

BROKER OF RECORD CHANGES

Group Broker of Record (BOR) Changes

If a prospective client, who currently has an in-force policy, would like to make you their broker of record, they can do so by writing a Broker of Record (BOR) letter to the carrier. Here is a [Sample group BOR letter](#)

- The letter must be written on the company letterhead and signed by an authorized purchaser
- The producer must be licensed with the carrier
- Processing time can be anywhere from a few days to as long as a month, depending on the time of year
- **Aetna & UHC** – effective date will be the 1st day of the month following receipt of the BOR
 - Aetna & UHC will not allow FLEX to be the GA OR service a group that was not written through our agency. Please send your BOR letter directly to the carrier.
 - Aetna BORs send to: brokercomm@aetna.com
 - UHC BORs send to: agtcomp@uhc.com
 - UHC ALL-Savers BORs send to: L&CAISavers@UnitedHealthone.com
- **BCBSIL and BCBSTX** – will accept BOR letters up to the 5th day of each month
 - Example: broker has until 6/5/17 to turn in a BOR effective retroactively to 6/1/17
 - If more than one broker should be named on the account and there is to be a split commission, all producers' names must be listed in the letter
 - BCBS has a split commission form that must also be completed. It is called the [Amendment to HCSC Standard Producer Agreement: Individual Case Agreement](#)
 - Each broker must complete their own form
 - BCBS BORs send to: Producer_Service_Center@hcsc.net, and cc: GAservice@flexiblebenefit.com or TXservice@flexiblebenefit.com
- **Dearborn National** – *effective date will be based on the paid-to-date of the group*
 - If the client has both BCBS and Dearborn National coverage, both BOR requests can be made in one letter
 - Dearborn BORs send to: Comm_services@dearbornnational.com

Carrier Commission Contact Information

CARRIER	PHONE NUMBER	FAX NUMBER	EMAIL
Aetna Group	(800) 622-3435	(860) 754-9010	brokercomm@aetna.com
BCBSIL & BCBSTX Group	(855) 782-4272	(918) 549-3039	Producer_Service_Center@hcsc.net
BCBSIL Individual	(888) 313-5526	(918) 549-3039	Producer_Service_Center@hcsc.net
BCBSTX Individual	(888) 697-0679		cmsalessupport@bcbstx.com
Dearborn National	(800) 352-3935	(312) 540-3015	Comm_services@dearbornnational.com
UHC Group	(888) 641-9147	(860) 702-6807	agtcomp@uhc.com
VSP	(800) 852-7600 x3133		
Metlife	(888) 653-8325		

