Friend) Querie (Prévent	Review) Signature Freich	
Agent Certificatio	ns		
Please provide details on the applica	int's health insurance policies.		
In force policies	Ann ann faart achar ann an		
Ust other health insurance policies si in force.	old to the applicant which are still		
Name of Company			
Policy/Certificate Number			
Description of Benefits			
Effective Date of Coverage:			
Any additional policies?		Agent Certificatio	ons page provides yo
TEST TO T		the option to ent	er/enforce other pol
Name of Company		information relat	ed to the client.
tellour and ran bound			
Postyncertiscate Humber			
Description of Becafits			
group of the second second			
Effective Date of Coverage:			
MM/DD/YYYY			
Any additional policies?			
YES NO			
and the second se			
All other policies Use other health insurance policies or years which are no longer in force. Name of Company	old to the applicant in the last five (\$)		
All other policies Ure reher heath insurance policies s years which are no longer in force. Name of Company Policy/Certificate Number Description of Benefits Uffective Date of Coverage: MMUDD/YYY Any additional policies? YES BO Name of Company Policy/Certificate Number Policy/Certificate Number	ald to the applicant in the last five (5)		
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Review Screen		
	After clicking on "	'View" a PDF form should be
	aenerated and th	e status should change to
	Viewed	
Personal Coverage	, i chi chi	
	Documents in <b>"Re</b>	equired Documents" section
Review	must be viewed to	o progress to the next page.
Please review the documents below l	by clicking the	wiew all of the required
documents before you can proceed t In the recommended documents sec	o electroni <sup>z</sup>	
review & print for your reference.		NOTES: • You will see error message relating to
Required Documents		specific pages which can be due to missing
VIEW Application	Not yet viewed	information or an error in the application.
VIEW Bank Authorization for	n Not vet viewed	
	i integer viewed	• You will not be able to proceed on journey
		until errors on each page have been fixed.
Recommended Documents		
VIEW Overview of Coverage		
VIEW Guide to Medicare		SAVE FOR LATER
If you notice anything you need to ch	ange on your applicatio	Personal 🛆 Coverage 🛆 History Quote Payment Review Signature Finish
to the next section, your application	vill be locked for proces	Review
MAKE CHANGES		Please review the documents below by clicking the view button. You must review all of the required
CONTINUE TO SIGN	c 1	documents before you can proceed to electronically sign your application. In the recommended documents section, we have some helpful materials that we recommend you
er ge beek	, , , , , , , , , , , , , , , , , , ,	review & print for your reference.
<u>or go back</u>		Required Documents
		VIEW Application viewed
		VIEW Bank Authorization form Viewed
<b>V</b>	Applica Underwritt	Recommended Documents
		VIEW Overview of Coverage
		VIEW Guide to Medicare
Here is an example of an err	or messa <u>ge for an</u>	
incomplete/unanswered que	stion:	otice anything you need to change on your application, you can do so now. Once you proceed text section, your application will be locked for processing.
		MAKE CHANGES
Are you currently receiving any occupati therapy, or are you currently using the s	onal, speech, or physical ervices of a home healthcare	CONTINUE TO SIGN
agency?		or go back
YES NO Required question.		cause of the updates to the application, we need some additional information from u in the following sections:
Have you been advised by a physician to cataract or joint replacement surgery or	have surgery (including	Loverage History
physician's office, infusions, or therapy t	hat has not been performed?	ease use use progress ben to hangete back to the sections.
YES NO Required question.		
CONTINUE		
or go back Please answer all the questions above to continue		LUTINECO He instrumo Applications for Medicens Supplements Uberlandress Congeny
		Prisignation

## Signature Screen

Authorizations Screen

Personal       Coverage       History       Quote       Payment       Review       Signature       Finish		SEND TO CLIENT
Authorizations Penny Smith - Electronic and/or telephonic instructions whorization is requested by the Company to act on electronic and/or telephonic instructions from he aplicant. Proper identification must be provided. The Company will be held harmless for any laim, liability, loss or cost, when it has used reasonable procedures to confirm these transactions re authorized and genuine and these procedures have been followed (Check One).  I authorize the Company to act on electronic and/or telephonic instructions. D DN Ta authorize the Company to act on electronic and/or telephonic instructions.  Electronic Delivery  whorization is requested by the Company for the electronic delivery of statements and ther documents. (Check One). I authorize the Company to electronically deliver statements and other documents. I do have access to the internet for the purposes of accepting electronic delivery of the documents and a means by which I can provide a current Internet email address. I DO NOT authorize the Company to electronically deliver statements and ther documents. Faproved, please deliver policy and temporary ID carc: Faproved, please deliver policy be mailed? Faproved, please deliver policy and temporary ID carc: Faproved, please deliver policy and temporary ID carc: Faproved, please deliver policy and temporary ID carc: Faproved, please deliver policy be mailed? Faproved, please deliver policy be ma	Personal Coverage History Quote	Payment Review Signature Finish
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<ul> <li>Paper/Mail</li> <li>Client's instructions and click on "Continue to Sign" to be navigated Signature screen.</li> <li>Agent</li> </ul>	Electronically	delivery and mailing options based
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	Applicant     Agent     CONTINUE TO SIGN	
Please note that the question "Where should the	Applicant Agent CONTINUE TO SIGN Please note	that the question "Where should the
or go back       Please note that the question "Where should the policy be mailed?" may or may not appear based	Applicant Agent CONTINUE TO SIGN Or go back Please note policy be modeled and the policy of the	that the question "Where should the iled?" may or may not appear based o
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Personal	Coverage	History	Quote	Payment	Review	Signature	Finish
You're a	lmost do	one. Plea	se reviev	w the nex	kt steps		
Applicant	A - Consent						
How will the cus	tomer be signing t	the authorization	?				
Voice	Electi	ronic	Signature Pad	Print Form			
Applicant	A - Social Sec	urity Numbe	r				
Applicant In order to prepa documents, we r	A - Social Sec are your official m need your social se	urity Numbe edicare suppleme ecurity number.	ert application, si	milar to other offi	cial		
Applicant In order to prepa documents, we r Social Security N	A - Social Sec are your official m need your social se umber:	urity Numbe edicare suppleme ecurity number.	ent application, sin	milar to other offi Signature p	cial Dage, selec	t from sign	ature option:
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Applicant In order to prepa documents, we r Social Security N 000-00-0000 CONTINUE	A - Social Sec are your official me need your social se umber:	urity Numbe edicare suppleme ecurity number.	ent application, si	milar to other offi Signature p • Voice S • Electro • Signatu	cial bage, select <b>ignature:</b> Use when completing <b>nic Signat</b> Use when to the inte <b>ure Pad:</b> Use when	et from sign on a recorde g application <b>ure:</b> customer he rnet. completing	ature option: ed line or n remotely. as easy acces application
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**Voice Signature** 



			SEND TO CLIENT	
You're almost done. Please re	eview the n	ext steps	gnature	
Applicant A - Consent				
How will the customer be signing the authorization?				
Voice Electronic Signature Use "Send to Client" to email your customer a password- open the application, they can click the "Click to Sign" bu	Pad Print Fo	rm 	Select <b>"Electronic"</b> t _ select <b>"Send to Clier</b>	:hen 1 <b>t."</b>
Applicant A - Social Security Number				
In order to prepare your official medicare supplement applic documents, we need your social security number.	ation, similar to other:	official		
Social Security Number:				
000-00-0000		Once custom	ner electronic signature i "Continue I Agree"	IS
		button is end	abled and agent can	
or go back		continue jour	rney.	
Applico Underwit	Lumico Ife insurance Ition for Medicare Supplement: ten by Lumico Life Insurance Company Privacy Policy	,	Agent Summary Show	
		Send to Client		
When popup appears, a password		Enter the client's email add client. A link will be sent to characters, including one u	fress and a password to end your session and transfe the client's email. The password must have a minimu pper case letter, one lower case letter, and at least o	er control t um of 8 ne number
protected link should be sent to customer upon clicking " <b>Save"</b> aft	er	Client's Email Address		
filling the fields for email address,		eate a password	Repeat password	
password and repeat password.				
		(	CANCEL SAVE	
		(		

## Signature Pad

	SEND TO CLIENT
Personal Coverage History Quote Payment	Review Signature Finish
You're almost done. Please review the next	steps
Applicant A - Consent	
How will the customer be signing the authorization?	
Voice Electronic Signature Pad Print Form	I
Applicant A - Social Security Number	
In order to prepare your official medicare supplement application, similar to other offician documents, we need your social security number.	
Social Security Number:	
000-00-0000	Select "Signature Pad."
CONTINUE I AGREE	
<u>or go back</u>	
You are presented with the Agent	
Signature Pad popup with option to	
clear signature pad.	Provide Agent Signature
Ÿ.	Please sign G
Application for Medicare Stype Underwritter by Lunko Life Internance Company Privacy Policy	
	- crer
	After you click Continue, pass your device to the applicant to finish the signature process
Penny Smith: Sign Below	CONTINUE CANCEL
Please sign G	
CREE-	
Binding Agreement Disclosure	
The following are documents you are about to sign electronically: • Application	After Agent Signature, applicant
Bank Draft Authorization     Authorization for Release of Personal and Medical Information	signature appears with option to
I wish to apply for a Medicare supplement insurance policy. I acknowledge that I have received	clear signature pad.
(b) a "Guide to Health Insurance for People with Medicare."	
Please scroll through the information below to continue.	
Insurance Fraud Warning	
application are true and complete and 1 understand and agree that: (a) the insurance shall not	"Sign Application" button is disabled
take effect until my Medicare coverage is effective, the application has been accepted and approved by the Company, the first premium has been paid, and the policy has been	until applicant provides signature and
Consent	scrolls through Insurance Fraud
I authorize any physician, hospital, pharmacy, pharmacy benefit manager, health information exchange, health plan, health insurance plan, health care provider or health care facility, health care professional, clinic, laboratory, medical facility, governmental agency, any insurance company or any other entity that has any diagnosis, prescription or other me	Warning and Consent.
If approved, an email will be sent to the address below with information opported at a policy documents. Please update the email address if it is not correct	
Email Address Afte	er Customer Signing, click on "Sign Applicatio
psmith@gmail.com	will be navigated back to Signature page w
	"Continue   Agree" button is enabled
SIGN APPLICATION CANCEL the	"Continue I Agree" button is enabled.

#### **Print Form**



### **Final Screen**



## **GUARANTEED ISSUE JOURNEY**

## **Coverage Screen**



Guaranteed Issue Reasons screen for Missouri (MO):



**UNDERWRITTEN JOURNEY** 

**History Screen** 



## **DUAL-APPLICANT JOURNEY**

## Get a Quote



		<b>applying wi</b> option to st	<b>th me"</b> you will art the dual-ap	e <b>r applic</b> be giver plicant
Personal Coverage Hist	ory Quote Pay	application	on the Final scr	een.
<b>Basic Information</b>				
Now we will go through information that we It should take just about 10-15 minutes to c you can come back at a later time, simply cl	e need from you for you omplete. If at any tine ou wish lick save for later ve.	e supplement application. In to save your progress so		
+ I have another applicant applying with	me			
Penny Smith				
First Name 🌗 Middle N	Name Last N	ame		
Penny	Smit	h		
Gender FEMALE MALE Contact Information				
Email Address () Phone N	lumber			•
name@email.com 000-0	0000-00			
Residence Street Address				
1500 State St.				
City	State Zip Code			
	TY A 72201			

## **Final Screen**

#### Congratulations, you have been approved.

#### Penny Smith - Confirmation

Product: Medicare Supplement

Plan: Plan G

Effective Date: 04/01/2020

Cost: \$96.42 per month

Selling Agent: Spring Venture

Insurance Company: Lumico Life Insurance Company

Policy Number: GM4532194

In the case of a dual application, you will have the option to begin the second application if approved.

If the application is declined or referred, you will not have to option to start a new application. Instead, you should begin a new application from the Agent Portal.

START NEXT APP

Your policy will become active after your first payment is successfully received.

#### Next Steps

1. Your policy documents will be sent in the mail along with a temporary insurance card that you can use right away.

- 2. Your final insurance card will be processed and mailed to you.
- 3. You can view your policy documents online with the mailed instructions.

#### **Questions? Contact Us**

1-855-774-4491 Monday throught Friday 8:00am to 5:00pm CST

Ų,

Lumico life insurance Application for Medicare Supplement: Juderwritten by Lumico Life Isurance Company Privacy Policy



## **ADDITIONAL FEATURES**

Send to Client

				SEND	TO CLIENT	
	Personal Coverage	History Quote	Paymer	nt Review Signature	Finish	
	Basic Informatic Now we will go through informat It should take just about 10-15 m you can come back at a later tim	DN tion that we need from you for your ninutes to complete. If at any time if e, simply click save for later above. plying with me	medicare su you wish to	upplement application. save your progress so	You have the option to application to application grocess.	send t throughout
	Penny Smith					
	First Name 🌐	Middle Name	Last Name			
	Penny		Smith	A "Send	to Client" popup will app	ear
	Date of birth: MM/DD/YYYY			promptin email add	ig you to enter applicant' dress and a password.	s
	Gender					
	FEMALE				,	×
	Contact Information			Send to Client		
		Phone Number		Enter the client's amail address	and a paceword to and your session and t	rapefor control to the
	name@email.com	000-000-0000		client. A link will be sent to the	client's email. The password must have a m	ninimum of 8
				characters, including one upper	r case letter, one lower case letter, and at l	east one number.
	1500 State St.			Client's Email Address		
	City Austin	State   Zip Code     TX   73301		Create a password	Repeat password	
	🤣 Mailing Address is the same	e as Residence Address				
	CONTINUE or go back				CANCEL SAVE	
<b>V</b>		Lun Iffe inst Application for Mr	nico Irance edicore Supplemen	nt	*	
	<b>6</b>			Agent	Summary Show	
	A link has been	sent to the client's email address.	to the area			
You	ur session nas ended. Please clos	e the browser window and return	to the agent	L portal.		
		ок		Confirmation	popup to signal that the	
				application wo	is sent.	

n find Document Upload in the Summary tool, which can be I by clicking "Show." Please ace <b>page 9</b> to learn more about ng the Agent Summary tool. In upload documents using ment Upload" popup by following rules. sful documents should be ed irrespective of other document s. gif, *.xls, *.xlsx, *.doc, *.docx) to upload, then click Save. In the same folder or repeat CLOSE
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