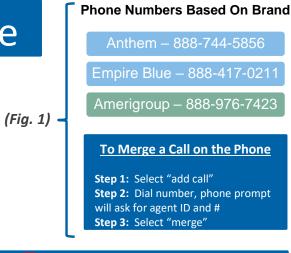
## Anthem Voice Signature Tool Quick Reference Guide

- 1) Agents must attend the Anthem Voice Signature Training Webcast. Upon completion of the training, the agent will be emailed an Agent Access Code to access the Voice Signature Tool.
  - a) Any issues contact your Regional Sales Manager.
- 2) Obtain recorded Scope of Appointment (SOA)
  - a) SOAs may be recorded on an outbound or inbound call.
  - b) Speak with prospect on phone, inform them that they will be completing a recorded SOA. Prospect should have paper or e-copy of SOA.
  - c) To merge the Anthem Voice Signature Tool, call the appropriate phone number (brand), and merge prospect's call. (See Fig. 1)
  - d) Follow phone prompts with prospect to complete recorded SOA.
  - e) Remember your recording ID number, you will need it later to enter in the mProducer electronic application.
- 3) Obtain recorded Application Signature
  - a) Recorded Voice Signature may only be conducted on inbound calls.
  - b) Speak with the prospect on phone, and inform them that they will be completing a recorded signature (use an MA script if appropriate). Prospect should have paper or e-copy of application.
  - c) Call appropriate phone number based on brand. Merge Anthem Voice Signature Tool.
  - d) Follow phone prompts with prospect to complete recorded signature. Remember your recording ID number, you will need it later to enter in the mProducer electronic application.
- 4) Logon to mProducer
  - a) Complete the steps to create an electronic application with the recorded application signature ID.
  - b) Fill out electronic application, there will be two locations in the e-application to input recording ID numbers.
    - i. Location 1 Agent: Was this a face to face appointment? Select: *Yes*, then select *Recorded call*, then enter recording ID number for SOA. (See Fig. 2)
    - ii. Location 2: In the Applicant Signature: "Please select how you would like to capture the applicant's signature?" Select: Voice Signature, next enter recording ID for the application in the "Applicant Voice ID" field. (See Fig. 3)
  - c) Submit electronic application when complete.





DSNP Verification Code

If Recorded call, provide recording ID OC Scope of Appointment Date MMDDYYYY

1234567-1234



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