

For brokers and producers only

Date: December 2, 2020

Market: Group

Updates to Broker Agreements for 2021

Starting this week, CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (CareFirst) will issue 2021 updates to broker agreements to all agencies selling CareFirst group business. **Brokers are required to return a signed agreement electronically through DocuSign by January 8, 2021 to avoid disruption of compensation for the 2021 year.**

The agreements have been updated to reflect the new sales year (beginning February 1, 2021 through January 31, 2022) and organizational updates. There are no other changes to the agreements.

Unlike prior years, this process will not require credentialing documentation to be attached in DocuSign. However, to avoid any disruption of commissions, brokers must continue to submit updates to CareFirst for their:

- Broker Licenses – both at the Agency level and for all Agents
- Certificates of Insurance for Errors and Omissions, Commercial General Liability and Cyber Liability
- Agent Rosters – to inform us of new Agents writing for your Agency
- Full-Service and General Producer Election Form

Reminder notices will continue to be sent to brokers to remind them of expiring credentials.

IMPORTANT: To begin the DocuSign process, brokers/agencies will receive two emails – one from DocuSign with a link to view and complete the contract and one from bcccontracts@carefirst.com with an access code. This access code must be entered each time the link is opened, as well as to open and save the countersigned 2021 agreement, so please make note of it for future reference.

To ensure that all agencies are contracted correctly, at the start of the DocuSign process, brokers will identify their correct contracting status as either a subagent; the principal or primary decision maker for an agency that submits business under its Federal Tax ID; or as a producer who submits business to CareFirst under their personal SSN and their own legal name.

Note subagents **DO NOT** need to complete the agreement. This self-identification will guide brokers to the correct signature block in the contract. The Federal Tax ID or SSN provided in the contract **must match** the Tax ID or SSN under which business is submitted to CareFirst to ensure the continued distribution of compensation.

To avoid disruption of commission payments, we urge our broker partners to adhere to the January 8 deadline. The signed agreement and all credentials must be up-to-date and accurate prior to the effective date of February 1, 2021, to allow time for processing by the Broker Contracting and Compliance (BCC) team.

If this deadline is missed, commission payments will cease, and the agency's contract will be terminated. If an agency recontracts and becomes fully credentialed after the effective date of

February 1, 2021, commissions will become effective starting the first of the month following credentialing. For operational reasons, CareFirst must strictly enforce this policy.

REMINDER: As stated above, this year's process will not require re-submission of all credentials within the DocuSign process. Continue to follow the normal process for submitting updates to bcccontracts@carefirst.com throughout the year for following documents:

- Certificates of Insurance for Errors and Omissions, Commercial General Liability and Cyber Liability insurance
- Rosters of all subagents selling for their agency, copies of all agency and subagent licenses, and
- the Full-Service and General Producer Election Form.

The BCC team will review the submitted agreements and contact the broker/agency directly if additional information is required to complete the contracting process. Following this review, brokers will receive a countersigned copy of their agreement in an email from DocuSign to confirm completion of the 2021 contracting process. Brokers will need their original access code to open and save a copy of the document.

For more information

CareFirst is committed to keeping our broker and distribution channel partners engaged and informed. Please refer to the Frequently Asked Questions below. If you need additional assistance, please contact us at bcccontracts@carefirst.com.

Frequently Asked Questions

For 2021 Producer Agreement for Group Market Products

I never received a DocuSign email with the new Producer Agreement. What should I do?

Please double check your inbox and spam folders for an email from DocuSign with the subject "Your Action Required: New 2021 Producer Agreement."

I never received a DocuSign access code. How do I obtain the code?

Please check for an email from bcccontracts@carefirst.com, with the subject "DocuSign Access Code for 2021 CareFirst Contract." Once located, please make note of the access code for future reference. If you are unable to locate this email, please contact bcccontracts@carefirst.com to have the email resent.

After I submit via the DocuSign Agreement, will I receive a confirmation email confirming that I have completed it successfully?

Yes. After our BCC department reviews the provided information, they will send the completed DocuSign Agreement back with a countersigned contract. The BCC team will contact you if additional information is needed or if there are any questions or concerns. Due to the volume of brokers, this process may take some time so we ask for your patience during this very busy period.

I see three choices for completing a contract with CareFirst – which applies to me?

Please read carefully through the descriptions at the start of the DocuSign process and select the option that applies to you. Be sure to doublecheck your selection to avoid possible interruption of your compensation

If you are the person with signing authority for an Agency that submits business under its Federal Tax ID, please select the “Agency contracting under a Federal Tax ID” option. You must include COI’s in your agency’s name when you are contracted under an agency’s name/FEIN.

If you submit business to CareFirst under your personal SSN and your own legal name, please select the “Agency contracting under a personal SSN” option. You must have COIs in your own name when you are contracted under your personal name.

If you sell insurance products as an employee or contractor of an Agency, you DO NOT need to complete the agreement. Please select the “Subagent” option at the start of the agreement and reply to the DocuSign email you received with the name and email address of the person with signing authority from your organization.

The Federal Tax ID or personal SSN that you provide in the contract MUST MATCH the Federal Tax ID or personal SSN under which you submit business to CareFirst to ensure your continued compensation.

On the first page of the contract in the first paragraph, it asks for the “Producer or Agency Name.” What should I put in this field?

Please carefully read the instructions at the start of the DocuSign process to determine which contracting arrangement applies to you (see the previous question for more information). If you selected the “Agency contracting under a Federal Tax ID” option, you will provide the name of your organization on this page. If you selected the “Agency contracting under a personal SSN” option, you will enter your name on this page.

I am completing the Agreement as an agency and when I click “Sign” on the signature page, I see the name of my agency, not my name. Do I need to change this?

Yes. We have a tip directly above the signature line that tells you to “Click Sign and change the Agency name to your name.” This is an important step. The contract will not be valid without a person’s name and electronic signature.

When you click on Sign, a box will pop-up called ‘Adopt Your Signature.’ Please change the Agency name that shows in the Full Name box to your name (First Name, Middle Initial, Last Name) and enter your initials in the Initials box. You may then select a style for your signature.

I accidentally signed the Agreement with the name of my agency. What should I do?

Please send an email to bcccontracts@carefirst.com. A member from the BCC team will email you a signature revision form for you to sign and return to us.