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BROKER OF RECORD CHANGE REQUIREMENTS

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)

Account Client Manager Team: 1.844.775.0317

Fax: 1.844.250.9110

Email: westclientmanagement@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 Blue Shield

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)

Broker Support 888.445.9236

Broker Support Email: nvsgbroker@anthem.com

Turn around time for processing this change

2 Weeks

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 receipt of the letter

Is prior agent vested? If yes, how long?

No

Cigna

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

Copy of letterhead is fine

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

Assigned Cigna sales representative

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 receipt of the letter

Is prior agent vested? If yes, how long?

No

BROKER OF RECORD CHANGE REQUIREMENTS

E.D.I.S.

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)

Broker Services: 888.886.7973

Turn around time for processing this change

7-10 days (10 day rescission period)

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

Prominence 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 Support: 888.840.9080

Email: PHPSalesTeam@uhsinc.com

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 month following date received

Is prior agent vested? If yes, how long?

No

Total Benefit Solutions (Aetna Int'l.)

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

The letter should be provided on your company letterhead and include the following:

- Policy Number
- Name of the new broker or agency including their Tax ID number
- Effective date of the new broker or agency
- Signature and Date

Copy ok

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

Please email your request to globalrenewals@tbsmga.com

Turn around time for processing this change

3-5 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

Broker of record effective date will be what is listed on the BOR letter. For commission purposes, will be 1st of the month following receipt of the change request

Is prior agent vested? If yes, how long?

No