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Aetna

Need original Broker of Record change letter on company letterhead or copy ok?

Copy

Send Broker of Record change letter to (dept name + fax # or mailing address)

Mid-Market Account Manager or BrokerComm@aetna.com

Turn around time for processing this change

7-10 business days

Does carrier notify existing broker of this requested change?

As a courtesy, Aetna notifies the broker after the change is processed via letter - advising them that they have been removed as the broker of record at the customer's request

Effective date for new broker if group does not rescind this change request is prior agent vested? If yes, how long

1st of the month following receipt

Is prior agent vested? If yes, how long?

No

Anthem Blue Cross

Need original Broker of Record change letter on company letterhead or copy ok?

Copy

Send Broker of Record change letter to (dept name + fax # or mailing address)

Mid-Market Account Manager or Executive Sponsor

Turn around time for processing this change

7-10 business days

Does carrier notify existing broker of this requested change?

Yes

Effective date for new broker if group does not rescind this change request is prior agent vested? If yes, how long

1st of the following month

Is prior agent vested? If yes, how long?

No

Blue Shield of California

Need original Broker of Record change letter on company letterhead or copy ok?

Copy

Send Broker of Record change letter to (dept name + fax # or mailing address)

Sales Support: 877.255.4015

Turn around time for processing this change

7-10 business days

Does carrier notify existing broker of this requested change?

Yes

Effective date for new broker if group does not rescind this change request is prior agent vested? If yes, how long

1st of the following month

Is prior agent vested? If yes, how long?

No

BROKER OF RECORD CHANGE REQUIREMENTS

Health Net

Need original Broker of Record change letter on company letterhead or copy ok?

Copy

Send Broker of Record change letter to (dept name + fax # or mailing address)

Account Management:

So. Cal Fax: 818.676.6297

No. Cal Fax: 800.303.3110

Turn around time for processing this change

7-10 business days

Does carrier notify existing broker of this requested change?

Yes

Effective date for new broker if group does not rescind this change request is prior agent vested? If yes, how long

1st of following month

Is prior agent vested? If yes, how long?

No

Kaiser Permanente*

Need original Broker of Record change letter on company letterhead or copy ok?

Copy

Send Broker of Record change letter to (dept name + fax # or mailing address)

Email to: amt@kp.org or fax changes to: 800.369.8010

For other compensation questions contact Broker Administration at 800.440.2323

Turn around time for processing this change

It typically takes between 48 and 72 hours

Does carrier notify existing broker of this requested change?

Yes

Effective date for new broker if group does not rescind this change request is prior agent vested? If yes, how long

The date on the BOR letter must be on or before the 1st of the month and be received by KP within the first 5 business days of the month for it to be effective that month

Is prior agent vested? If yes, how long?

No

MediExcel Health Plan

Need original Broker of Record change letter on company letterhead or copy ok?

Copy

Send Broker of Record change letter to (dept name + fax # or mailing address)

sales@mediexcel.com

Turn around time for processing this change

48 hours

Does carrier notify existing broker of this requested change?

No

Effective date for new broker if group does not rescind this change request is prior agent vested? If yes, how long

1st day of month following receipt of notification

Is prior agent vested? If yes, how long?

No

Sharp Health Plans

Need original Broker of Record change letter on company letterhead or copy ok?

Copy

Send Broker of Record change letter to (dept name + fax # or mailing address)

Sales Dept.: 858.499.8246

Turn around time for processing this change

7-10 business days

Does carrier notify existing broker of this requested change?

Yes

Effective date for new broker if group does not rescind this change request is prior agent vested? If yes, how long

1st of following month unless requested during the 1st week of month to be effective that month

Is prior agent vested? If yes, how long?

No

UnitedHealthCare

Need original Broker of Record change letter on company letterhead or copy ok?

Copy

Send Broker of Record change letter to (dept name + fax # or mailing address)

Group Size 2-100: Renewal Account Executive

Turn around time for processing this change

10 business days

Does carrier notify existing broker of this requested change?

Yes

* Please note Kaiser Permanente summary information is contained herein but Kaiser Permanente has not reviewed the information contained within this guide and Word & Brown therefore cannot guarantee its accuracy. Please contact your Word & Brown sales representative in the event of any discrepancies. The information provided in this guide is not intended to describe all of the benefits included in each plan, nor is it designed to serve as the "Evidence of Coverage" or "Certificate of Insurance." The KFHP Evidence of Coverage and the KPIC Certificate of Insurance contain a complete explanation of benefits, exclusions, and limitations.

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Effective date for new broker if group does not rescind this change request is prior agent vested? If yes, how long

1st of following month

Is prior agent vested? If yes, how long?

No

Western Health Advantage

Need original Broker of Record change letter on company letterhead or copy ok?

Copy

Send Broker of Record change letter to (dept name + fax # or mailing address)

Sales Department

Fax: 916.568.1338

or via email: WHASales@westernhealth.com

Turn around time for processing this change

7-10 business days once all required paperwork is received

Does carrier notify existing broker of this requested change?

Yes

Effective date for new broker if group does not rescind this change request is prior agent vested? If yes, how long

Effective on the first of the month following receipt of the BOR letter.

Is prior agent vested? If yes, how long?

No