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About PRO Apply

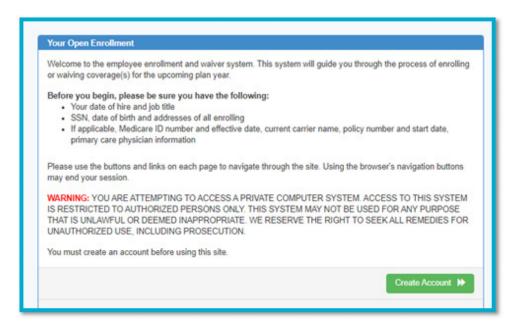
The PRO Apply online enrollment tool is easy, fast, reliable and most of all secure. Simply forward the PRO Apply link that you received from your broker to your employees to get them started. Then you can use your administrator dashboard to follow your employees' progress.



Getting Started

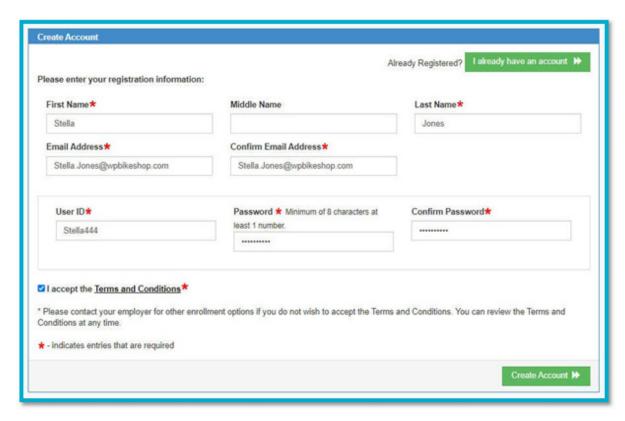
The first step is to create you PRO Apply account.

→ Click the enrollment link you received from your broker.



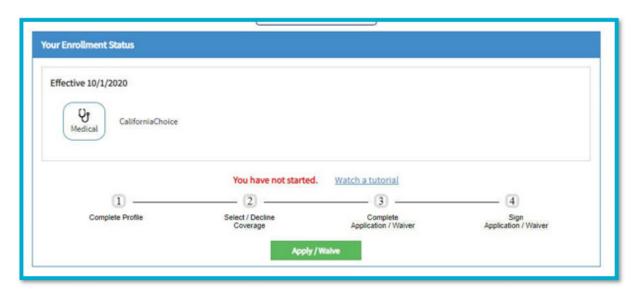
→ Enter your name and email, and create a unique User ID and Password.

- 1. Click to accept the Terms and Conditions, then click Create Account.
- 2. Save your User ID and Password in a secure location for future use.



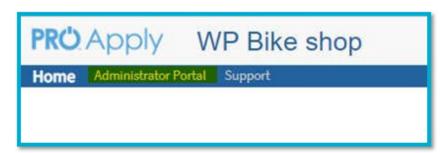
→ Click on Apply/Waive to begin employee benefit enrollment.

1. This will start your online employee application.

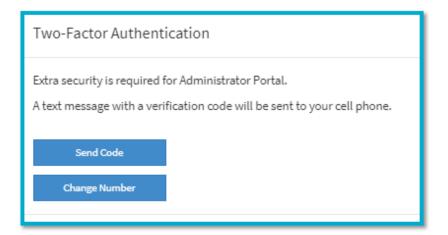


→ From your home page, click on Administrator Portal to access your employer dashboard.

1. If you don't see this option, contact your broker to activate your administrative access.



- **→** Two-Factor Authentication is required to access your Administrative Portal.
 - 1. When this screen appears, click on Send Code to have a verification code sent to your cell phone.
 - 2. Enter the code you received and click Submit Code.

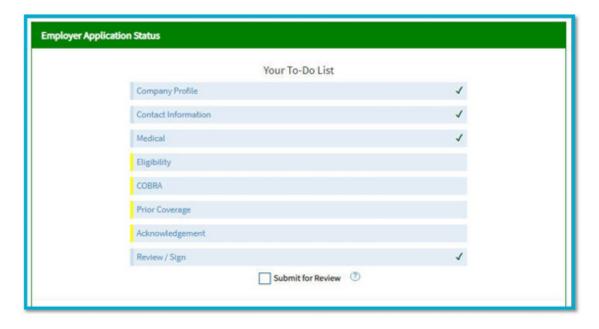




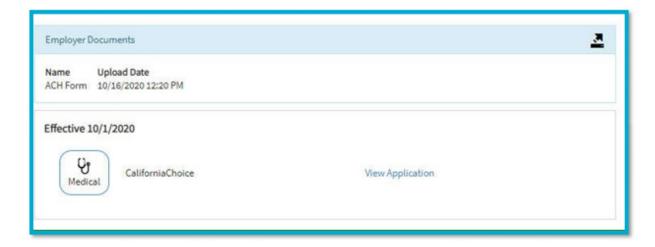
Employer Applications are available for online completion in Pro Apply for **select** carriers only. If your Administrative Portal indicates the employer application is not available, **skip to View Employee Application Status.**

→ Click on the sections below Your To-Do List to complete your Employer Application.

- 1. As you complete each section, a green check mark will appear.
- 2. If a section is missing information, it will be highlighted in yellow.

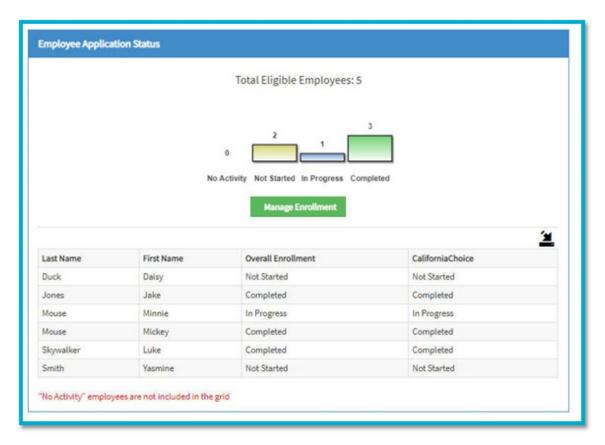


- → Click Submit for Review to submit your Employer Application.
 - 1. You can submit your Employer Application any time.
 - 2. While in review, you won't be able to make changes. If additional information is required, your broker will contact you.
- → Click the upward arrow at the top of the screen to submit additional documents.
 - 1. Upload any additional employer documents required by the carrier.



Employee Application Status

- Click on Manage Enrollment to view more details.
 - 1. View plan elections, print/save PDF applications, or export a census spreadsheet.



- → Check the box to select an employee
- → Click on the buttons at the bottom of the page to print applications or export a spreadsheet.
- Click on Administrator Portal to return to your employer dashboard



- → Click on Retrieve Enrollment Links to access the employee enrollment link for your open enrollment.
 - 1. This link can't be used for new hires.



→ Click on the Initiate New Hire button in your Administrator Portal to create enrollment links for new hire enrollments throughout the year.



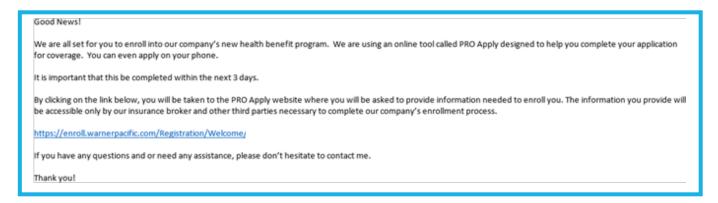
If you need assistance or would like additional training, contact your broker, or email solutions@warnerpacific.com.

About PRO Apply

PRO Apply online enrollment is the fast, easy, convenient and secure way to apply for insurance coverage. PRO Apply is an intuitive system that ensures you answer all the necessary questions, while helping you skip the questions that don't apply. After you enter your information, simply sign the application and you're done.

Getting Started

- → Click the enrollment link you received from your Group Administrator.
 - 1. Here's an example of the email you may receive:

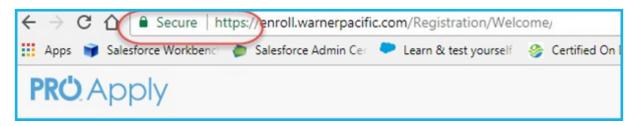




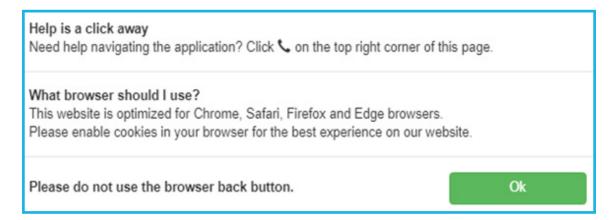
PRO Apply is mobile-friendly! You can enter your information from your smartphone, tablet or any other device with Internet access.

Secure and Private

- → When you click on the PRO Apply link you reach a secure, user-friendly enrollment site.
 - 1. You can enter your information with peace of mind, knowing your privacy is respected.

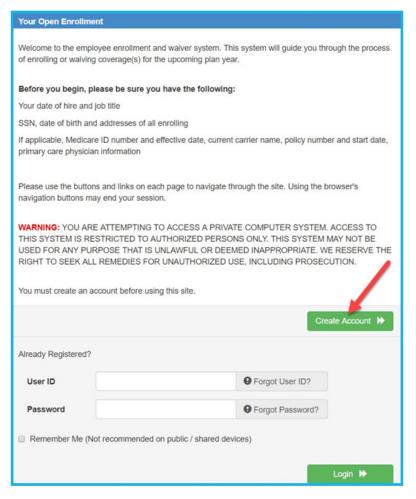


- 1. This is the first message you see when on PRO Apply.
- 2. Your team of specialists is available to ensure you have a smooth and successful enrollment experience.



Create an Account

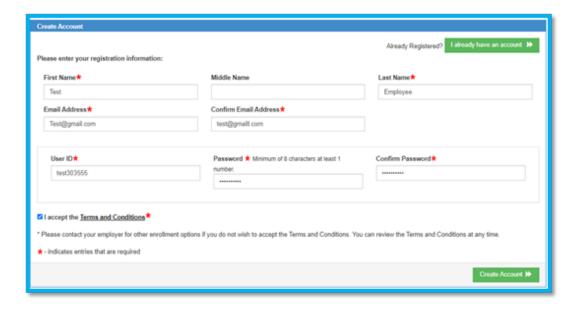
→ If this is the first time you're using PRO Apply, you need to create an account.



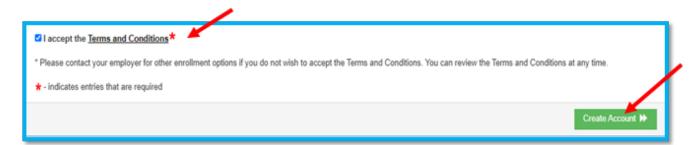
- Your account will allow you to log in again later to finish, or review your answers.
- 2. Save your User ID and Password in a secure location. You'll need it to add your electronic signature to your application.

Create Your Login

→ Provide your contact information and create your User ID and Password.

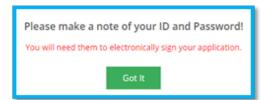


- → Click the checkbox to accept Terms and Conditions.
- → Click the Create Account button to begin your secure application.



Save Your Login

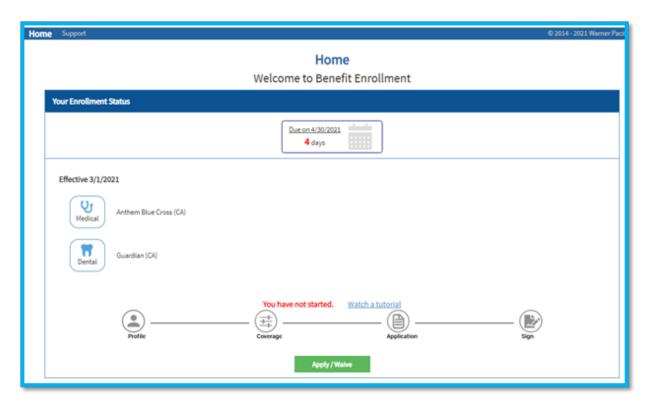
- → Save your User ID and Password in a secure location.
 - 1. You'll need these to electronically sign your application later.



Home Page

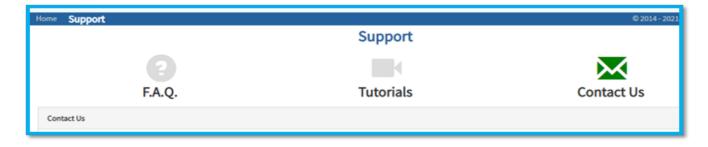
After you create your account you'll be directed to the home page. This is where you can see your benefit offerings, check your application progress and find the support page.

→ Click on Apply/Waive to open the online application.



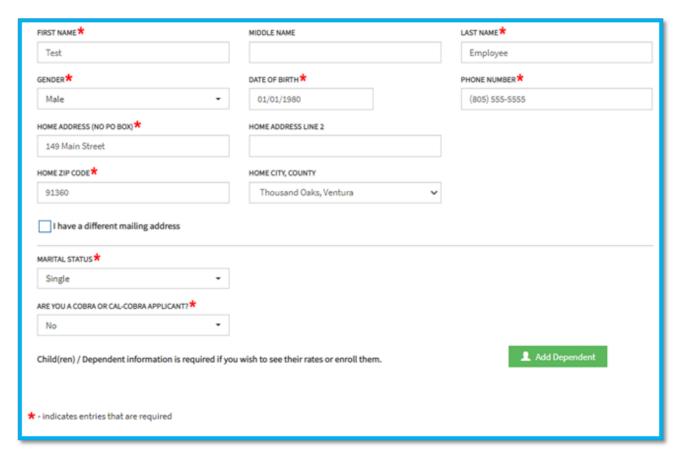
Support Page

- → Click Support at the top of your Home Page.
 - 1. From here you can view FAQs, watch a video tutorial, or contact the technical support team.



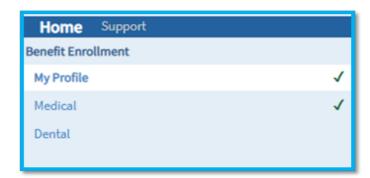
Profile Page

- → Fill in the blanks to complete your profile page.
 - 1. This is where you enter the basic information for your enrollment application.
 - 2. The fields marked with a red asterisk are required.
- → When you're finished, click on the Next button to continue.



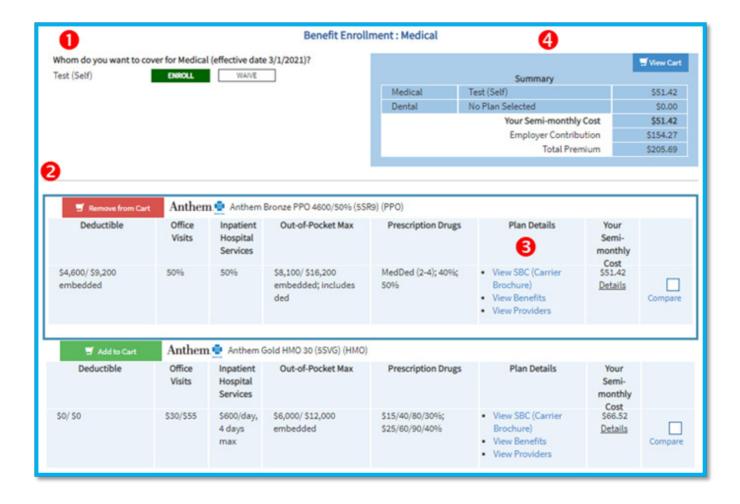


PRO Apply keeps track of your progress as you move from one step the next. **Note:** You can move on to another step without completing all required fields but you will need to complete them later.



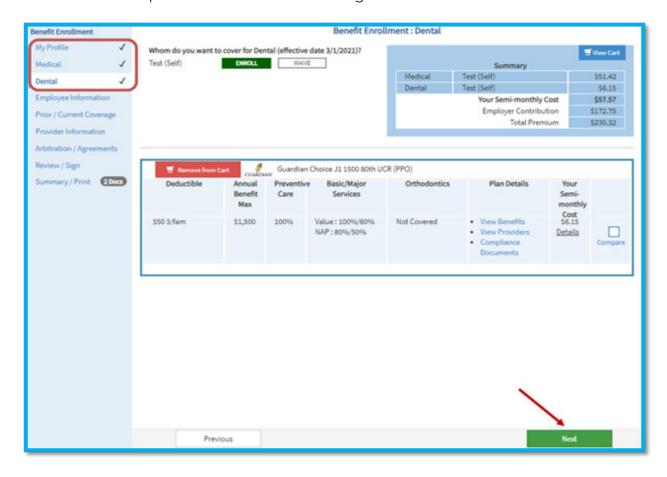
Review Benefits and Select Plan

- → Click the button to either Enroll or Waive yourself and your dependents.
- Review the benefits being offered by your employer and click Add to Cart to select a plan.
- → Click on View Benefits or View Providers to see more information about the plans offered, or find a doctor/provider.
- → As you make your plan and dependent selections, your cart will update with your cost per pay period.



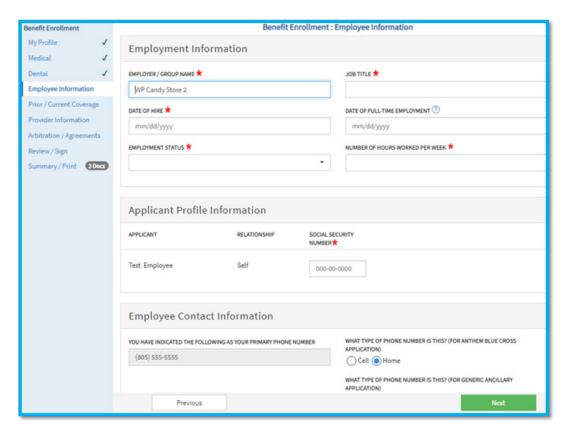
→ Click Next to continue making selections for all benefits being offered.

1. In this example medical and dental being offered.



Applicant Information

- → Complete your enrollment information.
 - 1. PRO Apply will walk you through the steps to finish your enrollment application.
 - 2. The fields marked with a red asterisk are required.



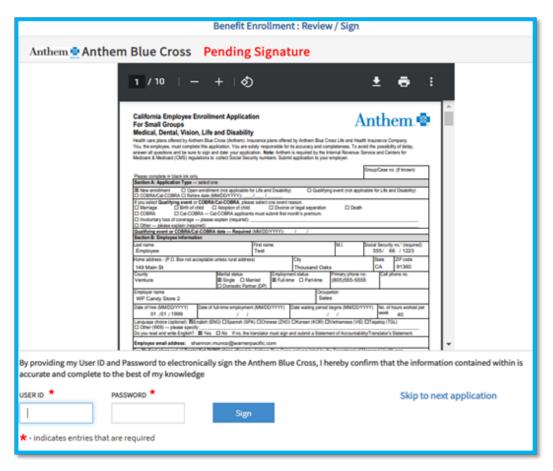
Check for Incomplete Steps

- → Look for any step marked with a red X and go back to finish it.
 - 1. You can move from one step to the next without completing all required fields.
 - 2. Take time now to complete each step before submitting your application.



Review Your Application

→ Make sure your application is complete and correct.



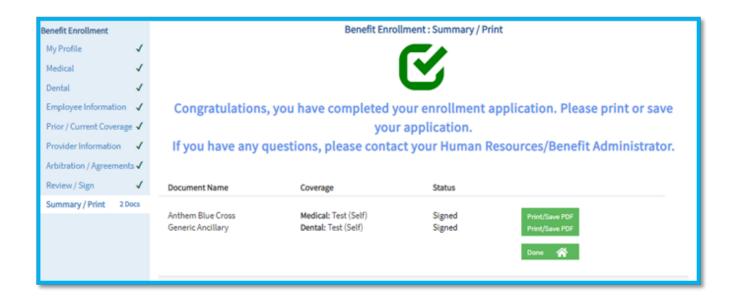
Add Your Electronic Signature

- → Make sure your application is complete and correct.
 - 1. Enter your User ID and Password, then click on the Sign button to complete your enrollment.
 - 2. You may be prompted to sign multiple applications based on the benefits your employer is offering.



You're done!

- 1. Your application is now complete.
- 2. Click the Print/Save PDF button to save a copy of your application for your records.

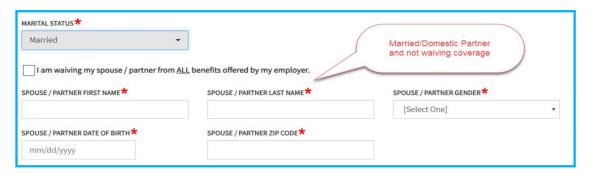


Thank you for using Warner Pacific's PRO Apply.

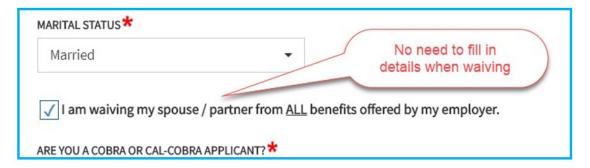
Frequently Asked Questions

Not all people are the same and not all companies are not the same. In this section, you'll find information on how to deal with a variety of different situations.

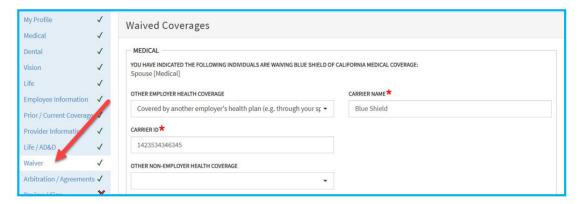
- 1. How do I enroll or waive my spouse or partner?
 - 1. On your profile step, select your applicable marital status.
 - 2. When you do want coverage, the page will expand so you can enter your spouse or partner's information.



3. If you're waiving coverage for them, no additional information is needed.



4. When you choose to waive coverage, the application steps will include the Waiver section, that includes required fields marked with red asterisks.

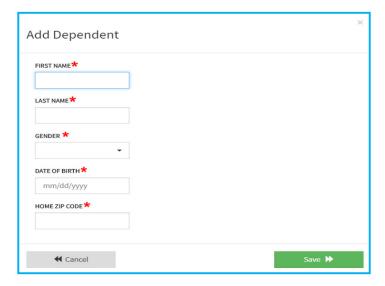


2. How do I enroll or waive my dependents?

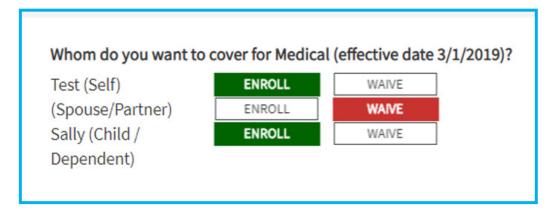
- 1. Enter any dependents you want to enroll.
- 2. On the Profile page, click on the Add Dependent button.



- 3. Enter the dependent's information.
- 4. Repeat these two steps for all of the dependents.

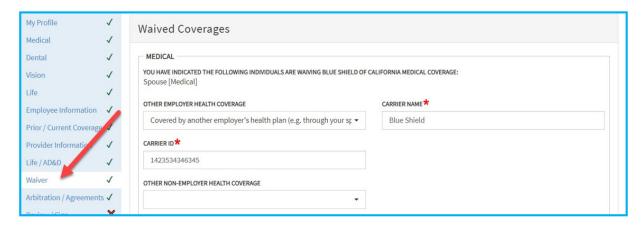


5. As you move through the profile steps, indicate whether you're enrolling or waiving coverage for your dependents.



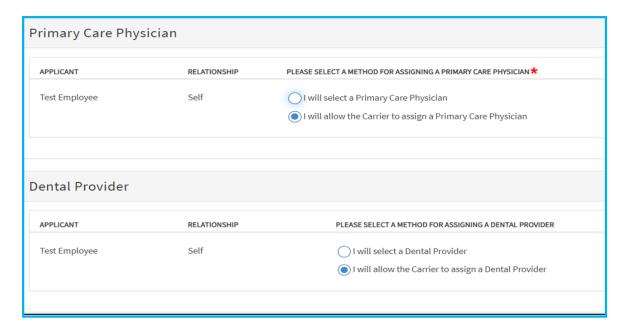
3. Why am I being asked for waiver information?

- 1. Whenever you waive coverage for yourself, your spouse/partner, or dependents, you will be taken to the Waiver step.
- 2. If you are not waiving any coverage, you will not see this step during your enrollment process.



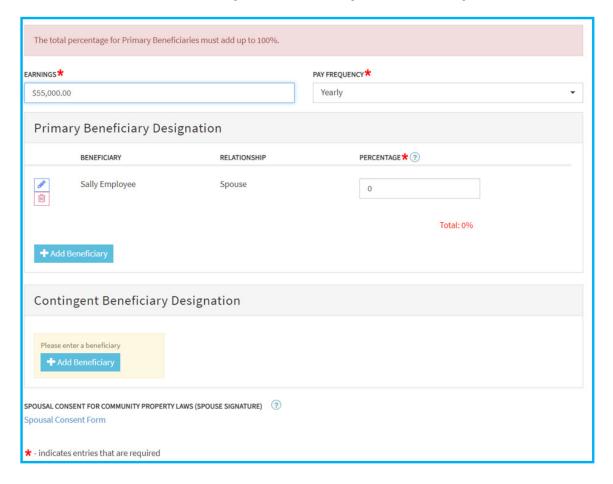
4. Why am I being asked for my Primary Care Physician?

- 1. If you have elected a plan that requires a designated Primary Care Physician, you'll need to enter their information in the fields provided.
- 2. If you don't have a designated doctor and would like the insurance carrier to assign you one, click the radial button indicating that you will allow the Carrier to assign a provider to you.

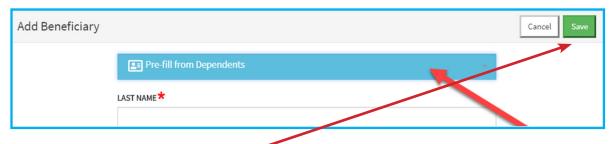


5. How do I set up a beneficiary?

- 1. If your group is offering life insurance coverage and you want to enroll, you will need to enter your salary and provide beneficiary information.
- 2. Click on the Add Beneficiary button to add your beneficiary information.

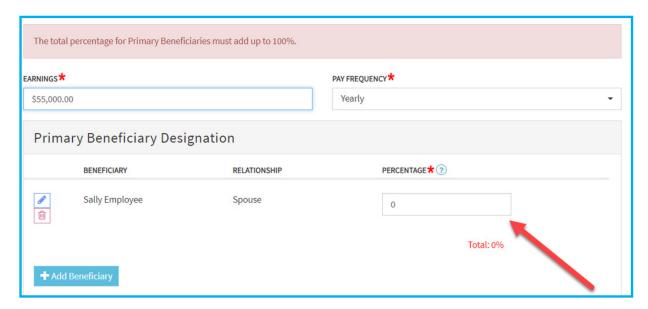


3. If you want a dependent already entered in you profile to be your beneficiary, click on Pre-fill from Dependents to auto-populate their information.



4. Click Save when complete.

- 5. The recipient percentages must total 100%.
- 6. If you only have one beneficiary, you will need to enter 100 for them.



Thank you for using Warner Pacific's PRO Apply.