

2024 BCBSAZ Medicare Contracting Guide

*****PLEASE REVIEW THIS DOCUMENT IN ITS ENTIRETY*****



Objective

- The objective of this document is to help you successfully contract for Blue Cross Blue Shield of Arizona Medicare Products.
- This document contains important information and detailed instruction that must be followed to complete the contracting process.
- You will gain insight into your requirements as a broker and avoid any erroneous submissions.



Getting Started

1. You will receive a template email that includes the following:
 1. A link to Pinpoint Global (<https://bcbsarizona.pinpointglobal.com/Apps/Medicare/default.aspx>)
 2. The Pinpoint Global User Guide.
 3. The BCBSAZ Agent Contracting Guide.(this document)
 4. The name and email address of the BCBSAZ Business Development Executives and Broker Support
 5. The phone number to Pinpoint Global's help desk
2. Agents have 30 days after registration date to complete certifications. Any Agent that doesnot complete required courses and documents within 30 days will be listed as inactive.

****IMPORTANT NOTES****

1. Agents are given 3 attempts, per product, to pass the certification exam(s) with a score of 85% or higher. Agents that do not receive a passing score after 3 attempts will not beappointed for that product and will have to wait until the following year to try again.

Please make sure to visit your resources tab in your Pinpoint Global profile and review the Producer Handbook. This guide is a good resource for all Agents and documents a complete BCBSAZ Medicare Plan and contact review.



Agents that may be Transferring FMO's

- For a Producer to transfer from one FMO to another, we will require the Producer to submit: A copy of an email and/or a letter that was sent to their current FMO, requesting to be released.(Response from FMO not required).
- BCBSAZ will add a new contract to our training site, Pinpoint Global, for you to complete a new contract(s) under the requested FMO.
- Only complete contract(s) will be submitted to our Contracting Team for processing.
- Please allow 7-10 business days for processing.
- Once the contract(s) have been processed, you will receive a Ready to Sell email from Pinpoint Global on behalf of Blue Cross Blue Shield of Arizona.
- Former FMO: The Producer's book of business will stay with the former FMO.
- FMO Transfer Blackout Period: *October 1 – December 31 (Annually)* Producers will not be able to complete an FMO transfer from *October 1 to December 31*.

****Important Notes****

- Incomplete contracts or missing documents will delay processing times. Please make sure all required documents are included to avoid delays. If the contract(s) is not completed within 30 days, then the transfer request will be voided.



Types of Agents

We contract several types of Agents. To better understand how you will be contracted with BCBSAZ, please read the descriptions on the next pages prior to reviewing the contracting instructions that are applicable to your type of contract.



Field Marketing Organization (FMO) Agents

1. Agents contracted under a Field Marketing Organization (FMO):
2. If your upline is one of these FMO's, please review page 7, 10 and 11.
 1. Applied General Agency
 2. Berwick Insurance
 3. Bishop & Brown
 4. Black, Gould & Associates
 5. Fidelis Insurance
 6. Health Plans USA
 7. Pinnacle Financial Services
 8. Senior Market Advisors
 9. Western Asset Protection



BCBSAZ FMO Medicare Agent Contracting Instruction:

I. PDP Contracting:

- I. BCBSAZ only offers sole-proprietor PDP contracts, meaning the contract you fill out to sell PDP products **MUST** be in your name (***Agency, LLC, or FMO names on your contract will not be accepted***).
- II. The contract you fill out must list your name and social security number; ***EIN or Tax ID numbers will not be accepted***.
- III. The E&O that you upload must also list your name as the insured.
- IV. The W-9 and Direct Deposit that you fill out must list your name, social security number; ***EIN or Tax ID numbers will not be accepted***.

II. MAPD and Med Supp Contracting:

- I. When signing your Sub-producer contract, please list your name on the contract as the “*SubProducer*”: your FMO’s name will be listed as the “*Producer*”.
- II. Any information requested in your sub-producer contract must be your individual information. We will not accept information from Agency you may own in this contract.
- III. If you own an Agency or LLC and have arranged to have that Agency contract or be paid through one of our FMO partners, please remember that each person in your Agency will have to fill out individual sub-producer contracts, listing themselves as the sub-producer (not your Agency) on the contract. BCBSAZ does not recognize sub-agencies under an FMO, if you have questions as to how your Agency will receive compensation, and how your downline will be managed, please reach out to your FMO.



Agency Agents

1. Agents contracted under an Agency:
2. If your upline is one of these Agencies, please review page 9 and 11.
 1. HEALTHMARKETS INS AGENCY INC
 2. FARM BUREAU PROPERTY & CASUALTY INS
 3. THE PREMIER AGENCY LLC
 4. FIRST INSURANCE CORPORATION
 5. STRATEGIC GROWTH INSURANCE ASSOCIAT
 6. CREST INSURANCE GROUP LLC
 7. NFP INDIVIDUAL HEALTH INS SVCS INC
 8. CONNIE HEALTH INC
 9. INSZONE INSURANCE SERVICES LLC
 10. There are many others – please reach out if you do not see your agency listed!



BCBSAZ Agency Medicare Agent Contracting Instruction:

- I. If you are contracting under an Agency (not an FMO or Directly), you will not have a contract to fill out in Pinpoint Global. You will fall under your Agency's contract.
- II. Please complete all certification, including an upload of you or your Agencies E&O certificate. This certificate must list you as an insured on the policy.



Important Things to Note and Contract Examples

- A. All contracts, W-9, Direct Deposit and E&O documents **MUST** have your own name, social security number and your bank account listed on them. If you list an LLC, your Agency, etc. that document will be rejected, and you will have to redo these forms.
- B. When filling out the TAX ID on your contracts, please use your social security number.

| | | | |
|------------------------------|---|---|-------------------------------|
| Signed: | <input type="button" value="Click to Sign"/> | <input type="text" value="YOUR NAME"/> | Producer Business Entity Name |
| Date: | 8/3/2022 | <input type="text" value="YOUR ADDRESS"/> | Address |
| Individual Subproducer Name: | <input type="text" value="YOUR NAME"/> | <input type="text" value="YOUR SOCIAL"/> | Tax ID Number |
| License No.: | <input type="text" value="YOUR NPN"/> | <input type="text" value="YOUR NPN"/> | Producer License Number |
| Taxpayer ID No.: | <input type="text" value="YOUR SOCIAL"/> | | |
| Social Security No.: | [SSN on File] | | |
| Date of Birth: | <input type="text"/> | | |
| Home Address: | <input type="text" value="YOUR ADDRESS"/> | | |
| Business Address: | <input type="text"/> | | |
| Business Phone Number: | <input type="text"/> | | |
| Email Address: | <input type="text" value="medsalescon@azblue.com"/> | | |



Questions?

YOUR MEDICARE SALES TEAM

Nemecio Cid - Business Development Executive

- Cell: (602) 206-2204
- Email: Nemecio.Cid@azblue.com

Cynthia Bates - Business Development Executive

- Cell: (520) 400-1732
- Email: Cynthia.Bates@azblue.com

Kenya Vega Nunez - Business Development Executive

- Cell: (480) 340-7640
- Email: Kenya.Veganunez@azblue.com

CERTIFICATION PORTAL

- Email: Medicarehelp@pinpointglobal.com
- Phone: 1 (866) 649-3701

BROKER SUPPORT – ALL MEDICARE PRODUCTS

- Broker Support Line: (480) 389-2712
- Email: BCBSBRKSUPPORT@azblue.com
- Hours of Operation: 8:00 a.m. – 4:30 p.m., Monday – Friday, Local Time





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