

# Medicare Agent Transfer Policy

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**EFFECTIVE MARCH 1, 2024**

Premera Blue Cross implemented a new policy for Medicare Advantage and Medicare Supplement book of business transfers, producer of record change requests, and agent/agency changes. This policy applies to Premera and its subsidiaries and affiliates.

## **REQUIREMENTS FOR BOOK OF BUSINESS TRANSFERS**

### Medicare Advantage

- **Newly appointed/affiliated producer must be certified to sell Premera Medicare Advantage products to transfer.** If there are no producers within the agency who are certified and appointed, the producer of record is removed, and commissions will be charged back for unearned months according to CMS rules and regulations. FMO service fees are not charged back in this instance.
- **Blackout dates:** Transfers are not permitted between October 1 and December 31, except in the case of death. Requests for a January 1 transfer must be submitted before September 15.
- **Business release:** For transfers from one FMO to another, we require a release of business from your current FMO. The letter should be on the FMO's letterhead, list your name and agency name (if applicable), the date of the release, and a list of policies being released. The letter should be signed by the principal of the FMO.
- **Documentation for transfers:**
  - **Sale:** A copy of the buy/sell agreement signed by both the seller and the buyer.
  - **Employment termination:** A signed employment agreement stating all business is to transfer to agency principal upon termination; a written statement from the current agent releasing the business to the agency; or a request from the agency detailing the assignment to an agent(s) other than the principal.
  - **Retirement:** A written statement from the current agent with the retirement date, and a list of policies with the name and writing number of the new agent(s) to be assigned.

- **Death:** In the case of death, if there is nothing in writing about transferring the policies to another agent, we will move the policies to the FMO's house account.
- **Policy listing:** Provide a list of policies to be transferred including member name and member ID as well as the new agent to be assigned.
- **Effective date:** Requests must be submitted by the 15th of the month and will be effective no sooner than 45 days following receipt of requested effective date.
- **Commission payments:** Payments will begin on the next cycle (new policies effective following January 1) renewal policies will pay on effective date; FMO service fees will begin the following January 1.
- **Contract termination:** The transferring agent's contract will be terminated at the end of the month of the requested effective date.
- **Limitations:** Policies can only transfer one time during the plan year.

### Medicare Supplement

- **Blackout dates:** Transfers are not permitted or processed between October 1 and December 31, except in the case of death.
- **Business release:** For transfers from one agency to another, we require a release of business from your current agency. The letter should be on the agency's letterhead, list the agent's name and agency name (if applicable), the date of the release and a list of policies being released. The letter should be signed by the principal of the agency.
- **Documentation for transfer:**
  - **Sale:** A copy of the buy/sell agreement signed by both the seller and the buyer.
  - **Employment termination:** A signed employment agreement stating all business is to transfer to agency principal upon termination: a written statement from the current agent releasing the business to the agency or a request from the agency detailing the assignment to an agent(s) other than the principal.
  - **Retirement:** A written statement from the current agent with the retirement date and a list of policies with the name and writing number of the new agent(s) to be assigned.
  - **Death:** In the case of death, if there is nothing in writing about transferring the policies to another agent, we will move the policies to the agency's house account. If the agent is independently contracted with no agency principal, policies will be moved to Premera's house account.
- **Policy listing:** Provide a list of policies to be transferred including member name and member ID as well as the new agent to be assigned.

- **Effective date:** Requests must be submitted by the 15th of the month to be effective the 1st of the following month.
- **Commission payments:** Payments will begin on the new effective date.
- **Limitations:** Policies can only transfer one time during the plan year.

### Submitting requests for Medicare Advantage and Medicare Supplement

Agent must send the following documents via secure email to [medicaresupport@premera.com](mailto:medicaresupport@premera.com).

- FMO/agency release letter
- Documentation of transfer (1 of the following)
  1. Buy/sell agreement
  2. Employment agreement
  3. Letter of retirement
- Policy listing
- Requested effective date

### REQUIREMENTS FOR PRODUCER OF RECORD CHANGES

#### For Medicare Advantage.

- Complete the entire [Producer of Record Change](#) (POR) form available on our [website](#). Incomplete forms won't be processed.
- Include the Medicare Advantage writing number (9-digit alpha numeric ID).
- Forms must be signed by the beneficiary.

#### For Medicare Supplement

- Complete the entire [Producer of Record Change](#) (POR) form available on our [website](#). Incomplete forms won't be processed.
- Include the Medicare Supplement writing number (5-digit numeric ID).
- Forms must be signed by the beneficiary.

**Submission:** Forms for both Medicare Advantage and Medicare Supplement must be submitted by email to [medicaresupport@premera.com](mailto:medicaresupport@premera.com) or by **fax to 425-918-3378**. Premera will also accept a written letter or email from the member requesting to change their producer of record instead of a form.

**Effective date:** POR change forms must be submitted no later than the 15th of the month prior to the newly requested effective date.

**Limitations:** Plan changes made by a telesales agent will retain the external producer of record except in the case of a policy that was previously terminated. Producers may not mass distribute producer of record change forms at any Premera sponsored events, including Premera member retention meetings, Premera welcome meetings and new member meetings. Any policies sold as a captive agent for Premera, including but not limited to telesales, territory manager or field sales agent may not be transferred to the same agent as an externally contracted agent.

## REQUIREMENTS FOR AGENT TRANSFERS BETWEEN FMO/AGENCY

- **Blackout dates:** Transfers are not permitted or processed October 1 through December 31st. Requests for a January 1 transfer must be submitted before September 15.
- **Business release:** For transfers from one FMO/agency to another, we require a letter releasing you from your current FMO/agency. The letter should be on the FMO/agency's letterhead, list your name, the date of the release, and the list of policies being released (if applicable). The letter should be signed by the principal of the FMO/Agency.

In the case that an agent can't obtain a release, please submit your request as described below. You will be required to wait 90 days before we transfer your contract. Your existing business will remain with the FMO/agency it was written under and be paid to them on your behalf.

- **Effective date:** Requests must be submitted by the 15th of the month and will be effective no earlier than 45 days following receipt or date requested by agent.
- **Submission of requests:** Agent must email requests to [medicaresupport@premera.com](mailto:medicaresupport@premera.com) with the following:
  - FMO/agency release letter. If unable to obtain a release letter, please provide the name and date you submitted your request to the agency.
  - List of policies to be moved, if applicable.
  - Requested effective date.