



Appointment, Contracting, and Demographic Update Procedure for FMO and MGAs

Purpose

The purpose of this SOP is to provide detailed instructions to Agents/Agencies on how to request appointment and contracting for FMO and MGA. Specifically, steps will be provided to guide Agents/Agencies on how to access the forms to complete the appropriate contracting paperwork.

Background

We partners with Agents/Agencies to offer services to our members and this begins with completing the contracting process. To ensure that the proper information is obtained the system has been updated to help guide agents/agencies to the correct documents. The forms can be completed, tracked, and submitted online.

Table of Contents

	Section	Page
1	No More Forms Log In	2
2	Getting started and Non-Appointment/Contracting Updates	5

No More Forms Log In

This section will describe how to log into No More Forms

Step	Action								
1	Select the link for your agency. Provided by your sales associate.								
2	<p>Determine if the agent is new or returning</p> <table border="1" data-bbox="300 420 1344 598"> <thead> <tr> <th data-bbox="300 420 828 457">If...</th> <th data-bbox="828 420 1344 457">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 457 828 495">The agent is a New Applicant</td> <td data-bbox="828 457 1344 495">Complete step 3</td> </tr> <tr> <td data-bbox="300 495 828 533">The agent is a Return Applicant</td> <td data-bbox="828 495 1344 533">Complete step 4</td> </tr> <tr> <td data-bbox="300 533 828 598">The agent is a New Applicant referred by an Administrator</td> <td data-bbox="828 533 1344 598">Complete steps 5-7</td> </tr> </tbody> </table>	If...	Then...	The agent is a New Applicant	Complete step 3	The agent is a Return Applicant	Complete step 4	The agent is a New Applicant referred by an Administrator	Complete steps 5-7
If...	Then...								
The agent is a New Applicant	Complete step 3								
The agent is a Return Applicant	Complete step 4								
The agent is a New Applicant referred by an Administrator	Complete steps 5-7								
3	<p>New Applicants will need to register on No More Forms by entering the details in the required fields and selecting the Logon To nomoreforms button to finalize registration.</p> <div data-bbox="300 709 1339 1186"> </div> <p>Note: The password must be:</p> <ul style="list-style-type: none"> • 8-10 characters, • include an uppercase, • and number or special character 								
4	<p>Returning Applicants will login with the SSN and Password previously created.</p> <div data-bbox="300 1470 1339 1890"> </div>								

Step	Action
5	<p>If being referred by an Administrator, a password reset must be completed.</p> <p>Click the Forget or Change link</p> <div data-bbox="298 373 1419 861" style="border: 1px solid black; padding: 10px;"> </div>
6	<p>Enter the SSN and Last Name</p> <div data-bbox="298 1003 1419 1491" style="border: 1px solid black; padding: 10px;"> </div>

7

Choose the New Password, Confirm the New Password, click Submit

8

The home page will populate.

The list of forms to be completed will populate as well as the current status of submitted forms.

Anthem/Empire

- to complete the form(s) required in the **Anthem FMO package** simply click the name of any form with an **Incomplete** status.
- You can view, edit or print any form - by clicking its name.
- In order to expedite the appointment process, please attach a copy of the check you will be submitting for payment and mail physical check to the address listed below.
Anthem Blue Cross and Blue Shield
Attn: Licensing and Credentialing Department
P O Box 6087
Indianapolis, Indiana 46206-6087
- You have attached 1 of the 1 required attachments for Anthem/Empire. [Please click here to add \(or view\) attachments as necessary.](#)

Processing Stage	Percentage Complete
Up line Processing	0%

If you require assistance, please contact licensing and credentialing at (877)304-6470. Our hours of operation are 9:00AM to 4:30PM ET

Anthem FMO package Forms	Status	Submitted
FMO Leading Questions	Incomplete	Yes

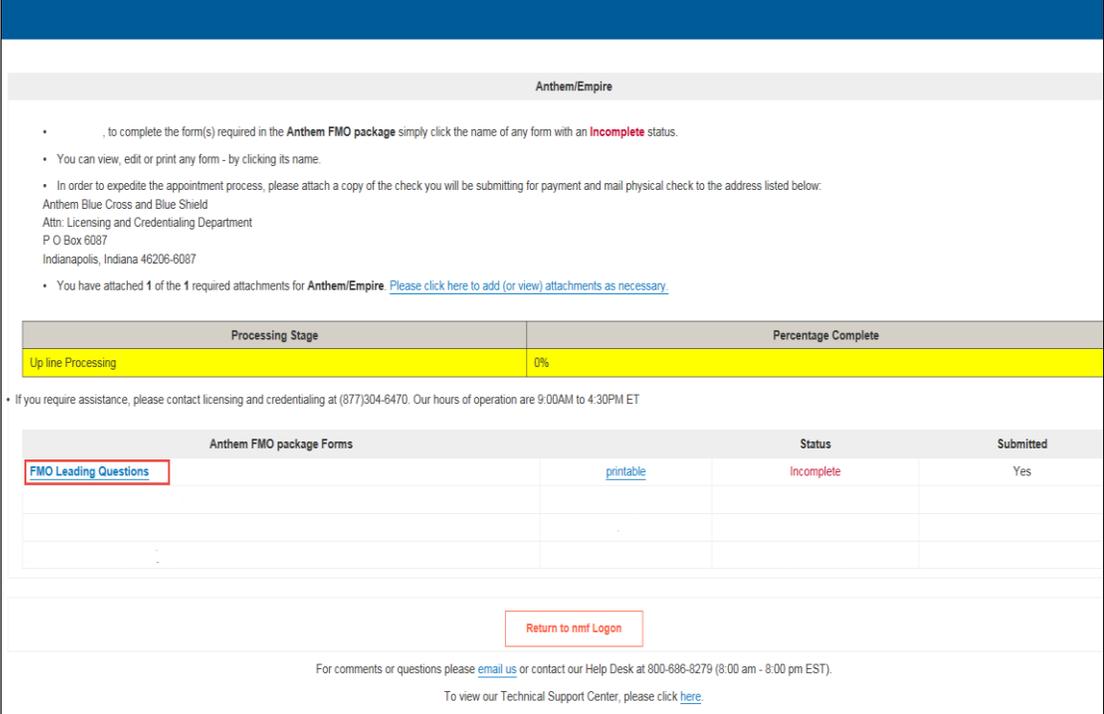
[Return to nmf Logon](#)

For comments or questions please [email us](#) or contact our Help Desk at 800-686-6279 (8:00 am - 8:00 pm EST).
To view our Technical Support Center, please [click here](#).

Getting started and Non-Appointment/Contracting Updates

This section will describe how to answer questions that will lead to the forms required.

1 On the Home page, click on the **Leading Questions** link.

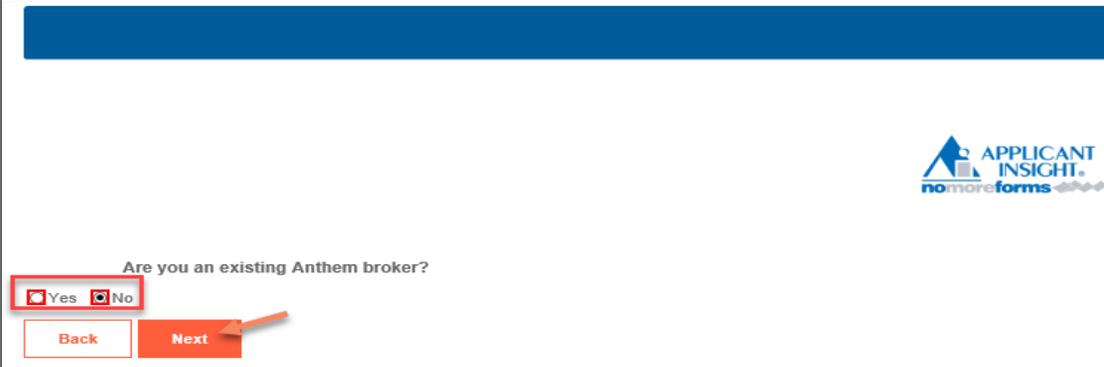


The screenshot shows the Anthem/Empire home page. At the top, there is a blue header. Below it, the text "Anthem/Empire" is centered. A list of instructions follows, including: "to complete the form(s) required in the Anthem FMO package simply click the name of any form with an **Incomplete** status.", "You can view, edit or print any form - by clicking its name.", and "In order to expedite the appointment process, please attach a copy of the check you will be submitting for payment and mail physical check to the address listed below: Anthem Blue Cross and Blue Shield, Attn: Licensing and Credentialing Department, P O Box #087, Indianapolis, Indiana 46206-6087". A link "Please click here to add (or view) attachments as necessary" is provided. Below this is a progress bar with two columns: "Processing Stage" and "Percentage Complete". The "Up line Processing" stage is highlighted in yellow and shows "0%". A note states: "If you require assistance, please contact licensing and credentialing at (877)304-6470. Our hours of operation are 9:00AM to 4:30PM ET". A table titled "Anthem FMO package Forms" has columns for "Anthem FMO package Forms", "Status", and "Submitted". The first row is "FMO Leading Questions", which is highlighted with a red box, and has a "printable" link, a status of "Incomplete", and a "Yes" in the "Submitted" column. A "Return to nmf Logon" button is at the bottom. Footer text includes "For comments or questions please email us or contact our Help Desk at 800-686-8279 (8:00 am - 8:00 pm EST)" and "To view our Technical Support Center, please click here".

2 The first question is to identify your relationship with Anthem.

Are you an Existing Broker?

If ...	Then...
If you are NOT an Existing Anthem Broker	Select <No>, Click <Next>, and proceed to Step 2.
If you are an Existing Anthem Broker	Select <Yes>, Click <Next>, and proceed to step 3



The screenshot shows a question screen titled "Are you an existing Anthem broker?". There are two radio buttons: "Yes" (selected) and "No". Below the radio buttons are two buttons: "Back" and "Next". The "Next" button is highlighted with a red arrow. In the top right corner, there is a logo for "APPLICANT INSIGHT" with the tagline "no more forms".

Always select this option. This will allow you to make changes for ALL options listed below.

3 Next, the user must choose the action they would like to complete:

If ...	Then...
You would like to do one of the following: <ul style="list-style-type: none"> • A Relationship Addition to an existing appointment • Appoint in a new state • Appointment in existing state for new LOB 	Select the appropriate option from the dropdown menu and click Next . Proceed to Completing Appointment and Contracting Forms section of this document
You would like to do one of the following: <ul style="list-style-type: none"> • To Add/Update Direct Deposit • To check status • To Update Demographics 	Select the appropriate option from the dropdown menu and click Next . Proceed to step 4

4 Click **Next** choose STATE and COMMISSION method Note On state that has an active license can be selected and state complete state option to be a commission option

Anthem
 CA CO CT GA IN KY ME MO NV NH NY OH VA WI

Amerigroup
 AZ MD NJ NM TN TX WA

Simply Healthcare Plans
 FL

Do you want Commissions:

If Selected...	Then Commission Payments will be made...
Paid to you Directly (Direct Pay)	Directly to the Agent.
Payments made directly Agency for distribution	To the Agency to pay their agents. (Commissions are paid to AGA, and AGA will pay you)
Payments made to licensed Agency not your own	To an independent agency.
Payments made to my licensed LLC or Agency	To the licensed LLC or Agent.

5

This will lead you back to the home page. The forms needed will be populated in the Forms section.

Processing Stage		Percentage Complete	
[Green bar]			
If you require assistance, please contact licensing and credentialing at (877)304-6470. Our hours of operation are 9:00AM to 4:30PM ET			
Anthem FMO package Forms		Status	Submitted
FMO Leading Questions	printable	Complete	No
Business Practices Questions	printable	Incomplete	Yes
Broker EFT Form 06-2018	printable	Optional	No

6

Complete all required forms and click **Submit Forms**.

• Vaniesha, you've completed all the Required form(s) in the Anthem FMO package.

• You're almost done...to electronically submit the form(s), click the 'Submit Forms' button at the bottom of this page, retype your password and click 'Submit' again.

• You can view, edit or print any form - by clicking its name.

• In order to expedite the appointment process, please attach a copy of the check you will be submitting for payment and mail physical check to the address listed below:
Anthem Blue Cross and Blue Shield
Attn: Licensing and Credentialing Department
P O Box 6087
Indianapolis, Indiana 46206-6087

• You have attached 1 of the 1 required attachments for Anthem/Empire. [Please click here to add \(or view\) attachments as necessary.](#)

Processing Stage		Percentage Complete	
[Green bar]			
If you require assistance, please contact licensing and credentialing at (877)304-6470. Our hours of operation are 9:00AM to 4:30PM ET			
Anthem FMO package Forms		Status	Submitted
FMO Leading Questions	printable	Complete	No
Business Practices Questions	printable	Complete	No
BAA 08-2018	printable	Complete	No
MAPD Addendum 06-2018	printable	Complete	No

[Return to nmf Logon](#) [Submit Forms](#)

For comments or questions please [email us](#) or contact our Help Desk at 800-686-8279 (8:00 am - 8:00 pm EST).
To view our Technical Support Center, please click [here](#).

7

Enter **Password** to digitally sign the completed documents and click **Submit Forms**.

NMF Logo Felton, Vaniesha
XXXX-XXX-9558

Vaniesha, please re-enter your password - that's the same password you used to logon to this System - to digitally sign each of the forms you have just completed.

By re-entering your password - you are also confirming that you have provided true and correct information, to the best of your knowledge and that you agree to abide by the provisions of the Disclosure to Consumer and the policies of Anthem

Your Password:

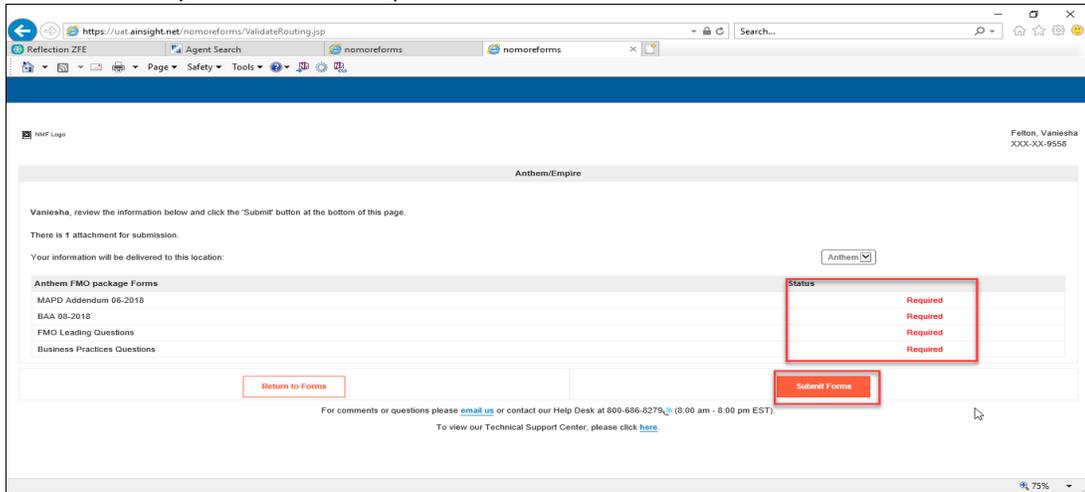
[I Do Not Agree](#) [Return to Forms](#) [Submit Forms](#)

[Digital Signature Policy](#)

For comments or questions please [email us](#) or contact our Help Desk at 800-686-8279 (8:00 am - 8:00 pm EST).
To view our Technical Support Center, please click [here](#).

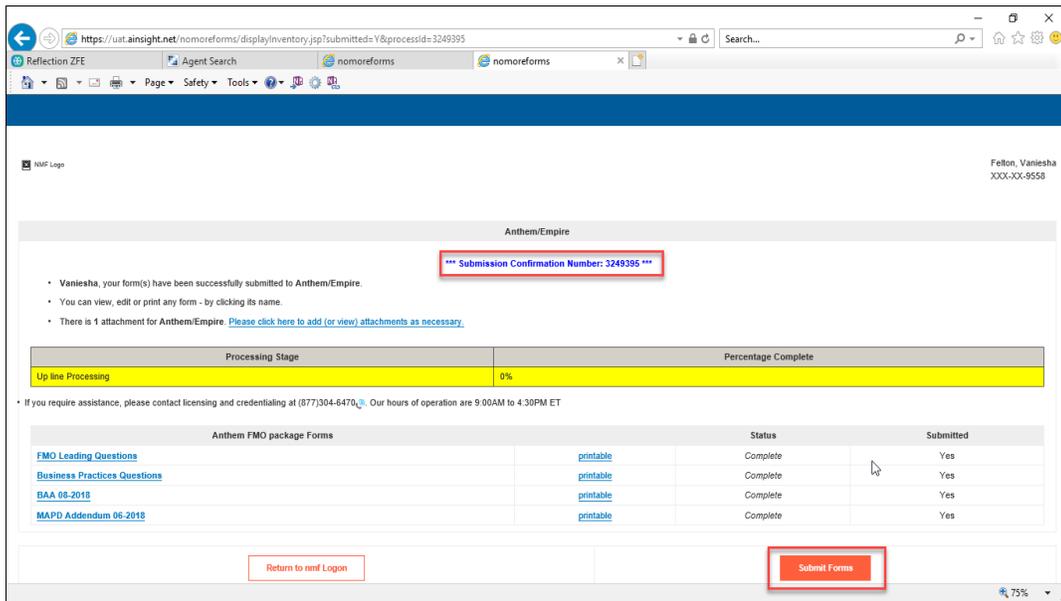
8

Confirm all steps have been completed and click **Submit Forms**.



9

Complete final review and click **Submit Forms**.



Note: The **Submissions Confirmation Number** will populate Email this number to Contracting@appliedga.com. You are complete if you are currently contracted in the state you requested. If you are not contracted please proceed to pay the appointment fees for any new state.

10

Go back to “<https://ainsight.com/anthem/agencyLQ1867.html>” and log in.
Select the **State of Residence**, determine **Payment Option** and click **Calculate Fees** to determine the amount of the Appointment Fees.



NMF Logo

Vaniesha Felton
XXX-XX-XXXX

Please select from the following list the state(s) and Line(s) of Authority, License Class, and/or Designation you would like to be appointed.

Please Note: Your fees may change based on the payment method selected.

Please select State of Residence:

California
 Accident and Health Agent

Georgia
 Standard Appointment

Maine
 Standard Appointment

Nevada
 Health

Ohio
 Accident and Health

Connecticut
 Accident and Health or Sickness

Kentucky
 Health
 Select to also appoint Agency

New Hampshire
 Standard Appointment

New York
 NY LOA Not Required

Payment Options
Required to calculate fees

VISA
MasterCard
Discover
American Express
ACH Bank Account

Calculate Fees

Return to Logon Continue to Forms

For comments or questions please [email us](#), or contact our Help Desk at 800-688-8276 (8:00 AM - 8:00 PM EST), or visit our [Technical Support Center](#).

11 View the **Total Fees** and click **Accept Fees and Continue** to proceed.

NMF Logo Vaniesha Felton
XXXX-XX-9000

Please select from the following list the state(s) and Line(s) of Authority, License Class, and/or Designation you would like to be appointed.

Please Note: Your fees may change based on the payment method selected.

Please select State of Residence:
Colorado

California <input type="checkbox"/> Accident and Health Agent	Connecticut <input type="checkbox"/> Accident and Health or Sickness	Payment Options Required to calculate fees <input type="radio"/> VISA <input type="radio"/> DISCOVER <input checked="" type="radio"/> ACH Bank Account Calculate Fees
Georgia <input type="checkbox"/> Standard Appointment	Kentucky <input type="checkbox"/> Health <input type="checkbox"/> Select to also appoint Agency	
Maine <input type="checkbox"/> Standard Appointment	New Hampshire <input type="checkbox"/> Standard Appointment	
Nevada <input type="checkbox"/> Health	New York <input type="checkbox"/> NY LOA Not Required	
Ohio <input type="checkbox"/> Accident and Health		

Total Fees: \$undefined Change Selections **Accept Fees and Continue**

Return to Logon Continue to Forms

For comments or questions please [email us](#), or contact our Help Desk at 800-688-8279 (8:00 AM - 8:00 PM EST), or visit our [Technical Support Center](#).

12 Enter **Payment details**, Check boxes **authorizing Applicant Insight** to debit the card option selected and **agreeing to the Terms & Conditions**, and click **Submit Payment** to proceed.

* Account Type: Select Account Type

* Check Number:

* Name on Account: Vaniesha Felton

* Account Number:

* Routing Number:

* Verify Account Number:

* Verify Routing Number:

* Email Address:

Authorize Applicant Insight Inc./Nomoreforms to debit the above referenced bank account for \$undefined on 16 Jun 2019.

I have read and agree to the Terms & Conditions specified [here](#).

AI-NoMoreForms will display on your financial statement

Submit Payment

Return to Logon Continue to Forms

For comments or questions please [email us](#), or contact our Help Desk at 800-688-8279 (8:00 AM - 8:00 PM EST), or visit our [Technical Support Center](#).