



**Sentinel<sup>®</sup>  
Security  
Life**

*Lighting the way to financial security*

**Sentinel Plan<sup>®</sup>**

# **MEDICARE SUPPLEMENT**

**E-APP User Guide**

**Sentinel Security Life Insurance Company**

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## What You Need to Know

The eApp is powered by Firelight, a technology of Insurance Technologies. Our eApp has many useful tools such as a built-in rate calculator that will auto-generate premiums, voice signature, e-signature, and real-time underwriting.

### Technical Requirements

- Internet Access
- All internet browsers are supported
- For use on PC, laptop, or tablet devices
- 128 MB of RAM
- Cookies and Java Script Enabled
- Not for use on mobile devices

**VOICE SIGNATURE  
AVAILABLE 24/7**

**877-888-0352**

### Helpful Hints & Highlights

- Valid e-mail address is required for Voice Signature and Electronic Signature (E-Signature). If the potential insured does not have a valid e-mail address, the agent's e-mail address may be used instead.
- Applications are not received by the carrier until all signatures have been collected and the application has been submitted.
- Agents must sign via E-Signature.
- Clients may sign via E-Signature or Voice Signature.
- Voice Signature is collected after the application is submitted.
- After the eApp is submitted and, if applicable, voice signature is received, the agent will receive an e-mail that contains the underwriting decision.
- To view the status of an app, visit <https://sslco.admin-portal.org>
- Once a policy is issued, the first premium will be drafted immediately.

## How to Access a New Application

1. Sign in at <https://sslco.admin-portal.org>
2. Click on Electronic Application
3. Select Writing Agent Number and Application Type/Product (*Medicare Supplement with Firelight*), then Select 'New Application'
4. Enter the 'Jurisdiction' (Applicant's residence state) and 'Product'
5. Name the Application  
Recommendation: Rename the application to include the Applicant's last name and residence state for easier searches.
6. The system will open the application and forms
7. All required fields are marked in red on the application and forms. To locate the required fields on each page, click on the red call out icon in the upper right hand corner.



8. On page 1 of the application, specify whether voice signature will be used to collect the applicant's signature. Check the 'Yes' or 'No' box. If voice signature is not selected, then E-Signature will be used to collect the applicant's signature.

A screenshot of a form field with the text "Will this application be voice signed?". To the right of the text are two checkboxes, one labeled "Yes" and one labeled "No". Both checkboxes are currently unchecked.

9. Save your client's application information before closing the application by clicking 'Save' in the navigation bar in the upper right hand corner.
10. The Status Bar at the top of the page displays your progress.



## How to Navigate Through an Application

To navigate through all application pages:

1. Click on the blue double arrows on the right and left sides of each page -or-
2. Click on 'Open' in the upper left hand corner. The pages with missing required information are in red font.

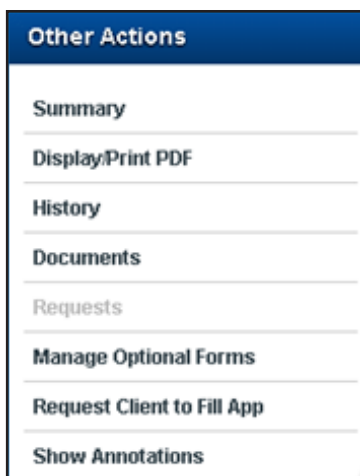


## How to Add Attachments

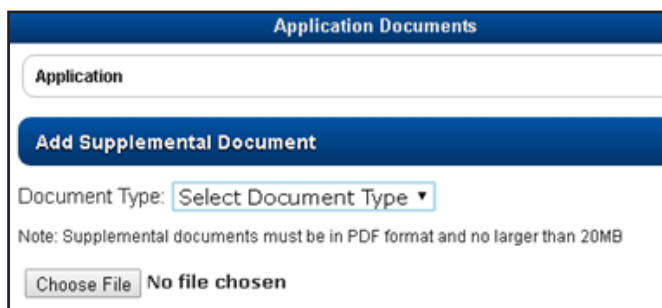
1. To add attachments, select 'Other Actions' from the navigation bar in the upper right hand corner. (Example: If an applicant is applying during a Guarantee Issue period, you will use the attachment feature to attach their proof of eligibility.)



2. Select 'Documents' when the drop down menu appears.



3. Select the 'Document Type' you would like to upload, and select 'Choose File' to browse and upload your document.



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## How to Sign an Application

There are two options to collect signatures: Voice Signature or E-Signature.

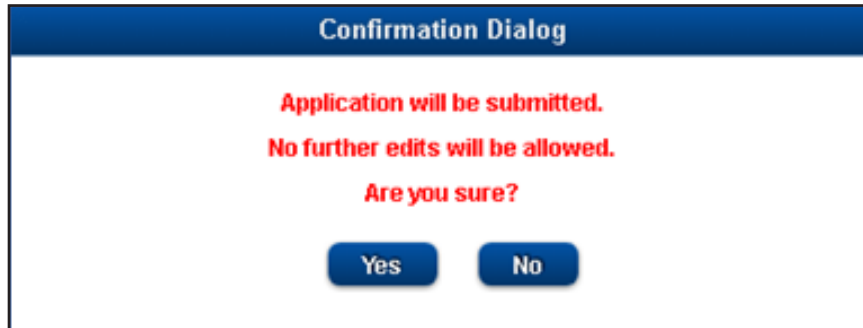
- You were prompted to indicate which signature method your client will be using on page 1 of the application. Your client may sign by voice signature while you, the agent are required to sign electronically.
- When the application is 100% complete, a message will appear for you to continue to the next step of collecting signatures. Select '**Continue**' in the message window or in the upper right hand corner.

## E-Signature Process

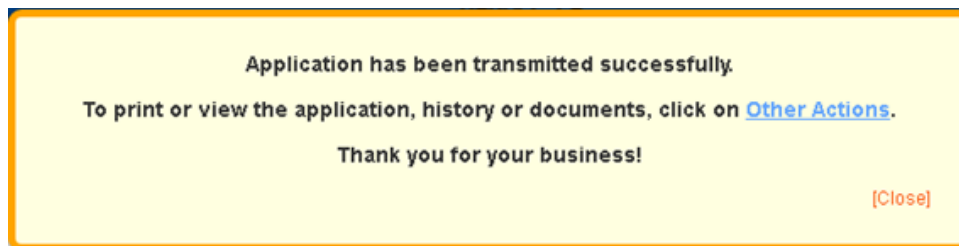
1. Once the application has been completed, select '**Use E-Signature**' to start the signing process. The applicant must have a valid email address.
2. Once E-Signature is selected, you will see a list of required signers based on the information completed in the application.
3. Select the role(s) then the appropriate signature method
4. To continue to sign, select '**Sign Now**'
5. If the applicant is signing, you must verify the identity of the applicant and enter their information. Below are acceptable forms of identification:
  - Driver's License
  - State Issue ID
  - Passport
  - Resident Alien ID
6. Select the '**I have reviewed**' checkbox to acknowledge they have reviewed and agree with the content and terms for each completed document
7. Once all documents have been reviewed and approved, select '**Sign**'
8. Complete the Signer Full Name, City, State and Today's Date.
9. The signature box is automatically completed when filling in the Signer Full Name field.
10. To replace the typed name, the signer may use a mouse or finger to overwrite the typed name.
11. Select '**I Consent**' and repeat the same process for all other signers

## How to Submit the Application

1. Once all the e-signatures are collected, select 'Continue' in the upper right hand corner
2. A confirmation dialog box will appear. Select 'Yes' to submit the application



3. Once submitted, a message will appear confirming you successfully submitted the application.



4. To print or view the application, click on 'Other Actions' in the message box or in the navigation bar in the upper right hand corner.
5. Once the application has been submitted and the applicant selected Voice Signature to sign the application, please follow the Voice Signature process (page 6) to collect the signature(s) to complete the entire application process.
6. Once a policy is issued, the first premium will be drafted immediately.

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## Voice Signature Process

Call toll-free **877-888-0352**

Before Starting the Voice Signature Process:

- You (the agent) must sign the application electronically and submit the application.
- You will need the application number, located on page 1 of the application in the upper right corner, for the voice signature process.
- The applicant must remember the unique 4-digit pin he/she created on the Voice Signing Sheet of the application. The 4-digit pin will be used during the voice signature process.

1. After the application has been submitted, call toll-free **877-888-0352** and follow the prompts
2. After the greeting, the applicant must confirm he/she wants to continue with the voice signature process by pressing 1 or by pressing 7 to stop the process.
3. Enter the application number. This is the '**Application ID**' number located on page 1 of the application in the upper right corner.
4. Enter the last 4 digits of the applicant's Social Security Number (SSN)
5. If the applicant agrees to the HIPAA Authorization prompt, he/she must say, "**I agree**" and to state their full name and the current date.
6. The applicant must confirm he/she agrees to the voice signature authorization and will be asked to enter their unique 4-digit pin. The 4-digit pin is the same pin number the applicant chose on the Voice Signing Sheet. If he/she does not agree and wants to discontinue the voice signature process, press 7.



## Point-of-Sale Underwriting Review Process

Once all signatures have been collected and the application has been submitted, the application will be processed using the Point-of-Sale underwriting engine. The underwriting engine will determine if the application is Approved, Declined, Requires UW Review, or Requires Verification of Guaranteed Issue Qualification.

To view the eApp status updates in real time, go to the agent portal and click on Electronic Application. You will see a list of all the eApps you have submitted which includes the Application Number, Policy Number, Product, Client Name, Status, and Application Date.

The following are the statuses that may appear under the Status column:

- Active
- Underwriting Review
- Decline
- Voice Signature Pending

An e-mail with the eApp's underwriting decision will be sent to you and the applicant will receive an e-mail confirming their application was submitted.

If the eApp is pending underwriting review, the applicant may call into the Underwriting Department to speak directly with an underwriter Monday through Friday between 7:00 am MDT to 4:00 pm MDT. The underwriter will determine the applicant's eligibility status over the phone. If approved, the underwriter will give the applicant their policy number.

Combo Life & Health eApps are available in states where the combo app is approved. A separate underwriting decision will be delivered for each product. If the Medicare Supplement application is declined, it is possible the client may be eligible for a New Vantage I, II or III.

### CONTACT & SUPPORT

**NEW BUSINESS: 1-800-247-1423 Ex. 8203**  
[newbusiness@sslco.com](mailto:newbusiness@sslco.com)

**UNDERWRITING: 1-800-247-1423 Ex. 8208**  
[underwriting@sslco.com](mailto:underwriting@sslco.com)