



## HealthSun Health Plans - Agent Release Policy

Current Policy for Agencies:

- Agencies can release an appointed agent immediately upon agent request **OR**
- Retain the agent for up to 90 days (3 months).

Current Policy for Agents Requesting Release:

- HealthSun Health Plans will update the agent affiliation only if the Agency grants immediate release (Release Letter) or if 90 days waiting period has been satisfied.

### HealthSun Health Plans New Blackout Period for Agent Release.

#### Blackout Period Starting July 1<sup>st</sup>, 2025.

- Agency denial of agent release requests that are submitted between January 2 and June 30, 2025 will have a waiting period of 90 days.
- Agency denial of agent release requests that are submitted between July 1<sup>st</sup> and September 30, 2025 will be subjected to a blackout period during AEP. Agents will be able to reapply for relationship change beginning January 2, 2026.
- A limit of one release every 12 months will be required for all agents without an approval from their current Agency (subjected to waiting periods).

#### Why do we have a Blackout Period and 90 days release options for agents?

This policy protects our Agency partners during the most critical months before and during the annual Medicare Open Enrollment Period. Offering agents a 90 days release option gives the agents more flexibility. Agents can continue to sell our plan whether their agency honors their request for immediate release or requires a waiting period.

#### Agent Release Timeline

Release Request Received	If Not Approved by Agency, Release Waiting Period	If Approved by Agency, Release Waiting Period
1/2/2025 through 6/30/2025	Agents can transfers after 90 days waiting period	Process upon receipt
<b>Blackout Period</b> – 7/1 through 9/30/25	Agents can re-apply beginning 1/2/2026	Process upon receipt
10/1/2025 through 1/1/2026	Agents can transfers after 90 days waiting period	Process upon receipt
1/2/2026 through 6/30/2026	Agents can transfers after 90 days waiting period	Process upon receipt