

NOW AVAILABLE to Blue Cross and Blue Shield of Georgia Brokers

Voice Recording and Telephone Enrollment Tools for Medicare supplement plans

As you may be aware, we are currently offering a voice signature recording tool for use in completing telephonic enrollment for your Individual business. We recognize now more than ever with the changing needs and large demand in the Senior market that this is vital to growing your business even further. Starting February 6, we are pleased to announce you will be able to use this free and easy telephonic tool to sell **Medicare supplement products**. Take advantage of VoiceVault today and improve your selling efficiency!

No muss, no fuss

If you have already registered with VoiceVault to use voice signature for your Individual applications, there is no need for you to register again. Just dial the same number, 866-813-8863 and put in the same agent ID you are currently using and follow the prompts for Senior Medicare business. That's it!

If you haven't done so already, follow the instructions below and get started soon!

To register online go to: <https://www.voicevault.net/wellpoint>. Once on the website, click on the "Register Me Now" button and complete the two step registration page. If you sell our products in more than one state, be sure to mark each individual state that you are licensed in. Once registered, an e-mail will be sent to you with your new voice signature account ID, temporary password for the online tool, and your access phone numbers.

How is the Medicare supplement application process different than the Individual application process with VoiceVault?

As you may know, the submission for Medicare supplement applications is a manual process.

To speed the data gathering process for the application along, we will provide you with fillable PDFs of each Medicare supplement application to type your customer's information directly into with ease that you can print out. You can find the fillable application at www.bcbsga.com. Click on the link for "Agents/Brokers" and enter the site. Under the "Plans and Benefits" tab, click on the "Medicare Eligibles" link. Under the "Marketing Materials" link, you will be able to find the fillable PDF.

Once you have printed out the Medicare supplement application and you are ready to submit either via mail or fax, you will now be required to attach the voice signature confirmation e-mail VoiceVault will send you, to each application when you send it in for submission. This is an important piece that will be necessary until we automate this process.

Will I be charged for using this tool?

No this is available to you free of charge.

How is this different than the scope of appointment tool within VoiceVault?

Voice signature and the scope of appointment tools are two separate, distinct applications with different phone numbers, and processes that are followed for each item. The scope of

appointment tool which is used for Medicare Advantage and Part D appointment scheduling is shut down and is not available for use until further notice.

If I already used VoiceVault for scope of appointment call recording, do I need to register again?

As stated above, if you already are registered to use voice signature for your Individual business, you are all ready to go and do not need to register again. If you do not use this tool currently, then follow the quick and easy steps to register and get started!

Where can I get more information on how to use this?

If you have any more questions, you can call Broker Services or your Regional Sales Director.

Last but not least, you can join us for a live webinar:

12-1 pm (EST) on February 12, 2009

- Toll-free: +1 (888) 522-0920
Participant code: 82573027
- 1. Copy this address and paste it into your web browser:
<https://www.livemeeting.com/cc/wellpointinc/join>
- 2. Copy and paste the required information:
Meeting ID: 4KRDQD
Entry Code: Rn^bh8F
Location: <https://www.livemeeting.com/cc/wellpointinc>

2-3 pm (EST) on February 13, 2009

- Use the information below to connect:
Toll-free: +1 (888) 522-0920
Participant code: 82574067
- 1. Copy this address and paste it into your web browser:
<https://www.livemeeting.com/cc/wellpointinc/join>
- 2. Copy and paste the required information:
Meeting ID: DJ6D3G
Entry Code: Rn^bh8F
Location: <https://www.livemeeting.com/cc/wellpointinc>

As always, thank you for your business and continued support!