

# 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.

## Phone Numbers Based On Brand

Anthem – 888-744-5856

Empire Blue – 888-417-0211

Amerigroup – 888-976-7423

(Fig. 1)

### To Merge a Call on the Phone

- Step 1:** Select "add call"  
**Step 2:** Dial number, phone prompt will ask for agent ID and #  
**Step 3:** Select "merge"

**Agent** (Fig. 2)

Was this an individual face-to-face appointment?

☒ Yes ☐ No

If answered Yes to question above, How was a scope of appointment (SOA) collected?

☐ Paper/Electronic ☒ Recorded call ☐ None

DSNP Verification Code

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

1234567-1234

**Applicant Signature** (Fig. 3)

Please select how you would like to capture applicants signature?

☒ Voice Signature ☐ Paper Application ☐ Signature Pad

Applicant Voice ID

1234567-1234

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