

Agent of Record Policy Change

Purpose

The purpose of this document is to describe Humana Marketpoint's policy regarding Agent of Record change requests. The Agent of Record (AOR) is defined as the agent or agency who receives the commission for the policy. This policy does not apply to Vested Commission Policies, as defined in the Humana Producer Contract.

Policy and Procedure

As of the date of this policy, Humana Marketpoint will no longer process the following AOR change requests:

- AOR change requests received from a member (e.g. handwritten letter or email)
- AOR change requests received from an agent (other than through the Agent Business Transferal Form)

Humana Marketpoint will continue to process the following AOR change requests

- Agent Business Transferal Form submissions

Monitoring and Oversight

The Agent Support Unit will ensure that AOR requests received are processed in accordance with this policy.

Related policies or procedures are considered revised to align with this Policy on Agent of Record Changes as of the effective date of this Policy.

Disclaimer: Humana follows all federal and state laws and regulations. Where more than one state is impacted by a particular issue, to allow for consistency, Humana will follow the most stringent requirement. This document is intended as a guideline. Situations may arise in which professional judgment may necessitate actions that differ from the guideline. Circumstances that justify the variation from the guideline should be noted and submitted to the appropriate business area for review and documentation. This (policy/standard) is subject to change or termination by Humana at any time. Humana has full and final discretionary authority for its interpretation and application. This (policy/standard) supersedes all other policies, standards, guidelines, procedures or information conflicting with it. If viewing a printed version of this document, please refer to the electronic copy maintained in Policy Source to ensure no modifications have been made.