

Carrier Successor Program



Definition of Agent Successor Program: A process in which an agent can transfer their entire book of business (BOB) upon death or retirement. This is not the same as a Broker of Record change where the member has given written consent to change Broker of Record.

Aetna

Required Forms

- Agent of Record Change Form (Agent initiated, 3rd party initiated, or Upline initiated)
- Spreadsheet of members to transfer
- Copy of member letters alerting members to change (See template [here](#))
 - Letter must be personalized to members and include member IDs
 - Must be sent 30 calendar days prior to change
 - Proof of mailing must be sent with transfer request
 - Letter must be signed by the receiving agent (receiving agent needs to be the one contacted if the member has questions)
 - Transfer will be effective the 1st of the month following 30-day notification

Successor Agent

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- Send completed Agent of Record Change Form, list of members to transfer, and copy of member letter to Aetna Broker Services (brokersupport@aetna.com)
 - Letter must be personalized to members and include member IDs
- Transfer will be effective the 1st of the month following 30-day notification

Deceased Agent

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- 3rd Party Initiated Form used in the event of agent death
- Need letter on agent/agency letterhead from executor of estate requesting change
- Copy of death certificate
- Send completed 3rd Party Initiated Agent of Record Change Form, list of members to transfer, and copy of member letter to Aetna Broker Services (brokersupport@aetna.com)
- Transfer will be effective the 1st of the month following 30-day notification

Licensed Only Agent (LOA)

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
 - Upline Initiated Form used if agent is contracted as a LOA
 - Send completed Upline Initiated Agent of Record Change Form, list of members to transfer, and copy of member letter to Aetna Broker Services (brokersupport@aetna.com)
 - Transfer will be effective the 1st of the month following 30-day notification
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Alignment

Required Forms

- Writing Agent Transfer Request Form (Download [here](#))
 - Signed request from executor of estate if transferring due to death

Successor and/or Deceased Agent Transfer

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- Writing Agent Transfer Request Form signed by both Original and Successor agents submitted to agentonboarding@ahcusa.com
- Select "Update all Business to the New Writing Agent" to transfer entire book of business
- Transfer will be effective the 1st of the month following approval from carrier

Carrier Successor Program



Anthem Blue Cross

Required Forms

- Agreement letter signed by both agents allowing transfer of business (See generic template [here](#))
 - Signed request from executor of estate if transferring due to death

Successor and/or Deceased Agent Transfer

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
 - Transfer will be effective the 1st of the month following approval from carrier
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Aspire Health Plan

No successor plan at this time.

Brand New Day

No successor plan at this time.

Blue Shield

Required Forms

- Agreement letter signed by both agents allowing transfer of business (See generic template [here](#))
 - Signed request from executor of estate if transferring due to death
 - Book of Business Transfer Request form

Successor and/or Deceased Agent Transfer

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
 - Book of Business Transfer Request form to be sent to Producer Services at Blue Shield
 - Transfer will be effective the 1st of the month following approval from carrier
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Care1st

Required Forms

- Agreement letter signed by both agents allowing transfer of business (See generic template [here](#))
 - Signed request from executor of estate if transferring due to death

Successor and/or Deceased Agent Transfer

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
 - Transfer will be effective the 1st of the month following approval from carrier
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CareMore

Required Forms

- Transfer letter listing current book of business to transfer
- Agreement letter signed by both agents allowing transfer of business (See generic template [here](#))
 - Signed request from executor of estate if transferring due to death

Successor and/or Deceased Agent Transfer

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- Transfer will be effective the 1st of the month following approval from carrier

Carrier Successor Program



Central Health

No successor plan at this time.

Golden State

No successor plan at this time.

Health Net

No successor plan at this time.

Humana

Required Forms

- Release Template
 - Signed letter from executor of estate allowing release of business to another licensed and contracted agent if transferring due to death

Successor Agent

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- Send Release Template form signed by both the Original and Successor agents to agencymgmt@humana.com
- Need letter on agent/agency letterhead from executor of estate requesting change
- Select "All Business" on Release Template
- Transfer will be effective the 1st of the month following approval from carrier

Deceased Agent

- Signed letter from estate sent to agencymgmt@humana.com
 - If there is no compliant successor, the business will be moved to a house account and no further commission will be paid
 - **Note: Commission will be paid to estate for up to 6 months from date of death.**
 - Letter needs to be on existing agency letterhead and signed by executor
- Transfer will be effective the 1st of the month following approval from carrier

Imperial Health Plan

Required Forms

- Agreement letter signed by both agents allowing transfer of business (See generic template [here](#))
 - Signed request from executor of estate if transferring due to death

Successor and/or Deceased Agent Transfer

- Both agents need to be under AGA's downline to transfer business
- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- Transfer will be effective the 1st of the month following approval from carrier

Inter Valley

Required Forms

- Signed letter on company letterhead from the principal of the agency allowing transfer of business to a different subagent

Successor and/or Deceased Agent Transfer

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- Transfer will be effective the 1st of the month following approval from carrier

L.A. Care

No successor plan at this time.

Carrier Successor Program



SCAN

Required Forms (In order to transfer business, writing agent must be receiving \$5,000 in annual renewals)

- Successor Agent Transfer Form (download [here](#))
 - Copy of death certificate if transferring due to death
 - Successor Agent Transfer Form **MUST** be submitted to carrier prior to death

Successor Agent

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- Send form to ScanBrokerContracting@scanhealthplan.com with proposed effective date of transfer and reason of transfer
- Original agent will be terminated and business will be moved to new agent
- Transfer will be effective the 1st of the month following approval from carrier

Deceased Agent

- Send all forms to ScanBrokerContracting@scanhealthplan.com
 - Date of transfer/sale date should be left blank
- Agreement MUST be signed and submitted to ScanBrokerContracting@scanhealthplan.com prior to death**
- Successor agent must contact SCAN within 90 days after original agent's death
Transfer will be effective the 1st of the month following approval from carrier

SilverScript

Required Forms

- Transfer letter agreement indicating reason for change (letter must include Successor and Original agent writing numbers) (See template [here](#))
 - Letter from executor of estate requesting change if transferring due to death
- Book of business that is being transferred
- Copy of letter sent to members alerting them of agent change
 - Proof of mailing must be sent with transfer request

Successor and/or Deceased Agent Transfer

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- Submit all supporting documents and forms to SilverScript for review
- Letter must be received by members prior to the end of the Annual Election Period for the new Agent of Record to be eligible for renewal compensation
- Transfer will be effective the 1st of the month following approval from carrier

Stanford Health Plan

No successor plan at this time.

United American

Required Forms

- Proof of sale agreement – United American must be listed in agreement documentation between Successor and Original agent
- Must have letter from executor of estate requesting transfer if reason for transfer is due to death

Successor and/or Deceased Agent Transfer

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- All documents must be submitted to United American for review
- Transfer will be effective the 1st of the month following approval from carrier

Carrier Successor Program



UnitedHealthcare

Required Forms (In order to transfer business, writing agent must be receiving \$2,000 in annual renewals)

- UnitedHealthcare Successor Agent Program Interest form (Download [here](#))

Successor Agent

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- Submit the Successor Agent Program Interest Form to sh_Commissions_Administration@uhc.com
- UHC Broker commissions team will verify agent eligibility and send out the successor agent agreement
- Original and Successor agent both sign and return the agreement
- UHC Broker Commission team will complete the agreement and send all final documentation to both the successor and original agents
- Transfer will be effective the 1st of the month following approval from carrier
- Please send AGA a copy of the transfer approval in order to update our systems

Deceased Agent

- UHC must be notified within 30 days after death and agreement completed within 90 days after death
- Completed form sent to sh_Commissions_Administration@uhc.com for review
- Transfer will be effective the 1st of the month following approval from carrier

Vitality

Required Forms

- Agreement letter allowing transfer of business - The letter must include the Successor's name, license number, address, phone number, and list reason for transfer (retirement, death, etc.)
 - Letter from executor of estate requesting change if transferring due to death – Letter from estate must include same Successor information as above.

Successor and/or Deceased Agent Transfer

- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- Transfer will be effective the 1st of the month following approval from carrier

Wellcare

Required Forms

- BOB Transfer letter on company letterhead (See template [here](#))

Successor and/or Deceased Agent Transfer

- Letter signed by both Original and Successor agents on Original agent's letterhead sent to producer services
- Both agents need to be ready to sell to qualify for Successor Agent Transfer
- Transfer will be effective the 1st of the month following approval from carrier

NOTE: This serves as a guide and not a binding contract. Carriers have the ultimate authority to change their policies and procedures at any time. The timeline to complete a full book of business transfer ranges from 1-3 months depending on carrier approval and timelines.

For further information, questions, or concerns, please feel free to email us at brokerservice@appliedga.com or call 1-800-498-6880 and select option 1 to speak with a Broker Service Member.